



# TOP TEN CQC INSPECTION CHECKLIST

I s s a c T h e o p h i l o s

Author: How to get outstanding, An ultimate guide  
for care homes

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*We guide you to  
deliver outstanding  
care*

1. Check with your Manager if they have any intention to change the job before the next inspection? Avoid a change of Manager just before the inspection unless it is a worst-case scenario.
2. Make sure your care plans are reflecting the actual needs of the residents. For example, if one your resident suffers from a chest infection, make sure you have a short term care plan for chest infection in place.
3. Review your accident and incident folders to see if there are any patterns. The Manager should investigate all the individual cases as a standard practice. The care plan must be updated to reflect the accident form and write down the measures you have put in place to prevent it from happening again.
4. Do an observation of how your staff communicates with each other and with the residents. The staff should show empathy, dignity and respect. CQC will not even consider your Outstanding evidence if they observe the communication skills need to be improved. Behavioural change takes a long time, start now.
5. Check all your safeguarding investigations. Make sure the paperwork is all kept together, including the notifications to CQC. Check if you have updated the care plans about the incident and measures to prevent.
6. Check with staff their understanding of MCA, DOLs, Safeguarding and whistleblowing. All of your staff must be able to answer it at least with a simple explanation. Make it a fun learning together. (They do not have to learn the complex regulations).
7. Conduct residents, relatives, staff and professionals feedback surveys well early to address the issues even before the inspection happens. CQC love to see if you have made some improvement after the survey.
8. Interview your staff one by one to do a 'temperature check'. If staff do not open up to you, get a third party to do it. You want to make sure all the staff are happy about your leadership. Remember, CQC will ask the questions you were reluctant to ask your team, as you feared an unpleasant response.
9. Do a Key Line of Enquiry Audit (KLOE) yourself. If you do not do it yourselves, you will never learn it. If you do not make an effort to learn it, how can you monitor the compliance in your care home on an ongoing basis?
10. Check if you are breaching any CQC regulations. If yes, put the correction plan in place as soon as possible. Breaches of regulations will not take you anywhere near an outstanding rating.

*Check my book for more tips  
Available at Amazon*

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