

# Exploring the CQC Well Led Key Question

Join us for a series of engaging 2-hour webinars exploring key aspects of CQC, from regulatory updates to inspection readiness. Gain valuable insights and practical strategies to ensure compliance and confidence when engaging with the CQC.



## Inspection Report

Outstanding ☐  
Good ☐  
Requires Improvement ☐  
Inadequate ☐



There are five 2-hour webinars, each addressing the quality statements within the Well Led Key Question. Please book your place on each session as required, using the link below, or scanning the QR code. These webinars can be accessed as stand-alone modules. However, we would encourage you to follow the sessions through for full benefit.



Cornwall Primary  
Care Training Hub



# ABOUT THESE SESSIONS

This series of webinars will be delivered by Gabi Ashton, Well Led Provider / Let's Make Lemonade. With over 16 years of experience in the Health and Social Care sector, Gabi has worked both within CQC-regulated services and as a CQC Inspector. Her unique perspective—having seen both sides of the CQC—provides valuable insights into how services are rated, from Inadequate to Outstanding. Now working independently, Gabi specialises in CQC Compliance, Quality Assurance, and Quality Improvement, helping providers navigate regulations and drive excellence in their services.

## **CQC and Assessment Framework Introduction and Update**

**30th September 2025, 1.45 - 3.45pm, via MS Teams**

This webinar introduces the assessment framework and provides updates in relation to CQC activity. It will also guide attendees through the process of an onsite inspection, highlighting key considerations and best practices. This will include pre-inspection preparation by the inspector, including data gathering, as well as exploring the structure of day 1 and 2.

This webinar is designed to help health and social care providers feel confident in their understanding of CQC requirements, ensuring they are well-prepared when the CQC makes contact.

## **Culture and Leadership**

**21st October 2025, 1.45 - 3.45pm, via MS Teams**

This webinar will explore what “shared direction and culture” and “capable, compassionate and inclusive leaders” means according to the CQC standards. Attendees will gain insight into good practices observed in recent CQC inspections, as well as common pitfalls and poor practices that can hinder compliance.

Whether you're preparing for an upcoming CQC inspection or looking to strengthen your leadership approach, this webinar will provide valuable insights and practical strategies to support improvement. The session will conclude with a Q&A, offering attendees the opportunity to address specific concerns and gain further clarity.

## **Freedom to Speak Up and Equality Diversity and Inclusion (EDI)**

18<sup>th</sup> November 2025, 1.45 - 3.45pm

This webinar will explore what “freedom to speak up” and “workforce equality, diversity and inclusion” means according to the CQC standards. Attendees will gain insight into good practices observed in recent CQC inspections, as well as common pitfalls and poor practices that can hinder compliance.

This session will provide top tips for effective evidence gathering, ensuring compliance with CQC requirements and alignment with the legislation. There will also be the opportunity to engage in a Q&A session.

## **Partnerships and Continuous Improvement**

16th December 2025, 1.45 - 3.45pm

This webinar will explore what “partnerships and communities” and “learning, improvement and innovation” means according to the CQC standards. Attendees will gain insight into good practices observed in recent CQC inspections, as well as common pitfalls and poor practices that can hinder compliance.

This webinar is designed to help healthcare providers improve their leadership and governance, ensuring a shared vision and positive culture across their organisation. The session will also examine overlapping themes and commonalities across various quality statements, concluding with the opportunity to ask questions.

## **Governance and Sustainability**

3rd February 2026, 1.45 - 3.45pm

This webinar will explore what “governance, management and sustainability” and “environmental sustainability” means according to the CQC standards. Attendees will gain insight into good practices observed in recent CQC inspections, as well as common pitfalls and poor practices that can hinder compliance. Attendees will be introduced to tools to support them with good governance.

The session will also examine overlapping themes and commonalities across various quality statements, concluding with the opportunity to ask questions.

**To book on any of these sessions, scan the QR code, or click the link:**

**[kernowhealthcic.org.uk/cornwall-training-hub/courses/course/cqc-training-programme-virtual-learning-starting-30th-september-2025/](https://kernowhealthcic.org.uk/cornwall-training-hub/courses/course/cqc-training-programme-virtual-learning-starting-30th-september-2025/)**

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