

CQC GUIDE

A Residential provider's guide

Built around the CQC framework, designed for the realities of residential care.

TRUSTED ACROSS UK CARE

THE PROOF AT SCALE

Nourish in numbers

5,000+

Care providers across the UK trust Nourish to manage care, evidence outcomes and stay ready for inspection.

1 in 3

Home care hours delivered in Britain are recorded on the Nourish platform.

NHS Assured

Solution listed on the NHS Transformation Directorate's Assured Solutions list.

ISO 27001 certified

Cyber Essentials Plus

DSCR compliant

GDPR aligned

Built specifically for care, not retrofitted from another sector. Designed with providers, refined with carers, used at the bedside and on the doorstep every day across the UK.

AN IMPORTANT NOTE

Nourish doesn't "earn" a CQC rating, your service does. The rating reflects the care your people deliver, the culture you build, and the choices you make about how you serve the people in your care.

What Nourish does is give your team the infrastructure to be ready for inspection every day, not just the week the inspector arrives. The evidence trail, the audit data, the patterns and the dashboards, ready when you need them.

Throughout this guide we're explicit about what we directly evidence, what we create the conditions for, and where the practice and culture sits with you.

The CQC question for every provider

The five CQC questions apply to every provider, but they land differently in residential care. You're caring for people, around the clock, often for years. Your inspectors will look closely at how you balance safety with autonomy, how you keep families close, how you support people through major life changes and how your leaders use information to drive quality across the service.

Five questions. One framework. Every inspection.

CQC asks the same five questions of every provider, every time:

1

SAFE

2

EFFECTIVE

3

CARING

4

RESPONSIVE

5

WELL-LED

You build the answer. Nourish helps you evidence it, across every person, every record, every shift, every site.

WHY CONFIDENCE MATTERS

Across every one of the five questions above, one thing keeps coming up: the difference between being ready for an inspection and being ready every day. That's exactly the gap Nourish Confidence is built to close.

It's like giving every Registered Manager their own CQC inspector, reviewing every plan, every month.

Confidence checks every care plan against CQC's standards on a continuous, monthly cycle, not once a year and not only in the run up to a visit. It connects audits, actions and care plans into a single improvement loop, so drift gets caught while it's still small.

And because it's genuine, continuous review rather than a paperwork exercise, it doesn't just prepare you for inspection. The same information also drives more consistent, better informed care in between visits. This is what AI is actually delivering for care today.

1 SAFE

WHAT CQC ASKS

Safety is a priority for everyone and leaders embed a culture of openness and collaboration. People are always safe and protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination. Their liberty is protected where this is in their best interests and in line with legislation. Where people raise concerns about safety and ideas to improve, the primary response is to learn and improve continuously.

WHAT "GOOD" LOOKS LIKE IN RESIDENTIAL

- **Learning culture:** We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.
- **Safeguarding:** We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect.
- **Involving people to manage risks:** We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.
- **Safe and effective staffing:** We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.
- **Medicines optimisation:** We make sure that medicines and treatments are safe and meet people's needs, capacities and preferences by enabling them to be involved in planning, including when changes happen.

HOW NOURISH HELPS YOU EVIDENCE IT

- ✓ **End to end incident management.** Nourish Safety provides a full incident lifecycle: log, categorise, investigate, resolve and learn. Every incident leaves an auditable trail, which is exactly what an inspector wants to see.
- ✓ **Reducing restrictive practice.** Nourish Safety's behavioural event trend dashboards give leaders visibility of restrictive practice patterns over time, with the data to plan reductions.
- ✓ **Safe medication administration.** COMING SOON: We plan for Nourish's eMAR to provide safe, compliant medication recording with body map integration.
- ✓ **Safeguarding in one place.** Safeguarding workflows and incident pathways tie back to the person's record, so when an inspector asks, you can show the full picture in seconds.
- ✓ **A speaking up culture, operationalised.** Confidential event logging lowers the barrier to reporting. Leaders see what's surfacing, in real time.

