

Regulatory Reset

What providers need to know
about the CQC's draft changes

June 2026



Our speakers



Julie Walton

Head of Health and Social
Care Compliance



Robyn Drury

Head of Operations

What we'll cover today

1. What the CQC reset means for care providers
2. The biggest changes proposed in the new assessment approach
3. How these changes could affect your service
4. Practical steps you can take to prepare with confidence

About WorkNest

We help care providers stay compliant, inspection-ready, and confident through expert support across **HR, Employment Law, Health & Safety, Compliance,** and **Cyber Resilience.**

Trusted by the care sector

- **Gold Partner to Care England (2024/25)**
- Specialists in care-sector compliance and governance
- Real-world CQC inspection insight, not just theory
- Practical, hands-on support – before, during, and post-inspection
- Part of the C-CAF Framework



How **WorkNest** can support you and your service

1.

Assess

See your service through the eyes of the regulator:

- Mock inspection
- Identify gaps, risks and priorities
- Receive a clear action plan



2.

Improve

Address gaps and build stronger foundations:

- HR & Employment Law
- Health & Safety
- Fire Safety
- CQC policies and procedures



3.

Respond

Get practical support when it matters most

- Respond to inspection findings
- Address enforcement concerns
- Implement improvement actions



4.

Sustain

Build long-term confidence and compliance

- Strengthen governance
- Monitor ongoing compliance
- Stay inspection-ready

Quick poll:

Have you participated in any of the CQCs consultations i.e., Better regulation, better care?

1.

I attended and provided feedback on the process

2.

I attended but did not provide feedback

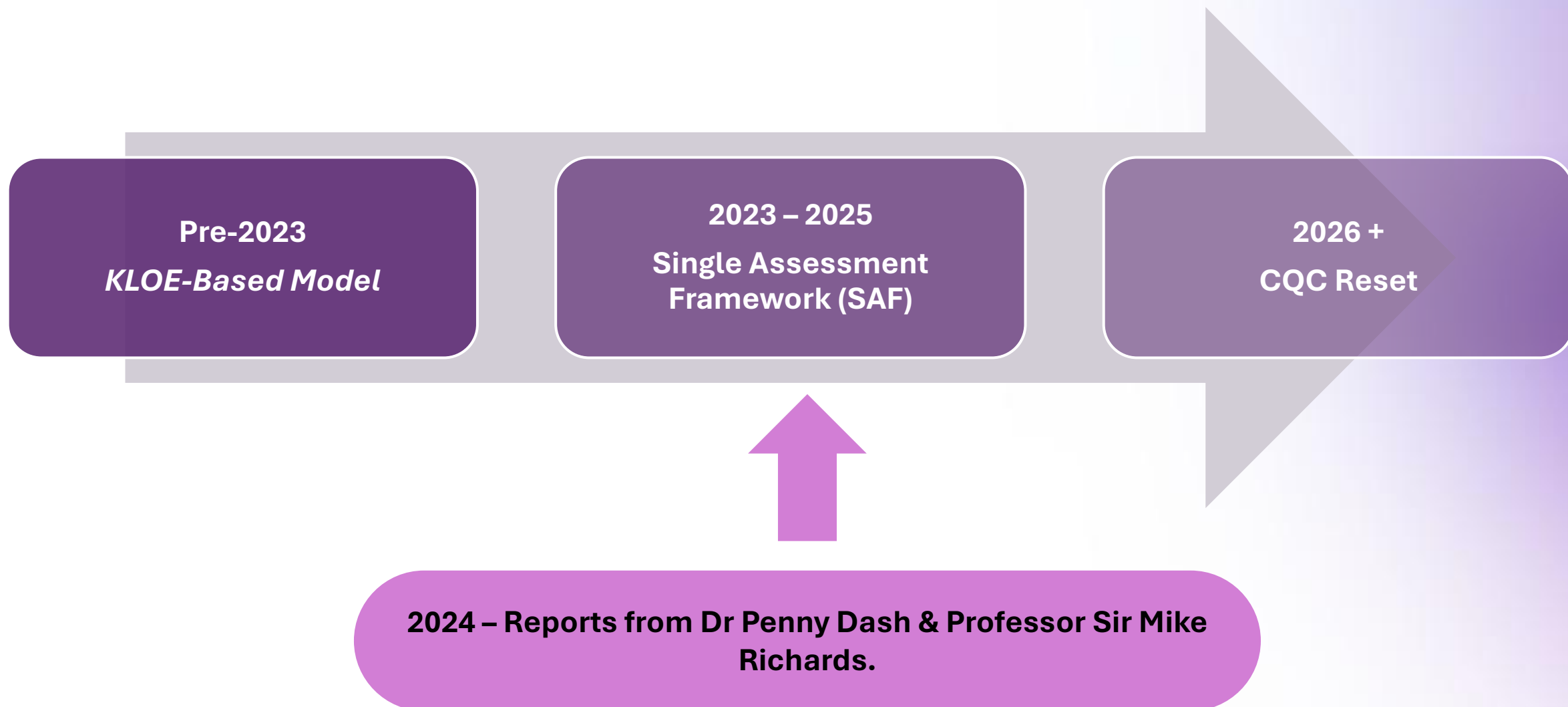
3.

