

Care England CQC – Where are we now?

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2nd December 2025

“Definitely my go to law firm,
would highly recommend.”

Andrew Lockett, Managing Director
New Concept Care and Nursing

Introductions and today's session

- I'm Philippa Doyle
 - Head of health & social care advisory team
 - Over 25 years' experience
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- CQC update – where are we now and what's coming down the line

Where are we now?

- The same place where we were when we last met in September
- If CQC turn up tomorrow –
 - Single Assessment framework
 - 34 Quality Statements
 - Those services getting the better ratings are the ones who prepare for the process and showcase their evidence and their service
- I'm not going to speculate about the future or hypothesize around whether what's in a consultation document will materialise in real life
- Ultimately - the regulations have not changed
- Keep doing what you're doing – but document it better!

Where are we now? Consultation

- CQC launched a consultation on 16th October 2025
- [Better regulation, better care: Consultation on improving how we assess and rate providers - Care Quality Commission](#)
- Closes on 11th December at 5pm
- PLEASE PLEASE PLEASE
 - Read
 - Answer their questions
 - Submit your comments in the “any other comments” box at the end
- Follow the link, or send them an email, or write to them – all the details are on their website if you follow the link above
- Golden opportunity!
- On the whole, I support the changes
- But I used it as a chance to
 - object to removing the scoring – I think that’s one of the best things in the SAF, and
 - talk about training of inspectors and the massive variation in approach up and down the country around their approach to inspection

Where are we now – where are we going?

- Care England and the Care Provider Alliance on your behalf have had a seat at the table inputting into changes to the Quality Statements
- I was delighted to be asked to assist in a review of some of the work that had gone on and it was looking good!
- 34 Quality Statements – likely to be reduced – could be somewhere between 20 and 24 in the future and could change their name
- Lots of de-duplication work has gone on
- A number of QS's have been merged
- Language has been simplified
- Should make life clearer and simpler for you
- 5 original domains:
 - Safe
 - Effective
 - Caring
 - Responsive
 - Well led
- No change in the regulations under-pinning the care you deliver

Re-cap on getting things right

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Section 2 – Fundamental Standards
- **Regn 8 – General - *A registered person must comply with regulation 9 – 20A in carrying on a regulated activity***
- Whatever framework CQC use to assess you against, these regulations sit underneath that framework and whether they have quality statements or KLOEs or some new terminology, ultimately, they are looking at your compliance against these regulations
- Get a copy of them.
- Read them.
- They are layman friendly.
- You don't need a lawyer to read them – but if you want to access my ½ day training – drop me an email and I'll send you the details!
- Revisit the old Key Lines of Enquiry and Ratings Characteristics – we're likely to get an updated version in 2026 from CQC but the old one is still very helpful

Where do I start?

- If you want to focus your attention anywhere in getting things right, look at
 - Safe
 - Well led
- Cross refer the current Quality Statements with the regulations
- Read through the Quality Statements and have a think about whether your service would be compliant / where the gaps might be
- What good evidence do you have? Look at case studies and the detail in your care planning documentatio
- Then go back to the regs – look at the 4 main areas

4 main areas?

- Reg 9 – Person Centred Care
 - *The care and treatment of service users must –*
 - *(a) be appropriate*
 - *(b) meet their needs and*
 - *(c) reflect their preferences*
- Reg 12 – Safe care and treatment
 - *Care and treatment must be provided in a safe way for service users*
 - *....the things a registered person must do to comply...include*
 - *(a) assessing the risks to the health and safety of service users of receiving care or treatment*
 - *(b) doing all that is reasonably practicable to mitigate any such risks*
- Take these two regulations together

Person centred care

- Caring for people beyond their condition
- Tailoring your service to suit their **individual** wants and needs
- Respecting that they have their own views on what's **best** for them, and have their own values and priorities in life
- Engaging with them to ensure you know what their values are
- Engaging with them again to make sure those values haven't changed
- **Goals and aspirations** –big or small – can include in care planning documentation and work really well with the quality statements in showcasing what the service does

Person centred care

- Use staff as champions
- Get them to reflect daily on how they have made a difference
 - To a person supported
 - To a colleague
- Capture these reflections so they leave each day with a “good thought”
- Gives them information in their back pocket to talk to the inspector about
- Staff and the people you support are your champions – give them the right tools by giving them the right care, support, freedom and independence

Safe care and treatment

- Makes sure risk assessments and care plans marry up
- Keep everything under regular review
- Look at all the individual elements:
 - Risk assessments – individual and business continuity
 - Mitigating risk
 - Competent staff
 - Premises
 - Equipment
 - Sufficient quantities of meds and equipment
 - Medication management
 - IPC
 - Shared care

Next steps?

- Reg 17 – Good governance
 - *Systems or processes must be established and operated effectively to ensure compliance with the requirements of this Part.*
- Reg 18 – staffing
 - *Sufficient numbers of suitably qualified, competent, skilled and experienced person must be deployed....*
 - *Persons employed....must receive such appropriate **support**, training, professional development supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform*

Good governance

- Not just about policies and procedures
- Staff have to demonstrate that they know how to use them
- Are them “embedded”?
- Auditing
- CQC love an audit
- They love an audit that identifies gaps and deficiencies
- And they love an action plan
-but make it meaningful and make it happen!
- Delegate!
- Involve the team

Staffing

- Dependency tools
- Arrangements for induction with agency staff
- “Support” arrangements
- Training
- Feedback

It's not magic

- There is really nothing you need to do differently than before
- Keep meeting the regulatory standards and you will be good
- New assessments are all about **evidence**
- Get your documentation right – **ALL THE TIME!**
- Policies and procedures – review them – get them up to date
- Care plans and risk assessments – review them – get them up to date
- Feedback – get it – use it – make changes

- PREPARATION, PREPARATION, PREPARATION

Hempsons & Care England Toolkit

- [Navigating the CQC quality statements - Hempsons – Hempsons](#)
- Toolkit does same task that I've done in the webinars last year but for each of the 34 QS
- Breaks down each QS
 - tells you what it means
 - tells you which regulations are engaged
 - tells you what the key elements are you need to focus on
- Ideally utilised as a continuous development plan
- Pick a few QSs each month to focus on
- Short timescales / specific action plans = results
- Bespoke in service training brings the toolkit to life

And finally.....

- Dates for your diary –
- Hempsons at the Care England conference on Thurs 12th March
- Webinar of our conference speech will run on Tues 7th April at 2pm 2
- More dates to follow
- Hopefully more detail in 2026 when we know more about what changes might be coming down the line

Seek advice



HEMPSONS

Social care advice line

Dial **01423 724056** and ask for the social care advice line for 30 minutes* free preliminary advice. Alternatively email socialcare@hempsons.co.uk

*non-partner organisations are eligible for 20 minutes free advice

- Hempsons' free social care advice line - **01423 724056**
- 30 minutes free advice
 - sense check your plans
 - point you in the right direction
 - guide you in needing more detailed advice

Contact

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