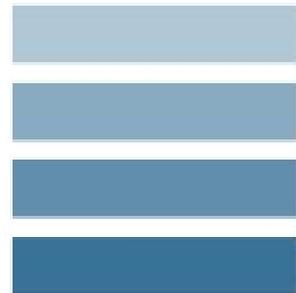


- Could your practice benefit from an update regarding changes to CQC inspections?
- Want to improve your practice's preparation for inspection day and beyond?
- Would you like to get the best possible inspection outcome?
- Looking for clarification on legislation, KLOEs and safeguarding updates?



Dental CQC

Inspection Specialist Certificate

[FIND OUT MORE](#)

Your step-by-step guide to CQC Inspection - *now including ready to use tools, checklists and templates!*

Starts April 2019

Upon successful completion of the course you will be able to:

- Get the best possible CQC rating for your practice
- Prepare every aspect of your practice for inspection
- Better understand how inspectors will judge under the 5 KLOEs
- Get to grips with changes to the Key Lines of Enquiry
- Make sure your staff are ready for inspection day
- Understand what data, documents and analysis you need to have ready
- Avoid common inspection pitfalls that can affect the outcome

What makes the Dental CQC Inspection Specialist Certificate different?

- Our easy-to-use online system will let you work through the training at your own pace
- You'll be able to test your knowledge along the way with quizzes and tests to identify gaps in your knowledge
- Hear from our wide range of experts from consultants to lawyers specialising in dental practice inspections
- Access to a wide range of tools, templates and checklists that you can download and start using in your practice straight away
- Download your specialist certificate at the end of your course to demonstrate your learning and preparation

How will this course help you in your role?

- Become an expert in CQC inspection
- Teach everything you need to know about inspections
- Access to tools to help your practice function more efficiently
- Minimise the time you spend on preparing for inspection
- Make staff training easy
- Save money on consultant fees

Who should attend the course?

- Dental Practice Managers
- Practice owners
- Principal dentist
- Dental Nurses

- Dentists
- Office staff
- Dental Services Manager
- Business Manager
- General Manager
- Assistant Practice Manager
- CQC Manager

Key takeaways

<p>In-depth understanding and full preparation for inspection</p>	<p>Ready-to-use checklists and tools for use in your practice</p>	<p>Understand how inspectors judge your practice on the 5 key questions</p>	<p>Achieve the outcome your practice deserves</p>
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How does it work?

<p>Sign up</p> <p>Sign up to get the access to all unique resources, lessons and tools explaining how to achieve the best outcome for your practice.</p>	<p>8 full modules</p> <p>Each module has been designed to guide you through the CQC inspection process. Each module contains videos, worksheets, checklists and step by step guides.</p>	<p>50+ videos</p> <p>All of our expert led videos can be accessed separately so that you can come back to individual topics anytime you need.</p>	<p>Downloadable tools, checklists and templates for CQC Inspections</p> <p>At the end of each module, you'll have the opportunity to test your knowledge and get to grips with any outstanding areas for improvement.</p>
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Module 1: Legislation, guidance and ethical issues

- I. National Institute for Health and Care Excellence (NICE) guidance
- II. Record keeping – NHS, CQC and GDC requirements
- III. Introduction to GDPR
- IV. Changes to CQC inspections
- V. Common areas of inspection failure

Module 2: Is your service safe?

- I. The safe recruitment of staff
- II. Ensuring staff are fit and proper for their role
- III. Safeguarding children and young people
- IV. Safeguarding vulnerable adults
- V. What are inspectors looking for?
- VI. Implementing safeguarding processes and records
- VII. Whistle-blowing policies and procedures
- VIII. MCA and DoLS and the proposed Liberty Protection Safeguards
- IX. Reporting concerns
- X. Prevention and control of infection
- XI. Identifying areas for improvement – ready to use audit checklists, improvement plans, evidence checklists
- XII. Identifying risks and mitigating them

Module 3: Is your service effective?

- I. Assessing patient needs to deliver appropriate treatment
- II. Auditing and monitoring outcomes
- III. Record keeping – what's required?
- IV. Adapting and designing premises to meet needs
- V. Gaining informed consent to treatment
- VI. Implementing quality assurance
- VII. Identifying areas for improvement – audit checklist, improvement plan, evidence checklist

Module 4: Is your service caring?

- I. Treating people with compassion, kindness, dignity and respect
- II. Confidentiality for patients
- III. Involving patients in decisions about their treatment
- IV. Supporting patients with the treatment
- V. Informing patients of proposed treatment, costs, benefits and risks
- VI. Providing a caring environment
- VII. Creating a culture of compassionate care
- VIII. How will inspectors judge the care you provide? – audit checklist, improvement plan, evidence checklist

Module 5: Is your service responsive to people's needs?

- I. Is your service meeting the needs of its users?
- II. Planning and delivering services to meet people's needs
- III. Successful complaints handling
- IV. Treatment plans – examples and templates
- V. Taking account of the needs of different people
- VI. Procedures and policies for responding to complaints and concerns
- VII. Patient feedback
- VIII. Identifying areas for improvement – audit checklist, improvement plan, evidence checklist

Module 6: Is your service well-led?

- I. Developing a vision and strategy
- II. Engaging and involving people
- III. Leadership and culture
- IV. Using quality assurance to encourage continuous improvement
- V. Auditing your provision to drive improvement
- VI. Gaining feedback from staff and the people who use services

- VII. Developing an agenda for improvement
- VIII. Introducing change for improvement
- IX. Implementing effective policies and procedures
- X. Ensuring continuous improvement and sustainability
- XI. Demonstrating effective leadership to inspectors – audit checklist, improvement plan, evidence checklist
- XII. Carrying out performance management and supervision
- XIII. Clinical audits to monitor quality of services
- XIV. Providing robust staff training and development

Module 7: Preparing for and managing inspection day

- I. Data collection and analysis
- II. What documents do you need to prepare – a checklist for the day
- III. Training your staff for inspections
- IV. Introducing the day with a presentation
 - I. Planning your day
 - II. Who should be available?
- III. Conduct of inspectors
- IV. Requesting feedback
- V. The draft report
- VI. Challenging an inspection report

Module 8: Gaining staff buy-in to CQC compliance

- I. Staff awareness of responsibilities
- II. Building trust in the team
- III. Resolving conflict and procedures involved
- IV. Holding staff to account
- V. Gaining commitment
- VI. Getting the fine level of detail

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EARLY BIRD PRICE: £224.99 + VAT

Product number: 7912

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