

## **Are you as good as you can be?**

## **Are you ready for your next inspection?**

## **Have you considered having a pre inspection audit?**

You have probably heard that the Care Quality Commission (CQC) is to carry out an inspection programme of home care services. The programme will focus on three outcomes:

- Respecting and involving people who use services
- Care and welfare of people who use services
- Supporting workers

In this programme the CQC will focus in part on dignity and respect, the safeguarding of people in vulnerable circumstances, and how well supported and trained home care staff are to undertake these most important care tasks.

### **What is a Pre Inspection Audit?**

A Pre Inspection Audit is carried out by an external person who considers the different aspects of your organisation in line with the legislative requirements under the National Minimum Standards (NMS) for Domiciliary Services.

### **aim2aim can offer you a Pre Inspection Audit that will:**

- Establish the areas you may need to work on
- Fulfil a quality assurance role by identifying good practice in your organisation
- Increase the 'bottom line' - as your quality increases so you can become a domiciliary home care agency of choice for commissioners
- Meets the NMS need to monitor the quality of your records and organisation

### **Why is it important to have an audit?**

There are many reasons you might wish to have an audit and all domiciliary agencies find they benefit from having the objective viewpoint of someone from outside the organisation who can provide a new and fresh perspective.

Crucially, now is the time to consider your organisation prior to the new inspection regime being delivered by CQC for home care services.

You may be a relatively new organisation, be in the process of growth or you could be well established but want to check that things are still working as they should be. All agencies,

whatever size or stage, need to demonstrate the best possible quality of care and service otherwise client referrals may not be forthcoming. Without client referrals organisations may find that the 'bottom line' is squeezed, instead of an increase in growth and performance.

### **What does a Pre Inspection Audit cover?**

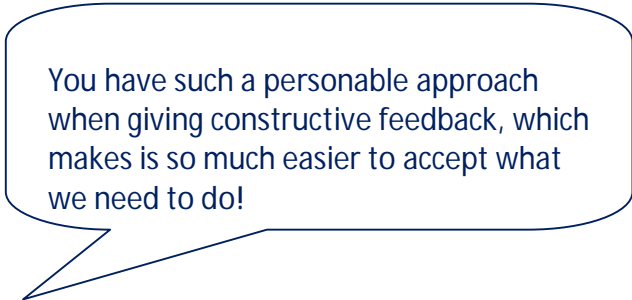
There are two options for you to choose from which will guide you in the areas that may need your attention.

**Option 1** is a 'mini' audit which will give you a snapshot of how you are doing in relation to the quality of care you provide for your clients and considers the recruitment, retention and training of staff as well as reviewing many of the key areas within your organisation.

**Option 2** is a comprehensive audit that will give you a much fuller picture of how you are doing in relation to the majority of the National Minimum Standards and is designed to give you a complete overview of your organisation.

### **How will the Pre Inspection audit work?**

During your pre inspection audit clients and families will be consulted through face to face, telephone interviews and questionnaires. The recruitment, retention and training of staff will be considered and guidance offered. Your records will be viewed and strategic and operational policies and procedures can be developed. A comprehensive report of findings will be delivered.



You have such a personable approach when giving constructive feedback, which makes it so much easier to accept what we need to do!

*Operations Director, Home Care Agency*

**If you would like to discuss our Pre inspection audit service in more detail**

**Contact aim2aim on 0843 2050 867**

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