



Understanding CQC: Confidence for Care Workers

Your experience matters. Your voice deserves to be heard.

For care workers in CQC-regulated services in England. Keep this alongside your local procedures.
Reviewed 6 October 2026.

Keep care first

If you cannot safely pause, explain why and agree a suitable time to speak. Arrange appropriate cover. Do not leave a person without the support they need.

Be yourself, not a script

Describe what actually happens: what matters to the person, what you noticed, what you did and the result. Explain what works well and what needs improvement.

It is OK to check

Ask for clarification. If you do not know, say so and explain where you would find the current guidance or who could help. Never invent an answer or record.

Stay warm and respectful

Continue person-led care. Reassurance must respect consent, preferences, comfort, professional boundaries and agreed support. Inspection does not automatically prohibit appropriate contact.

Your conversation, your voice

Ask to speak privately or contact CQC separately later. Request communication support or a quieter space if needed. You can explain respectfully if an observer is unsettling someone.

Keep information safe

Discuss relevant details privately and use authorised records. Do not put identifiable care information in course reflections, personal messages or social-media posts.



Speaking up and finding support

Immediate danger or suspected abuse

Get appropriate urgent help; call 999 for an emergency. Follow safeguarding arrangements promptly. Use an alternative or external route if your usual contact is implicated or the response is unsafe. Do not wait for inspection.

Make the concern clear

Record facts, timing, impact, action taken and who was informed. Distinguish your own observations from what someone else said. Ask who will follow up. Escalate continuing risk appropriately.

CQC feedback

You can provide feedback outside inspection and while off shift. CQC uses it to inform regulation; it does not settle individual employment disputes or lead individual safeguarding enquiries. Read its privacy guidance before sharing sensitive information.

Support for you

Explore current support and eligibility at thecareworkerscharity.org.uk. For employment and speaking-up advice: acas.org.uk/whistleblowing-at-work. Seek timely advice; legal protection depends on the circumstances.

Your useful contacts

Local safeguarding contact: _____

Alternative senior contact: _____

Supervision / support contact: _____

Source and acknowledgement

Draws on CQC's [Care workers' guide to CQC](#), produced together with The Care Workers' Charity and its care worker advisory board and champions members. Their contribution to the original guidance is gratefully acknowledged. Contains public sector information licensed under the Open Government Licence v3.0. This reference sheet is independently developed by Pheon Academy; no CQC or Charity endorsement is implied.