A note from the CEO

Navigating the New CQC Inspection Protocols & Standards

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Article:

In an effort and in response to the poor quality of the Care sector across the U.K, the Care Quality Commission (CQC) has introduced more rigorous inspections that have dramatically raised the stakes for **Care Home**, **Nursing Home** and **Assisted Living** owners. Currently, **23%** of UK Care Homes are at risk of closure due to "**inadequate ratings**" under these intensified standards, a concerning statistic highlighting the importance of dynamic compliance.

These stricter assessments focus on comprehensive areas of service delivery, including safety, effectiveness, responsiveness, and leadership quality. Care Homes must not only comply with basic standards but consistently demonstrate excellence and proactive management. Failure in these critical areas can lead to significant reputational damage, reduced occupancy rates, and, ultimately, regulatory closure. Owners must invest in ongoing compliance efforts, regularly auditing practices, and maintaining comprehensive records to meet inspection criteria. Training staff thoroughly, investing in effective leadership, and swiftly addressing any identified deficiencies are crucial steps to maintain favourable ratings. A good or outstanding CQC rating significantly enhances a Care Home's market value and attractiveness to buyers. Therefore, maintaining compliance is not merely a regulatory necessity; it directly impacts financial stability and long-term sustainability and positive cash-flow. Proactive engagement with regulatory requirements ensures the facility remains both operationally sound and financially robust.

In order to meet these new and highly demanding CQC standards, at Florence Legacy, we have constructed a '**Quality Committee**' consisting of 4 industry experts and led by our highly experienced **Chief Operating Officer** (**COO**). This Committee has additionally been put in place to bring peace of minds and re-assurance that Florence legacy is the right entity who has, not only covered every aspect of the business transition, but also over exceeds the expectations set by both CQC and the seller/ Home owner.

Is there a viable and practical solution?

At Florence Legacy, we take pride in having successfully formulated **37 strategic exits** for Care Home, Nursing Home and Assisted Living facilities, each tailored precisely to meet the unique needs of each individual owner. Whether you're considering a straightforward sale, planning for retirement, transitioning your responsibilities, or seeking a smooth, stress-free exit, we are happy to help. We counsel our partners to begin planning **their strategic exit at least 3 years in advance**, but the more ideal timeframe is **5 to 7 years prior to retirement or stepping away**. Please reach out to us for a completely confidential conversation to discuss how we can support your next steps.

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