

Preparing Staff for Inspection

External inspections by the Care Quality Commission (CQC) or other agencies can be a daunting prospect for frontline staff. Our training will build confidence among your staff to respond to the inspection process and engage positively with inspectors.

Overview

This course will help attendees to think about their specific service strengths and challenges and understand how to communicate these in a way that 'tells the story'. We will also cover some of the more operational information such as managing information requests from inspectors, debriefing the team at the end of the inspection and providing feedback within the Trust. This is an upbeat, supportive and interactive session.

Key Outcomes

- Gain knowledge of the inspection process and know what to expect
- Understand how to demonstrate your personal and team strengths and highlights
- Understand the formalities of the process, including how to interact with inspectors and what information can be shared

Course Outline

- A background to the inspection process and what inspectors are looking for
- Engaging with the inspection team
- Assessing your team or service strengths and areas for improvements
- Communicating your strengths to inspectors
- Operational issues during inspection
- Debriefing staff

The CQC ask the same five questions of all the services they inspect:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

The training Enable East delivered was excellent, the best I have been in for a very long time. It was succinct, humorous and educational

Community Team Manager,
NHS Trust

CQC
carried out more
than
35,000
inspections...



**of health
and social
care services
in 2012/13**

Key Points

- One Day Course
- Our trainer is an experienced clinician able to tailor delivery specifically to a clinical team context
- Our trainer will need to engage with your Trust Inspection Team in advance of the training to clarify organisational issues
- Contact Enable East on 01206 287543 or email enableeast@enableeast.org.uk