

Care home audit tool

CQC self-audit, structured by the five key questions · 30 July 2026

The quality statements and regulation titles are CQC's and are quoted accurately. The 'evidence' column is Safe Workplace's practical interpretation of what typically demonstrates each one - it is NOT a CQC list and CQC does not publish one. Use it as a prompt, not a rulebook.

Safe — 8 quality statements

Quality statement	What to check	Reg	Finding	Owner / closed
Learning culture	Can you show an incident that changed something? Trace one from report, through investigation, to a documented change in practice - and to staff being told.	Reg 17 Good governance		
Safe systems, pathways and transitions	Are admissions, discharges and transfers documented with the information the receiving service needs? Check three recent transfers.	Reg 12 Safe care and treatment		
Safeguarding	Is every safeguarding concern logged, referred where required, and notified to CQC? Reg 18 of the 2009 regs makes any abuse or ALLEGATION of abuse notifiable.	Reg 13 Safeguarding from abuse		
Involving people to manage risks	Do risk assessments show the person's own view of the risk, and a decision that balances safety against independence?	Reg 12 Safe care and treatment		
Safe environments	Are premises, equipment and servicing records current? Fire, legionella, lifting equipment, electrical - with dates and who signed.	Reg 15 Premises and equipment		
Safe and effective staffing	Does the rota match the assessed dependency of the people you support, on the days you were short as well as the days you were not?	Reg 18 Staffing		
Infection prevention and control	Is there a current IPC audit with findings tracked to closure, not just a completed form?	Reg 12 Safe care and treatment		
Medicines optimisation	MAR chart audit: gaps, handwritten entries, PRN protocols, covert administration authorised properly, controlled drugs reconciled.	Reg 12 Safe care and treatment		

Effective — 6 quality statements

Quality statement	What to check	Reg	Finding	Owner / closed
Assessing needs	Was each person assessed before or on admission, and has the assessment been reviewed since their needs changed?	Reg 9 Person-centred care		

Quality statement	What to check	Reg	Finding	Owner / closed
Delivering evidence-based care and treatment	Can staff point to the guidance a specific care approach is based on - NICE, national guidance, or a clinician's instruction?	Reg 9 Person-centred care		
How staff, teams and services work together	Is there a record of GP, district nurse, SALT and pharmacy input, and evidence you acted on it?	Reg 9 Person-centred care		
Supporting people to live healthier lives	Health checks, screening, dental and optical appointments - offered, recorded, and followed up when declined.	Reg 9 Person-centred care		
Monitoring and improving outcomes	What outcome do you actually measure? Falls, weight loss, pressure ulcers, hospital admissions - with a trend, not a single number.	Reg 17 Good governance		
Consent to care and treatment	Mental capacity assessments decision-specific and dated; best interests decisions recorded with who was consulted; DoLS applications tracked to outcome.	Reg 11 Need for consent		

Caring — 5 quality statements

Quality statement	What to check	Reg	Finding	Owner / closed
Kindness, compassion and dignity	Observation, not paperwork. Spend an hour in a communal area and record what you see - how staff speak to people, and about them.	Reg 10 Dignity and respect		
Treating people as individuals	Does the care plan contain anything that could only be true of this person? Life history, preferences, what a good day looks like.	Reg 9 Person-centred care		
Independence, choice and control	Where has a person's choice been recorded as overriding the default routine? If nowhere, that is the finding.	Reg 10 Dignity and respect		
Responding to people's immediate needs	Call bell response times, and what happens when someone is distressed rather than requesting a task.	Reg 9 Person-centred care		
Workforce wellbeing and enablement	Supervision and appraisal up to date? Note: this moves to Well-led under the draft 2026 frameworks.	Reg 18 Staffing		

Responsive — 7 quality statements

Quality statement	What to check	Reg	Finding	Owner / closed
Person-centred care	Care plans co-produced with the person or their representative, and signed. Note: this moves to Caring under the draft 2026 frameworks.	Reg 9 Person-centred care		
Care provision, integrity and continuity	Continuity of staff for people who need it, and a plan for what happens when the regular carer is absent.	Reg 9 Person-centred care		
Providing information	Is information available in the formats people actually need - large print, easy read, translated, and recorded as provided?	Reg 9 Person-centred care		

Quality statement	What to check	Reg	Finding	Owner / closed
Listening to and involving people	Complaints log complete, including the ones resolved informally. Reg 16(3) means CQC can ask for a summary and you must provide it - that is directly prosecutable.	Reg 16 Receiving and acting on complaints		
Equity in access	Has anyone been declined a service, and is the reason recorded and defensible?	Reg 10 Dignity and respect		
Equity in experiences and outcomes	Do outcomes differ across any protected characteristic? You cannot answer this if you do not record it.	Reg 10 Dignity and respect		
Planning for the future	Advance care plans, ReSPECT or DNACPR forms current, reviewed, and consistent with the person's recorded wishes.	Reg 9 Person-centred care		

Well-led — 8 quality statements

Quality statement	What to check	Reg	Finding	Owner / closed
Shared direction and culture	Ask three staff what the service is trying to be good at. If you get three different answers, that is the finding.	Reg 17 Good governance		
Capable, compassionate and inclusive leaders	Is the registered manager in post, registered, and present? Absences over 28 days are notifiable under Reg 14 of the 2009 regs.	Reg 17 Good governance		
Freedom to speak up	Has anyone actually raised something, and can you show what happened next? A service with no concerns raised is unmeasured, not healthy.	Reg 17 Good governance		
Workforce equality, diversity and inclusion	Recruitment records complete against Schedule 3 - identity, DBS, full employment history, references, conduct in previous care roles.	Reg 19 Fit and proper persons employed		
Governance, management and sustainability	The big one. Is there an audit schedule, is it being followed, and does each audit have findings tracked to closure with an owner and a date?	Reg 17 Good governance		
Partnerships and communities	Evidence of working with the local authority, ICB, advocacy services and families - and of acting on what they said.	Reg 17 Good governance		
Learning, improvement and innovation	Name one thing you changed in the last quarter because of what you learned, and show the paper trail.	Reg 17 Good governance		
Environmental sustainability	Note: CQC has NOT included environmental sustainability in the draft adult social care framework. Still assessed today; likely to fall away for ASC.	Reg 17 Good governance		