**CQC IN A NUT SHELL**

New CQC inspections focus on the following KLOE’S

KLOE stands for Key Lines of Enquiry.

There are 5 Key Lines of Enquiry;

CQC ask the same five questions of all the services they inspect:

Are they safe?

**Safe**: you are protected from abuse and avoidable harm.

This covers both patients and staff.

Are they effective?

**Effective**: your care, treatment and support achieve good outcomes, helps you to maintain quality of life and is based on the best available evidence.

Are they caring?

**Caring**: staff involve and treat you with compassion, kindness, dignity and respect.

Are they responsive to people's needs?

**Responsive**: services are organised so that they meet your needs.

Are they well-led?

**Well-led**: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

How do we use the five key questions in our inspections?

Each of our five key questions is broken down into a further set of questions. We call these our key lines of enquiry. When we carry out inspections, we use these to help us decide what we need to focus on. For example, the inspection team might look at how risks are identified and managed to help them understand whether a service is safe. We use different key lines of enquiry in different sectors.

**As a practice what does the above mean for us.**

**Are we safe,**

**Does every member of staff have a DBS**

**Are all staff immunised?**

**Is there a safeguarding lead at the practice? Do all staff know the procedure to follow if they have a concern?**

**Is there a whistle blowing policy in place?**

**Have pressure vessels been inspected?**

**Are x-ray machines tested**

**Do periodic checks happen on x-ray equipment?**

**Has the practice got a legionella report?**

**Has the practice been tested for pseudomonas?**

**Are staff adhering to local rules?**

**Are staff keeping up with CPD?**

**Are all surgeries safe with equipment in good working order?**