

Staff training: 7 things CQC inspectors look for

We read what CQC inspectors wrote about staff training in the latest reports for 4,146 care homes rated since December 2023. These are the gaps they recorded most often. Tick each one you can evidence today.

☐ **1. Your training matrix is complete and up to date**

Completion and expiry dates for every member of staff, including bank, agency and night staff.

☐ **2. Medicines competency checks are in date**

For everyone who gives medicines, with observed practice recorded, reviewed at least yearly and covering every route your staff use.

☐ **3. Induction is signed off before staff work unsupervised**

New and agency staff, with records signed and dated.

☐ **4. Refresher dates are set**

For moving and handling, safeguarding, fire, first aid and infection prevention and control.

☐ **5. Specialist training matches the people you support now**

Where care plans need it: epilepsy and rescue medicines, dysphagia, catheter care, diabetes, positive behaviour support, dementia.

☐ **6. Learning disability and autism training is in place**

At the right level for each role. It has been a legal requirement for CQC-registered providers since July 2022.

☐ **7. You can show training working in practice**

Observations, supervision notes and spot checks, and staff who can talk an inspector through what they would do.

The most common gap? Medicines training and competency checks, named in 23% of homes where inspectors recorded a training gap. In 1 in 5 homes rated Inadequate for Safe, staff had done the training but inspectors found they weren't applying it.

Full study, method and data: kasorb.com/blog/cqc-training-gap-index

Source: Kasorb analysis of CQC care home reports, Safe rating published December 2023 – September 2026.
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