

# Care Inspection Audit Tool from *Croner-i Care-inform*

## What is it?

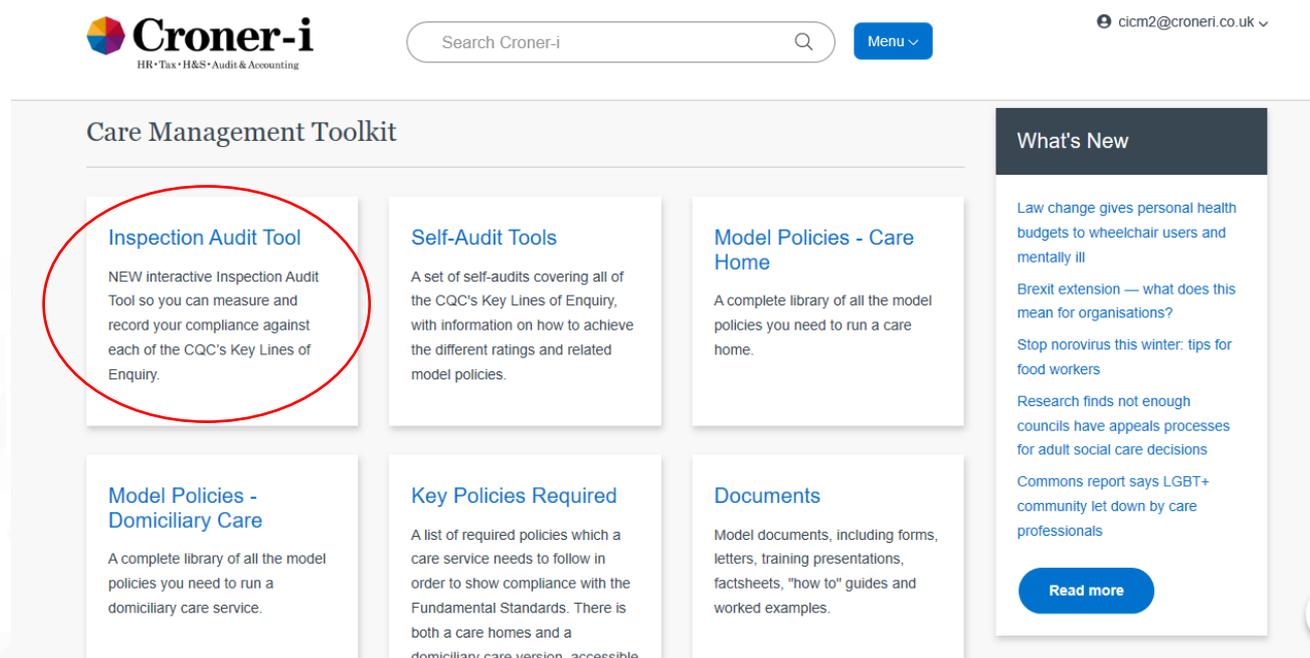
Croner-i's interactive Care **Inspection Audit Tool** helps you prepare for an inspection using a step-by-step process.

It allows you to...

- Measure and record your compliance against each of the CQC's Key Lines of Enquiry and relevant key indicators
- Create any actions you need to follow up
- Store your compliance notes and actions within in the tool, using an "at-a-glance" traffic light system to show your progress
- Edit or amend your audits at any time, print them or download them.

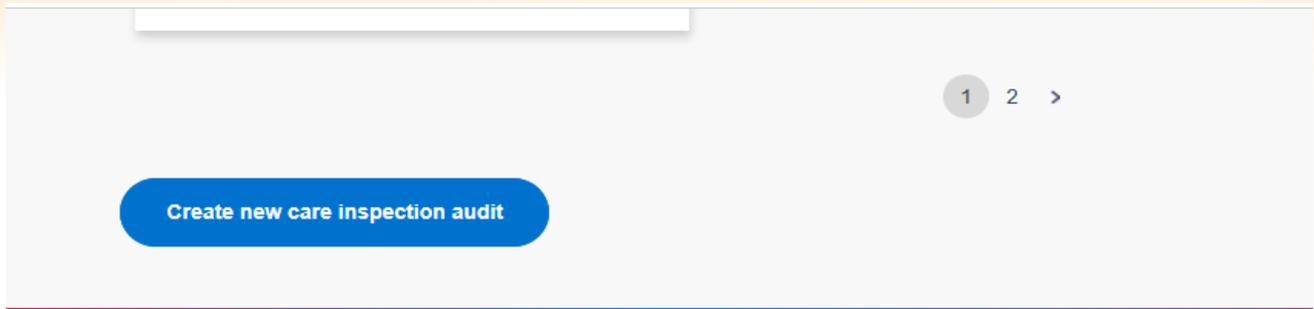
## Here's how the tool works...

