**Improving your CQC rating checklist**

### This checklist is aimed at ensuring a regulated adult social care service is ready to drive forward improvements after falling below CQC standards.

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| We listen to feedback and welcome suggestions about how to improve our service from the people we support, their families, friends and advocates. |  |  |  |  |
| We have an open and transparent culture that enables us to engage others to help us to improve. |  |  |  |  |
| We have leaders, managers and owners who are committed to improving the quality of care at our service. |  |  |  |  |
| Our managers, leaders and owners have the right skills, knowledge and experience to drive forward improvements. |  |  |  |  |
| Our owners ensure we have the resources and investment needed to ensure we can implement the improvements needed. |  |  |  |  |
| We have effective systems and processes that enable us to review quality at our service and identify areas for improvement. |  |  |  |  |
| Before we commence implementing improvements, we benchmark where we are, so we know how we’re progressing. |  |  |  |  |
| We ensure that each area for improvement has an allocated leader responsible. |  |  |  |  |
| We have the flexibility to adapt our original improvement plans if we need to adopt a new approach. |  |  |  |  |
| We have a clear action plan or action plans helping us to keep track of our progress towards improvement. |  |  |  |  |
| Our staff teams have the right skills, values, and capabilities to help us address areas for improvement and support new ways of working. |  |  |  |  |
| Where needed, our staff teams will be able to access new learning and development needed to help us to improve. |  |  |  |  |
| We have the right structure, policies, and procedures in place to enable us to improve. |  |  |  |  |
| We have the right connections  with other professionals, providers, partnerships and the wider community to help us to improve. |  |  |  |  |
| We have a good and effective relationship with our local CQC inspection team and (where relevant) the local authority quality teams. |  |  |  |  |
| We keep ourselves updated on the latest legislation, evidence-based research and good practice related to the care we deliver. |  |  |  |  |
| We ensure our internal audit processes are sufficient to check compliance at all times (e.g. spot-checks at night). |  |  |  |  |
| We have effective performance management processes in place to ensure we can meet the quality standards expected. |  |  |  |  |
| We have evidence to show how our improvements are ensuring people receive better care and support. |  |  |  |  |
| We can back up examples of improvements with clear, documented evidence. |  |  |  |  |
| We communicate the improvements we’ve made to the people we support, our staff teams and stakeholders. |  |  |  |  |
| We’re committed to sharing our learning from improvements with the wider sector to help others improve. |  |  |  |  |
| We’re committed to the continual improvement of our service by benchmarking ourselves with best practice care providers. |  |  |  |  |

**Resources to help**

Skills for Care’s Good and Outstanding care resources help you to be ready for your next inspection. Our resources include an Inspection Toolkit, practical guides and learning opportunities to meet or exceed CQC expectations.

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