

Before during and after the Inspection

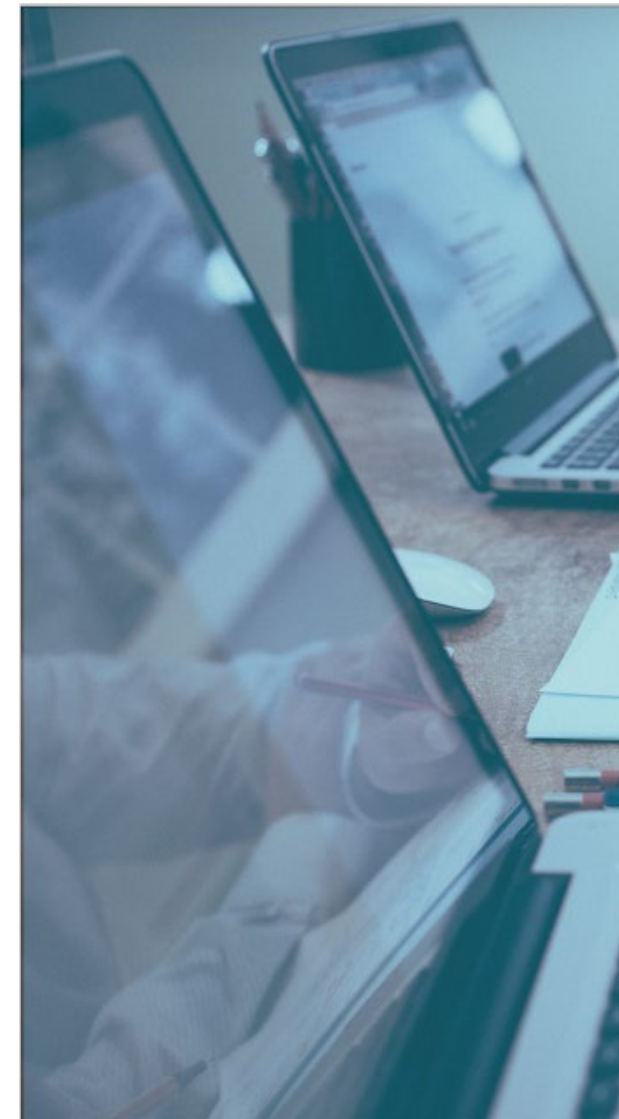
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Pre Inspection

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Pre Inspection

Get your staff familiar with being inspected, observed and given feedback

Develop an Inspection protocol

Pre Inspection

- Keep your inspector up to date with the positive events in your service
 - Visiting Professionals comments
 - Open days, community involvement and engagement events
 - Share good news – don't assume someone else will
- Consider sharing bad news?
 - Dismissed a staff member who may be disgruntled?
 - A disappointing LA or Healthwatch visit?
 - Detailed death or safeguarding notifications

Example - Complaint

- Service user with advanced dementia with personality disorder living at a service that has previously been through a tribunal with CQC
- Service user and her daughter had no contact for several years until she was diagnosed with dementia
- Expert family member could not apply her knowledge of dementia to her mother
- Family raising multiple complex complaints and issuing 'threats' to inform CQC
- We emailed the CQC officer and gave them a full history and summary of the situation and outcomes
- We also gave her support to visit less

Preparing staff for an inspection

- Prepare simple prompt cards for staff – key principles of the MCA, key points of DoLS, fire actions, key policies
- Develop an inspection protocol
- Contain the inspectors as much as possible
- Remind staff they deal with any issues that arise
- Remind staff they should ask the inspectors to move not the residents

Further preparation

- Remind staff inspectors are not to be feared but they are not your friend either
- When completing the PIR keep the evidence – they have to look at it
- Look at the entrance hall and any area they will sit and wait



Example – Entrance hall

- Service with significant serious safeguarding event triggering full CQC inspection and LA inspections
- LD service with a conservatory to the left of the entrance hall used by a therapist once a week
- Staff have no staff room or office
- Between inspections we moved the staff into the therapy room with the back area a break room and the front an office area
- All of the fake plants moved from around the service to create a screen in front of the glass and more suitable items put in their place
- CQC arrive for the next inspection and immediately comment that changes are going on in the service



The day of inspection

- Follow your inspection protocol
- Assess the staff on duty – should any be moved to backroom functions or off site?
- Remind staff regularly to carry on as normal
- Don't be too quick to fetch the items the inspectors need – they have to wait for you and aren't therefore looking at something else
- Provide what is asked for and no more or less

Containing the inspectors

- Allocate a room away from the main living room of an area
- Know your service users needs and use them to your advantage
- Take your time with the guided tour
- Know who your chatty residents and families are
- Keep checking they don't need anything
- Good directional signage
- Remind staff of the power of saying they are delivering care or nervous

Ending as you started

- As each shift leaves they should provide you with a statement, preferably sent electronically, about the inspection
- Challenge anything during feedback that is factually inaccurate and send the evidence electronically to the inspector

Post Inspection and Factual Accuracy Challenges

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Immediately Post Inspection

You have 24 hours from completion of the inspection to submit additional materials that are still considered to be during the period of inspection

Send an email to the inspector setting out what you feel was challenged and agreed during the feedback

Give clear feedback to staff including any steps you need support with

Give an overview to your commissioners

Gather statements from staff

Record the names of the service users whose records were seen, the staff whose files were reviewed and any individuals we know they spoke with

Action plan?

You may be asked to supply one – do not do so at this stage – a report has not yet been agreed between parties

Do however develop one for the agreed points during feedback and start staff working on those items

The waiting game

Use this time to prepare for the outcome you think you may receive this may include getting in external support such as solicitors or consultants

If you believe your report will be adverse start preparing a document to sit alongside it that explains what your accepting and why you reject other conclusions

Start gathering evidence of challenges you already know you wish to make

Do not be afraid to chase the inspector if the draft report does not appear promptly

If you believe the report is likely to be positive start planning how this news will be shared and celebrated

Factual Accuracy Challenge

Do use the form supplied

You should challenge even if your happy with the overall rating

Give it the time it deserves and start it early

Section A **is** important: Correct job titles, numbers etc.

If it refers to one service user and you have checked your list do not be afraid to ask for the identity of the individual

If you need to request the notes this should be done under the HSCA act and not the Fol act (and requests need to be specific)

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Section B

Give evidence not opinion where possible

Quote the text you are challenging so there can be no claim of confusion

Don't list multiple challenges in one box – there is a risk of them not answering all of them

You can challenge on the basis of factual inaccuracy and fair and proportionate grounds

If you need specialist advice request an extension promptly and explain the reason the extension is requested

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Section C

What did the inspectors not see that was available at the time of the inspection?

This may be items they were provided with but did not look at, items they did not ask for and any items not previously offered or requested that the provider wishes to submit

Receiving the response

Check whom has undertaken the review – it should be independent

Check that where the challenge was accepted, or partially accepted, that the change has actually been made to the report

Look at what was rejected – has the response clarified the issue the inspector was raising?

Consider what you now need to add to your action plan

Is a ratings challenge warranted?

Finalise your response document and action plan

Consider sharing both with stakeholders including staff and service users

Final step

Note the themes identified in your inspection – they are likely to follow up on these at the next visit

Keep the inspector informed as you make any required improvements

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