PRODUCTS

Nourish Safety · Nourish Better Care · Nourish Confidence · Nourish Insights

2 EFFECTIVE

WHAT CQC ASKS

People and communities have the best possible outcomes because their needs are assessed. Their care, support and treatment reflects these needs and any protected equality characteristics. Services work in harmony, with people at the centre of their care. Leaders instil a culture of improvement, where understanding current outcomes and exploring best practice is part of everyday work.

WHAT "GOOD" LOOKS LIKE IN RESIDENTIAL

- **Assessing needs:** We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.
- **Delivering evidence based care and treatment:** We plan and deliver people's care and treatment with them, including what is important and matters to them. We do this in line with legislation and current evidence based good practice and standards.
- **How staff, teams and services work together:** We work effectively across teams and services to support people. We make sure they only need to tell their story once by sharing their assessment of needs when they move between different services.
- **Monitoring and improving outcomes:** We routinely monitor people's care and treatment to continuously improve it. We ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.
- **Consent to care and treatment:** We tell people about their rights around consent and respect these when we deliver person centred care and treatment.

HOW NOURISH HELPS YOU EVIDENCE IT

- ✓ **Person centred care planning.** Comprehensive care plans built around the person, with templates that flex to the realities of how care happens in your setting.
- ✓ **Continuous improvement engine.** Nourish Confidence connects audits, actions and care plans into a single improvement loop.
- ✓ **Joined up care.** GP Connect integration, multi service care plan access, and the Family Portal ensure information securely flows where it needs to.
- ✓ **Outcomes you can evidence.** Nourish Insights provides dashboards covering Care Given, Care Planning, Critical Information and Occupancy.
- ✓ **Consent, captured properly.** Digital consent signatures captured in Nourish Better Care, linked to the relevant care plan and visible to staff at the point of care.

PRODUCTS

Nourish Better Care · Nourish Confidence · Nourish Insights · Nourish AI

3 CARING

WHAT CQC ASKS

Staff treat people with compassion, kindness, dignity and respect. People are treated as individuals and their care, support and treatment meets their needs and preferences. People's independence is promoted so they have choice and control over their own care, treatment and wellbeing.

WHAT "GOOD" LOOKS LIKE IN RESIDENTIAL

- **Kindness, compassion and dignity:** We treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.
- **Treating people as individuals:** We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.
- **Independence, choice and control:** We promote people's independence, so they know their rights and have choice and control over their own care, treatment and wellbeing.
- **Responding to people's immediate needs:** We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

HOW NOURISH HELPS YOU EVIDENCE IT

- ✓ **Care that knows the person.** Nourish Better Care's person centred timelines give carers individual context on every interaction, preferences, and history.
- ✓ **Adaptive care planning.** Nourish Transparency's dynamic sampling tracks how care evolves over time and flags where assessed needs are diverging from what's delivered. Nourish Confidence surfaces drift in plans.
- ✓ **End of life dignity.** DNACPR, ReSPECT and advance statements are recordable in care plans. Critical information dashboards surface them at the point of care.

PRODUCTS

Nourish Better Care · Nourish Transparency · Nourish Confidence

4 RESPONSIVE

WHAT CQC ASKS

People and communities are always at the centre of how care is planned and delivered. The health and care needs of people and communities are understood and they are actively involved in planning care that meets these needs. Care, support and treatment is easily accessible. People can access care in ways that meet their personal circumstances and protected equality characteristics.

WHAT "GOOD" LOOKS LIKE IN RESIDENTIAL

- **Person centred care:** We design and deliver services around each person's needs, providing care that is centred on them and their individual circumstances.
- **Listening to and involving people:** We make it easy for people to share feedback and ideas, or raise complaints about their care, treatment or support. We involve people in decisions about their care and tell them what has changed as a result.
- **Providing information:** We provide appropriate, accurate and up to date information in formats that we tailor to individual needs.
- **Equity in experiences and outcomes:** We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.
- **Planning for the future:** We support people to plan for important life changes, so they can have enough time to make informed decisions about their future, including at the end of their life.

