

# 14 steps to follow Before, During & After an Inspection

We know that inspections are personal to you and your service, and whilst no one can guarantee that you will achieve a grading of "excellent", there are some steps you can follow before, during and after an inspection to give yourself a better chance of achieving the best result.

## Before an Inspection

- ✓ Understand the content of the Key Questions and Quality Indicators or Quality Themes and Quality Statements depending on your inspection framework. An e-learning resource is available on the new [Inspection Framework for Care Homes for Older People](#).
- ✓ Have your service development plan ready. Use the inspection framework as a template, write down your service strengths and plans of areas to develop it further, review the plan monthly and update it.
- ✓ Develop an understanding of the Health and Social Care Standards (HSCS), available [here](#). Ensure your staff are familiar, and the five principles are embedded in your service. These were produced to inform Service Users of what to expect so be proactive and have copies readily available. ([Easy Read version available](#)).
- ✓ Develop an evidence file of what you do that is 'innovative', 'exceptional', 'extraordinary' and demonstrates 'self-awareness' Visit this monthly to ensure it reflects current practice.
- ✓ Ensure all information such as audits, action plans, training records, maintenance records, minutes of meetings are filed accurately, organised and easily accessible.
- ✓ Conduct regular surveys with service users, relatives, staff & visiting professionals. Collate results and develop action plans to address any areas of improvement identified.



## During an Inspection

- ✓ A smile from staff goes a long way, trust and encourage your staff to interact with the inspectors.
- ✓ Be open and transparent with inspectors, don't rely on them finding 'Very Good' or 'Excellent' practice. Show them what you do - give them evidence to take away with them. Where possible evidence that you are improving the quality of life, rather than just maintaining it. But don't claim you do things when you don't - these have a habit of coming back to bite you!
- ✓ Be a presence on 'the floor', get involved and share your passion, don't assume that other services do what you do. It may be the first time an inspector has seen what you do, sell yourself, treat the inspectors as potential clients. Involve the inspector in the 'life' of the service - invite them to lunch with service users or participate in activities.
- ✓ If any shortfalls are identified during the inspection, resolve them on the day and advise the inspector of action taken.
- ✓ Ensure you take written notes of the feedback given at the end of the inspection.

## After an Inspection

- ✓ You may get asked to send additional information or provide further evidence to the inspector. Make sure you do this.
- ✓ Take the time to appreciate and reward your team and wait for the outcome of your report. Good Luck!
- ✓ Where possible, have a team brief and pull all the key messages together, issues raised and documentation provided.

