

CQC Provider Compliance Workshop



Tuesday 6 March 2012

London—Venue to be confirmed

Thursday 8th March 2012

Bristol—Venue to be confirmed

Tuesday 27th March 2012

Manchester—Venue to be confirmed

Thursday 29th March 2012

Newcastle—Venue to be confirmed

Workshop presenter: Jane Orr-Campbell

In November 2011, and as a response to the Equality and Human Rights Commission Home Care Inquiry, CQC announced that it would be carrying out themed inspections of domiciliary care organisations from April 2012.

The inspections will focus on:

- Respecting and involving people who use services (Outcome 1)
- Safeguarding people who use services from abuse (Outcome 7)
- Supporting workers (Outcome 14)

Underpinning these, they have also added the following themes, which will receive less attention, unless they think they aren't being met:

- Care and welfare of people who use services (Outcome 4)
- Assessing and monitoring the quality of service provision (Outcome 16)

UKHCA has developed this workshop to assist organisations understand how to comply with the outcomes of each of these themes.

The workshop will explain why these themes have been selected, what compliance might look like for each of these themes and to identify some sources of evidence that organisations can gather to show that they meet the outcomes.

The workshop will also explain the importance of continuously improving the quality of your services and will look at how you can manage the upcoming inspection process.

The workshop will be run by Jane Orr-Campbell, an external consultant who works closely with UKHCA and presents our Tendering Workshops.

Workshop price

UKHCA Members £102.00 (Inc. VAT): Non-members £192.00 (Inc. VAT)

In addition to our range of services, UKHCA's member organisations enjoy substantial discounts on conference fees and publications. For more information visit: www.ukhca.co.uk/joining.aspx.

Aims of the workshop

To provide owners, registered managers and staff of homecare provider organisations with information about the Care Quality Commission's (CQC) themed inspection programme for 2012 and to assist with the preparation for these.

Learning outcomes

- To have a clear understanding of CQC's themed inspection programme;
- To understand how you can comply with each theme and the evidence needed to show compliance;
- To understand the importance of continuous improvement;
- To understand how you can prepare for the inspections.

Workshop programme

09:00 Registration and refreshments

09.45 Introduction to the day
A Human Rights approach to Home Care
The rationale for themed inspections
Outcome 1—Compliance and sources of evidence
Outcome 7—Compliance and sources of evidence
Outcome 14—Compliance and sources of evidence

Refreshments will be served during the morning session

13.00 Lunch - a valuable networking opportunity over lunch

13.45 Outcome 4—Compliance and sources of evidence
Outcome 16—Compliance and sources of evidence
Audit and quality assurance cycle
Continuous improvement including action planning
Managing inspections

16.00 Close of workshop

Refreshments will be served during the afternoon session

The programme may be subject to change without notification

Who should attend?

This workshop is aimed at owners, registered managers and staff of homecare provider organisations who will be involved in the themed inspections taking place from April 2012 thereby ensuring compliance with the Essential Standards of Quality and Safety in the independent, voluntary, not-for-profit and statutory sectors.

