

NEW Care Inspection Audit Tool from Croner-i Care Management and CQC Compliance

What is it?

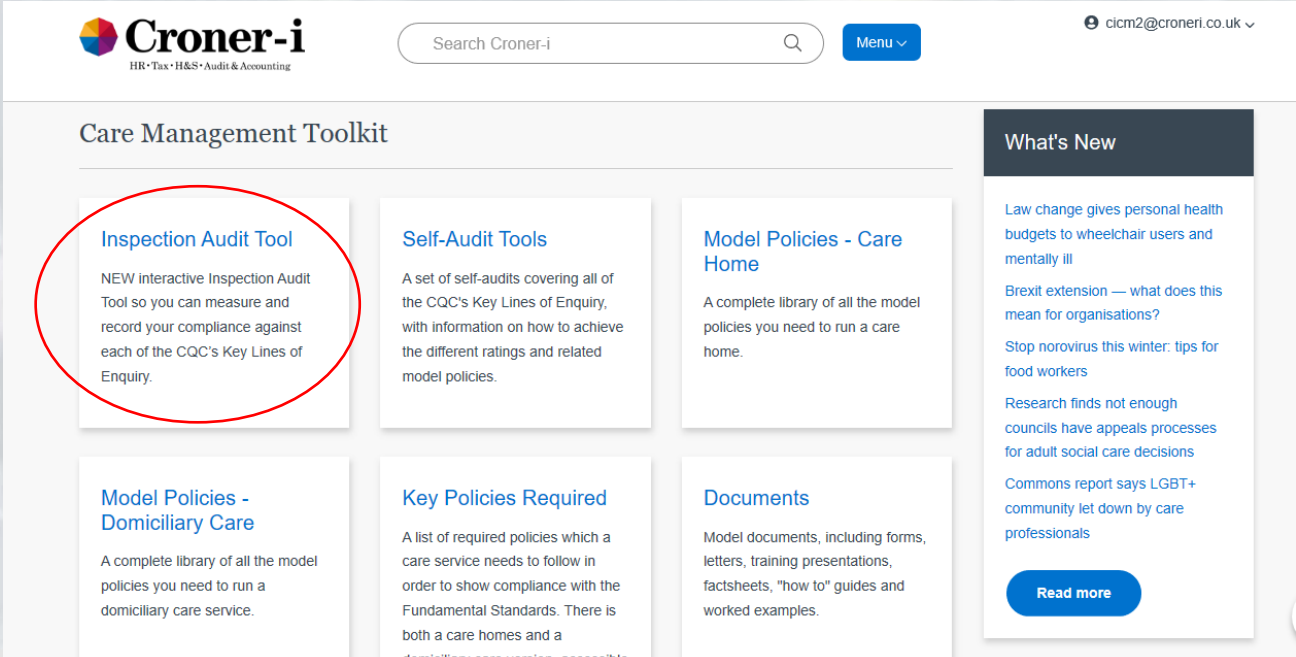
Croner-i's brand new, interactive Care **Inspection Audit Tool** helps you prepare for an inspection.

It allows you to...

- Measure and record your compliance against each of the CQC's Key Lines of Enquiry and relevant key indicators
- Create any actions you need to follow up
- Store your compliance notes and actions within in the tool, using an "at-a-glance" traffic light system to show your progress
- Edit or amend your audits at any time, print them or export them as CSV files.

Here's how the tool works...

