

Compliance is not a compromise

How QCS Compliance Centre can help you
prepare for your next CQC Inspection.



Speakers



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About us

At its core, the award winning 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



7,200+
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

Our recent messaging.

We recently sent emails / social posts around the worst-case scenario of fines and potential closers due to failed inspections and non-compliance.



Was not meant to be scaremongering but reality of the current climate

What we say and what we do becomes even more relevant with the CQC's latest statement.

Increase and improve the support and guidance for providers on our regulatory approach.

QCS CQC Information Hub

Increase the number of assessments and inspections they're doing.

QCS Compliance Centre

QCS Quality Centre

QCS Dementia Centre

Increase the number of people working in registration and working to get to any outstanding registration applications looked at as soon as possible.

QCS Compliance Centre



Our mission is to help everyone who cares to do a great job. While you focus on making a difference, our commitment is to maintain your business's compliance every day, every hour, and every minute, so you can dedicate your effort to what matters most — caring for others.

This is why we are so passionate about what we do and truly believe compliance is not a compromise.

Poll

When was your last inspection?

What are we covering today?

How
QCS Compliance Centre
can help you get the best
results when it comes to
your CQC inspection.

How our policies,
procedures, and
compliance toolkits are
shaped to your business.

Save time whilst always
being up to date with any
changes to legislation,
regulation, and best
practice.

Additional and new
features within our
system you might not be
aware of...



Why is your CQC rating important to you?

Overall Inadequate

[Read overall summary](#)

Safe	Inadequate ●
Effective	Inadequate ●
Caring	Requires improvement ●
Responsive	Requires improvement ●
Well-led	Inadequate ●

Overall Good

[Read overall summary](#)

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

Which service would you like to work in?

Would you stay working in an inadequate service if things were not improving?

Which service would you choose for your mum or dad?

Factors affecting your CQC rating

Turnover rates were lower in establishments with high CQC scores.

Establishments with higher levels of staff undertaking learning and development were more likely to receive higher CQC scores.

Establishments with a stable registered manager were more likely to receive higher CQC scores.

Staff
Retention
Recruitment
Wellbeing

Happy staff will stay



Service users
Duty of care
Quality of care
Quality of life

Maximum Occupancy/Clients = successful business

We all want the people we support to be happy and safe.

Why are policies and procedures important to you?

Who, How, When and What if?

(How do I know what I need to do, when I need to do it, and how to do it?)

Education and Training

Safe, effective,
responsive and well-led
care

Continuous improvement

How can QCS help existing and new customers?



Policies are always up to date,
you can rely on us for best
practice guidance and advice



If you don't know what to
do ASK QCS
24 hrs a day 7 days a week



Easy to share
and accessible



Saves you time



New CQC Single Assessment
Framework – everything you
need to know



Updating a single policy manually can take up to 3 hours of your valuable time. We eliminate all manual processes by automating policy updates, that are available to you 24/7.

We can save our customers up to 80 working days a year.

*Calculated by the average time it takes to manually update a policy multiplied by the average number of policies per user.

**In stormy waters we can
steady your ship.**



A day in the life...Ask QCS on our mobile app



 Reading List



PR07 - Induction and Onboarding Policy and Procedure



QQ60 - Mealtime Audit - Dining Experience

Mealtime Audit - Dining Experience

0800

1230

1800

0100

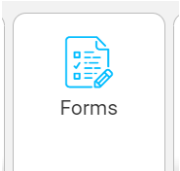
0400

0800



QQ91 - Daily Walk Around Audit

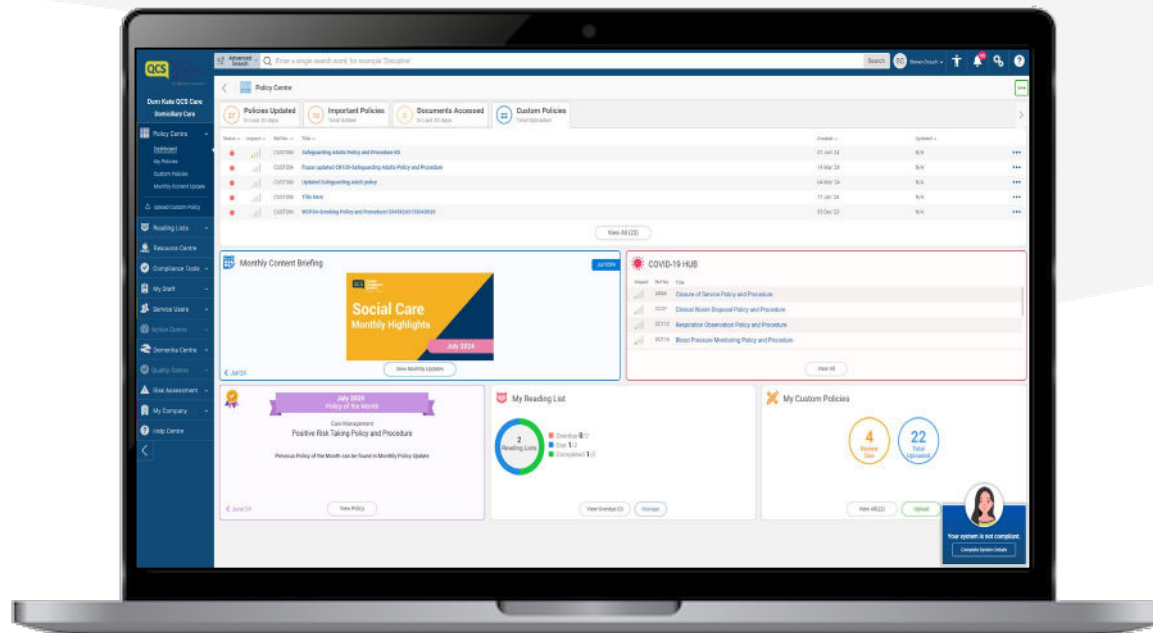
Daily Walk Around Audit



Syringe Driver Checklist - T34 Syringe Driver - CC103


CN09 - Controlled Drugs Policy and Procedure







Other features you might not know about to keep you compliant...


