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| <p><b>Benchmark first and then monitor progress</b></p> | <p>Before commencing your improvement activity, ensure you:</p> <ol style="list-style-type: none"> <li>1. Have clearly benchmarked what quality looked like before the new work began.</li> <li>2. How you will practically monitor progress.</li> <li>3. How you will know if the quality improvement has been achieved.</li> </ol>   |
| <p><b>Evidence your improvements</b></p>                | <p>Regularly review the improvements that have been made and be ready to demonstrate this. Ensure your evidence highlights how it has resulted in people receiving better care and support.</p> <p style="text-align: right;">present an honest picture</p> <p>of your service, backed up by robust evidence. For everything that the CQC inspector is told, they may ask to see further evidence.</p> |

**Promote your improvements**

Talk to the people you support, your staff and other stakeholders about the improvements that have been made following their input, as well as planned improvements that they can contribute to.

This is another route to involve them in the process and a way to celebrate the shared effort of those involved in the service. Without awareness of what improvements have been made, they will not be able to share with others (such as the CQC inspectors)