



# Care Quality Commission regulations

A checklist for care homes

## Introduction

Earlier this year, the Care Quality Commission (CQC), the independent regulator for the quality and safety of care, announced significant changes to the way they regulate health and adult social care providers and services in England. The new changes involve undertaking more inspections and implementing tougher regulations to ensure facilities are providing a safe and secure environment for service-users. The inspection process involves asking questions regarding five key areas, to see if the home is safe, effective, caring, responsive and well-led.

They'll conduct a thorough inspection of the facility and speak to both service-users and staff to build a picture of the facility to determine if it meets their requirements, and what changes could be made. Health and care providers will then have to display their rating in a prominent place so potential service-users can see if they are rated outstanding, good, requires improvement, or inadequate.

So, how can you ensure your care home meets these new regulations? Providing the best possible experience for service-users will increase the likelihood of being awarded a good or outstanding rating by the CQC, so we've put together a checklist to help you prepare for your next inspection.

**“Our purpose is to make sure people receive safe, high quality, effective and compassionate care, and to encourage services to improve”**

– The Quality Care Commission

## Facilities

When the CQC carry out an inspection, they'll be looking to see that the facilities and environment within your care home meet the needs of service-users. Think about the environment you're creating. You want service-users to feel as at-home as possible, so invest in quality furniture such as armchairs and beds, to make them feel comfortable and relaxed. Options such as televisions and DVD players will also offer a wide range of entertainment for service-users, who often spend a lot of time sitting down in communal areas. Do you have outside space? **Keep it well-maintained so it's a pleasant place to spend time in, and consider adding seating areas or BBQ facilities for the warmer months.**

**1 in 3**

**care homes**  
rated under new  
**inspection criteria**  
were rated   
**inadequate**  
or in need of  
**improvements**

## Top Tips

**1**

Invest in high-quality, comfortable furniture to make service-users feel as at home as possible

**2**

Entertainment like DVD players and games consoles, along with more traditional cards and board games, will show the CQC you're able to cater for different needs

**3**

Choose adapted living products with modern, stylish designs to avoid your care home appearing clinical and cold

## Activities

For people in care homes, a lot of time is spent sitting down in a communal area or common room, watching television and chatting. Ensuring your service-users spend time outside is key, and encouraging them to take part in regular activities and exercise will make their life richer and more fulfilling. Investing in on-site leisure facilities, organising group walks to local parks and providing transport to local exercise classes will all help improve their overall experience. **Don't forget, the CQC will speak to service-users as part of the inspection so ensuring they have the best possible experience each and every day is vital.**

Adults aged  
**65+**  
spend on average  
**10 hours**  
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sitting or lying down.



This sedentary lifestyle can increase the risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia.

## Top Tips

**4**

Encourage service-users to suggest the facilities or activities they would like to have access to

**5**

Utilise local parks and activities in nearby towns or villages to integrate with local communities

**6**

Regular organised trips to the cinema or bowling alley will give service-users something to look forward to each month

## Staff

**Staff play a key role in the smooth running of a care home, and the way they interact and care for service-users is incredibly important.** Service-users have a right to be cared for by staff who have the knowledge, skills and experience to meet their health and welfare needs, so it goes without saying that hiring capable employees is a must to ensure your service-users receive compassionate, dignified care. Personality is also important as you want staff who are a good match for your facility, so bear this in mind during the interview process.



There are  **20,021** registered care homes, nursing homes and residential homes in the UK



## Top Tips

7

Look to recruit only well-trained staff with all necessary qualifications

8

Support existing staff to obtain further qualifications in order to progress and advance

9

Listen to service-users' views and feedback on staff, and act on any issues immediately

## Cleanliness

It goes without saying that a clean, well-maintained care home with a focus on hygiene is more likely to get a 'good' or 'outstanding' report in a CQC inspection. **Older people are often more frail and susceptible to infection and illness, so preventing the spread of harmful bacteria is essential.** This will be achieved with a regular, thorough cleaning schedule, excellent management of care equipment and linen, and safe disposal of waste. And it isn't just cleanliness that the CQC will judge you on. Care homes can quickly start to appear worn and tired due to damage by wheelchairs and hoists, so it may be worth considering a full refurbishment for high-traffic areas if needed.

# 97%

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when making a decision  
about a  
care home



## Top Tips

10

Choose cleaning products and laundry equipment that meet industry regulations to minimise the spread of bacteria

11

Ensure all waste is safely disposed of, and all necessary procedures are followed

12

Consider refurbishment of high-traffic areas if wear and tear is becoming apparent

## Safety

**With 94% of UK care home service-users aged 65 or over, the risk of falls and other injuries within a care home environment is heightened.** However, the risk of injuries can be reduced by ensuring that assessments are made to identify potential high-risk areas, and necessary precautions are taken as a result. These could include modifications to improve mobility and safety in areas such as bathrooms and stairs. Choosing adaptive living products from industry-leading providers throughout your care home will ensure you offer service-users the best possible care, in line with the latest industry regulations.

