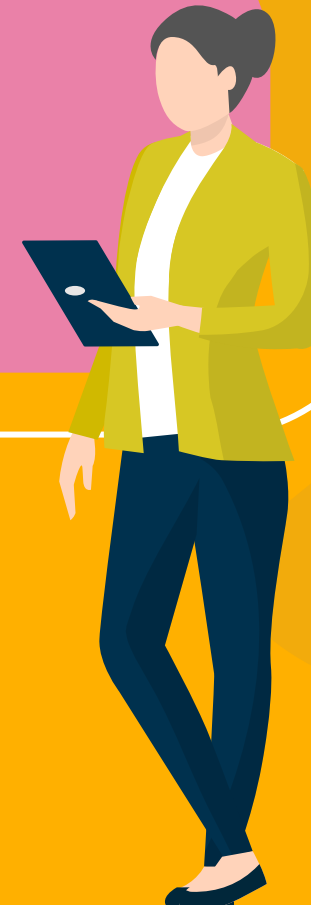


NEW PRODUCT LAUNCH

QCS Audit Masterclass: How to use audit effectively with QCS Audit Centre



Today's Speakers



Lindsay Rees
Head of Social Care



Ed Watkinson
Residential Care & Inspection
Specialist

What are we covering today?



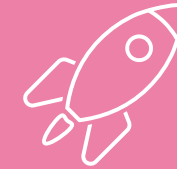
Understand how to
do an audit well
within the new
framework



Learn how to
overcome the
challenges to
completing effective
audits



Recognise how effective
auditing helps you
demonstrate great care,
good governance and
continuous improvement



Launch of QCS
Audit Centre

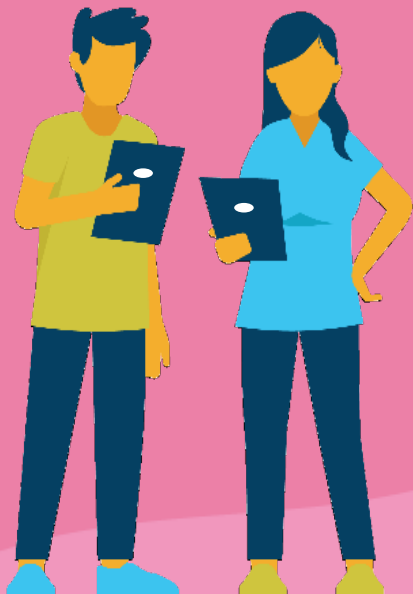
About us

At its core, the QCS System is your digital hub for quality compliance and knowledge. We make compliance management easy so you can focus on what matters most – **delivering quality care.**

Policies, procedures, and compliance toolkits **shaped to your business.**

Our team of **care specialists** provide you the latest expert insights, guidance, and knowledge.

Instant updates are delivered digitally, **24/7**, via QCS Policy Centre and QCS Mobile App.



163,500
registered users



6,500+
organisations
relying on QCS



100,000+
policies read
and shared
every week



2,300+
policies



1,000+
policy updates
every month



7,000+
best practice
and guidance
resources

Why, how, what and when do I need to audit?



Ed Watkinson
Residential Care & Inspection
Specialist

Single Assessment Framework

Building on their strategy published in 2021 and the learning from the pandemic

Ratings and Key questions remain



What's changing?

Quality Statements replacing KLOEs and they will be the same for all services

6 new evidence categories

People's experience

Staff and leader's view

Partner views

Observation

Processes

Outcomes



What's changing?



New internal organisation of CQC structure



CQC will be 'Always on'



