CQC inspection: 8 weeks to go

Welcome to the third of our weekly emails with advice and guidance on preparing for the CQC inspection (14-19 November 2016). Please remember that the CQC inspection is an opportunity for us all to:

- Showcase our good work, and our continuous quality improvement.
- Demonstrate that we know where our improvement areas are and what we are doing about them.
- Demonstrate how we gain feedback about the care we provide, how we learn and share lessons to make changes, for the better, for our patients.

How best can I prepare?

Try not to treat the inspection week any differently to any other week – continue all the good work you are doing with the people who use your service. Some general tips leading up to the inspection, which you are probably already doing, are:

- **Keep informed:** Attend briefing sessions, talk to your team/manager, and look out for weekly CQC update emails.
- **Do the team self-regulation exercise:** This will give you a good overview of the 5 key questions and useful prompts for you to consider personally and as a team.
- **Share best practice and learnings** with your team and other colleagues.

We know that you are always striving to improve the quality of care for your patients/services users but how often do you revisit this from their eyes?

**Revisit your service through the eyes of our patients/service users/carers:**

- Take a moment to re-enter the doors to your service - is the ‘welcome’ evident? Is it clear where reception is, or where people can introduce themselves to staff?
- Is the **signage** clear?
- Are staff **smiling, friendly** and welcoming?
- Are all areas including offices/reception areas **clean and tidy**?
☐ Are your **public and staff displays/notice-boards** tidy? Is the information on display appropriate and accurate?
☐ Are the **leaflet racks** current and stocked?
☐ Is there any broken furniture or **items that are no longer being used** that need removing?
☐ If you display ‘safer staffing’ numbers are they clear/correct?
☐ If you **store drugs in a fridge**, is the temperature recorded daily? Is there anything stored in there that shouldn’t be?
☐ Has **resuscitation equipment** been checked regularly and appropriate action taken to ensure you are appropriately stocked?
☐ Do you promote **patient feedback systems** to highlight what you do well? i.e. ‘You said, we did’, such as audit results, feedback from service users, quality improvement initiatives.
☐ Is your **equipment, records, medicines stored / labelled correctly**? Is equipment blocking doorways/corridor access?
☐ Are your **hand dispensers** in working order, are they full?
☐ Is the **information/literature you give to patients/service users/carers** easy to understand and up to date?
☐ Is the **website information** about your service accurate and up to date?
☐ Are staff wearing their **ID badge and following the dress code** for the area they work in?
☐ Is information on ‘How to make a complaint’ displayed in services?
☐ Is information about **PALs** available?
☐ Is **access** and egress information clearly displayed?
☐ Is information about **translation and interpreting services** available?
☐ Do all trust documents, leaflets, posters etc. have the **correct Leicestershire Partnership NHS Trust logo** and details on them?
☐ Are you displaying a **poster which explains how service users can contact the CQC** if they want to complain about the use of the Mental Health Act?

**Some personal housekeeping for you:**

☐ Is your appraisal and mandatory **training up to date**?
☐ Do you know how to find Trust **policies**?
☐ Do you know how to **raise a concern**?
☐ Do you know what our **values, vision and objectives** are?
☐ Do you know your **team's strengths and challenges**, and what is being done?
☐ Can you describe how **lessons are shared and learned** in your team?
☐ Do you know your local arrangements for **lone working/staff safety** in clinics?

For a fuller staff [Frequently Asked Questions](#) guide download it here.

**Self-regulation – putting patients at the heart of our services**

As a values-based trust, we are committed to creating a culture of continuous improvement, where teams feel empowered to make changes for the
benefit of our patients and service users.

Last week we launched our new #WeCare film to explain why we've embraced self-regulation for the benefit of our service users, patients and staff. The film, which has already had some fantastic reviews, features staff and service users. Watch it here:

![YouTube Video](https://www.youtube.com/watch?v=videoId)

All clinical teams are being asked to self-regulate as part of our ongoing commitment to continuous quality improvement. Speak to your local governance team for your timetable. Read last week's bulletin for more details or download the self-regulation toolkit for team leaders.

Thank you for your continued care, compassion and commitment.

For more information, and to read previous CQC staff bulletins, please visit the CQC eSource page.