

# ALW

CARE AND  
MANAGEMENT  
CONSULTING



# CQC MOCK INTERVIEW STARTER PACK!



# WELCOME



Hi, I'm Abi Wormell a health and social care professional with over 18 years of experience leading and managing care services. I hold a Leadership and Management qualification (Level 5) in Health and Social Care and am a fully qualified coach.

Over the past two years, through my consultancy, ALW Care Management, I've helped over 90 candidates successfully pass their CQC Fit Person's interviews.

I know first hand how stressful these interviews can be—especially with so much riding on them. Unfortunately, I've seen many candidates make avoidable mistakes that hold them back. That's why I've created a range of guides, resources and solutions that mean you can get yourself prepared and ready to smash your CQC Fit Person's Interview.

If you're preparing for your CQC Fit Person's interview, this guide will give you a head start. But if you're looking for a more in-depth approach to acing your interview, my comprehensive course, CQC Interview Ace, is designed to take you step by step through the entire process—ensuring you avoid common pitfalls, get prepared on what you will be asked and how to provide full answers and leave your interviewers impressed.

**Let's get started!**

# THE SURVIVAL GUIDE

**To survive a CQC Interview you will need to be prepared. a single interview for one role can take between 2-3 hours. This will be longer if you are Interviewing for dual roles. (Registered Manager and Nominated Individual)**

**So beforehand you will want to ensure you are completely ready**

**Some of the questions I get asked a lot are:**

## **Will my Interview be on Teams or Face to Face?**

*Most interviews are happening on teams now, for care homes CQC are more likely to come out to your home to conduct your interview and assess the suitability of the premises .*

## **Can I bring notes?**

*Yes you can have key documents and some notes with you, you cannot read from your notes but you can refer to them and use them as prompts and guides*

## **I am nervous, I don't do Interviews well**

*Most of the registration Interviewers are used to people feeling nervous, not many of us excel at interviews. Let your inspector know you are feeling nervous because you care a lot about the outcome- its Ok to treat this like a big deal- CQC will be!*

## **What is the biggest mistake people make?**

*Probably not being prepared enough, this includes knowing your application inside out and being able to provide evidence of how ready you are. Its a good idea to have your policy provider, training provider and any digital software you intend to use for compliance ready to go.*

**Give the guide below a look and take note of key concepts and processes in bold text to help give the best answers**

# SO LETS TAKE A LOOK AT A FREQUENTLY ASKED QUESTION (RM'S) AND A MODEL ANSWER

## Sample Question:

**“How will you ensure medication activity within your organisation in safe?”**

## Model answer:

**Policy:** We have a suite of medication policies that are derived from current legislation (Mention what **legislation** might relate to you) Our policies provide us guidance on safe administration, storage, ordering and auditing, they include action to be taken in the event of medication errors

**Training:** *All staff receive full training before being able to administer medication, this includes a competency assessment and then we use spot checks and refreshers to keep their knowledge and practice up to date*

**Audit:** In addition to this, *Our E-mar software makes audits really simple, it reminds us when audits need to be carried out and what needs to be checked, this includes updating and reviewing medication plans and documents as well as stock checks. We add all of the actions from our audits to our service development plan to ensure its forms part of our Quality Assurance Cycle and our Good Governance processes, under Regulation 17 Health and Social care Act 2008* **(Demonstrates your understanding of regulations)**

**Risk Assessment:** *We encourage people to self administer if they can and we conduct Risk assessments to ensure people can do this safely*

*All of the above is part of how we administer medications safely, we ensure that any learning from our processes are analysed by managers and used to ensure that medication risks are minimised in the future* **Demonstrates learning to minimise risks**

# SO LETS TAKE A LOOK AT A FREQUENTLY ASKED QUESTION (NI'S) AND A MODEL ANSWER

## Sample Question:

“How will you ensure that as a provider you stay up to date with any changes in legislation, standards or guidance in place for Adult Social Care”

## Model answer:

We have a third party **policy provider**, they maintain all of our policies for us, when there are changes made the policy provider always updates and lets us know a policy has been updated. We also receive regular newsletter updates from them. We have also signed up for **Newsletter** updates from CQC, Skills for Care and The Registered Managers network.

We **Benchmark** ourselves against other similar providers and this analysis helps us hear about good practice and tailor our own service delivery.

We also allow our Managers time to **network** online and face to face with local co-production and care providers groups. We have also joined organisations such as (Insert professional body name for your chosen area of expertise. e.g. British Institute of Learning Disabilities)

We are committed to continuing professional development and maintain our knowledge through updated **training**

We seek **external feedback** and quality assurance from other professionals to ensure we have external input and ideas to help us stay up to date.

# INTERVIEW TIPS

A strong CQC interview isn't just about answering questions — it's about demonstrating your leadership, clarity, and preparedness.

