

CQC MASTERCLASS



PRESENTED BY HAMMERSMITH &
FULHAM TRAINING HUB
TUESDAYS FROM 12:00-13:00

TUESDAY JUNE 15 2021

CQC Masterclass: The Perfect Practice - Module 1: Introduction

This module focuses on providing you with a deeper understanding of the role of the CQC and the CQC process and how insight is gathered. As it is setting the scene for forthcoming modules, this is a great opportunity to ask questions ahead of delving into the KLOEs.

TUESDAY JUNE 22 2021

CQC Masterclass: The Perfect Practice - Module 2: Key Question (Safe)

The second module focuses on Safe. Example question we will answer: *How do systems, processes and practices keep people safe and safeguarded from abuse?*

TUESDAY JULY 6 2021

CQC Masterclass - The Perfect Practice - Module 3 - Key Question (Effective)

The third module focuses on effectiveness. This is your opportunity to ensure that your practice is able to answer questions such as: *How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?* with confidence

TUESDAY JULY 13 2021

CQC Masterclass - The Perfect Practice - Module 4 - Key Question (Caring)

The fourth module focuses on caring. By the end you should be able to identify direct questions such as: *How does your service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?*

TUESDAY JULY 20 2021

CQC Masterclass: The Perfect Practice - Module 5: Key Question (Responsive)

The fifth module focuses on the fourth key question; are services responsive?

TUESDAY JULY 27 2021

CQC Masterclass: The Perfect Practice - Module 6: Key Question (Well-led)

This final module focuses on the fifth key question; are services well-led?

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