



Quality, Management and Development Services

CARE QUALITY COMMISSION

Compliance Packages
2019-2020

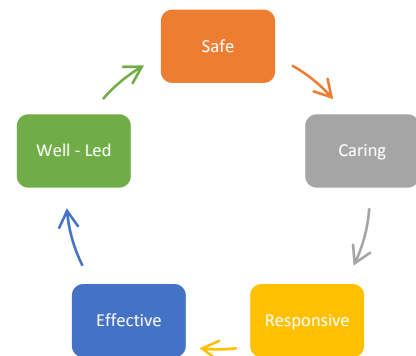
INTRODUCTION

QMADS have been providing CQC assisting services to healthcare providers since 2012 and have assisted GP practices, Dental Practices, Community & Acute Services, Private Health Sector, Domiciliary Care, Nursing Homes for CQC registration, inspections, and a wide range of CQC support **tailored for each healthcare provider** including mock inspections and **evidence for CQC** compliance. We have a **100% success rate** for healthcare providers passing their official inspection with **our support** on their **first visit**.

Read what our clients have to say about our services at <http://www.qmads.co.uk/testimonials.html>

OUR SERVICES

- 1) CQC Registrations
- 2) CQC Policies, Procedures, and Protocols
- 3) CQC Mock Inspections
- 4) CQC Combination Package (1 + 2) – For New Health Services
- 5) CQC Combination Package (2 + 3) – For Existing Health Services
- 6) CQC Training
- 7) CQC Special Measures
- 8) CQC Interview Questions
- 9) CQC Business Plans
- 10) CQC Key Lines of Enquiry (KLOE) Answers
- 11) CQC Site Visits
- 12) CQC Consulting





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1) Registrations Package

Care Quality Commission (CQC) registration is a mandatory pre-requisite for all regulated activities. Start-up organisations need to complete registration before they are able to open for business. Coupled with the need to raise standards and verify credentials, registration is designed by the CQC to be detailed and lengthy; it is also thought to be a frustrating process. This is an obstacle for many start-up or expanding businesses as the need to generate cash flow means they need to open their doors without delay. Our starter package is designed to reduce the stress of applying to the CQC.

We will submit your application to CQC within two weeks on your behalf and we will prepare you for your interview.

a) New Provider Registration

- Regulated activities

b) Statement of Purpose

- your aims and objectives
- the services you provide
- the different needs your service meets
- your contact details
- your service's legal entity
- the places where services are provided

c) New Registered Manager Registration

- details of employment history
- GP name and contact details
- last employer name and contact details
- declaration of medical fitness

d) Management Policy/Procedures

- Quality Assurance Assessment and Service Monitoring Audit
- Templates to identify and assess risks to the health, safety and welfare of people who use your service (Health & Safety audit, COSHH assessment, Infection Control, Cleaning Schedule, VDU Assessment and Fire Risk Assessment)
- Information Governance, Confidentiality and Records Management & Retention policy



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- Comments, Compliments and Complaints Policies and Procedures
- Significant Events Policy and Procedure
- e) Safeguarding Policy & Procedures**
 - Adult & Children Safeguarding Policies and Procedures
 - Whistleblowing Policy and Procedures
- f) Governance Document** (client to provide)
 - Structure, Organisation and Management of your Organisation
 - Governance Arrangements
- g) Questions for Registered Manager Interview – (Free for new clients)**
 - Selection of questions that the CQC registration team can ask to validate and verify your new provider and registered manager application.

Prices from: £1500 + (VAT)*

* - Prices may vary depending on the type of organisation i.e. GP Surgery, Dental Surgery, Care Home, Nursing Home, Domiciliary Service, Emergency Service, Private Health Clinics, Cosmetic Clinics, Pregnancy Scan Units, Hospital and Acute Services. To provide SUG is the responsibility of the service provider unless otherwise agreed.

The Clear Process: How do we do it?





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2) Policies, Procedures and Protocols Package (PPP Package)

We have standard policies, procedures and protocols in line with national legislation and compliant with CQC. These are tailored and focused to the type of service your organisation provides; these are fully writable copies which you can further adapt and review on a yearly basis as required by CQC standards. This comprehensive package includes:

- a) Policies
- b) Procedures
- c) Protocols
- d) Audit toolkits
- e) Assessments
- f) Workflow Procedures
- g) HR & Finance Checklists
- h) Asset and Equipment Management Logs

Prices from: £2500 + (VAT)* (One-Off cost as compare to other providers who charge the same fee but per annum)

** - Prices may vary depending on the type of organisation i.e. GP Surgery, Dental Surgery, Care Home, Nursing Home, Domiciliary Service, Emergency Service, Private Health Clinics, Cosmetic Clinics, Pregnancy Scan Units, Hospital and Acute Services.*



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3) Compliance Mock Inspection Package

Our mock inspection is based on real CQC style inspections; this is where we are able to flag up any improvements that are needed in your organisation before the real inspectors do. A mock inspection includes:

- a) Premises walk-around with a Health & Safety perspective
- b) Our KLOE Compliance audit of your service will include pictorial evidence of identified areas that need improvement. Is your service **Safe, Care, Responsive, Effective, and Well-Led?** These SCREW questions are the basis behind a CQC Inspection.
- c) List of pre-inspection documents required as evidence and feedback on your 30 minute CQC presentation.
- d) A copy of questions previously asked on CQC inspections.
- e) Talk to team members on what to expect **before, during and after the day** of inspection and how to be prepared.
- f) Interview key members of your staff to test their knowledge and prepare them for a real CQC interview.
- g) Check your **audits and compliance documents** including your internal **workflow procedures**.

