CQC inspection checklist

Safe: Safety and environment

Safety is a core focus of every CQC inspection. Providers must demonstrate that risks are properly managed and that people are protected from harm. Managers should ensure that:

Risk assessments are current and regularly reviewed.	
Safe recruitment procedures are followed and documented.	
Staffing levels are appropriate for the needs of the service.	
Medication Administration Record (MAR) charts are accurate and audited.	
Health and safety checks and environmental risk assessments are completed.	

Effective and Caring: Effective and caring care delivery

Care records should clearly show that people receive personalised and effective support. Managers should review whether:

Staff training and competency records are up-to-date.	
Care plans are personalised and regularly reviewed.	
Mental Capacity Act assessments are in place where required.	
Food and fluid charts are accurate and maintained.	
Care documentation reflects people's preferences and needs.	
The use of restrictive practices is fair and safe.	

Notes

CQC inspection checklist

Responsive: Responsiveness and feedback

Services should demonstrate that they listen to feedback and respond appropriately to concerns or changing needs. Managers should ensure that:

Complaints are logged, investigated and resolved.	
Feedback from service users and families is collected and reviewed.	
Improvement actions are recorded and followed up.	
Care plans are updated when people's needs change.	

Well-led: Governance and leadership

Strong governance systems help ensure that services are managed effectively and continuously improve. Managers should check that the following are in place:

Up-to-date records, policies and procedures.	
Internal audits and quality monitoring records.	
Action plans showing how issues have been addressed.	
Records of staff meetings and communication updates.	
Duty of candour records where applicable.	
Evidence of leadership oversight and accountability.	

Notes