

CQC staff briefing pack

CQC will inspect UC24 not individual staff members

Staff to have ID badges on them at all times

Make sure computers are locked when not in use

Do staff know how to report an incident?



CQC- Who are they?

NHS

Urgent Care 24

safe • caring • effective

- They are the independent regulator of health and adult social care in England. They ensure health and social care services are providing people with safe, effective, compassionate, high-quality care and they encourage care services to improve.
- They inspect **ALL** health and social care providers to determine if they are Outstanding, Good, Require Improvement or Inadequate.
- UC24 – Integrated Urgent Care is due to have an inspection commencing 19.03.2018. In our last inspection we were rated 'Good'

Their inspection focuses on 5 key questions:

- *Are services safe?*
- *Are services effective?*
- *Are services caring?*
- *Are services responsive?*
- *Are services well-led*

To find out more you can visit the website; <http://www.cqc.org.uk/>



Before an inspection

- CQC have **announced a visit** on Monday 19th March – Wednesday 21st March 2018 to inspect Out of Hours. They could also arrive at any other time on an **unannounced visit** to inspect any of our services.

Announced visit	Unannounced visit
<ul style="list-style-type: none"> • Advance warning – 6 to 8 weeks in advance • Arrive on specific date and specific location • Greeted by selected team 	<ul style="list-style-type: none"> • No warning • Arrive at any time • Arrive at any site • Greeted by any staff member



CQC visits

- Remember, this is an announced visit to inspect Out of Hours. However CQC could arrive unannounced at **any time** to **any site** to be greeted by **any member of staff**
- The next slides provides guidance for how to greet the inspectors when they visit
 - Practices - **Sefton and Asylum**
 - In hours - **8.00am – 6.30pm**
 - Out of hours – **6.30pm – 8.00am**



How to Greet the Inspectors

1. **Welcome** them to UC24
2. **Ask for identification** to confirm who they are
3. **Request them to sign** the visitor book
4. **Ask them what service** they are here to inspect



CQC inspectors arrive

To inspect Practices

Arrive at Practice

Receptionist contact Practice Manager

Practice Manager to inform Manager on Call

Manager on Call inform Director on Call

To inspect OOH

Arrive at Wavertree HQ

Bring inspectors to meet Shift Manager

Shift Manager inform Manager on Call

Manager on Call inform Director on Call

To inspect OOH

Arrive at Urgent Care Centre

Receptionist contact Shift Manager

Shift Manager inform Manager on Call

Manager on call inform Director on Call



The inspection w/c 19.03.2018

- Inspectors will be on site for **3 days** and will visit Wavertree HQ and Out of Hours sites of their selection
- The inspection team will consist of a number of people, the number visiting sites will vary



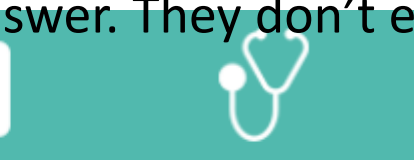
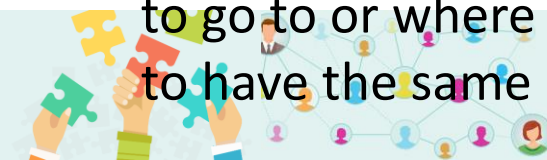
Speaking with patients

- They will want to speak with patients
- They **do not** need our consent to do this
- If they want to observe a patient consultation you should still ask the patient for their consent as you would do with any observer



Speaking with staff

- They can speak to **any member of staff** – including GPs, Nurses, receptionists, operational staff, call handlers, HR, finance
- They will want to spend time with staff but won't disrupt service delivery
- They will want to speak to various people across teams to get an accurate picture of what the organisation is really like
- They could ask a range of questions - if you don't understand the question it is absolutely fine to ask them what they mean
- **If don't know the answer to a question, don't worry** – The important thing is to be **honest**. You may not know the answer but you know who to go to or where to look to get the answer. They don't expect all staff to have the same level of knowledge



5 Key questions inspectors will ask themselves

Is it Safe?

People are protected from abuse and avoidable harm.

Is it effective?

People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best evidence.

Is it responsive?

Services are organised so they meet people's needs.

Is it caring?

Staff involve and treat people with compassion, kindness, dignity and respect.

Is it well-led?

The leadership, management and governance of the organisation makes sure the delivery of high quality person-centred care, supports learning and innovation and promotes an open and fair



Example questions they could ask you

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- How do you report an incident - Awareness of the policy and reporting form?
- What would you do if you saw a staff member doing something they shouldn't be doing?
- Role and knowledge of safeguarding - are you aware of safeguarding responsibilities?
- SOP's/policies specific to your area of work-are you aware of them and how to access them?
- The Organisations Visions and values – are you aware of them?
- Have you had an appraisal or do you have one booked in for the near future?
- Are you aware of how the service is performing?
- Do you have regular team meetings?
- Are you kept up to date with changes in the Organisation?
- Are the senior management team visible?
- Do you know what information to give a patient if they want to make a complaint?
- Are you given the opportunity to do further learning/courses?
- How do you Prioritise patient care?
- How do you ensure Patient confidentiality?
- Did you receive a full induction when you started the post?
- Chaperone - awareness and responsibility (Clinicians/Receptionists/Drivers)?
- Do you know how to raise a concern- Whistleblowing?



In preparation.....Think of the excellent things you have already done.....

safe • caring • effective

How good is the service you provide?

What are you proud of?

What do your service users like about the service you provide?

What quality improvements have you made in your team?

What areas are your team trying to improve and why?



Finally

- On arrival you should request inspectors ID and to sign the visitor book as you do with all visitors
- If you are unsure about what to do at any time during the inspection, speak to your Line Manager or the Shift manager
- Be proud of the excellent work that you do, this is an opportunity to showcase your work
- Remember we are here at all times to provide service that are:

Safe - Caring - Effective



Questions



If you don't know the answers to the questions in the pack, now is the perfect time to find out

Ask your line manager or other colleagues for information or check out the UC24 [website](#) and [intranet site](#) which includes all the information about UC24 policies and procedures.

For further information on CQC please visit www.cqc.org.uk

