

Company Name: Integrative Supported Living Care

Policy No: 03-1019	Authorised: Pellagia Margolis	Date: 15/01/2020
DISPLAY OF C.Q.C. PERFORMANCE ASSESSMENT RATINGS		

This Policy will summarise the measures used within the Organisation to display and promote the Performance Assessment Ratings awarded to the Organisation by the C.Q.C. following a compliance inspection. This is in accordance with the requirements of Part 3; Section 2; Regulation 20A; of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014:

1. PRINCIPLES OF THIS POLICY:

- 1.1 In line with the Organisation's policy on Duty of Candour (ref. *Policy No: 1016*), and C.Q.C. requirements, the Organisation is committed to ensuring openness and transparency of Performance Assessment Ratings awarded by the C.Q.C. relevant to the quality and safety of the care services provided by the Organisation. This will focus upon full disclosure of these Performance Assessment Ratings as listed in clause 1.2 below.
- 1.2 C.Q.C. Performance Assessment Ratings are classified as follows:
- Outstanding
 - Good
 - Requires improvement
 - Inadequate

2. DISPLAY OF THE C.Q.C. PERFORMANCE ASSESSMENT RATINGS:

- 2.1 Once the most recent C.Q.C. Inspection Report has been published on-line, details of the Organisation's Performance Assessment Ratings will be published for public information within a maximum period of 21 days. This will apply to both physical display of appropriate posters (clause 2.2 below) and the Organisation's website (clause 2.3 below).
- 2.2 *Physical Display (posters, etc):*
- 2.2.1 As the Organisation is in the business of delivering care to service users in their own homes, display of Performance Assessment Ratings will be restricted to the Organisation's administrative offices.
- 2.2.2 Performance Assessment Ratings will be displayed as bespoke posters which are printed legibly and conspicuously, in colour, and at a minimum size of A4. Where practical, these posters will be downloaded directly from the C.Q.C. website following publication of the Organisation's latest Inspection Report.
- 2.3 *Website and On-line Information:*
- 2.3.1 Performance Assessment Ratings from the most recent C.Q.C. Inspection Report will be displayed on the Home Page of the Organisation's website using a special template downloaded from the C.Q.C. website.
- 2.3.2 The website Home Page will also contain a direct link to the C.Q.C. website, indicating where further information regarding the Organisation's latest C.Q.C. Inspection Report may be found. This will also include a summary of any action taken by the Organisation to address any recommendations for improvement made by the C.Q.C.