I am aware of the consultations and suggested changes but have not participated

4.

I am not aware of what changes the CQC is now proposing

How we got here: The road to the CQC reset



What the SAF aimed to achieve

SAF – Introduced in 2023

1. Continuous assessment model
2. Greater flexibility in how evidence is used
3. Consistency across sectors
4. Move away from ‘tick-box inspections’
5. Better use of technology and data

Too complex

Size, complexity
and function of
services

Too many Quality
Statements &
overlapped

Reports unclear,
inaccurate and
not timely

Insufficient
emphasis on
outcomes

Insufficient
knowledge in
inspectors

Why these changes could be positive for providers

Clearer expectations – what good looks like

Fairer – more consistent ratings

Relevant – sector and service-specific

Transparent – clearer links: evidence, judgment & ratings

Meaningful – what matters to people using services

Future-proof – designed to evolve over time



How prepared is your service? Get support here:



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Quick poll:

What do you think will be the biggest challenge under the new CQC framework?

1.

Understanding what 'Good' looks like

2.

Evidencing outcomes clearly

3.

Preparing staff and managers

4.

Strengthening/realigning
governance systems

What's changing under the proposed CQC framework?

What stays

Regulations

5 Key Questions

I Statements

Aggregated Ratings

What returns

Sector-Specific
Frameworks

KLOEs

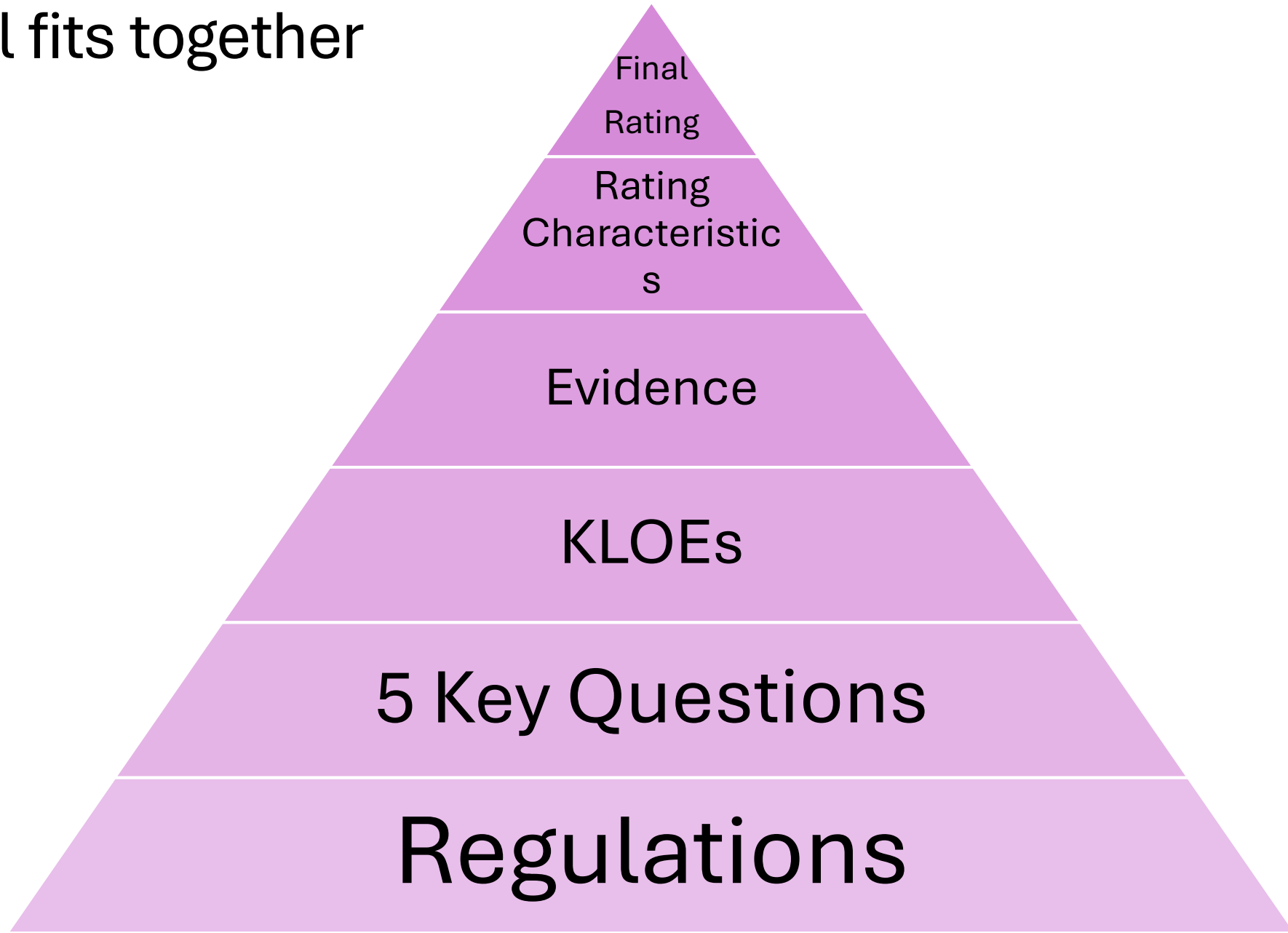
Rating
Characteristics

What goes

Scoring

Quality Statements

How it all fits together



What the proposed framework could look like in practice



What inspectors may look for

Safeguarding concerns:

- Concerns identified promptly
- Appropriate action taken

Clear documentation:

- What happened
- What decisions were made

Evidence of:

- Learning embedded into practice
- Continuous improvement



Key question: Many providers have the right processes in place, but struggle to evidence decision-making, outcomes and organisational learning. Would your current records clearly demonstrate action, outcomes and learning?

Quick poll:

How likely do you think the Well-led key question is to negatively impact your next CQC rating?

1.