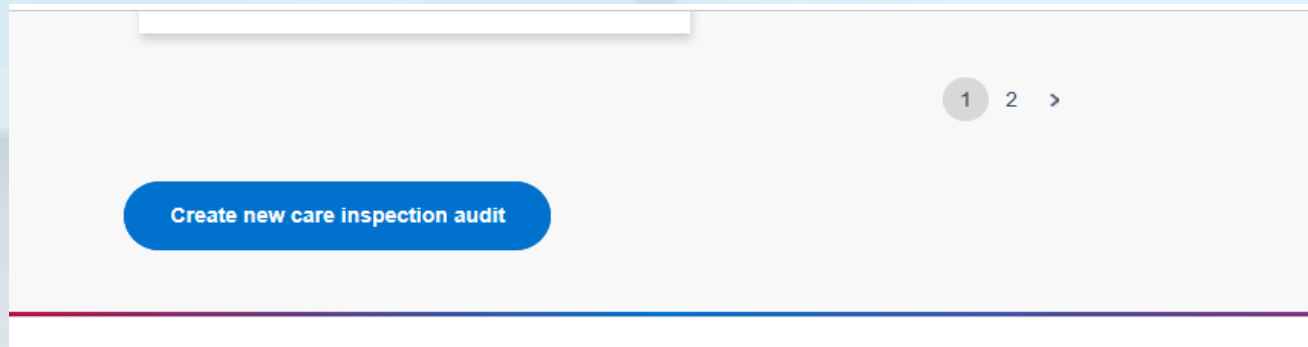
Select the "Inspection Audit Tool" tile on the homepage...



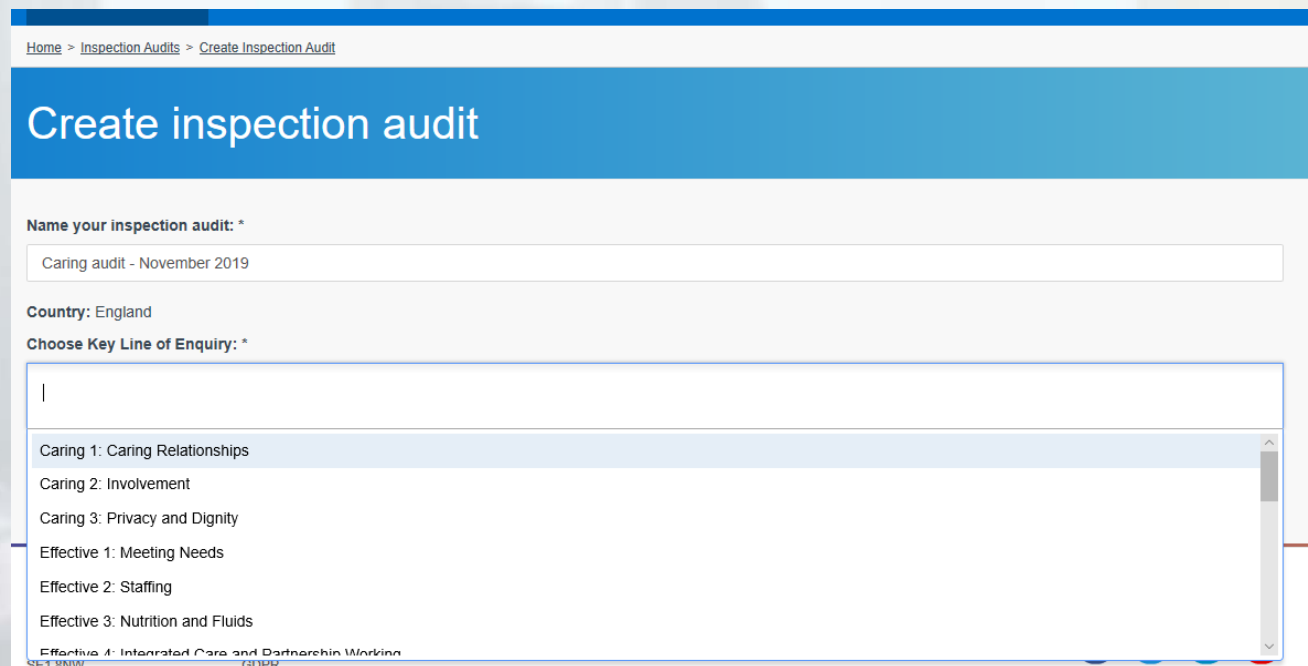
The screenshot shows the Croner-i homepage with the following elements:

- Header:** Croner-i logo (HR • Tax • H&S • Audit & Accounting), search bar (Search Croner-i), and a menu button.
- Navigation:** ccm2@croneri.co.uk
- Main Content:** A grid of tiles under the heading "Care Management Toolkit". The "Inspection Audit Tool" tile is circled in red. Other tiles include "Self-Audit Tools", "Model Policies - Care Home", "Model Policies - Domiciliary Care", "Key Policies Required", and "Documents".
- Right Sidebar:** A "What's New" section with a "Read more" button.

