CareSync EXPERTS

CQC Improvement Action Plan

A 90-day plan to improve your CQC rating after a requires improvement or inadequate report, or before your next assessment. Page 2 is a blank action plan to complete with your team.

Days 1 to 14: Safe and clear

Make people safe and understand the report

- [ ] Act today on anything that puts someone at risk
- [ ] Diary the deadlines: factual accuracy 10 working days from the draft; display the rating within 21 calendar days of publication; any rating process review within 15 working days
- [ ] List every finding, good and bad, line by line
- [ ] Link each finding to its key question, quality statement and regulation
- [ ] Estimate each statement's score and mark every 1
- [ ] Find the root cause of each finding
- [ ] Tell staff, people and families what happens next

Days 15 to 45: Fix the systems

Not just the symptoms

- [ ] One improvement plan: owner, deadline and "done when" for every action
- [ ] Governance loop working: audit, theme, action, owner, re-audit
- [ ] Care plans and risk assessments reviewed with each person
- [ ] Training and supervision gaps closed; competence checked
- [ ] Weekly plan review by the registered manager and nominated individual

Days 46 to 90: Embed and evidence

Prove the improvement has lasted

- [ ] Every changed area re-audited and the result recorded
- [ ] Feedback from people, families, staff and partners, with what you did about it
- [ ] Mock inspection against every quality statement
- [ ] A short evidence pack for each key question that anyone on duty can find
- [ ] Statutory notifications log matches incident and safeguarding records
- [ ] Plan stays live until CQC returns, and after

How CQC scores you today

Each quality statement assessed scores 1 to 4.

Key question: 63 to 87% good, 88% or more outstanding, 39 to 62% requires improvement.

One statement scored 1 caps a key question at requires improvement. A 1 or 2 stops outstanding.

Overall good normally allows no inadequate and at most one requires improvement key question.

Fix in this order: any statement scored 1, then safe and well-led, then clusters of 2s. Well-led and safe are the key questions most often rated below good in adult social care.

What to evidence for each key question

Safe

Medicines audits, incident learning, safeguarding log, rotas and call monitoring, recruitment files

Effective

Reviewed assessments, capacity and consent records, outcomes tracked for each person

Caring

Carer continuity, people's feedback in their own words, staff supervision and wellbeing

Responsive

Plans written with the person, complaints themes and changes, future wishes recorded

Well-led

Live improvement plan, governance minutes, notifications log, speak up records

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Action Plan

One row for each finding. Review it every week, and keep closed rows with their re-audit results: they are your evidence.

Service: Report date: Plan owner:

Finding	Key question, statement, regulation	Root cause	Action	Owner and deadline	Done when	Re-audit result
Example: MAR gaps, no PRN guidance	Safe: medicines optimisation. Reg 12	No weekly MAR audit; staff not competency checked	Weekly MAR audit; PRN protocols; competency checks for all	Registered manager, week 4	Four clean weekly audits; all staff assessed	Week 8: 12 of 12 charts complete