More 'desktop' analysis of information



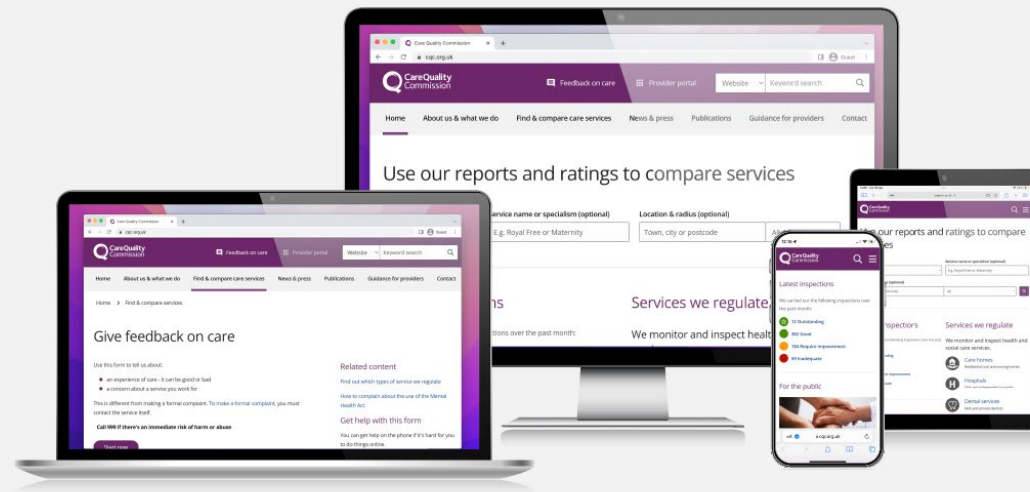
More focused on risk



Less site visits

What's changing?

Provider portal to share information



When is it changing?

On 1 November for services in the 'South' (excluding London)

Phased for other regions

Expectation that all services will be included by April 2024

What does all this mean for me, and how do I prepare?

- ☑ It will be extremely beneficial for you to have a good grasp of what CQC is looking for in the Quality Statements
- ☑ You will need to show evidence of the quality of your service between CQC site visits
- ☑ What your partners think about the quality of your service will be extremely important
- ☑ How you evidence that you are addressing concerns will be vital
- ☑ You will need to show how you are 'continuously improving'

What does all this mean for me, and how do I prepare?

CQC is going to be much more focused on you providing evidence of the quality of your service, rather than them visiting your service to observe care

Audits and surveys will be vital ways to demonstrate quality of your service

Audits will change from being something that should be done, to something that must be done

