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, Residential Care and 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 SERVICE PACKAGES

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 Packages (2 + 3) – For Existing Health Services
6) CQC Training
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.

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
Quality, Management and Development Services

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

h) Service User Guides* (SUG)
- Service User Guide Document

Price: £1100 + (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 with us.
2) Policies, Procedures and Protocols Package (PPP Package)

We have standard policies, procedures and protocols in line with national legislation and fully CQC compliant. 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

Price 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.
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) **Infection Control** audit of your service location. The Infection Control Audit Report will contain *pictorial evidence* of your good and bad practice and a *traffic light system* for you to easily identify what areas in your service require attention first.

c) **KLOE** Compliance audit of your service. Is your service **Safe, Care, Responsive, Effective, and Well-Led**? These SCREW questions are the basis behind a CQC Inspection.

d) List of pre-inspection documents required as evidence and feedback on your 30 minute CQC presentation.

e) A copy of questions previously asked on CQC inspections.

f) Talk to team members on what to expect **before, during and after the day** of inspection and how to be prepared.

g) Interview key members of your staff to test their knowledge and prepare them for a real CQC interview.

h) Check your **audits** and **compliance documents** including your internal workflow procedures.

Price 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.
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.

<table>
<thead>
<tr>
<th>Registration</th>
<th>Policies, Procedures &amp; Protocols</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Provider Registration</td>
<td>Policies</td>
</tr>
<tr>
<td>Statement of Purpose</td>
<td>Procedures</td>
</tr>
<tr>
<td>New Registered Manager Registration</td>
<td>Protocols</td>
</tr>
<tr>
<td>Management Policy/Procedures</td>
<td>Audit toolkits</td>
</tr>
<tr>
<td>Safeguarding Policy &amp; Procedures</td>
<td>Assessments</td>
</tr>
<tr>
<td>Governance Document</td>
<td>Workflow Procedures</td>
</tr>
<tr>
<td>Questions for Registered Manager Interview</td>
<td>HR &amp; Finance Checklists</td>
</tr>
<tr>
<td>Service User Guides* (SUG)</td>
<td>Asset and Equipment Management Logs</td>
</tr>
<tr>
<td>Telephone &amp; Email Support</td>
<td></td>
</tr>
</tbody>
</table>

Price from: £2500 + (**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.
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

Price from: £2750 + (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.
6) CQC Training

Our training package have 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 training have been developed using the Care Quality Commissions (CQC) standards, good practice examples, inspection styles, feedback from our clients, and with the input from ex CQC Inspectors, 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.

The training is suitable for:

- Nominated Individuals
- Registered Managers
- Compliance Managers / Staff
- Practice Managers
- Owners
- Senior Staff

Being prepared for CQC's star ratings and how to conduct observational audits

The training covers the following:

- Types of CQC Inspections
- New CQC Inspection model
- Intelligent monitoring
- PIR – Provider Information Return (Pre-Inspection Documents)
- Inspection Frequencies
- KLOE – key Lines of Enquiry
- Ratings
- Preparing for change
- How to evidence through Observation
- How to carry out Observational Audits / reviews (using a CQC Inspectors methodology and guidance material)

Price from: £750 + (VAT)*

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

- **Working Days**
  Monday to Saturday (except bank and public holidays)

- **Working Timings**
  08:00Hrs to 20:00Hrs

- **Telephone Contact**
  0203 172 4672

- **In / Out of Hours**
  07899 844 834
# RECENT TESTIMONIALS

## Bee Fold Medical Centre
### Atherton - Manchester

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Practice Manager</td>
<td>CQC Mock Inspection</td>
</tr>
</tbody>
</table>

**Comments**

We were very grateful for the helpful pointers and advice just prior to a visit from the CQC. It gave us an opportunity to rectify and prepare ourselves better. We would not hesitate to recommend their services, especially when facing such a daunting process.

## Carewise 24-7
### New Southgate - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Director</td>
<td>CQC Registration + Interview</td>
</tr>
</tbody>
</table>

**Comments**

Registering with CQC seems like taking a journey into space. Thank you QMADS for making our journey pleasant and safe. You have provided us the comfortable service and we are looking forward for a long term relationship.
Chingford Smile
Chingford - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Principle Dentist</td>
<td>CQC Training</td>
</tr>
</tbody>
</table>

Comments

CQC Training - what an excellent session from start to finish. One of the best sessions of this sort that we have attended. Really focused, well-organised, professional and relevant. Would strongly recommend.

Crest Medical Centre
Brent - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Practice Manager</td>
<td>CQC Mock Inspection</td>
</tr>
</tbody>
</table>

Comments

QMADS have been excellent since day one. They have offered both friendly and helpful advice, helped with staff training and quizzed my staff. They are flexible with their visiting times and have even offered to work on weekends. QMADS have helped us gather all our policies and procedures ensuring all CQC outcomes are covered. They have done everything they promised. Initially we were very nervous about CQC inspections but now as a surgery we feel more confident.
## The Royal Variety – Her Majesty The Queen
Twickenham - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015 &amp; 2016</td>
<td>Chairman</td>
<td>CQC Mock Inspection</td>
</tr>
</tbody>
</table>

### Comments

The mock inspection has given us the confidence that we have an awareness of current compliance requirements. Their KLOE’s compliance report and independent Infection Control Audit has really helped us with pictorial evidence. They have met our expectations. We have used the them twice and would recommend it.

## My Baby Company
Barlow Moor - Manchester

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Managing Director</td>
<td>CQC Registration + Policies</td>
</tr>
</tbody>
</table>

### Comments

QMADS recently helped us through the CQC registration process. They were on hand at all the times to assist us - very pleased with the guidance and advice that they have given us throughout this process.
## Harley Street Dermatology Clinic
Harley Street - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Clinical Director</td>
<td>CQC Registration</td>
</tr>
</tbody>
</table>

**Comments**

Our clinic was in a very tough situation and we required urgent action in regards to our CQC application. We found QMADS on the internet and they were the most excellent advisor from the get go. They are clearly very passionate about CQC and have expertise in the service they provide. We have recommended QMADS to our colleagues and we will be continuing to use their services in the future to maintain compliance with the CQC. As a great thank you to the team at QMADS we would be more than happy to provide any information regarding their services.

## Mulberry Medical Centre
Mill Hill - London

<table>
<thead>
<tr>
<th>Date</th>
<th>Feedback</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Practice Manager</td>
<td>CQC Mock Inspection</td>
</tr>
</tbody>
</table>

**Comments**

The recommendations have had a positive impact on the doctors and staff involved. Though there will be hard work addressing all the areas identified, QMADS has definitely given us a direction to move in. I would have no hesitation in recommending QMADS to anyone who is struggling with CQC.