## Here are a few key tips:

Pay attention to the words highlighted above, these are key topics and 'buzz words' that maybe helpful to focus on before your interview

Refer back to legislation in your answers. This demonstrates your understanding of the legislation that underpins the roles we are applying for

Prepare for Follow-Up Questions: CQC interviewers may ask you to expand on your answers, so don't just memorise; understand the concepts thoroughly. If you are a new provider, be able to explain and describe how you will achieve compliance within your organisation

Know the Legislation: Familiarity with key legislation, such as the The Health and Social Care Act 2008, Care Act 2014, Equality Act 2010 and the Mental Capacity Act 2005, is essential.

Bring key documents and notes with you to your interview.

## Unlock Your Full Potential with CQC Interview Ace

Feeling overwhelmed? Imagine having an expert guide you through every aspect of CQC registration, ensuring you're not just prepared but confident. That's exactly what CQC Interview Ace offers:

- Comprehensive Training: Pre-recorded teaching and coaching sessions to guide you through key topics, legislation and frequently asked questions
- Mock Interview Practice: Sharpen your skills with personalised 1:1 feedback.
- Free study guides, FAQ sheets, Legislation Cheat sheets and more!

# NEXT STEPS...

We Hope You Found This Guide Helpful!

This free guide is just a starter. If you want this level of depth and understanding on how to answer and prepare for your fit persons Interview then we have just the course for you!

Introducing CQC Interview Ace—your ultimate course for mastering the CQC interview process.

CQC Interview Ace is a specially designed, step-by-step coaching program that prepares you for your CQC interview with clarity, confidence, and the exact knowledge you need. Whether you're a Registered Manager, Nominated Individual, Director, or a new provider, this course will equip you with everything to ace your interview and secure your registration.

## Course Breakdown

Here's a snapshot of what is covered in CQC Interview Ace:

- Understand the Fit Person's interview process and what the CQC is looking for.
  - Know the requirements for different CQC roles and how each role plays a critical part in providing compliant care.
  - Master the key interview themes and learn how to answer common questions that probe your knowledge and leadership abilities.
  - Gain access to 30 frequently asked interview questions to help you prepare for the specifics.
  - Demystify CQC regulations and associated legislation.
  - Learn how to confidently discuss the Health and Social Care Act, Fundamental Standards, and other key regulatory requirements.
  - Get a clear understanding of CQC's Fundamental Standards, the Key Lines of Enquiry (KLOEs), and the Quality Statements that underpin care quality.
  - Understand how to apply these principles in real-world settings.
  - Learn the ins and outs of good governance, including how to implement effective quality assurance processes.
  - Discover strategies for managing risk, ensuring compliance, and leading a well-run, compliant service.
- 
- The final section is all about fine-tuning your preparation and building your confidence.
  - We'll revisit key concepts, address any lingering concerns, and ensure that you're mentally and emotionally prepared to excel in your interview.
  - Learn how to tackle tough questions
  - Learn how to use your experience to provide detailed examples for CQC

Watch an example of a successful CQC Interview ace candidate smash our a Registered Manager's Interview with me.

Learn what Mock Interviews could do for your confidence and interview performance.

# MORE ABOUT THE ULTIMATE INTERVIEW PREP SOLUTIONS WE OFFER

## **Why Choose CQC Interview Ace?**

A tried and tested approach!

We used to run this course LIVE but due to an increase in demand and a need for greater flexibility this course is now structured as a self paced course- meaning you can work through how you like and re-watch as much as you need too!

Tailored 1:1 mock interview: Get personalised feedback on your interview skills by booking your mock interview, tailored to your specific role.

Exclusive study materials: Get access to legislation cheat sheets, further reading guides and FAQ documents

All this value for just £299 (and we now offer a pay in 3 options for those looking to spread the cost)

## **Ready to Ace Your CQC Interview?**

If you're serious about nailing your interview and ensuring your registration success, CQC Interview Ace is here to make sure you're fully equipped. Let's eliminate the overwhelm and ensure that you're confident, prepared, and ready to succeed.

## **We also offer....**

### **1:1 Coaching sessions**

Ideal for those who need help with a specific topic or who get nervous during interviews

### **Mock Interviews**

Feel that you are ready to practice? Great- Our Mock Interviews can be tailored to your role and service type and use a selection of real CQC Interview questions. You'll be provided with feedback and model answers- A great way to feel confident and prepared!

You will hear from me over the next few days. But if you can't wait you can always visit our website:

[www.alwcaremanagementandconsultancy](http://www.alwcaremanagementandconsultancy) or our booking page  
<https://calendly.com/alwconsultancy>

*Best regards,  
Abi Wormell  
Founder, CQC Interview Ace*



“ CQC INTERVIEW  
ACE  
*Client Testimonial*  
★★★★★  
10/10  
My Registered Manager and I LOVED CQC Interview Ace. It was well thought out and we felt prepared as we went through the materials. The regulation week and the week with the sample questions were amazing and the course was fun and friendly! We arrived at our interviews feeling much calmer and we passed!!

Grace  
Director/Nominated Individual

”

ALW

“ CQC INTERVIEW  
ACE  
*Client Testimonial*  
★★★★★  
10/10  
Highly recommend to anyone who needs clarity on what to know for your CQC Interview, The week on Regulations and Frequently Asked Questions were so helpful. I feel calm and Confident now!

Precious  
Registered Manager/Nominated Individual

”

ALW