

The importance and value of audit for social care providers

Discover key findings from QCS Driving Excellence in Auditing for Social Care Providers survey, conducted in June 2023.



1 Audits are vital

1



98%

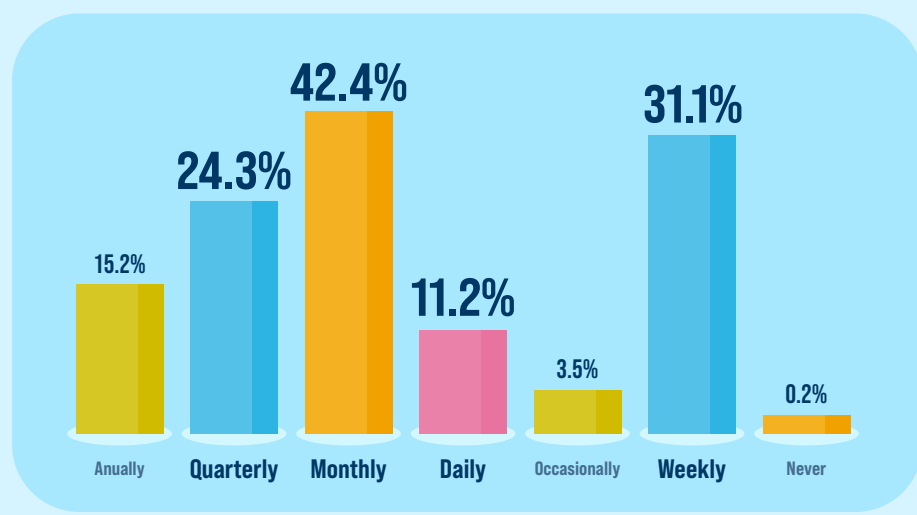
of care providers believe that audits are important.

Audit Frequency

2

Audits are conducted regularly by providers, largely monthly or weekly.

With just less than **1%** admitting to never completing an audit. Regular audits are vital for maintaining high standards of care and ensuring compliance.



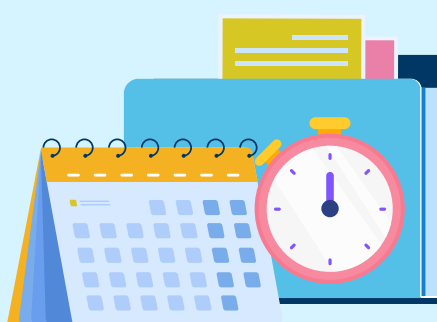
3 Key Audit Challenges

3

Difficulty in aligning audits with regulatory requirements



Limited resources and staff availability



Time-consuming process

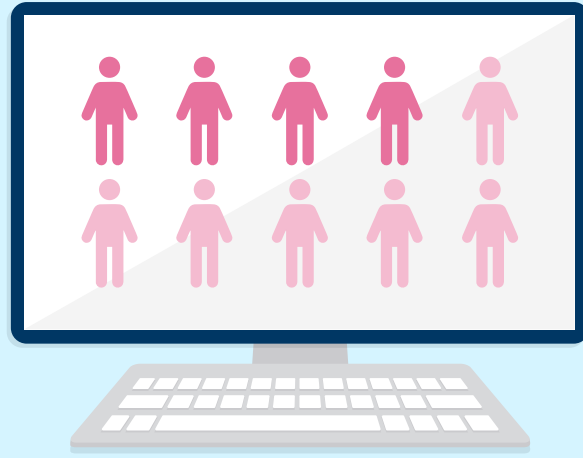
Creating audits poses challenges such as aligning them with ever-evolving regulations, navigating limited resources, and managing the time-consuming nature of the process. Overcoming these challenges is crucial for maintaining compliance, optimising resource allocation, and ensuring effective quality management.

Conducting Audits

4 in 10

social care providers prefer using either Digital Audit Software Systems or Word or Excel documents to conduct their audits.

4



5 Tracking and Assigning Actions

5

55%

care providers use email widely for managing audits

48%

respondents still rely on written reports or memos

37%

use spreadsheets

These figures highlight the ongoing significance of traditional methods alongside the popularity of email. However, just over a **quarter** of survey respondents are now using a digital platform or software. Adopting digital methods streamlines processes, enabling real-time analysis and action monitoring, while reducing reliance on traditional, approaches.

Embracing Digital Audit

Care providers recognise the immense value and benefits digital solutions bring to ensuring quality care and operational excellence.

89%

of care providers are ready to embrace digital audits

6



7 What Providers Want from Digital Software

7



Strict confidentiality



Support for data import in various formats



Fast and easy-to-use interface



Rich customisable reports and data export capabilities



Compliance with legal and regulatory requirements



Stable performance to avoid crashes or data loss

[Download the full audit report](#)

QCS is the leading digital provider of compliance management, policies, and procedures that are always up to date, enabling over 5,000 social care organisations to deliver and evidence the highest quality care.

