

# Let's aim for **outstanding** together



A network of **40+** care  
**quality professionals** for  
care homes, home care  
and supported living.



# Hello from our Chief Executive, **Samuel Barrington.**

Helping organisations provide outstanding care quality is at the very heart of Care Improvement Associates and our network of 40+ care quality consultants.

Over the past 20 years I've supported providers across the adult social care and support sector, from care quality professional to board level roles across the country.

If you are as passionate about outstanding care quality as we are then read on and discover how we can help you to become an outstanding care provider.



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 Care Improvement  
Associates

 @theciagroup

 Care Improvement  
Associates



“We engaged Care Improvement Associates Ltd on a bespoke assignment to enhance our management insight from an external and more objective angle and perspective.

We were delighted with both the service and support received from the head office at CIA, as well as the professional consultant assigned to the project.

We would highly recommend CIA’s services and would certainly commission their services again in future, should the need arise.”

**Mike Padgham**

Chairman of Independent Care Group,  
CEO of St Cecilia’s Care Group

“Sam has been engaged on a number of occasions and is highly professional with integrity, honesty and transparency and is someone you can certainly trust.

Highly recommended.”

**Simon Harrison**

Managing Director of Ideas Afresh Ltd

# Expert care quality consultants across the UK.

## Let's aim for outstanding together

Care Improvement Associates is a national network of over 40 care quality consultants, which includes former CQC inspectors and specialist advisers, who all share the aim of outstanding care quality.

From startups to leading providers CIA offers a **tailored solution**, supporting you to deliver high quality care and aim for CQC's rating of 'Outstanding'.

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All our consultants are

- ✓ Qualified Professionals
- ✓ Insured
- ✓ DBS check verified
- ✓ Reference checked
- ✓ Quality monitored
- ✓ Skills matched to your project



“We engaged Care Improvement Associates Ltd to assist us in a specialist, bespoke, care home development project, as well as board level regulatory and CQC training workshops for our non executive board of Directors. The project management and specialists involved were highly reliable, knowledgeable and experts in their field.

We would highly recommend their services and would not hesitate to utilise CIA again in future.”

**Sarah Hanson**

Executive Director, The Calico Group

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# Care Quality Consultancy

Be **outstanding** with our inspirational care quality consultants.

**Preparation for CQC inspections and being proactive is key! Many UK leading experts are on our team, having carried out thousands of days of consultancy.**

We tailor care quality solutions to your needs, whether that be one off advice, guidance, mock inspection or project management of a specific assignment that requires clearly

defined outcomes, such as supporting your CQC registration or commissioning new care provider services from scratch.

Because we have supported many adult care provider clients to be outstanding, we know our care quality and compliance consultancy model works.



- Mock CQC Inspections
- Staff & management training / mentoring
- Crisis management / troubleshooting & turnaround
- Bespoke project management
- Support with startups & CQC registration
- CQC compliant policies and procedures, for all CQC registered care provider settings
- Independent occupational therapist reviews and planning of care home activities with residents
- Full organisational reviews, quality and best practice framework development
- Interim care management / directors always available
- Care sector specific GDPR training
- HR & recruitment services



“It was our pleasure to have the CIA ‘Mock Inspection Team’ with us – the two days went extremely well and they both confirmed the areas of improvement we expected, which was reassuring to know that our own identified priorities were accurate.

The insight they were both able to give, and the ideas and suggestions, was extremely useful and the team were left feeling very inspired.”

**Jamie Anderson**

CEO, Age UK (Wirral)

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# Mock CQC Inspections

Our **CQC compliance experts** will highlight any concerns before it's too late.

**A Mock CQC Inspection is just that, a thorough inspection of your care organisation which mimics CQC's Key Lines of Enquiry (KLOE) and inspection methodology.**

The aim is to highlight any problems or concerns giving you the time to be proactive and stay in control. Of course, if a CQC inspector was to find them before you then it could have a negative effect on your overall rating – so let's stay one step ahead!