Very likely – it's a significant risk area

2.

Somewhat likely – there are areas of concern

3.

Unlikely – we're confident in this area

4.

Unsure

5 actions to take now



Audit where your current evidence aligns to Quality Statements



Start mapping evidence against likely KLOE themes



Test whether evidence demonstrates outcomes and learning



Review governance and oversight arrangements



Prepare managers for a more inspection-focused framework

**Want an independent
view of your readiness?**



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How can **WorkNest** support you and your organisation with changing CQC regulations?



Specialist care solutions

- ✓ **Realistic Mock Inspections aligned to the latest CQC framework** - Providing an honest, evidence-based assessment of your service, identifying compliance gaps and preparing you for inspections with confidence.
- ✓ **Policy reviews and updates** - Ensuring your policies, procedures and documentation remain aligned with evolving CQC expectations, regulatory requirements and best practice.
- ✓ **Expert guidance on regulatory changes** - Helping providers understand and implement new CQC requirements and sector developments without disruption to service delivery.
- ✓ **Ongoing compliance and advisory support** - Dedicated support to help maintain standards, embed improvements and ensure your organisation remains inspection-ready all year round.
- ✓ **Practical support for leaders and managers** - Helping teams understand compliance requirements, evidence good practice and confidently demonstrate quality during inspections.
- ✓ **One partner for all your compliance needs** - Alongside CQC support, our specialists provide HR, Health & Safety, Fire Safety, Cyber Resilience and Data Protection expertise, helping you manage risk, strengthen governance and maintain high-quality care across your organisation

Questions & Answers



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Existing client and need support?

Contact us:

08083 037629 |

c4qenquiries@worknest.com

Want to know more about our services?

Contact our New Business Team:

0345 226 8393

enquiries@worknest.com

Or scan the QR code
to **request a callback.**



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