HOW NOURISH HELPS YOU EVIDENCE IT

- ✓ **Feedback infrastructure.** Nourish Safety's event logging, tracker and learned outcomes provide the structured infrastructure to capture, investigate and close the loop on every concern raised.
- ✓ **Real time records, accessible to those who should see them.** Information flows automatically to the right people (staff, family, partner services).
- ✓ **Spotting patterns and inequities.** Nourish Insights surfaces trends across groups, settings and time, so a leader can see who is at risk and act on it.
- ✓ **Closing the loop, transparently.** Nourish Confidence tracks actions to closure across the service. When an inspector asks how feedback led to change, the answer is on a single screen.

PRODUCTS

Nourish Safety · Nourish Insights · Nourish Confidence · Nourish Transparency

5 WELL-LED

WHAT CQC ASKS

There is an inclusive and positive culture of continuous learning and improvement. This is based on meeting the needs of people who use services and wider communities, and all leaders and staff share this. Leaders proactively support staff and collaborate with partners to deliver care that is safe, integrated, person centred and sustainable, and to reduce inequalities.

WHAT "GOOD" LOOKS LIKE IN RESIDENTIAL

- **Shared direction and culture:** We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities.
- **Governance, management and sustainability:** We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support.
- **Freedom to speak up:** We foster a positive culture where people feel they can speak up and their voice will be heard.
- **Learning, improvement and innovation:** We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people.
- **Partnerships and communities:** We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

HOW NOURISH HELPS YOU EVIDENCE IT

- ✓ **A purpose built governance information system.** Insights (KPI dashboards), Confidence (audit and action oversight) and Safety (incident governance) together give leaders a real time view of quality, risk and compliance, across the whole service.
- ✓ **Speaking up culture, by design.** Nourish Safety's confidential event logging creates a low barrier, unattributable reporting channel. Leaders see what's surfacing in real time.
- ✓ **Continuous improvement, built in.** Confidence and Safety together create an auditable continuous learning system: incidents inform audits, audits inform care plan reviews, care plan reviews inform training.
- ✓ **Data you can trust.** ISO 27001 certified. Cyber Essentials Plus. DSCR compliant. NHS Assured Solution. GDPR aligned. Your data is secured to the standards that procurement and inspection teams check.
- ✓ **Innovation done responsibly.** Nourish AI is built on care specific data with explicit principles of fairness, transparency and accountability. Humans are in the loop at every decision point.

PRODUCTS

Nourish Insights · Nourish Confidence · Nourish Safety · Nourish Protect · Nourish AI

And what about AI?

In May 2026, CQC published its position on AI in health and social care, setting out eleven regulatory principles that providers must meet when using AI.

This isn't theoretical. CQC has confirmed it will reflect providers' use of AI in how it registers, assesses, rates and enforces. If you're using AI in care, your inspector will ask about it.

Nourish AI is built for this.

Our AI principles are the foundation of every product: AI supports, never replaces, human decision making. Every model is explainable and auditable. Humans remain in control, always human in the loop.

Nourish AI is built on a decade of validated care data specifically from social care settings, reducing the risk of model errors from training data drawn from outside the care sector.

Of the eleven CQC AI principles, Nourish **directly meets seven**, **substantially meets three**, and **partially meets one** and we're transparent about where work is ongoing.

WHAT AN INSPECTOR CAN SEE

- ✓ Every output that AI supports is labelled "AI supported, human led," with an audit trail of the human decisions taken from what AI surfaced.
- ✓ **Procurement assurance:** NHS Assured Solution status (the primary procurement assurance mechanism for social care digital tools).

- ✓ **Security:** ISO 27001 certified. Cyber Essentials Plus. DSCR compliant. The standards your data protection lead will look for.
- ✓ **Documentation:** DPIA supporting documentation, GDPR aligned data processing agreements, and clear governance documentation included as standard.
- ✓ Compliant with DCB0129 standards for clinical safety.

TALK TO US

If you'd like to see how this maps to your service, we'd be delighted to walk through it with you. No pitch. No pressure. Just a real conversation about what better run, better evidenced care could look like for your team.

Book a 20 minute conversation

Email: hello@nourishcare.com • Phone: 023 8000 2288
Web: nourishcare.com