

# CQC - Improving outcomes

The way in which CQC inspects and regulates health and social care providers has changed and continues to change. Securing a positive inspection is vital for your reputation and demonstrates to your patients that the care they receive is of a high standard.

We have unrivalled experience in supporting providers of health and social care in their dealings with the CQC. Our clients include community health, substance misuse and mental health providers, NHS trusts, independent health providers, care homes, online digital providers, GPs and private health providers within the secure environment. We have a proven track record in delivering successful outcomes for our clients.

## How can we help?

### Conditions

We helped a provider of a Learning Disability Service to successfully challenge a Notice of Proposal to impose conditions on a registration. The Notice was removed by CQC following this intervention.

### Inspections

We conducted a mock CQC inspection at a GP Surgery. This helped the organisation to assess its performance prior to the full CQC inspection.

### Regulations

We advised a Trust on an FPP policy when a director believed it to be contrary to the CQC Regulations.

### Duty of Candour

We provided training to an independent hospital on its obligations under the Duty of Candour and reviewed its policy.

### Judicial Review

We represented an independent hospital in judicial review proceedings against CQC.

### Training

We regularly delivery training sessions to teams for all health and social care providers on a range of matters including the Fundamental Standards and CQC's enforcement powers.

### Enforcement

We represented a large care home provider in a prosecution brought by the CQC. We secured an excellent outcome for our client and minimal press exposure.

### Ratings challenge

Following our advice and drafting, a large acute NHS Trust successfully challenged a CQC rating through the CQC Ratings procedure.

### Registration

We advised and supported a digital health care provider through the journey to CQC registration.

### Factual accuracy

We have supported over 120 providers of health and social care in the factual accuracy process. This has resulted in more accurate reports and better ratings.

### Urgent cancellation

We successfully supported a care home provider appeal against a Notice of Decision to Cancel Registration at the First Tier Tribunal.

### Well-led

We undertook mock CQC inspection interviews with the senior management, Executive Board and Non-Executive Board at a large mental health provider. This helped to prepare them for the CQC Well Led element of inspection.

## What our clients say

"Capsticks have always provided an effective and efficient service, providing valued support and great results. We wouldn't hesitate to recommend their services and will definitely be using them in the future should the need arise."

**Director of care home provider**

"Thanks for your work on this CQC issues which has resulted, if I am honest, in a better outcome than I thought possible."

**In-house counsel of large independent hospital provider**

"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 legal position."

**CEO of healthcare provider**

"Ian Cooper (partner) is an excellent relationship manager between our organisation and Capsticks LLP. He is responsive to our organisation's need whilst being an excellent ambassador for Capsticks LLP."

**Client in The Legal 500, 2021**

## Give us a call



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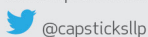
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## About Capsticks

Capsticks aims to be the firm of choice for organisations who work to make a difference. Our purpose is to be the legal advisers that clients want by their side, providing innovative and practical solutions tailored to our sectors' unique challenges. Our lawyers work together as one team with similar values: putting people first, doing the right thing and always forward thinking.

### Capsticks

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