Select the "Inspection Audit Tool" tile on the homepage...

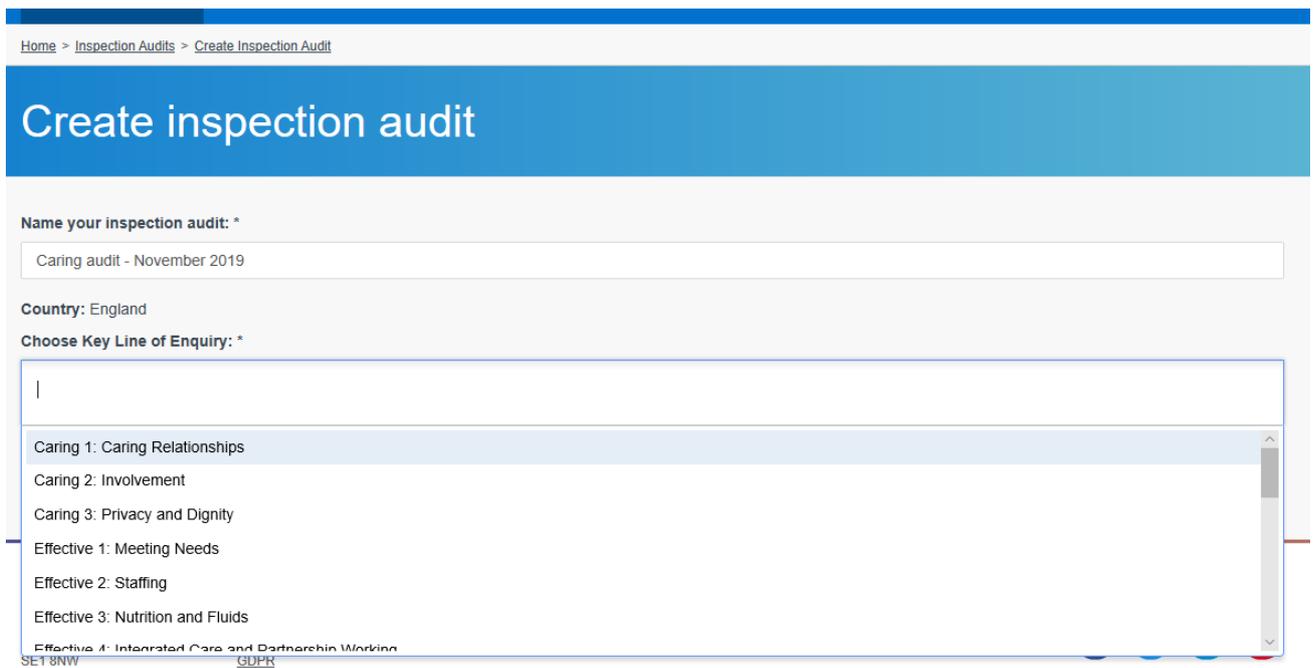


The screenshot shows the Croner-i homepage. At the top left is the Croner-i logo with the tagline "HR • Tax • H&S • Audit & Accounting". To the right is a search bar labeled "Search Croner-i" and a "Menu" button. In the top right corner, there is an email address "cicm2@croneri.co.uk". The main content area is titled "Care Management Toolkit" and features a grid of six tiles. The first tile, "Inspection Audit Tool", is circled in red and contains the text: "NEW interactive Inspection Audit Tool so you can measure and record your compliance against each of the CQC's Key Lines of Enquiry." Other tiles include "Self-Audit Tools", "Model Policies - Care Home", "Model Policies - Domiciliary Care", "Key Policies Required", and "Documents". On the right side, there is a "What's New" sidebar with several news items and a "Read more" button.

And click on “Create new care inspection audit”.



Choose which Key Line/s of Enquiry you would like to audit yourself against and name your audit:



A screenshot of the 'Create inspection audit' form. The breadcrumb trail at the top reads 'Home > Inspection Audits > Create Inspection Audit'. The main heading is 'Create inspection audit'. The form includes a text input field for 'Name your inspection audit: \*' containing 'Caring audit - November 2019'. Below this, the 'Country' is set to 'England'. The 'Choose Key Line of Enquiry: \*' section features a dropdown menu with the following options: 'Caring 1: Caring Relationships', 'Caring 2: Involvement', 'Caring 3: Privacy and Dignity', 'Effective 1: Meeting Needs', 'Effective 2: Staffing', 'Effective 3: Nutrition and Fluids', and 'Effective 4: Integrated Care and Partnership Working'. At the bottom left of the dropdown, the codes 'SE18NW' and 'GDPR' are visible.