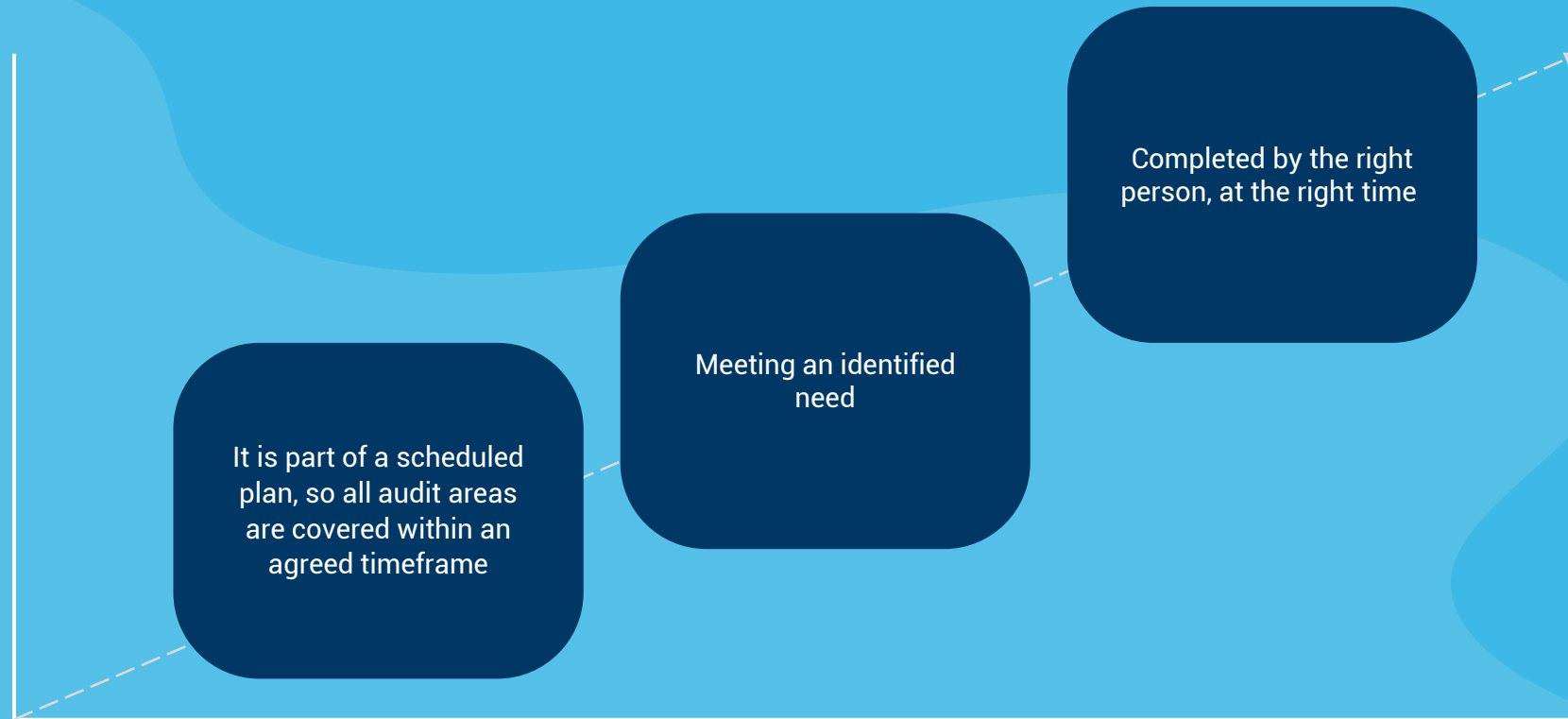


Why are audits so important?

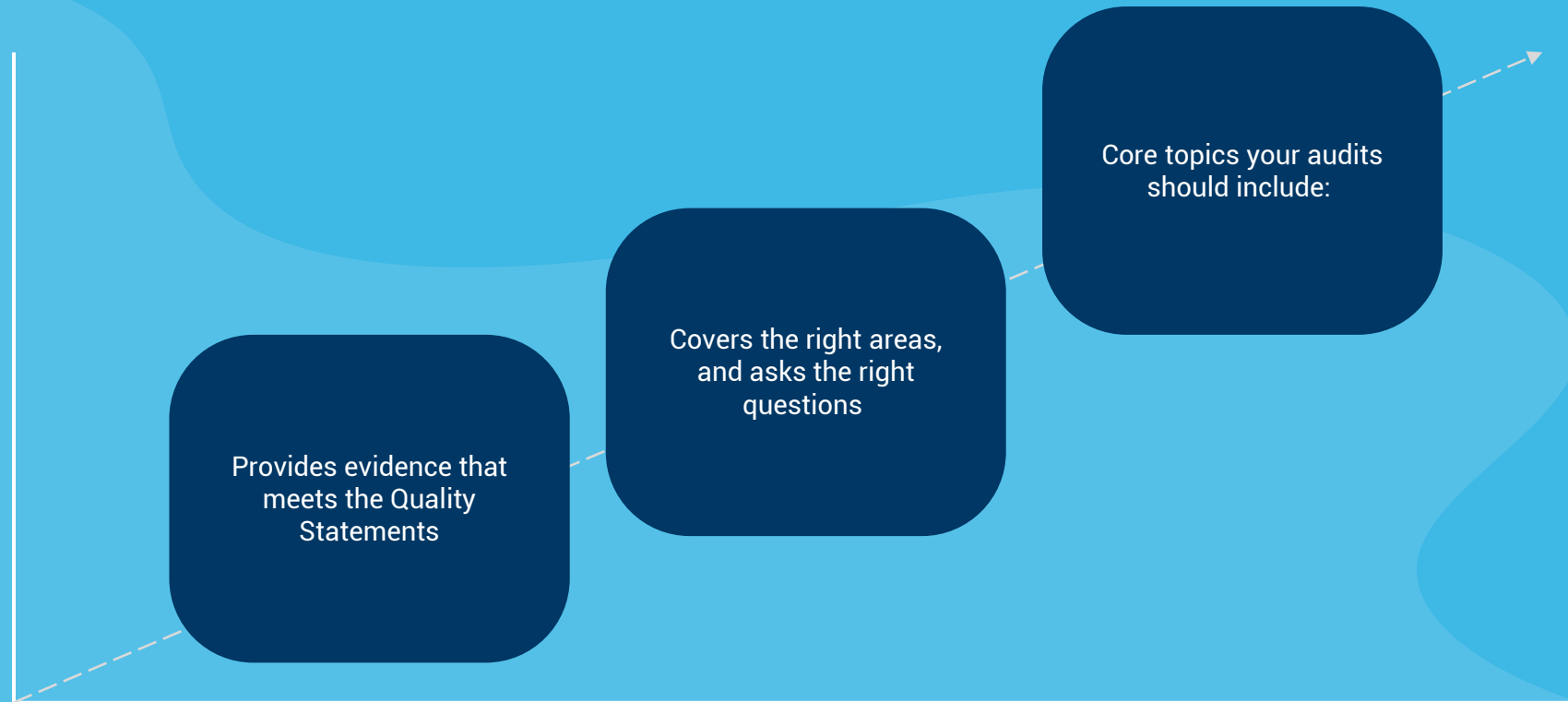
- ✓ They show that you are focused on quality
- ✓ They provide an 'audit trail' of what you have done, when and why
- ✓ They can identify where training is needed, or where to focus resources
- ✓ They are a clear way to evidence good governance (Regulation 17)
- ✓ They can be a good way to involve the team, share understanding, best practice and responsibility
- ✓ If done well they can show outcomes, and how people experience care