Prices from: £1750 + (VAT)*

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4) Combination Package (Full Compliance 1 + 2) – New Health Service Start-ups

This comprehensive bundle includes all items from the **Registration Package** and the **Policies, Procedures and Protocols Package** and saves your pocket! This service will give complete peace of mind to those who are starting a new health service business with 100% assurance of being fully compliant with CQC standards.

Registration

New Provider Registration
Statement of Purpose
New Registered Manager Registration
Management Policy/Procedures
Safeguarding Policy & Procedures
Governance Document
Questions for Registered Manager Interview
Service User Guides* (SUG)
Telephone & Email Support



Policies, Procedures & Protocols

Policies
Procedures
Protocols
Audit toolkits
Assessments
Workflow Procedures
HR & Finance Checklists
Asset and Equipment Management Logs

Prices from: £3500 + (VAT)*

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5) Combination Package (Full Compliance 2 + 3) – Existing Health Services

This comprehensive bundle includes all items from the **Compliance Mock Inspection Package** and the **Policies, Procedures and Protocols Package** and saves your pocket! This service will give complete peace of mind to those who feel they are not yet ready to be inspected or feel they are not fully compliant with CQC standard.

Mock Inspection

Walk-around Audit
Infection Control Audit
KLOE Compliance Audit
Pre-inspection Review
CQC Inspection Questions
Inspection Expectation Preparation
Workflow Procedures Review
Staff Interviews
Managers & Clinicians Interviews



Policies, Procedures & Protocols

Policies
Procedures
Protocols
Audit toolkits
Assessments
Workflow Procedures
HR & Finance Checklists
Asset and Equipment Management Logs

Prices from: £3500 + (VAT)*

* - Prices may vary depending on the type of organisation i.e. GP Surgery, Dental Surgery, Care Home, Nursing Home, Domiciliary Service, Emergency Service, Private Health Clinics, Cosmetic Clinics, Pregnancy Scan Units, Hospital and Acute Services.



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6) CQC Workshop

Our workshop package has been designed and developed to give you the necessary knowledge to understand the new fundamental standards and how to remain compliant with the CQC Health & Social Care Act. Our workshop has been developed using the Care Quality Commissions (CQC) standards, good practice examples, inspection styles, feedback from our clients, with all this we can assure you that you will receive a good insight into how the regulator inspects your service using triangulation and observational techniques. Our workshop is suitable for:

Registered Providers	Compliance/Quality Managers	Clinical Team
Registered Managers	Office/Business Managers	Non-Clinical Staff

Being prepared for CQC's star ratings and how to conduct observational audits, the workshop covers the following:

Inspection Types	Pre-Inspection Documents	Evidence List
Governance & Workflow System	Audits, Assurance & Quality	Inspection Questions & Answers

