

Care Home Inspections: Meeting the Updated CQC Assessment Framework

Event is located at [110 Rochester Row, London, DW1P 1JP](#) | Thursday 25th January, 2018

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction

11.05 Morning Session: Meeting the Guidelines & Achieving Success

- Overview of the CQC guidance for residential adult social care services
- Update on the changes to the key lines of enquiry and rating characteristics
- Developments in the inspection process
- Key measures for success for residential care homes and nursing homes
- Exceeding the minimum government regulations and surpassing fundamental standards
- Moving from Good to Outstanding: What steps can you take?
- Measuring performance and making improvements following an inspection

⇒ **Zoe Thomas**, *Locality Manager, Skills for Care*

12.45 Networking Lunch

13:30 Afternoon Session: Examples of Success

- National examples of achieving and maintaining outstanding standards for care homes
- Evidencing to inspectors the key characteristics of good & outstanding services
- Ensuring that your service is safe, effective, caring, responsive to people's needs and well-led
- How have leading services prepared for inspections?
- How to support staff through an inspection
- Experiences of undergoing an inspection under the current key lines of enquiry: key things to be aware of

⇒ **Liz Clements**, *General Manager & Palliative Lead, Rush Court Care Home (Rated Outstanding)*

⇒ **Susan Houston**, *Homes Manager, Laurels Care Home (Rated Outstanding)* & **Richard McKenzie**, *Chief Operating Officer, Christchurch Group*

⇒ **Jane Montrose**, *Managing Director*, & **Romaine Lawson**, *Director of Operations, Apple House Ltd (Rated Outstanding)*

15.30 Event Close

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