



INSPIRED for HEALTH

Quality • Integrity • Sustainability

About Georgina Turner

Georgina specialises in CQC compliance for providers including for Adult Social Care, GP Teams and Healthcare Services. She runs her own Healthcare Compliance Consultancy business - 'Inspired for Health' and her experienced quality team provide governance support to providers which includes; mock regulation compliance inspections, training and webinars, audit compliance, safeguarding process reviews, governance reviews, cultural reviews and one to one, new Registered Manager mentoring.

Her friendly, expert team have all been working in healthcare and governance/quality improvement for over 30 years, giving them a wealth of practical, as well as strategic knowledge and experience.

After completing her Nursing Diploma, Law Degree and Masters, Georgina supported CCGs, Community, Foundation & Acute Trusts on a variety of topics

including: CQC Compliance with Regulations, Nurse Staffing, Consent, Governance and Quality Monitoring. She currently works in Primary Care and within the independent hospital sector supporting teams with governance, quality improvement and regulatory compliance.

Georgina has also worked in the NHS as a Risk Manager, Claims and Litigation Manager, Quality Programme Manager, Information Governance Manager, District Nurse and Acute Medical Nurse as well as within Care Homes, Nursing Homes, Supported Living and Domiciliary Care settings. She has gained over 10 years' experience in healthcare audit and 20 years' experience in healthcare governance.

Please also see my LinkedIn profile (Georgina Turner Nee' Blenkinsop) for further details.

“Our expert team have all been working in healthcare and governance/quality improvement for over 30 years.”



CQC Compliance Reviews (Mock Inspections)

We provide CQC Compliance Reviews (Mock Inspections) both onsite or virtual for providers that wish to obtain an independent and honest review of their services to facilitate quality improvement and adequately prepare for their inspection.

Each mock inspection is tailored to your service needs/concerns, with a focus on how you are currently complying with key CQC Regulations/Good Practice Areas. This is an ideal way to prepare for your CQC inspection.

Our baseline 1.5 day package (including a report within 72 hours) will examine at least three high risk CQC regulation areas from the Health and Social Care Act (2008) (Regulated Activities) Regulations 2014 (part 3) (as amended) including;

- Regulation 9 – Person-Centred Care (Care Planning)
- Regulation 12 – Safe Care and Treatment (Medicines Management/Infection Prevention and Control)
- Regulation 17 – Good Governance (Well Led).

For services that wish to test themselves further, more areas/regulations can be examined as required.

Our feedback includes; ideas for improvement, key priority areas to address, evidence of good/outstanding practice and areas of concern. We can also support you with action planning, mentoring and further evidence testing to ensure that quality improvement progress is being maintained by your team.

For our virtual mock inspections, we will have feedback sessions via Zoom at regular intervals throughout the day to discuss our findings from the evidence virtually examined.

For providers that wish to reduce the cost of a mock inspection, we also offer a one day review as detailed above. This includes verbal feedback on the day without a written report.

“Each mock inspection is tailored to your service needs/concerns.”



Inspired for Health: Training Sessions 2023/24

CQC: Well Led, Good Governance, Lessons Learned and Quality Improvement: An informal, interactive webinar discussing the importance of good governance & quality improvement to specifically comply with the Well Led. Ideal for Adult Social Care Registered Managers, Nominated Individuals, Operations Managers, Quality Leads, Directors and Owners.

The webinar will discuss;

- The importance improvement, of Regulation 17 (Health and Social Care Act 2008) and how we can facilitate continuous
- Shared learning, quality champions, reflective practice and lessons learned
- How can we strengthen our team meetings and reporting to enhance good practice
- Examples of good and poor governance including top tips for inspection
- Topical areas on the CQC radar including any new guidance, research and current priorities

Journey to Outstanding: Ideal for Adult Social Care Registered Managers, Nominated Individuals, Operations Managers, Quality Leads, Directors and Owners.

Designed for provider services aiming for Good and Outstanding with a key focus on the journey to Outstanding.

The session covers;

- Discusses up to date examples on how to achieve and promote excellent practice
- Examines the use of guidance, resources and technology to support the road to Outstanding
- Examines the importance of meeting equality objectives and preparing for emerging inspection trends, as well as how to encourage staff engagement and retention.
- There is a focus on the importance of continuous quality improvement, creating a positive, pro-active team culture, collaboration with Stakeholders and the sharing of lessons learned as part of Regulation 17
- Group work focuses on how to enhance practice, promote your service and improve evidence collation ready for the Single Assessment Framework.