The CQC Single Assessment Framework


 In the New CQC Single Assessment Framework KLOEs are being replaced by Quality statements. You can use this toggle to switch between KLOEs and QS to help you understand the changes.


KLOEs Quality Statements


 Guidance Policies

 SAFE

 EFFECTIVE

 CARING

 RESPONSIVE

 WELL-LED

QSS1	Learning culture	>
QSS2	Safe systems, pathways and transitions	>
QSS3	Safeguarding	>
QSS4	Involving people to manage risks	>
QSS5	Safe environments	>
QSS6	Safe and effective staffing	>
QSS7	Infection prevention and control	>
QSS8	Medicines optimisation	>

NEW

Video content with our learning pathways

QCS learning pathway for Dignity!

Welcome to the QCS learning pathway for dignity!

QCS learning pathway for mental capacity act and deprivation of liberty safeguards

Welcome to the QCS learning pathway for mental capacity act and deprivation of liberty safeguards!

QCS learning pathway for falls prevention!

Welcome to the QCS learning pathway for falls prevention!

QCS learning pathway for equality and diversity!

Welcome to the QCS learning pathway for equality and diversity!

Reflective Learning Record

Consider Rolfe's cycle the 'So What...What Now?' model

Instructions for Use:

- Please download this document
- Complete the document
- Share a copy with your manager

Learning Pathway: Person-Centred Care

QUIZ - (tick one answer only)

Name _____ Job Role _____

1. Person centred care is:	TICK
A An approach that embodies the needs, preferences, and circumstances of the individual	<input type="checkbox"/>
B Is hard work	<input type="checkbox"/>
C Is about making sure we feel the individual has good care and support	<input type="checkbox"/>
D Is a one size all approach to make sure individuals receive the same care and support	<input type="checkbox"/>

NEW

QCS Factsheets



Our factsheets provide easy-to-follow instructions and practical tips, ensuring staff members can perform personal care tasks with confidence.

- In line with best practice guidelines
- They promote consistency and accountability in your teams care and support delivery
- Improved Service user experience as staff are well-informed and supported, service users receive more consistent and personalised care and support

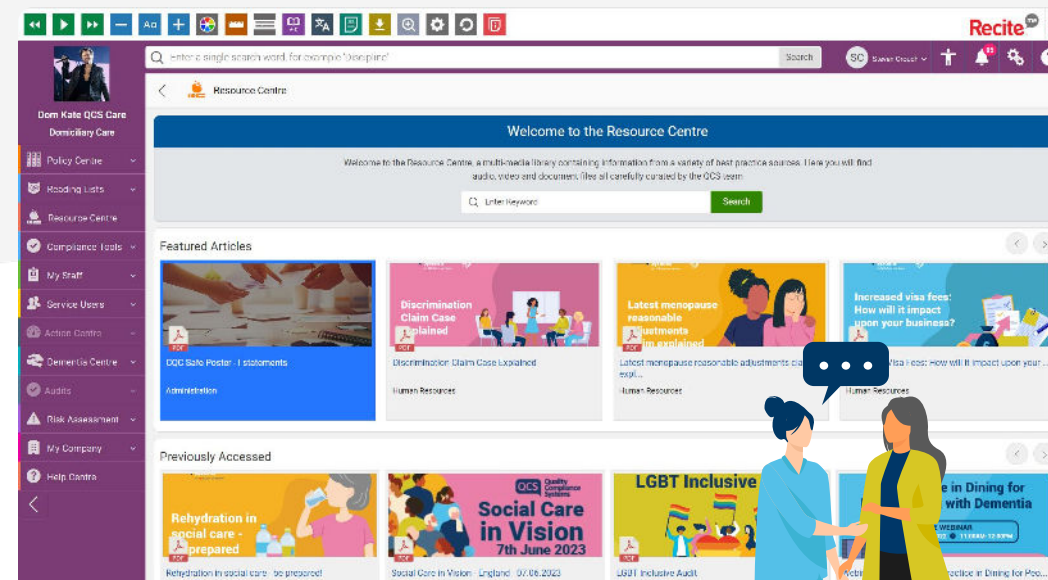
The new QCS factsheets enable staff to tailor their approach to meet individual preferences and requirements, leading to a more positive and dignified experience for service users.



Recite^{me}

Web accessibility ensures that all visitors, regardless of their ability, have an inclusive experience of online content.

Care providers logging into the QCS system can access a wide range of tools to customise their digital experience using Recite Me assistive technology.



What have we covered today?

Get the best results
when it comes to your
CQC inspection!

Policies,
procedures, and
compliance toolkits
shaped to your business
and available 24/7!

Save you time!

New features!

Let's see this all in action...



QCS Compliance Centre

Product Demo



x

Carebeans

Our growing commitment to care

This is really exciting not only for QCS and Carebeans, but the care sector as a whole. Care providers will see the joint benefits of both companies' missions to provide the best in class, easy to use, end-to-end digital care solutions that will enable care providers to trust in our software and focus on providing the best care possible.

<https://www.qcs.co.uk/our-growing-commitment-to-care/>



Poll

**How confident are you
that all your policies
are 100% up to date?**

How do you get QCS Compliance Centre?



Scan for a free trial!





Thank you.