

CQC Inspection Checklist

Organised by CQC's five key questions · carecompliant.co.uk/resources/cqc-inspection-guide

SAFE

- ☐ Safeguarding referral log, with outcomes not just referrals
- ☐ Incidents: investigation, root cause, named owner, verified closure
- ☐ Risk assessments within your own review cycle, updated after change
- ☐ MAR charts, staff competency assessments, medicines audits
- ☐ Recruitment files complete, with rationale for unclear DBS returns
- ☐ Training records showing completion, not enrolment
- ☐ Infection prevention and control records

EFFECTIVE

- ☐ Care plans with the person's goals in their own words
- ☐ Review records showing goals changing over time
- ☐ Assessments of need completed before care started
- ☐ Nutrition and hydration monitoring, where relevant
- ☐ Joint working with other professionals, including what came back
- ☐ Consent records
- ☐ Capacity assessments that are decision- and time-specific
- ☐ Best interests decisions recording who was consulted
- ☐ DoLS or Court of Protection authorisations where they apply

CARING

- ☐ Feedback from people and families, gathered systematically
- ☐ Complaints and compliments, with what changed as a result
- ☐ Evidence of privacy and dignity in practice
- ☐ Records of people exercising choice and control
- ☐ Staff can describe preferences without looking them up

RESPONSIVE

- ☐ Personalised planning, including atypical needs
- ☐ Communication needs met under the Accessible Information Standard
- ☐ Complaints process: timescales met, outcomes recorded
- ☐ End-of-life care planning, where relevant
- ☐ Identified and responded to inequalities

WELL-LED

- ☐ Governance and audit calendar with evidence of completion
- ☐ Audit findings: action plans, owners, verified closure
- ☐ Quality assurance at provider level, not just registered manager
- ☐ Live risk register
- ☐ Supervision and appraisal at your stated policy frequency
- ☐ Staff survey results, and what you did about them
- ☐ Notifications to CQC and other bodies
- ☐ Business continuity plan
- ☐ Learning culture: incident › analysis › change › confirmation

THE TEST THAT MATTERS

Pick three people and three staff at random. Time how long it takes to produce their full evidence trail.

Anything over **twenty minutes** is a finding.

Inspectors rarely discover a service is bad. They discover it cannot show it is good.