“Discussing the importance of good governance & quality improvement to specifically comply with the Well Led.”

Preparing for CQC inspection in Adult Social Care:

This can also be tailored for GP Practices and Independent Healthcare settings. Ideal for Registered Managers, Nominated Individuals, Operations Managers, Quality Leads, Case Managers, Directors and Owners. An informative webinar from experienced compliance leads to help adult social care providers adequately prepare for CQC inspection.

The session will discuss:

- How to prepare for your CQC inspection, including top tips for compliance as well as common pitfalls to avoid
- Preparing your staff team, evidence collation, quality improvement and audit
- Key breached areas and how to prepare for the Single Assessment Frameworks requirements
- The importance of good governance and lessons learned, as well as many more areas to support you with your quality improvement journey.

Introduction to the CQC (What to expect during the inspection): Tailored for front line team members including care, activities, kitchen, maintenance, cleanliness and laundry staff.

This webinar includes;

- A basic introduction to the CQC and the 5 Key Questions
- Examples from CQC inspection of good and bad practice in line with the 5 Key Questions
- Tips for staff preparation and the inspection process, including the importance of first impressions
- Common pitfalls to avoid
- Questions that may be asked on the day by the inspection team.



“An informative webinar from experienced compliance leads to help adult social care providers adequately prepare for CQC inspection.”

Auditing in Adult Social Care:

An informative webinar on how to audit within adult social care to support quality improvement and Well Led compliance: Designed for Registered Managers, Nominated Individuals, Deputies, Senior Staff and Case Managers within adult social care who wish to know more about how initiating audit processes can strengthen continuous quality improvement and CQC compliance.

The session covers;

- A basic outline to Regulation 17: Good Governance (The Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 (Part 3 as amended)
- An introduction to Clinical Audit & Clinical Governance
- Why we need to conduct audits
- Who should audit?
- What areas we should audit
- The importance of audit action plans
- Closing the audit loop/reporting progress
- Examples of good and poor practice

An informative webinar discussing good practice in medicines management to meet the CQC Safe Key Question & to support quality improvement: Ideal for Adult Social Care Registered Managers, Team Leaders and Quality Champions. Senior Support Workers. Student Nurses. Nurses.

The session covers;

- Discusses the CQC inspection process in relation to medicines management (Part of Regulation 12: Safe Care and Treatment)
- Highlights the training, guidance, documentation and policies that may be examined (including MAR charts) as part of your inspection
- Discusses the observations that may be undertaken on inspection
- Outline good and inadequate practice in medication administration/recording.



“Initiating audit processes can strengthen continuous quality improvement and CQC compliance.”

The Single Assessment Framework:

An informative webinar to help you efficiently prepare for your inspection with a detailed update on the Single Assessment Framework. Designed for Registered Managers, Nominated Individuals, Deputies, Senior Staff, Quality Leads, GP Practices, Independent Healthcare, Adult Social Care Leads, NHS and Case Managers.

The session covers;

- Tips for inspection preparation and evidence collation from compliance specialists
- The CQC single assessment framework and how the change will affect your service and the inspection process including; evidence collation, factual accuracy, current plans, new reporting styles and the Provider Portal
- CQC Strategy and recent key objective areas.

Care Planning: Person centred care planning within adult social care. Who should attend: New and existing adult social care/healthcare staff, support workers and case managers who wish to know more about responsive, person-centred care planning.

The session covers;

- An introduction to the CQC, who are they and what do they do
- An introduction to Regulation 9: Person Centred Care
- What constitutes a good care plan? (What should be included)
- Examples of poor practice in care planning/tips for inspection
- The importance of service user and families/carer collaboration in care planning
- Reflective practice exercise and discussion

“Help you efficiently prepare for your inspection with a detailed update on the Single Assessment Framework.”

