



# Types of inspections and the five domains

- CQC inspections can be planned, reactive to a concern, or a follow up to a previous inspection
- Inspectors assess the performance of a service in 5 different 'domains' and will ask in each case:



# CQC inspections: an overview

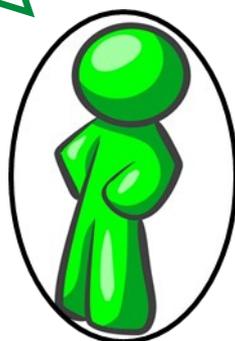
- Inspections will generally involve the inspection of one core service and how well led the service is; occasionally a whole trust will be inspected
- Inspection teams usually include specialist advisors (SPAs) with a clinical background
- Inspectors will gather information through interviewing relevant persons, including staff, patients, families, as well as looking at documents
- Additional evidence can come from data provided by services, members of the public and CQC monitoring
- Inspection reports are drafted and then sent to the service for a factual accuracy check; CQC may agree or not to amend where challenged
- All inspections result in a rating. There are 4 different ratings:
  - 1) **OUTSTANDING**
  - 2) **GOOD**
  - 3) **REQUIRES IMPROVEMENT**
  - 4) **INADEQUATE**
- Where inspectors find a breach of regulations the report will say that a service '**MUST**' take steps to remedy this
- Where inspectors find that improvements are required where this does not involve a regulatory breach the report will say a service '**SHOULD**' take action
- Services must produce an action plan to implement the **MUSTS** and **SHOULD**S
- Inspection reports are published online

## Inspection of speaking up: an overview

- Inspection of how services support workers to speak up is done under the 'Well Led' domain
- The CQC also have new Well Led inspection which focusses only on this domain
- **How trusts support speaking up will potentially affect the overall rating inspectors give for Well Led**
- The National Guardian's Office (NGO) has worked with the CQC to ensure that an assessment of speaking up is at the heart of inspecting the Well Led domain – including:

Drafting guidance for inspectors to assess speaking up

Meeting with inspection teams to explain the work of the NGO and Freedom to Speak Up Guardians (FTSU)



# What inspectors may ask Freedom to Speak Up Guardians

## 1. How trusts support the role of FTSU Guardian – including:

- Evidence that FTSU Guardians can regularly access their boards and CEOs
- Evidence that the FTSU role is appropriately communicated and accessible
- Evidence that the FTSU Guardian has the resources, support and independence to effectively undertake the role

## 2. How trusts respond to the concerns raised by their workers – including:

- Is there an appropriate speaking up/whistle-blowing policy
- Evidence that trusts investigate concerns and feedback

## 3. Evidence of a positive speaking up culture in the trust – including:

- What steps or initiatives have trusts taken to promote speaking up?
- The steps taken by a trust to support minority and vulnerable staff groups to have a voice?
- Are staff who are suspended permitted access to their FTSU Guardian?

## Inspections: points to note

- Inspectors are in the process of learning how to assess speaking up – NGO will provide on going guidance and support to assist CQC with this
- Guardians can contact their trust inspector at any time, to provide information on how trusts support speaking up
- Provide as much information to inspectors as possible – don't just rely on the questions you are asked to elicit a full picture
- Inspection reports list who inspectors spoke with, but evidence do not make reference to individuals
- Inspectors' focus will be on how trusts support speaking up, but may also ask Guardians about their independence and experience
- Guardians and NGO should review CQC inspection reports to check they are reporting on speaking up

### For further information

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If you are concerned about preparing for a future inspection or how a recent inspection went, do speak to the NGO

