



# Ambulex conference presentation

CQC Inspections

- 299 registered independent ambulance services:
  - South 36%
  - Central 32%
  - North 20%
  - London 12%
- 298 inspections carried out
- Most commonly inspected outcomes were:
  - - Outcome 4 Care and Welfare
  - - Outcome 8 Cleanliness and Infection control
  - - Outcome 16 Assessing and monitoring services

- 221 inspections found full compliance
- 77 inspections found non compliance with at least one outcome
  - - Central- 34 of 96 inspections were non compliant
  - -South- 27 of 108 inspections were non compliant
  - -London- 4 of 41 inspections were non complaint
  - -North 12 of 52 inspections were non compliant
- 9 Warning Notices served

## Common areas of non-compliance



- Outcome 12- Requirements relating to workers
- Outcome 14- Staff support
- Outcome 8- Cleanliness and Infection control
- Outcome 11- Safety and Suitability of Equipment
- Outcome 16- Assessing and monitoring the quality of service provision

Regulation 21- “The registered provider must operate effective recruitment procedures”.

- CRB/DBS checks at appropriate levels
- Appropriate references
- Professional Registration checks
- Qualification and training checks
- Immunisation checks
- A job description
- A record of the interview and questions asked
- A contract of employment
- An induction

Regulation 23- “The registered person must have suitable arrangements in place for staff to receive appropriate training, professional development, supervision and appraisal”

- Training and appraisal records for staff
- Staff competency assessments
- Staff meeting minutes
- Staff development plans
- Talk to staff

Regulation 12- “The registered person must ensure the maintenance of appropriate standards of cleanliness and hygiene”

- Appropriate ICP policies in place
- Documented cleaning procedures
- An IPC lead
- Staff training in ICP
- Cleaning schedules and audits
- Visual check of vehicles, equipment and garages
- Waste management arrangements
- Talk to staff

Regulation 16 “The registered person must ensure that equipment is properly maintained and suitable for its purpose”

- Equipment servicing records
- MOTs and vehicle maintenance records
- Visual check of equipment on board vehicles
- Suitability of equipment for purpose
- Equipment lists
- Vehicle check lists
- MHRA alerts
- Talk to staff



Regulation 10- “The registered person must regularly assess and monitor the quality of the services provided”.

- Feedback from people who use your service
- Feedback from commissioners of your service
- Audits
- Complaints
- Serious incidents

# CHANGES TO THE WAY WE INSPECT



FROM	TO
Compliance vs non compliance	Ratings to help people choose between services and encourage improvement.
28 essential standards	Five key questions-safe, effective, caring , well led, responsive to people's needs
Generalists inspectors-	Specialists, with teams of inspectors. Clinical experts and ex by exes Longer and more thorough inspections.
Corporate body and registered manager held account for the quality of care	Individuals at board levels also held to account for the quality of care.
CQC as part of the system with responsibility for improvements	On the side of people who use services Providers and commissioners clearly responsible for improvement