And click on “Create new care inspection audit”.



Choose which Key Line/s of Enquiry you would like to audit yourself against and name your audit:



Create your audit which will bring up the key indicators which relate to each Key Line of Enquiry you have selected:

Key Lines of Enquiry:

Caring 1: Caring Relationships Caring 2: Involvement Caring 3: Privacy and Dignity

Suggested Key Indicators **21** Pending Review **0** Not Compliant **0** Partially Compliant **0** Compliant **0**

This is a list of a key indicators relating to the Key Lines of Enquiry. The Key Lines of Enquiry are the tools which inspectors use to assess compliance with the corresponding regulations and to award a quality rating.

Click Add to display guidance relating to the key indicator and boxes to complete with evidence of compliance and any further action required.

People are treated kindly and compassionately in their day-to-day care. <small>Caring 1: Caring Relationships</small>	Add
People feel that they matter by having their preferences considered and full range of needs met and understood in caring ways. <small>Caring 1: Caring Relationships</small>	Add
People have their needs promptly addressed and are not left in pain, discomfort or a state of emotional distress. <small>Caring 1: Caring Relationships</small>	Add
Staff give adequate time and space to listen and relate to each person in line with their needs in their day-to-day care. <small>Caring 1: Caring Relationships</small>	Add
Staff listen carefully to and know how to communicate well with each person whose care needs they are meeting.	Add

Click the green “Add” button next to each key indicator. This will bring up editable boxes for you to assess your compliance status, record evidence of compliance and enter any actions you need to carry out to achieve compliance.

Add 'People are treated kindly and compassionately in their day-to-day care.' to audit ✕

Status *

- Select - ▼

Guidance:

Informal and formal feedback from service users, relatives and others involved with the service.

Evidence

Record all forms of evidence available (including formal documents, and informal comments and observations) providing that it has been documented in some way.

Action Plan

Include anything further that needs to be done to achieve compliance, including by whom and by when (this is most applicable to non-compliant and partially compliant entries)

✕ Cancel

+ Add to audit

Click "Add to audit". Each key indicator is then stored in the relevant "traffic light" column, which you can access at any time to manage the entry or change the compliance status.

This screen shot below shows those key indicators in the green "Compliant" tab:

Suggested Key Indicators **17**
Pending Review **0**
Not Compliant **0**
Partially Compliant **1**
Compliant **3**

Key indicators you have set as "Compliant" on this inspection audit:

People are treated kindly and compassionately in their day-to-day care.
Caring 1: Caring Relationships: Manage

Evidence	Action plan
Emails from Mrs Jenkins family, stored in her folder on the PC.	Send out questionnaire for further feedback

People have their needs promptly addressed and are not left in pain, discomfort or a state of emotional distress.
Caring 1: Caring Relationships: Manage

Evidence	Action plan
Care staff regularly attend services users and records are kept of call bell reponse times.	No content

Service users must have all the privacy they need to maintain their dignity and self-respect.
Caring 3: Privacy and Dignity: Manage

Evidence	Action plan
Policies on privacy and didnity which are distributed to staff and they are expected to follow. Rooms have ensuite facilities which allow privacy and users have a choice as to whether they have their doors open or closed.	No content

Click "Edit" in the top right at any time to add or remove key lines of enquiry to your audit. You can also "Print" or "Export as CSV" using the top right icons.

Caring audit - November 2019

Country: ✎ Edit 🖨 Print 📄 Export as CSV

England

Key Lines of Enquiry:

Caring 1: Caring Relationships
Caring 2: Involvement
Caring 3: Privacy and Dignity

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Pending Review **0**
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