Create your audit which will bring up the key indicators which relate to each Key Line of Enquiry you have selected:

Key Lines of Enquiry:

Caring 1: Caring Relationships Caring 2: Involvement Caring 3: Privacy and Dignity

Suggested Key Indicators 21 Pending Review 0 Not Compliant 0 Partially Compliant 0 Compliant 0

This is a list of a key indicators relating to the Key Lines of Enquiry. The Key Lines of Enquiry are the tools which inspectors use to assess compliance with the corresponding regulations and to award a quality rating.

Click Add to display guidance relating to the key indicator and boxes to complete with evidence of compliance and any further action required.

<b>People are treated kindly and compassionately in their day-to-day care.</b>	Add
Caring 1: Caring Relationships	
<b>People feel that they matter by having their preferences considered and full range of needs met and understood in caring ways.</b>	Add
Caring 1: Caring Relationships	
<b>People have their needs promptly addressed and are not left in pain, discomfort or a state of emotional distress.</b>	Add
Caring 1: Caring Relationships	
<b>Staff give adequate time and space to listen and relate to each person in line with their needs in their day-to-day care.</b>	Add
Caring 1: Caring Relationships	
<b>Staff listen carefully to and know how to communicate well with each person whose care needs they are meeting.</b>	Add

Click the green "Add" button next to each key indicator. This will bring up editable boxes for you to assess your compliance status, record evidence of compliance and enter any actions you need to carry out to achieve compliance.

**Add 'People are treated kindly and compassionately in their day-to-day care.'** to audit ✕

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**Status \***

- Select - ▾

**Guidance:**

Informal and formal feedback from service users, relatives and others involved with the service.

**Evidence**

Record all forms of evidence available (including formal documents, and informal comments and observations) providing that it has been documented in some way.

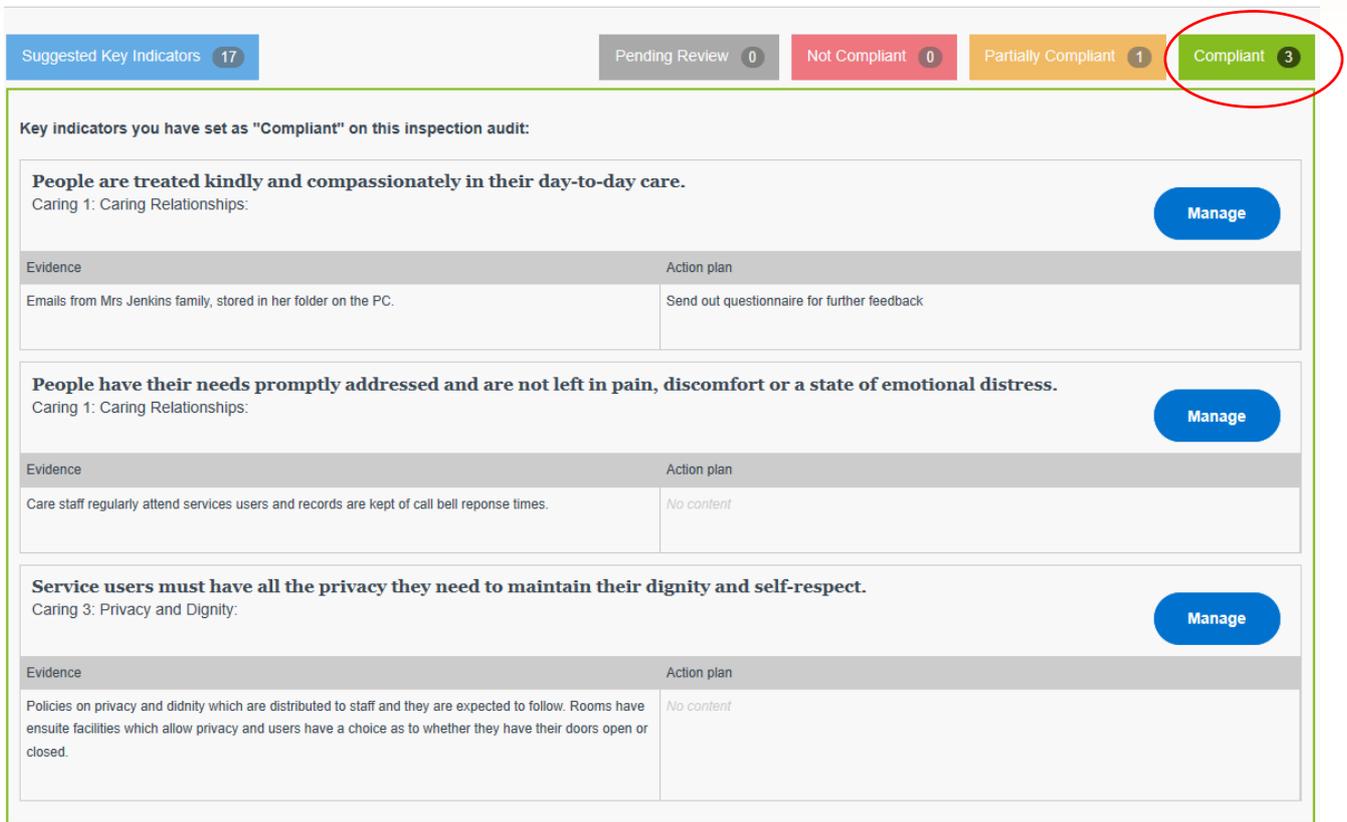
**Action Plan**

Include anything further that needs to be done to achieve compliance, including by whom and by when (this is most applicable to non-compliant and partially compliant entries)

