

EXTERNAL (incl. CQC) VISIT ACTION CARD

In the event of an unannounced visit by an external body such as the Care Quality Commission (CQC) the following steps should be taken:

9am - 5pm	Out of Hours
Visitor(s) to be welcomed	Visitor(s) to be welcomed
Check what organisation they are from and their role/aim in visiting the ward / Team	Check what organisation they are from and their role/aim in visiting the ward / Team
Staff to check for ID before entry to the Ward / Team	Staff to check for ID before entry to the Ward / Team
Visitor(s) to be asked to sign in	Visitor(s) to be asked to sign in
Senior staff member on duty to inform their Clinical Lead/Manager ASAP	Senior staff member on duty to inform Manager On-Call ASAP
Clinical Lead / Manager to inform Director and Compliance Team [redacted] or [redacted] [redacted] and attend site being visited	Manager On-Call to inform Director on Call
Visitor(s) to be introduced to the Ward / Team	Visitor(s) to be introduced to the Ward / Team
Staff to facilitate the visit including providing (as required) access to patient notes and staff records and facilitating interviews with patients if requested	Staff to facilitate the visit including providing (as required) access to patient notes and staff records and facilitating interviews with patients if requested
For assistance please: <i>contact the compliance team [redacted] and contact the clinical lead / manager</i>	For assistance please: <i>contact manager on call</i>
Director (or most senior staff member) to attend informal feedback session at end of the visit	Manager on Call (or most senior staff member) to attend informal feedback session at end of the visit
Following visit senior staff member on duty to provide feedback to the Compliance Team [redacted] or [redacted] [redacted] and Clinical Lead on outcome and any initial recommendations	Following visit senior staff member on duty to provide feedback to the Compliance Team [redacted] or [redacted] [redacted] and the Manager On Call on outcome and any initial recommendations

Please remember at all times that clinical care must never be compromised