



PGQ Solutions

Provider, Governance & Quality Solutions Ltd
(trading as PGQ Solutions)

How to ensure **effective** systems & processes are in place to **assess, monitor & improve** the **quality & safety** of your care home service

PGQ Solutions insight focused on the CQC key questions of **Safe** and **Well-led**

1 The 3 questions every service should answer

1



What do we know?

Reliable systems identify risks, incidents, safeguarding themes, medicines issues, staffing concerns, complaints and environmental risks.

2



What have we done about it?

Actions are recorded, owned, time-bound and followed through.

3



How do we know it has worked?

Re-audit, review outcomes, speak with people, observe practice and evidence sustained improvement.

2 Safe



- Risks assessed, managed and regularly reviewed
- Safe medicines management and clinical oversight
- Safeguarding concerns identified and escalated
- Safe staffing, skills, competence and supervision
- Safe environment and equipment checks

3 Well-led



- Effective governance and clear leadership oversight
- Audits that lead to action and improvement
- Live risk register and service improvement plan
- Learning from incidents, complaints and feedback
- Provider oversight with follow-up and challenge

4 What strong systems should include



Audit schedule



Risk register



Service improvement plan



Monthly quality review meetings



Action tracking



Re-audit and outcome monitoring



Staff learning and communication



Evidence of provider oversight

5 Safe and Well-led quality statements



Safe – quality statements

- Learning culture
- Safe systems, pathways and transitions
- Safeguarding
- Involving people to manage risks
- Safe environments
- Safe and effective staffing
- Infection prevention and control
- Medicines optimisation



Well-led – quality statements

- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Freedom to speak up
- Workforce equality, diversity and inclusion
- Governance, management and sustainability
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability, sustainable development



PGQ Solutions insight

When Safe fails, Well-led is usually tested.

Most CQC breach themes are not isolated failures. They usually show that provider systems did not identify, escalate, act on or sustain improvement.

PGQ Solutions will ask:

- ✓ How did leaders know?
- ✓ What systems identified this?
- ✓ What action was taken?
- ✓ Who checked it worked?
- ✓ Why did the issue continue?



PGQ Solutions test

The PGQ Solutions test:

If CQC, a commissioner, a lender or a family member asked today how you know your service is safe and improving, could you evidence the answer clearly?



Effective governance is not about paperwork.

It is about **protecting people**, **supporting staff** and **evidencing improvement**.



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