✕ Cancel + Add to audit

Click "Add to audit". Each key indicator is then stored in the relevant "traffic light" column, which you can access at any time to manage the entry or change the compliance status.

This screen shot below shows those key indicators in the green “Compliant” tab:

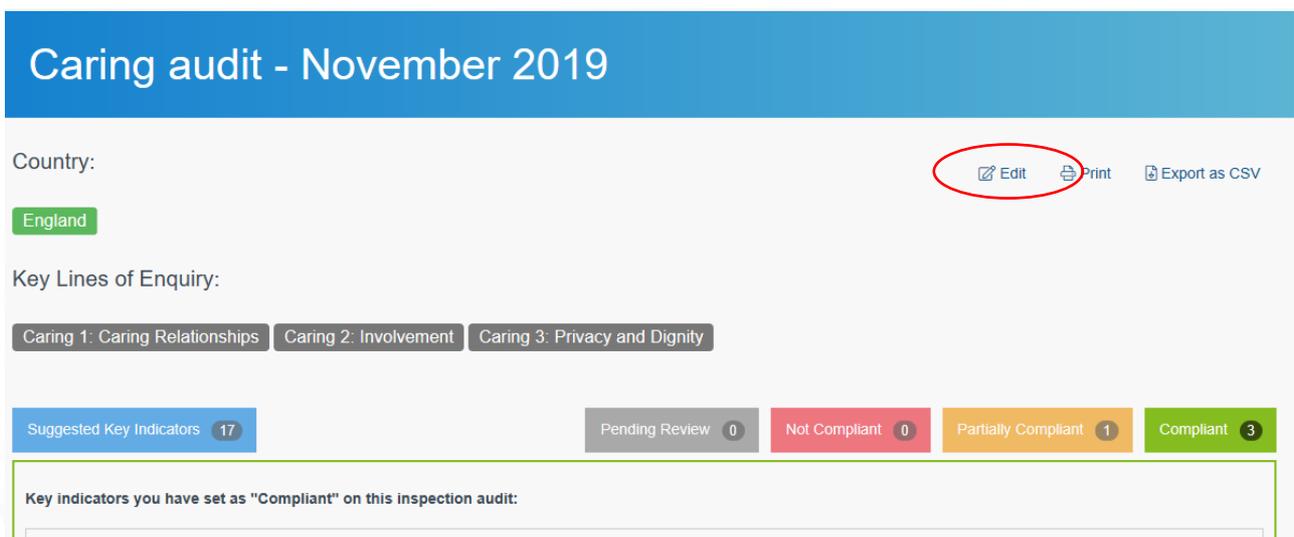


The screenshot displays the 'Compliant' tab, which is circled in red. The tab shows three key indicators that have been set as 'Compliant' on this inspection audit:

- People are treated kindly and compassionately in their day-to-day care.**  
Caring 1: Caring Relationships: [Manage](#)
- People have their needs promptly addressed and are not left in pain, discomfort or a state of emotional distress.**  
Caring 1: Caring Relationships: [Manage](#)
- Service users must have all the privacy they need to maintain their dignity and self-respect.**  
Caring 3: Privacy and Dignity: [Manage](#)

Evidence	Action plan
Emails from Mrs Jenkins family, stored in her folder on the PC.	Send out questionnaire for further feedback
Care staff regularly attend services users and records are kept of call bell reponse times.	No content
Policies on privacy and didnity which are distributed to staff and they are expected to follow. Rooms have ensuite facilities which allow privacy and users have a choice as to whether they have their doors open or closed.	No content

Click “Edit” in the top right at any time to add or remove key lines of enquiry to your audit. You can also “Print” or “download them” using the top right icons.



The screenshot displays the 'Caring audit - November 2019' page. The 'Edit' icon in the top right is circled in red. The page shows the following details:

- Country: [England](#)
- Key Lines of Enquiry: [Caring 1: Caring Relationships](#) [Caring 2: Involvement](#) [Caring 3: Privacy and Dignity](#)
- Compliance Status: [Suggested Key Indicators 17](#) [Pending Review 0](#) [Not Compliant 0](#) [Partially Compliant 1](#) [Compliant 3](#)

Key indicators you have set as "Compliant" on this inspection audit: