

Here are Lorraine's top tips to get you inspection ready:

### **Be prepared for**

- The Provider Information Return (PIR) not to come before your inspector calls to say their coming.
- A two-day inspection.
- To be questioned all five KLOEs - safe, effective, caring, responsive and well-led.
- To show evidence of how you audit and what you do with the information gathered.
- To show client feedback and how you respond to any complaints.

### **Prepare**

- Client and staff files so that everything is up to date.
- Your team. Go through likely questions they may be asked. For example, how long was your induction? How many shadow care calls did you have? When did you last have Safeguarding training?
- Which clients and which staff wouldn't mind being shadowed by the inspector.
- A folder with all your great practice in. Make sure your inspector reads through it before they leave! I love stick-it notes so I keep a jar on my desk and use it to jot down an example of great practice when I remember.

Own up to mistakes but show them how you've made changes to improve systems and processes.

Finally...breathe and be confident. You're doing a great job so show them how you're doing it!

**Clarke Care has recently moved to Nowton Court Village, Bury, and is now on the telephone number: 01284 365247**