



CQC Digital Care Readiness Checklist

Your practical guide to demonstrating digital capability during CQC inspections

CQC assesses how well you use technology across all five key questions: Safe, Effective, Caring, Responsive and Well-led. This checklist helps you prepare evidence and identify areas for improvement.

1 Governance and leadership

Your digital systems should be well managed and support quality improvement

- ☐ Named digital lead with defined responsibilities
- ☐ Data protection and cybersecurity policies
- ☐ Evidence of investment in digital tools and capability

2 Safe and secure systems

Show how you protect people and their information.

- ☐ All systems meet data protection requirements with appropriate access controls
- ☐ Staff trained in data privacy and cybersecurity
- ☐ Clear incident reporting process for technology or data breaches

3 Health tech and monitoring

Demonstrate how digital tools support proactive care and improve outcomes.

- ☐ Use of proactive care monitoring technology (falls detection, remote monitoring solutions, wellbeing data)
- ☐ Proactive use of data to identify patterns or risks
- ☐ Case studies showing how technology has improved outcomes or reduced incidents
- ☐ Evidence that the technology is enabling people to live more independent, fulfilling lives

4 Staff training and confidence

CQC inspectors often ask how well teams understand and use technology.

- ☐ All staff trained on digital systems
- ☐ Staff feedback collected on training, ease-of-use and improvements
- ☐ Digital champions identified

Top tip

Your provider should provide training and materials on the technology.



5 Person-centred technology use

Technology must enhance dignity, independence and personalised care - never replace it.

- ☐ You support people to understand the technology being used in their care
- ☐ Informed consent obtained
- ☐ Evidence that technology promotes independence and wellbeing
- ☐ Feedback gathered from people using services and their families

6 Inspection evidence pack

Have evidence and documentation ready to demonstrate your digital maturity during inspections:

- ☐ Overview of digital systems in use and their purpose
- ☐ Examples of measurable outcomes (response times, hospital admission reduction, accelerated discharge, etc.)
Record of policies, procedures, data protection, training
- ☐ Show the tech in practice (this could include materials and videos on the product from the provider)

Top tip

During inspection, keep your digital demonstration simple and outcome-focused. Inspectors want to see how your technology directly supports safer, more effective care.