

QCS Inspection - 20 questions that could help you go from 'Good' to 'Outstanding'

Are you wondering what could change your rating from 'Good' to 'Outstanding'? We've compiled 20 questions to get you thinking about how you can make this a reality as well as thinking about what you're already doing in your organisation that is unique. The checklist is made up of questions and a comments section. Use the comments section for ideas about actions you can take or a place to log existing evidence you may have already.

Questions	Comments
What makes you different? What do you do that others don't?	
Would you be described as exceptional by other professionals?	
If you are doing things differently, how do you evidence innovation that works?	
How do you evidence the positive impact of your efforts?	
Do you have any before and after case studies from your service that evidence the impact of your work?	
Do staff feel excited and inspired to come to work? <i>Provide examples</i>	

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What evidence do you have of effective and trusted partnerships?	
Are your policies and procedures part of everyday practice? How do you demonstrate this?	
Do you use technology to spot trends or patterns that you use to prevent incidents or harm?	
How does your organisation pre-empt risks before they occur?	
Are staff conscious of safeguarding and do they apply the principles in their daily thinking?	
What training do you complete that ensures staff go beyond basic competency?	
Is the feedback received from the people you support and families consistently positive?	

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How do you make sure the leadership team is visible, inspiring and values driven?	
How do you evidence that support is flexible and responsive?	
How do you ensure that learning from incidents changes daily practice?	
Do your daily care records evidence what is really provided? (<i>impact rather than task based</i>)	
How does your service engage staff to be motivated enough to implement change?	
How do you encourage staff to talk positively about the impact they make with the people you support?	
What difference does your service make to the lives of people you support?	

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To be outstanding ultimately requires a shift perspective from meeting the expectations of good care to exceeding them. If you can demonstrate how your organisation pre-empts situations to ensure safety before an event happens, is innovative in its approach, is empowering and receives consistent, exceptional feedback, you could be well on your way to the 'Outstanding' rating. This is going from solely managing to innovative leadership that visibly and consistently improves lives.

Remember, inspectors don't just look at paper-based or digital evidence; they will want to speak with:

- ◉ The people you support
- ◉ Family and friends
- ◉ Staff

Most importantly, they will also want to speak with the registered manager to discuss:

- ◉ What's going on in the service, with examples
- ◉ How and why they have made the changes/innovative practices they have
- ◉ Examples of how staff are supported, why and how this is reflected
- ◉ Examples of how your service delivers exceptional care that is truly person-centred, responsive and proactive rather than reactive
- ◉ Remember, to be truly exceptional you must be able to offer consistent evidence that you have positively impacted people's lives in a way that, at one time, they may not have believed was possible

QCS Compliance Centre doesn't only offer policies and procedures. We have an educational Resource Centre that houses lots of information on care and support provision, as well as documents to help you evidence your performance, not to mention our digital Audit Centre and Feedback Centre. Why not also take a look at **Lyra**, our new AI technology that gives staff instant, practical guidance based on your policies.

Let us help you take care of this, so you can focus on what matters.