



## How to use Navigate-Care's Inspection Audit tool



# Navigate-Care's Inspection Audit tool

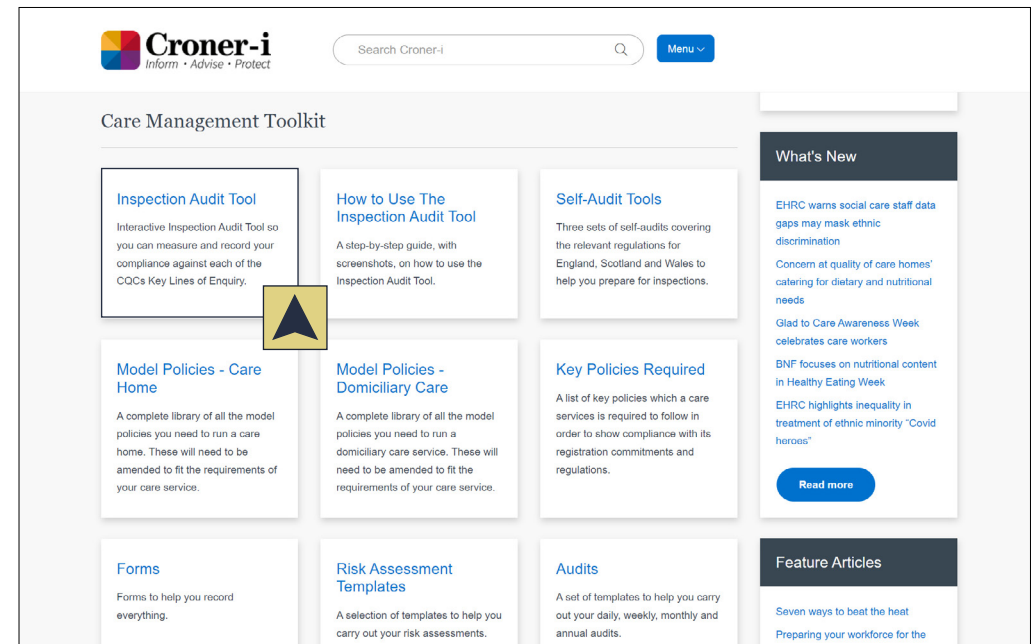
Croner-i Navigate-Care's interactive Inspection Audit Tool helps you prepare for an inspection using a step-by-step process.

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 the tool, using an "at-a-glance" traffic light system to show your progress
- edit or amend your audits at any time
- share them with a colleague, print them or download them as Excel files.

## Creating your new care inspection audit

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



- 2 And click on "Create new care inspection audit".

Create new care inspection audit

**3** Choose which Key Lines of Enquiry you would like to audit yourself against and name your audit:

Home > Inspection Audits > Create Inspection Audit

## Create inspection audit

Name your inspection audit: \*

Caring audit - Wilson House

Country: England

Choose Key Line of Enquiry: \*

- Caring 1: Caring Relationships
- Caring 2: Involvement
- Caring 3: Privacy and Dignity
- Effective 1: Meeting Needs
- Effective 2: Staffing
- Effective 3: Nutrition and Fluids
- Effective 4: Integrated Care and Partnership Working

**4** Once you have completed this section, select “Create” which will bring up the key indicators that relate to each Key Line of Enquiry you have selected.

Home > Inspection Audits > Create Inspection Audit

## Create inspection audit

Name your inspection audit: \*

Caring audit - Wilson House

Country: England

Choose Key Line of Enquiry: \*

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

X Cancel + Create

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

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.

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

Caring 1: Caring Relationships

**People feel that they matter by having their preferences considered and full range of needs met and understood in caring ways.** Add

Caring 1: Caring Relationships

**People have their needs promptly addressed and are not left in pain, discomfort or a state of emotional distress.** Add

Caring 1: Caring Relationships

**Staff give adequate time and space to listen and relate to each person in line with their needs in their day-to-day care.** Add

Caring 1: Caring Relationships

**Staff listen carefully to and know how to communicate well with each person whose care needs they are meeting.** Add

Caring 1: Caring Relationships

**Staff relate to people as individuals, knowing about and responding to their life experiences, likes, preferences, needs, hopes and goals.** Add

Caring 1: Caring Relationships

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

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

6 Once you have completed this, click "Add to audit".

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

7 The screen shot below shows those key indicators in the green "Compliant" tab:

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:

Caring 1: Caring Relationships:

Manage

Evidence	Action plan
Care staff regularly attend service users and records are kept of call bell response times.	No content

Caring 1: Caring Relationships:

Manage

Evidence	Action plan
Emails from Mrs. Jenkin's family, stored in her folder on PC	Send out questionnaire for further feedback

Caring 3: Privacy and Dignity:

Manage

Evidence	Action plan
Policies on privacy and dignity which are distributed to staff and they are expected to follow. Rooms have ensuite facilities which allow privacy and users have a choice of whether they have doors open or closed	No content



# Editing your care inspection audit

1 Click “Edit” in the top right corner to add or remove Key Lines of Enquiry to/from your audit. You can also print or download the audit to Excel using the top right icons, and add a note to the top of the audit using the blue button.

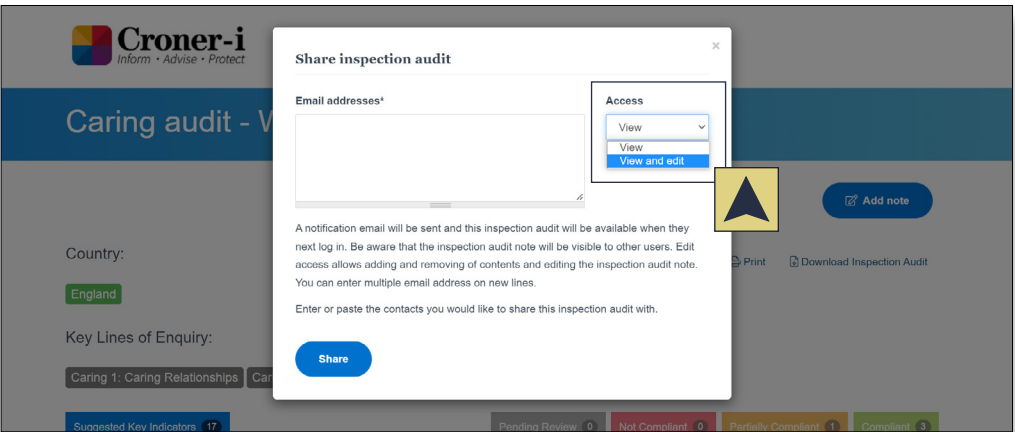


2 If you would like to share the audit with a colleague, click the arrow on the blue bar.

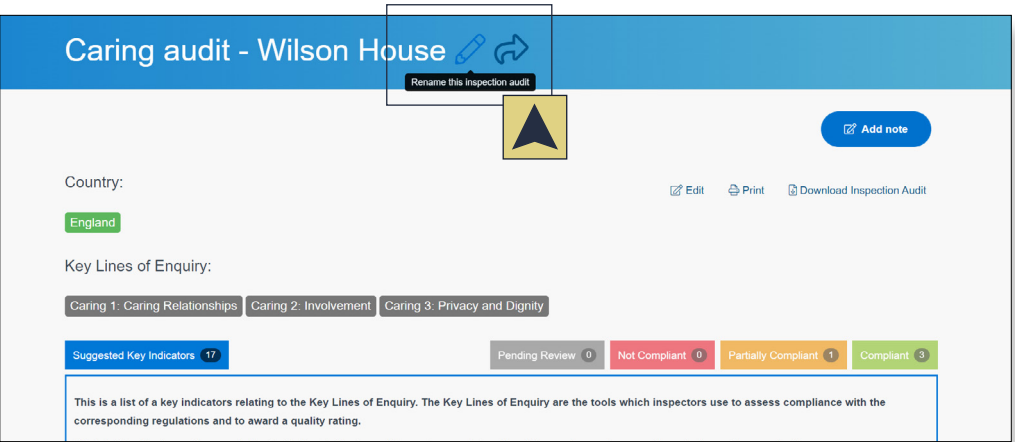


3 This brings up a dialogue box in which you can enter an email address (or several) and choose whether they should be able to “view” or “view and edit” the audit.

Both options allow the receiver to download and print the audit, but “view and edit” allows them to add/remove Key Lines of Enquiry and to rename the audit. These changes then appear on the sharer’s version of the audit too.



4 The pencil icon on the blue bar enables you to rename your audit.





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