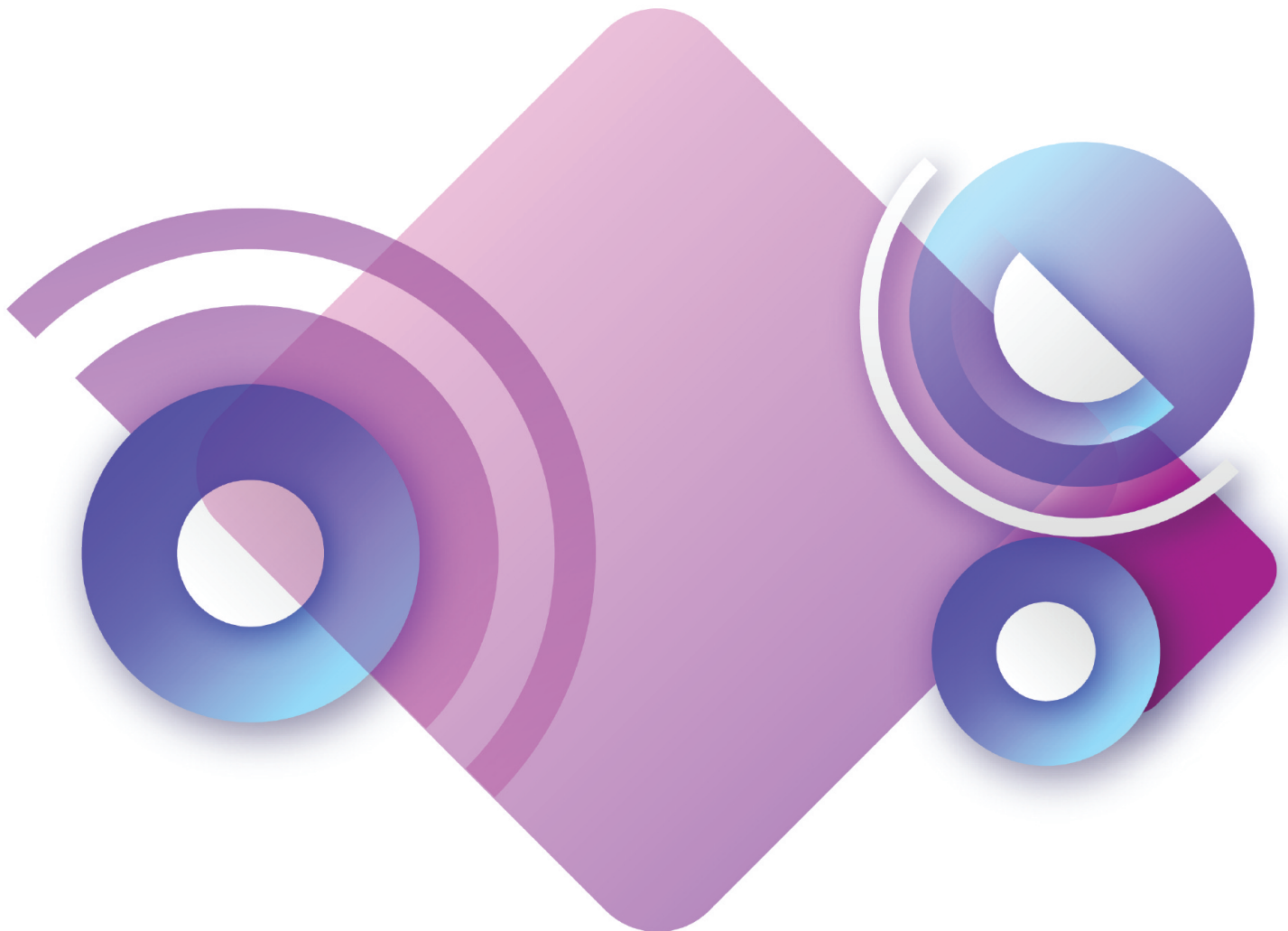
Safeguarding Compliance Reviews

Our experienced and friendly clinicians offer detailed compliance reviews to test your organisation's safeguarding policies and procedures against the CQC's Regulation 13: Safeguarding service users from abuse and improper treatment.

These bespoke reviews include; examination of policies and procedures, detailed discussions with the team to encourage reflective practice and a focus on the importance of lessons learned as well as a review of your training and safeguarding culture.

If appropriate, selected past organisational, anonymised safeguarding cases can also be examined to offer quality improvement insights and to test staff adherence to procedures.

We also offer virtual and face to face training on compliance with Regulation 13 to suit your needs.



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Registered Manager/Nominated Individual Mentoring

At Inspired for Health, we understand how rewarding and demanding the role of a registered manager or nominated individual can be. Our experienced and approachable team provide bespoke virtual and face to face mentoring packages to suit all healthcare and adult social care providers; including regular one to one sessions to strengthen quality improvement.

We also offer individual, tailored support to help you prepare for the Registered Manager/Nominated Individual interview.

For more information please contact us for a personalised mentoring plan to suit your company's needs.

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