You will receive following certificate of attendance



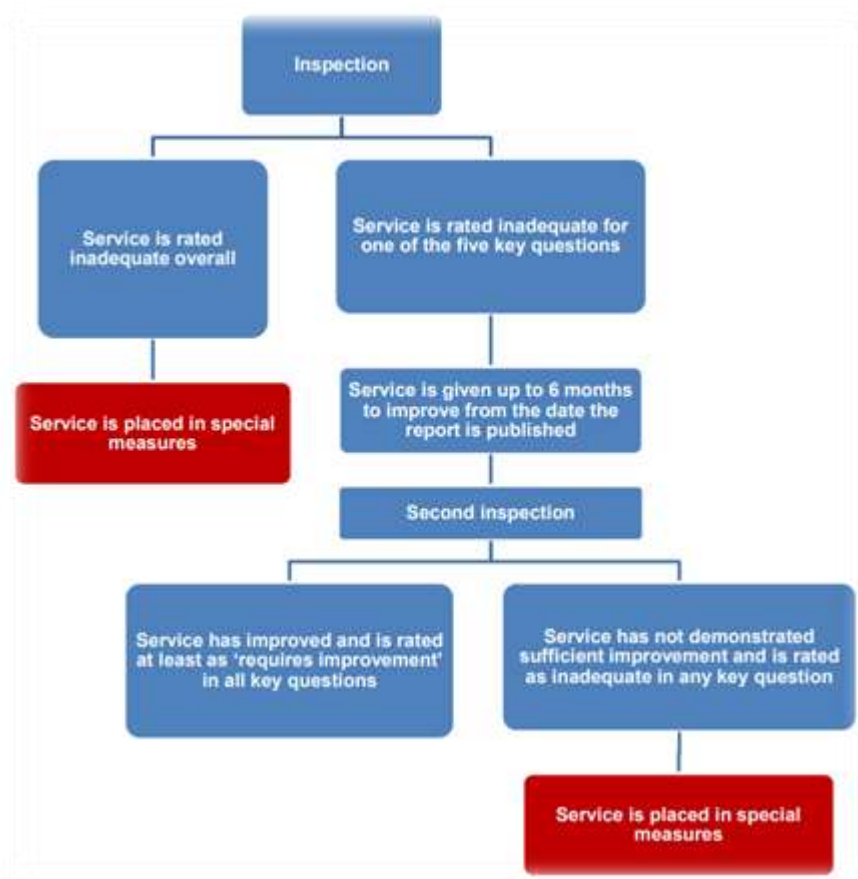
Prices from: £1000 + (VAT)*

* - Prices may vary depending on the type of organisation and number of staff members attending the training.

7) Special Measures

If you are in special measures, do not worry! We have successfully taken providers out of Special Measures within weeks and have had enough time to run qualitative audits in readiness of the next inspection. In our special measures service, the providers can receive following services individually or as a combination as required, alternatively, you can let us access and tailor a package specific to your needs:

1. Policies, Procedures and Protocols
2. Governance system of organisation
3. Audits schedule & evidence List for the next inspection
4. Mock Inspection



Prices from: £3000 to £8000 + (VAT)*

* - Prices may vary depending on the type of organisation, number of staff members and number of patients/clients/resident's/service users.



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8) CQC Interview Questions

Managers who have applied for registration will be interviewed by a member of the CQC team prior to them accepting your registration. In this document is a selection of questions that the interviewer may ask you. It is advisable to have reviewed your CQC application recently, the essential standards and your services statement of purpose.

The questions are divided into sections about you, your team and your service, those related to the outcomes in the essential standards and finally your understanding of the regulatory framework.

Prices from: £300 + (VAT)*

9) Business Plans (Domiciliary Care)

All agencies who wish to provide Domiciliary Care (Personal Care) are required to have a business plan in place before they register with CQC. The business plan must include financial forecast, statement of financial viability from an accredited financial specialist. The projections should cover your income and expenditures and at least 3 years of projections.

Our CQC Compliant Business Plans provide exactly what the CQC requires, saving you time so that you can focus on the things which matters most to you.

Prices from: £750 + (VAT)*

* - Prices may vary depending on the type of organisation i.e. GP Surgery, Dental Surgery, Care Home, Nursing Home, Domiciliary Service, Emergency Service, Private Health Clinics, Cosmetic Clinics, Pregnancy Scan Units, Hospital and Acute Services.

10) KLOE Answers (Key Lines Of Enquiry) – Safe, Effective, Caring, Responsive and Well-Led

The key lines of enquiries sources of evidence for CQC Inspectors to answer the main five questions whilst considering your application: is this service safe, effective, caring, responsive and well-led?

Our KLOE answers have already helped more than 250 clients across the country, should you wish to do your CQC registration application by yourself, you should consider buying the KLOE answers to compliment the application.

Prices from: £300 + (VAT)*

* - Prices may vary depending on the type of organisation i.e. GP Surgery, Dental Surgery, Care Home, Nursing Home, Domiciliary Service, Emergency Service, Private Health Clinics, Cosmetic Clinics, Pregnancy Scan Units, Hospital and Acute Services.



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11) CQC Site Visits

When you apply to register with CQC, they conduct the CQC Site Visit & Interview, the site visit is not an inspection, it is an inspection of the physical building from which you will carry out the regulated activities. To ensure that your office/building/home/clinic/practice/hospital meets the CQC requirements, please feel free to book our CQC Site visit.

Prices from: £300 + (VAT)* Call out including first one hour of free consulting and £85 + VAT thereafter for subsequent hours.

12) CQC Consulting

We understand that at times service providers may need to consult on hourly basis due to the daily challenges and pressures they may face. Our team of CQC consultants (clinical and non-clinical) are happy to help you in such times of need. All of our consultants have at least ten years of experience in the health sector with special interests in compliance and governance.

Prices from:

- Non-Clinical £100 + (VAT)* per hour
- Clinical £150 + (VAT)* per hour

SUPPORT

Working Day(s)	<i>All day, every day (except bank and public holidays)</i>
Working Timings	<i>08:00 to 20:00Hrs</i>
Telephone Contact	<i>03337331336</i>
In / Out of Hours	<i>07899 844 834 (also available for WhatsApp)</i>



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WHY US

The five reasons what makes us unique from the other providers:

Exclusivity	<i>The only company in the country who fills your CQC applications completely on your behalf.</i>
Success	<i>We have 100% success rate since 2012 for the services we provide.</i>
Footprint	<i>We have a national foot print from North to South and East to West of the country.</i>
Support	<i>We are available seven days a week in and out of hours, so you are never on your own.</i>
Our Team	<i>For health professionals, by health professionals.</i>