



Have you thought about how well you are meeting CQC's basic requirements? Is there anything more that you could be doing?

- Could you clearly evidence that you are considering all needs, even the rehabilitation care needs of your clients?

“Care and treatment must be planned and delivered in a way that enables all a person’s needs to be met.” 13(4)(d) significantly disregards the needs of the service user for care or treatment. (CQC 2016)

- Can you confidently say that your staff are skilled and competent?

“Only relevant regulated professionals or suitably skilled and competent staff must deliver care and treatment.” 12(2)(c) ensuring that persons providing care or treatment to service users have the qualifications, competence, skills and experience to do so safely. (CQC 2016)

- Are you doing anything to show innovation and progress? Are you standing out from the crowd in the field of service improvement?

“Providers must have systems and processes such as regular audits of the service provided and must assess, monitor and improve the quality and safety of the service.” 17(2)(a) assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services). (CQC 2016)

- Staff that feel valued and ‘invested in’, tend to stay in their roles for longer.

“Staff must be supported to undertake training, learning and development to enable them to fulfil the requirements of their role.” 18(2)(a) receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform, (CQC 2016)

CQC.2016. Provider Handbook: How CQC regulates Community adult social care services:
file:///C:/Users/User/AppData/Local/Microsoft/Windows/INetCache/IE/ES2P56I7/20160422_ASC_community_provider_handbook_April_2016_update.pdf

CQC.2016. Provider Handbook: How CQC regulates Residential Adult Social Care services:
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