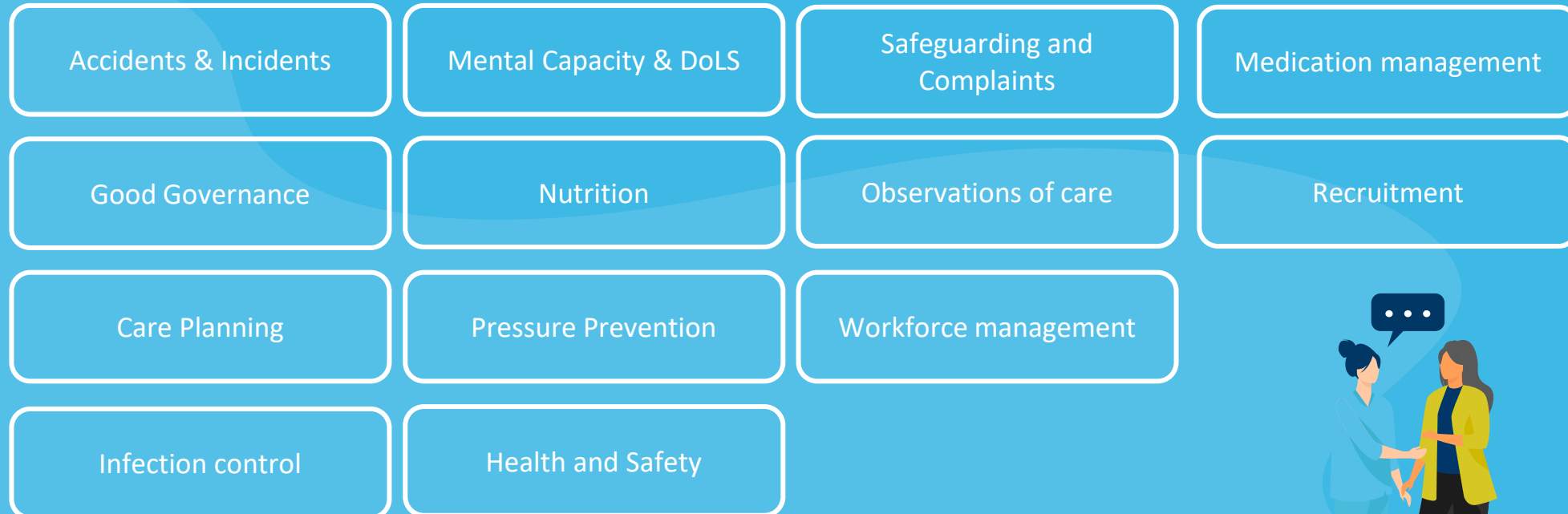
What makes a good audit?



