

# Improving Outcomes in Adult Social Care

## Our specialist pre and post-CQC inspection support service

### The issue

The way in which the CQC inspects and regulates providers of adult social care services has fundamentally changed. New style CQC inspections present an opportunity for you to demonstrate that the users of your service receive a safe, effective, caring, responsive and well-led service and for this to be reflected in the ratings you receive.

It is important for you to do everything possible to secure the best outcome from CQC inspection and this means ensuring your staff perform well during the inspection and that you work with the CQC to ensure that the published reports are factually accurate. Capsticks has unrivalled experience in supporting providers of health and adult social care with these issues and a proven track record in delivering successful outcomes in relation to CQC inspection and regulation.

### What we can do for you

We act for some of the largest providers of health and social care in the country, working with hospices and providers of community and residential adult social care. We will use our extensive national experience of CQC inspection and regulation to support you in the pre and post-inspection phases. The level of pre-inspection support is up to you but would normally involve, as a minimum, a one day mock CQC inspection, including mock interviews with key members of staff and a report back to you on what went well and what could be improved. After the CQC inspection has taken place and as soon as the draft inspection reports arrive we will provide legal and strategic advice and support you through the factual accuracy stage. The aim will be to ensure that factually accurate reports are presented to service users, families, staff and the wider public. Importantly, our advice will also enable you to take a view on the merits of seeking to overturn ratings during the factual accuracy process and, where applicable, appropriate challenges will be drafted on your behalf. If needed, we will support you in responding to the range of possible enforcement steps the CQC may take against you from Requirement Notices to Conditions and the Special Measures regime. We have a track record in helping providers to successfully challenge CQC enforcement action and have a very high success rate in overturning ratings at the factual accuracy stage.

The following is an outline of some of our services, all of which can be provided on a fixed fee basis:

#### Pre-inspection services

- One day CQC mock inspection followed up with a report and suggested action plan
- Mock interviews for key managers and staff members
- CQC training packages for staff covering the Fundamental Standards, Duty of Candour and what to expect from an inspection

#### Post-inspection services

- Factual accuracy challenges and Ratings Reviews
- Responding to Warning Notices, Conditions and Urgent Procedures
- Defending prosecutions

### What our clients say

*“Capsticks provided much needed specialist advice on the CQC’s Inspection Regime and Special Measures. They clearly understood the political aspects as well as the regulatory minefield and the legal position. Their service was highly professional, responsive and thorough. They were keen to present options, advise on implications and work proactively in [our] interests. I would have no hesitation in unreservedly recommending Capsticks for future legal advice and support”*

*Capsticks have “done some excellent work with us over the past month in helping us to prepare for the inspection.”*

## Our credentials

- Capsticks is a national law firm specialising in health and social care. We have offices in Birmingham, Leeds, London and Winchester and support health and social care clients across the country.
- Capsticks act for providers of adult social care and provide the whole range of services that may be required - from premises, through workforce issues to the resolution of disputes, safeguarding and inquests. Our CQC support service forms part of that package. The quality of our work with providers has been recognised by the specialist press:

If you would like to get in touch and find out more, please contact:



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*Capsticks are the market leaders, with their finger firmly on the pulse*

*Chambers 2015*

*Capsticks LLP 'continues to deliver gold standard service, excelling in its wealth of knowledge and attention to detail'*

*Legal 500 2015*

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