

# Charlie Jones

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Outstanding

Good

Requires improvement

Inadequate

# The role of CQC

... ARE, IMPROVING LIVES...

Outstanding	<input checked="" type="checkbox"/>
Good	<input type="checkbox"/>
Requires improvement	<input type="checkbox"/>
Inadequate	<input type="checkbox"/>

- Regulation
- Inspection
- Compliance
- Enforcement



# To guide or not to guide?

Variation inspector by inspector

Risk of confusion

Risk of non-compliance with other authorities

Advice or requirement?



# Factual Accuracy Challenge

Services happy with the rating often fail to challenge factual inaccuracies

Services with lots of challenges often focus on the 'big issues'

Challenge every inaccuracy



# The importance of your report

- Investors / banks
- Local Authority
- Existing families and residents
- Future service users
  
- Staff



# Suggested strategy

- Strong FAC
- Produce a response
- Be mindful not to reject all within the report as inaccurate
- Tell people what you are doing about the deficiencies
- Consider an independent review





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