**10**  **injuries**  
**and accidents**  
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**every day**   
    

## Top Tips

**13**

Consider installing specialist grab bars and lowering bed heights to minimise injury

**14**

Choose adaptive living products from industry leading providers throughout your care home

**15**

Be aware of potential hazards that can be easily avoided such as wet floors and objects in corridors, and train staff to be vigilant

## Specific care

It's estimated that there are now 850,000 people with dementia in the UK, and many of these individuals require specialist care and support. When the CQC conduct an inspection they'll want to see evidence of the measures and procedures you have in place to care for dementia patients, so it's imperative to be able to actively demonstrate this.

Dementia-friendly installations in high risk areas such as bathrooms are a good place to start. The adapted living solutions market now offers products such as temperature-restricted thermostats to prevent scalding, and 30 minute shower shutdown timer to prevent flooding. The installation of these high-quality products will demonstrate that your care home is properly equipped to deal with the specialist needs of those with dementia.

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have some form of  
**dementia**  
or cognitive impairment



## Top Tips

**16**

Make use of dementia-friendly installations in bathrooms to aid patients and minimise injuries

**17**

Introduce activities like fitness programmes and occupational therapy to help those with dementia maintain their physical and mental ability as long as possible

**18**

Ensure there is at least a 30 point variation difference in light reflecting value (LRV) between surfaces, to aid visibility for dementia patients

## Conclusion

A CQC inspection can be a daunting experience for any care facility. However, regardless of whether you've already had an inspection, or have one coming up, the points we've outlined in this tipsheet are things you can be doing every day to ensure your care home offers a service that goes above and beyond the competition. Your service-users are at the heart of everything you do, so providing the best possible experience for them each and every day is key.

**Ultimately, your goal is to demonstrate that you take pride in providing a warm, welcoming environment where service-users, their families and your staff, are valued and respected.** If this is already apparent in your care home, a CQC inspection will simply reinforce what your existing service-users already know, and increase the likelihood of prospective service-users choosing your facility.

**For more information on how AKW can help you meet CQC requirements with the delivery of high quality adapted living products, speak to one of our experts on 02392 314 141 or email [k.parsonage@akw.uk.com](mailto:k.parsonage@akw.uk.com)**

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**50%** of service-users in **assisted living and nursing homes** have some form of **dementia** or cognitive impairment

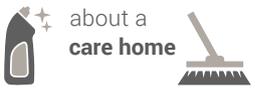


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Adults aged **65+**  spend on average **10 hours** or more each day **sitting** or **lying down**. 

This sedentary lifestyle can increase the risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia.

## Checklist

- ✓ Invest in high-quality, comfortable furniture to make service-users feel as at home as possible
- ✓ Entertainment like DVD players and games consoles, along with more traditional cards and board games, will show the CQC you're able to cater for different needs
- ✓ Choose adapted living products with modern, stylish designs to avoid your care home appearing clinical and cold
- ✓ Encourage service-users to suggest the facilities or activities they would like to have access to
- ✓ Utilise local parks and activities in nearby towns to integrate with local communities
- ✓ Regular organised trips will give service-users something to look forward to each month
- ✓ Look to recruit only well-trained staff with all necessary qualifications
- ✓ Support staff to obtain further qualifications in order to progress and advance
- ✓ Listen to service-users' views and feedback, and act on any issues immediately
- ✓ Choose cleaning products and laundry equipment that meets industry regulations to minimise the spread of bacteria
- ✓ Ensure all waste is safely disposed of, and necessary procedures are followed
- ✓ Consider refurbishment of high-traffic areas if wear and tear is becoming apparent
- ✓ Install specialist grab bars and install level-access showering facilities to minimise the risk of falls and injuries
- ✓ Choose adaptive living products from industry leading providers throughout your care home
- ✓ Be aware of potential hazards that can be easily avoided such as wet floors and objects in corridors, and train staff to be vigilant
- ✓ Make use of dementia-friendly installations in bathrooms to aid patients and minimise injuries
- ✓ Introduce activities like fitness programmes and occupational therapy to help those with dementia maintain their physical and mental ability as long as possible
- ✓ Ensure there is at least a 30 point variation difference in light reflecting value (LRV) between surfaces, to aid visibility for dementia patients