Just like in a real inspection, our team of CQC compliance experts will carry out a thorough audit of the care service you provide against the Key Lines of Enquiry (KLOE). They'll be asking those all important question; is the service safe, effective, caring, responsible and well-led.

Once complete, a full report will be made available to you along with an action plan to help pull that area back in to compliance and best practice. Further support is always available, if required.





“They assisted us to manage a large staff group and helped us to maintain the safety and well being of residents at both homes during this time.

Warwickshire County Council's Strategic Commissioning Business Unit endorse the work that Care Improvement Associates Ltd do and would recommend their services.”

Warwickshire Council

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# Crisis Management & Turnaround

Support from **sector leading consultants** during challenging times.

## **Crisis management within the care sector can be a challenging time for you and your teams.**

When resources are limited you're under even more pressure to develop and deploy an effective plan quickly. As you know, in this overwhelming environment it's critical that your plan is strong, compliant and is in the best interest of your service users – but you don't have to do it alone.

The crisis management and turnaround specialists here at CIA have assisted many care homes, home care groups and domiciliary care organisations during difficult periods such as being placed in CQC's special measures.

Thanks to the experience and specialism in this field, we'll come up with an effective and proactive plan together. In the short term we'll look at the key concerns to remove you from CQC's special measure, with a long term goal of meeting the CQC regulations, but exceeding them to provide best practice and outstanding services.

The crisis management and turnaround services we offer for the care sector can be called upon from registered managers, right through to stakeholders and investors who wish to see their assets being operated in accordance with CQC's strict requirements and national best practice guidance.





“I engaged Samuel and CIA on an turnaround project for a provider with some compliance problems. I found him to be very organised, resourceful and professional.

It was an honour to work with him and learn from him and his team. He has a depth of contacts and relationships with some remarkable professionals. Highly recommended.”

**Liam Palmer**

Elderly Care Specialist

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# Interim Project / Care Management

Experienced care managers working **seamlessly** with your organisation.

**As you well know, having a care manager in place is critical to providing outstanding care.**

But what happens when your current care manager goes on maternity leave, long term sick or even leaves the organisation at short notice? An interim care manager could be that perfect short term solution.

Interim management isn't just ideal for the above, but can carry great value for specific

project management without the need for an expensive recruitment drive.

Thanks to our placement within the care sector, we have a growing network of talented care managers and directors ready to fill that interim position in your care organisation.

Equally, we're always on the lookout for more hardworking interim care managers across the UK to join us. If you're interested then we'd love to hear from you.



## ✔ **Interim cover for any situation**

From maternity leave to long term sick, our managers are here for any situation.

## ✔ **Working seamlessly with your care team**

As we only have experienced managers and directors, they'll integrate quickly within your team.

## ✔ **Care managers to directors**

It's not all about managers, we have senior directors available to fill that interim position.

## ✔ **The best talent across the UK**

We carefully select only the best talent in the care sector to ensure the highest quality of service.



“We are proud to be providing external & bespoke Training & Development Programmes to the Management and Staff, at the Award Winning and CQC Rated Outstanding, Happy Futures Support Specialists Ltd.

Care Improvement Associates have passion and enthusiasm. They put their whole into any given task and ensure outstanding practices are embedded into all the work they complete.”

**Angela Fletcher**  
CEO, Happy Futures

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# Training & Mentoring

Unlock the **full potential** of your management and care giving team.

**You can have the best auditing and compliance tools in place, but without the right training it could be holding your care organisation back.**

Here at CIA we've delivered countless hours of training and development to care providers up and down the country, opening teams up to their full potential and helping them to provide the best possible care quality.

We'll build up a complete bespoke training or mentoring package, whether it's one-to-one, medium or even large groups. Our in-house experts will help develop and deliver a training plan that will help your organisation shine.

Our care training and mentoring packages can include CQC compliance workshops, best practice workshops, quality improvement training right up to operational management and board level.





Suite 8  
William Street  
Business Centre  
7a Lower Clark Street  
Scarborough  
YO12 7PP



email [info@theciagroup.co.uk](mailto:info@theciagroup.co.uk) phone 01723 374620