What makes a good audit?



What makes a good audit?



What makes a good audit?

Is flexible enough to allow additional areas to be looked at if needed

Is objective rather than subjective

Based on observation or documentation rather than opinion

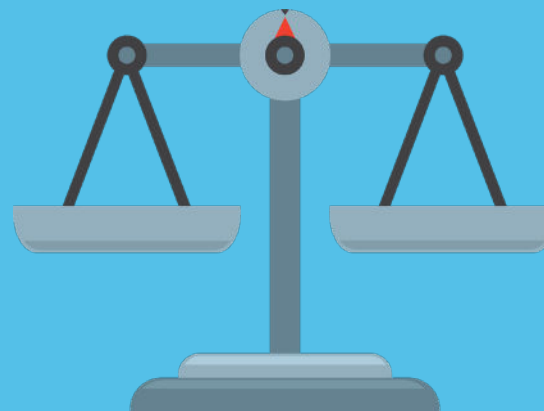
CQC will view an audit with actions that aren't addressed extremely negatively. So, ensure actions are always completed

Identifies good practice as well as areas for improvement

Any actions identified that are SMART

What makes a good audit?

It is part of a 'flow' - follows up on previously identified areas of concerns and identifies new actions



Shows continuous improvement – more observations of best practice are evidenced over time

What can we do to make sure audits become 'business as usual'?

- ☑ Discuss audits regularly
- ☑ Have an annual plan that everyone is aware of
- ☑ Identify staff to complete the audits
- ☑ Reward staff that perform well

What can we do to make sure audits become 'business as usual'?

- ✓ Use a range of audits that cover all the CQC Quality Statements
- ✓ Ensure that they are completed electronically and are easily shared with relevant people
- ✓ Link the completion of audits to themes identified in accidents, incidents, complaints, notifications or safeguarding concerns
- ✓ Link actions from the audits to a wider 'service improvement plan'
- ✓ Discuss the importance of audits at supervisions, team meetings
- ✓ Raise awareness that audits are a major way that evidence is shared with CQC
- ✓ Share responsibility for audits, don't make it so the manager does them all



Summary



Overview of CQC Single Assessment Framework



Understand how to do an audit well



Learn how to overcome the challenges to completing effective audits



Recognise how effective auditing helps you demonstrate great care, good governance and continuous improvement



Questions

How can QCS help you?

Launched this week!

QCS Audit Centre



Are your audits taking up too much **time**?



Finding it hard to monitor scheduling and **track** your progress?



Not able to plan and evidence continuous quality improvement and compliance in a safe, **cost effective** and time efficient way



With **QCS Audit Centre**, we make conducting an audit a simple online process to help you become better at what you do - **delivering quality care to the people you support.**



Free trial of QCS Audit Centre here:





Key benefits of QCS Audit Centre

Ease the pain of
regulatory compliance

Pre-built frameworks or
add new customised
ones to fit your individual
needs, services and plans

Easily share audit results
with regulators as
evidence of continuous
improvement

Easily report on things
that are going well, or
areas of concern that
need improvement

Quickly establish,
maintain and run a
comprehensive audit
program through the
user-friendly interface



Free trial of QCS Audit Centre here:





Using QCS Audit Centre has **cut our auditing time by 50%**.

1st Enable Ltd.

It has lots of templates in place, actions help to flag issues and gives us something to refer back to. **I am doing my last round of paper audits** them moving to use on our system!

Silver Birch Care Home



QCS Audit Centre is **backed up with all my policies** - you can assign staff to the audits, everything I needed. It's so brilliant, I'm very happy!

Shalom Community Care Services

Free trial of QCS Audit Centre here:





What should you do now?



Speak to us to find out more about **QCS Audit Centre**



qcs.co.uk/qcs-audit-centre



qcs@qcs.co.uk



Speak to your Account Manager

P.S. We are here to help with any questions so please speak to us! 😊

Free trial of QCS Audit Centre here:



Free trial of QCS Audit Centre here:





Thank you.

Free trial of QCS Audit Centre here:

