



THE SECRET OF SUCCESS

**ALTURA**  
learning

# THE SECRET OF SUCCESS

## ALIGN YOUR LEARNING TO THE CQC'S KEY LINES OF ENQUIRY!

There are five questions the CQC will ask of all the care services they inspect. These are known as the Key Lines of Enquiry (KLOE). KLOE's are at the heart of the way CQC regulate services and they ensure that inspections focus on the things that matter most to people using your service.

These same five areas of focus are at the heart of how Altura supports its members to achieve good outcomes. In fact, we talk about good, but many Altura members are achieving outstanding ratings from the CQC! In turn, we continually strive to be outstanding in everything that we do.

Therefore, we have detailed below the five all-important KLOE questions, and the Altura courses that will help you to provide training to support your drive towards providing a brilliant standard of service.

You can use your Altura learning and training materials to build confidence and competence in your staff and managers to respond to these questions and demonstrate how you ensure your services are safe, effective, caring, responsive and well-led. Remember - **Altura members have unlimited access to these courses!**

When the inspectors arrive at your service, whether announced or unannounced, you will have quick and easy access to comprehensive records that evidence your service is staffed by focused and well trained workers.

## KEY LINES OF ENQUIRY



### ARE THEY SAFE?

**Safe:** People using the service are protected from abuse and avoidable harm

#### ALTURA COURSES

- Care Certificate Standard 10, 11, 13, 15
- Safeguarding: Protecting Against Abuse
- The Mental Capacity Act
- Minimising The Use Of Restraints
- Dementia: Understanding Behaviours
- Assessing Risk In Everyday Care
- H&S: Safe Food Handling
- H&S: Safe Manual Handling
- Falls: Managing Risk
- Fire Safety: The Basic Principles
- H&S: Control Of Substances Hazardous To Health (COSHH)
- Dysphagia: Awareness And Support Of Swallowing Difficulties
- Medication Management: The Basic Principles
- Sepsis: Early Detection And Care
- Outbreak Management: The Principles



### ARE THEY EFFECTIVE?

**Effective:** Care treatment and support, achieves good outcomes. Helps to maintain quality of life and is based on best practice

#### ALTURA COURSES

- Care Certificate Standard 1, 3, 5, & 7
- The New Resident: A New Way Of Life
- Promoting Equality, Diversity & Inclusion
- Customer Service: Providing A Five Star Experience
- Person Centred Activities
- My Home Life
- Teamwork: Time Management
- Promoting Health & Wellness
- Clinical Assessment: Head To Toe
- Advance Care Planning

## KEY LINES OF ENQUIRY



### ARE THEY CARING?

**Caring:** staff involve & treat you with compassion, kindness, dignity & respect

#### ALTURA COURSES

- Care Certificate Standard 3, 4, 5, 7 & 9
- Promoting Equality, Diversity & Inclusion
- Sexuality & the Older Person
- Dignity in Care: Not An Optional Extra
- Person Centred Activities



### ARE THEY RESPONSIVE?

**Responsive:** Services are organised so that they meet the needs of the people they support

#### ALTURA COURSES

- Care Certificate Standards 1, 6 & 14
- Effective Handover
- Documenting In A Care Environment
- Clinical Assessment: Head to Toe
- Hydration & Nutrition Including Special Diets
- Dementia: Responding To Behaviours
- Depression: Awareness And Support
- Learning Disabilities: The Principles Of Working With Individuals
- Advance Care Planning
- H&S: Risk Management



### ARE THEY WELL LED?

**Well Led:** The Leadership management and governance of the organisation make sure it's providing high quality care that's based around the individual's needs. That it encourages learning and innovation and that it promotes an open and fair culture

#### ALTURA COURSES

- Leadership Skills: A Collaborative Approach To Achieving Outcomes
- Workplace Conduct: Bullying & Harassment
- Promoting Equality, Diversity And Inclusion
- Leadership Engaging Your Team
- H&S: Managing Workplace Pressure
- Cultural Diversity In Ageing
- Customer Service: A Five Star Experience
- Resolving Confrontational Situations: Visitors

If you would like to know more about Altura Learning please visit: [alturalearning.com](https://alturalearning.com)  
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