

Box 2 CQC inspection key lines of enquiry domains and definitions

Domain	Overarching Definition
Safe	People are protected from abuse* and avoidable harm
Effective	People's care, treatment, and support achieves good outcomes, promotion of quality of life and is based on the best available evidence
Caring	The service involves and treats people with compassion, kindness, dignity and respect
Responsive	Services meet people's needs
Well-led	The leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation and promotes an open and fair culture

*Abuse can be physical, sexual, mental or psychological, financial, neglect, institutional or discriminatory
Adapted from Key lines of enquiry, prompts and ratings characteristics for adult social care services (CQC, 2017a)