

CQC Care Align

Are you due a CQC inspection?

A POSITIVE CQC INSPECTION OUTCOME IS CRITICAL FOR ANY REGULATED ORGANISATION, FOR THE CONFIDENCE OF SERVICE USERS AND THE MORALE OF STAFF, AS WELL AS PROVIDING VALUABLE INSIGHT TO STAKEHOLDERS.

The CQC's approach has changed, and it is likely that your staff involved in CQC compliance will not have been involved under the new inspection regime.

Our specialists will use their skills to support you in a tailored approach, depending on your specific requirements:

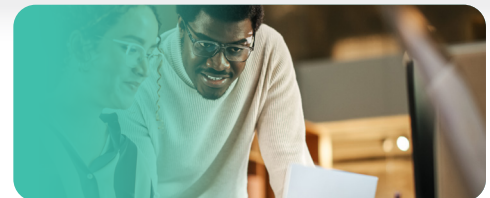
- Helping your senior leadership team to prepare for an inspection
- Supporting operational teams in devising practical ways to collate evidence
- Helping your team to put in place a system to sense-check evidence
- Review the Governance process to identify opportunities for improvement
- Provide preparation to the Board and Senior Leadership Team on the Standards
- Focused support on Quality Statement assurance

Our service comprises a former CQC inspector as well as team members with Director-level experience in clinical, governance and risk management roles.

Overview of Change

As you will be aware, the CQC Inspection Framework was updated in 2024 with substantial changes.

The Care Quality Commission (CQC) has introduced a new Single Assessment Framework for all health and social care providers. This marks a shift from snapshot inspections to a continuous, risk-based assessment approach, aiming to simplify processes and improve responsiveness.



FOR MORE INFORMATION ON OUR SERVICES PLEASE CONTACT:

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Ongoing Assessment

From Exams to Coursework

Inspections now work like continuous coursework. Evidence is reviewed regularly and remotely – no more waiting for that one big inspection.

Quality Statements Replace KLOEs

New Structure, Same Goals

The old Key Lines of Enquiry (KLOEs) are gone. Now, 34 quality statements under the 5 key questions guide assessments.

New Provider Portal

Centralised Evidence Submission

Practices will use a new portal to upload evidence. No action is required until you're contacted via email

Scoring & Rating Calculation

Transparent Ratings

Ratings are now calculated from scored evidence per quality statement, offering a clearer and more consistent outcome.

Rating Changes Without Inspection

Faster Recognition of Improvement

CQC can now update ratings based on new evidence – even without an on-site inspection.

Data Awareness

Stay Informed, Stay Ready

CQC will review public data sources like QOF, GP surveys, and NHS Digital/NHS England. Leaders should be familiar with these.

Benchmarking

Know Where You Stand

Your practice's performance will be compared to others locally and regionally to spot risks and strengths.

Key Issues to Watch

- Data Lag: Public data may be outdated. Be prepared to present more current data from your clinical systems.
- Increased Transparency: Regular monitoring means everything is under continual scrutiny — not just during inspections.
- Need for Proactivity: Waiting for inspection to “get ready” is no longer viable. Continuous compliance is essential.
- Self-Assessment is Crucial: Honest internal reviews against the 5 key questions and 34 statements should inform your improvement plans.

Action Points

- Understand the new Single Assessment Framework.
- Conduct a full self-assessment and rate your practice against the 5 key questions.
- Develop an action plan with deadlines and assigned responsibilities.
- Engage with data — monitor and understand the key public data sets.
- Prepare evidence in advance to upload when the portal becomes available.

