A practical resource to help principal social workers prepare for CQC assessment

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Principle social workers’ self-assessment preparation tool

| **Consideration** | **Prompts** | **RAG** | **Evidence**  | **Actions** |
| --- | --- | --- | --- | --- |
| Your role and remit  | To what extent have you thought about the remit of your role in your organisation. How do you want to contextualise this for CQC in a way that will help them understand what you are and are not responsible for. What are the main points you want to get across and can you demonstrate how what you do relates to and impacts on people and carers, practitioners, and the wider strategic context - both within the outside of the council? **Tip:** A PSW annual report can be helpful here. Example annual reports and a template are provided here. [Link] It might also be helpful to reference back to [care and support statutory guidance paragraphs 1.27-1.31](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#general-responsibilities-and-universal-services) and the roles and responsibilities document**Tip:** Think about what you would ask relevant to your role and responsibilities if you were the CQC. |  |  |  |
| **Involvement in the process** | Do you know what your organisation will expect of you in the process including overtime |  |  |  |
| Are you clear about what you can reasonably take on in terms of your current remit and personal circumstances, what backfill might be needed for your regular role.**Tip:** Be realistic about what you as a PSW can do. Remember this is a team effort. Make sure you and others are clear about your role and you can communicate any pressures you feel. |  |  |  |
| Are you familiar with your self-assessment and evidence bank and does it make sense to you? Are you helping to communicate this to social work teams. |  |  |  |
| **Support and wellbeing**  | How will you maintain your own well-being and the well-being of your team/s throughout the process?  |  |  |  |
| Are you aware of what support can you access for yourself and your teams? **Tip:** Think about peer support, coaching and mentoring, any support being offered by PCH such as the staff support offer and any support that can be offered by colleagues in children’s services.  |  |  |  |
| **Quality and assurance**  | How confident are you that you and others have a clear line of sight on practice quality and that your quality assurance (QA) policies and processes are effective? Do you need to review QA policies and processes? |  |  |  |
| How will you give assurance about:* social care practice being in line with the Care Act, in other words, strengths based
* delivery of good outcomes for people
* PSW visibility within the service
* waiting lists and risk management
* workers caseloads being balanced in terms of complexity and demand
* the wellbeing of the workforce and what is used to inform workforce planning and resilience
* how audit and quality assurance processes are both informed and met the needs of the workforce

**Tip:** Revisit care act responsibilities. SCIE’s five minute [introduction to the care act](https://www.scie.org.uk/care-act-2014/video#:~:text=The%20Act%20begins%20by%20defining,qualifying%20for%20care%20and%20support.) might be a helpful starting point. Remind yourself and others what the council is doing in response to care act responsibilities.  |  |  |  |
| What evidence do you have that demonstrates there is culture of continuous learning and improvement? **Tip:** Familiarise yourself with relevant data and any benchmarking information both in terms of performance and practice as this will help you contextualise what you do better than others and where you need to improve.**Tip:** Familiarise yourself with your LGA health check - or your version of it as this covers a lot of what you might be asked. Take note of your lowest standard and associated improvement plan. |  |  |  |
| **Case Tracking**  | Do you need to explore systems to aid case selection and have you thought about how you might learn from the process of selecting cases as this will help with continuous improvement?**Note:** Identifying the 50 cases too early might not be helpful due to the criteria used by the CQC. Feedback suggests that the CQC provide clear information about what they need at the point of notification.  |  |  |  |
| **Citizen engagement and EDI** | Are you confident in describing the approach to citizen involvement and equality diversity and inclusion? Do you know what is working well, what needs to improve and how you contribute?**Tip:** Understand as far as you can the experience of customers and carers, how do you know, if you don’t know how you will find out? |  |  |  |