

New webpage guidance for **ALL** providers to update existing guidance

Factual accuracy check

When we have checked the quality of the draft inspection report (and evidence appendix, if appropriate), we will send you the draft documents. We will ask you to check the factual accuracy and completeness of the information that we have used to reach our judgements and ratings, where applicable.

The factual accuracy checking process allows you to:

- challenge any information that is factually incorrect
- tell us where our evidence in the report may be incomplete.

The process ensures that the report is accurate and reflects information that we already hold, and evidence that is available and gathered at the time of the inspection.

The process also enables providers and inspectors to see and consider all relevant information that contributes to our judgements, and that our judgements are proportionate.

Inspection teams base their judgements and ratings on all the available evidence, using their professional judgement and CQC's published ratings characteristics for [health care](#) and for [adult social care](#) services. The inspection report does not need to reference all the evidence obtained during the inspection. It will include the best evidence to support our judgements.

How to respond

We will send an email to the appropriate registered person. This will include:

- a copy of the draft report
- a link to download a form to provide your response



You must download and use this form to respond. We will not usually accept factual accuracy comments in any other format. If you are unable to respond using the form, you must tell us why **immediately**. We will use discretion to determine whether there are exceptional circumstances (for example, IT failure).

Link to FAC form with evidence tables

Link to FAC form with no evidence table

What you can challenge

We welcome reasonable challenge and information that tells us if we have got any of our facts wrong. Using the form, you can tell us about:

Section A: Typographical or numerical errors. For example, incorrect job titles, spelling of names, numbers of staff.

Section B: Information that has contributed to a judgement, but which you believe is factually incorrect. You need to provide further evidence to support these comments.

Section C: Additional:

- information about an issue at the time of the inspection that is not included in the draft report, but you believe should be, or
- information that you believe will have an impact on a judgement (and rating if appropriate). For example, you may have further examples of exemplary practice that demonstrate real benefits for people using your service, which may support a rating of outstanding rather than good. You need to tell us where to find further information to support these comments.

Any additional information that you supply to support points in sections B and C must have been available at the time of the inspection.

If you provide a document to support points in sections B and C, you must specify the page and paragraph number. Highlight the exact wording in the document that is relevant to the point you are making. If this is not clear, the inspector will need to ask you for it and if you do not provide it, we may not consider this document further.

The draft report includes evidence collected on the day of inspection. You can also send us information about action you have taken since the inspection that addresses the concerns we raised with you, or which is included in the draft report. We will decide whether to include this new information in the final report.

Unless there are exceptional circumstances, this new information will not form part of CQC's decision around final judgements or ratings (where appropriate).

Example of possible outcomes from factual accuracy challenges

During an inspection, the inspector asks to see a copy of the provider's safeguarding policy. The registered manager tells them there isn't one. The inspector includes this information in the draft report and it is considered as part of the rating/judgement. CQC also considers the information when deciding whether to take enforcement action against the provider.

Scenario 1: As part of the factual accuracy check, the provider sends a safeguarding policy to CQC, stating that it did exist at the time of the inspection and that they do not know why the manager told the inspector that they didn't have

one. The inspector is satisfied that the document was available at the time of inspection so includes this information in the draft report and it is considered as part of the rating/judgement. CQC also considers the information when deciding whether to take enforcement action against the provider.

Scenario 2: As a result of the factual accuracy check, the provider tells us that they have now implemented a new safeguarding policy. The inspector includes this information in the draft report, but does not consider it as part of the process to decide ratings. CQC also considers the information when deciding whether to take enforcement action against the provider.

You cannot challenge:

- [How we carried out an inspection](#)
- [Enforcement activity that we propose.](#)

You cannot ask to see the inspector's notes from an inspection or details of people we spoke with.

To protect the confidentiality of workers reporting concerns to us, we do not include information in the report that would identify a worker who has shared this information. You cannot ask CQC for that information.

[Requesting information from CQC](#) describes the types of information you can ask for.

Deadline for responding

Once you have received the email with the draft report, you have **10 working days** afterwards to submit:

- the points you wish to make
- any extra supporting information that we may ask you for, or which you think is essential for us to consider that may influence the content of the report and/or our judgements.

Please tell us immediately if you do not wish to submit a factual accuracy challenge. We will then be able to publish the final report.



If you are unable to respond within 10 working days, you must tell us why **immediately**. We will use discretion to determine whether there are exceptional circumstances (for example, sickness).

How we will respond

After we have considered your points and any supporting information, we will decide whether to amend the draft report. The form will indicate whether we have accepted your points. If we have not, we will explain the reasons why.

If we have evidence that supports a point in the draft report, we are entitled to rely on this. If you dispute the point, but you have not provided any evidence to support your challenge, we will determine whether you can reasonably obtain it and ask you to provide it.

After the inspector has considered your factual accuracy points a different member of our inspection staff will review their responses. This person will be independent of the original inspection. When the inspector has made the appropriate changes to the draft report, both these people will complete and sign the response form and return it to you with the final inspection report.

Draft judgements and ratings

The draft report includes the draft judgements and ratings, where appropriate. If the inspector corrects any factual details in the report or accepts any additional evidence, they will amend the draft report. They will determine whether this has an impact on a judgement or rating(s) and will explain any changes on the form.