

***Practice* Based Scenario**

**External audit monitoring**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into five parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to professional guidance
6. **Update your CPD diary:** for you to do
7. **The scenario**

**You are at work managing your everyday case load, when an individual identifies themselves as an inspector (e.g. Care Quality Commission/OFSTED) and asks to speak with you.**

**What should you do?**

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**What would you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

It is recommended that you think about the following prompt questions and formulate a considered plan.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and policies of your employer (or your own policies if practising independently).

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider:**

1. Has any information been circulated about a potential inspection?
2. Are these types of inspections usually unannounced?
3. How can you be sure the inspector is who they say they are?
4. What information should you give?
5. Are there any questions you shouldn’t respond to?
6. Should you refer them to someone senior?
7. Should you let your line manager/ or equivalent know about the visit?

**Possible next steps:**

1. Check the individuals identification badge/ documents
2. Welcome them to join you
3. Answer their questions to the best of your ability and knowledge
4. If you are unsure how to respond, say so and offer further details of how they may access that information
5. Be honest and trustworthy
6. Inform your line/ manager or equivalent of the visit.
7. **Sources of further information**

**The following information in the professional accountability and autonomy, and professional guidance sections of the RCSLT website is also particularly relevant:**

2 - [Communicate appropriately and effectively](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-6)

3 – [Knowledge and skills](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-7)

4 – [Delegate appropriately](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-8)

9 – [Be honest and trustworthy](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-13)

**External resources**

[Care Quality Commission: Guide to preparing for a CQC inspection](http://www.cqc.org.uk/sites/default/files/documents/cqc_prep_for_inspection_-_quick_guide_-_final_0.pdf)

**Contacts:**

[RCSLT Adviser](https://www.rcslt.org/supervision-contacts)

1. **Update your CPD diary**

Working through this scenario counts towards your continuing professional development (CPD). Once you have completed this scenario, please record this learning and your reflections in your CPD diary.