

West Sussex CQC

WSPiC Manager Forum

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FACTUAL ACCURACY PROCESS

Purpose of Factual Accuracy

The process ensures draft reports are factually correct, evidence-based, and reflect assessment data accurately.

Provider's Role

Providers help verify information by identifying errors, omissions, and incomplete evidence in draft reports.

Process Limitations

The process is not for disputing ratings or judgement without evidence but to confirm accurate information is considered.

Best Practices

Following guidance improves submission effectiveness, supports transparent decisions, and ensures fair review of concerns.



UNDERSTANDING THE PROCESS

WHAT FACTUAL ACCURACY IS AND IS NOT

CQC-aligned: evidence-led, transparent, fair



Focus on objective facts

Challenge objectively incorrect or incomplete information using evidence from the assessment period.



Distinguish fact from opinion

Focus on demonstrable inaccuracies, not differences in professional judgement or interpretation.



Keep the process transparent

Link each challenged statement to evidence and a proposed correction to support fairness and integrity.

KEY PRINCIPLES OF EFFECTIVE SUBMISSIONS

Precision and Specificity

Providers must clearly identify the exact wording being challenged for accuracy in the report.

Evidence Support

Every challenge should be backed by clear, relevant evidence linked directly to the assessment period and quality statement.

Clear Explanation and Amendments

Providers should explain inaccuracies and suggest appropriate amendments for clarity and completeness.

Professional and Objective Approach

Maintain professionalism and objectivity with clear, concise, and evidence-based submissions for efficient review.



PREPARING A SUBMISSION

PORTAL PROCESS AND WORKFLOW

Report Review and Submission

After draft approval, providers access the portal to review and submit factual accuracy comments within deadlines.

Authentication and Evidence

Organisational contacts authenticate submissions and provide supporting evidence to validate comments.

Inspector Review and Decisions

Inspectors evaluate challenges and evidence, accepting, partially accepting, or declining amendments accordingly.

Feedback and Final Report

Providers receive feedback on challenges, and agreed changes are incorporated into the final published report.



HOW TO SUBMIT A STRONG FACTUAL ACCURACY RESPONSE

7/13/2026

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Identify Inaccurate Report Sections

Start by specifying the exact report section and reproduce the wording believed to be inaccurate or incomplete.

Provide Clear Explanation and Evidence

Explain why the statement is incorrect and provide supporting evidence relevant to the assessment period.

Suggest Revised Wording

Where applicable, suggest accurate revised wording that reflects the evidence and clarifies the statement.

Maintain Clarity and Structure

Keep the response methodical and clear to help reviewers understand and evaluate the challenge efficiently.



EVIDENCE CQC FINDS MOST USEFUL

Relevant and Linked Evidence

Evidence must be relevant, contemporaneous, and directly linked to the challenged point for effective factual accuracy review.

Useful Source Examples

Governance records, audits, care plans, risk assessments, and quality monitoring information are key useful evidence sources.

Quality over Quantity

Providing well-referenced evidence with clear titles, page references, and explanations improves review transparency and impact.



BEST PRACTICE AND CONCLUSION

BEST PRACTICE TIPS FOR PROVIDERS

Timely Review and Evidence Gathering

Providers should review draft reports promptly and allow sufficient time to collect supporting evidence before deadlines.

Coordinated Organisational Response

Ensure a single, consistent organisational response to avoid duplication or conflicting challenges during the factual accuracy process.

Focus on Significant Factual Errors

Concentrate on significant factual inaccuracies and avoid submitting irrelevant information to maintain process efficiency.

Clear Labeling and Objective Language

Label all evidence clearly, link challenges to specific statements, and use concise, objective language throughout submissions.



DO'S AND DON'TS

- ✓ Be concise
- ✓ Reference evidence
- ✓ Link to quality statements
- ✓ Stay factual
- ✓ Prioritise key issues
- **Draft report states:**
 - *"Staff had not completed moving and handling training."*
 - Provider response:
 - ✓ Training matrix supplied
 - ✓ Individual completion records supplied
 - ✓ Dates from assessment period supplied
- ✗ Submit excessive unreferenced documents
- ✗ Repeat the same point
- ✗ Include new evidence unrelated to findings
- ✗ Focus solely on ratings
- **Draft report states:**
 - *"Governance systems were not always effective."*
 - Provider response:
 - *"We disagree because we work hard and care about people."*
 - ✗ No evidence
 - ✗ No reference to finding
 - ✗ No demonstration of inaccuracy

FAC SUBMISSION CHECKLIST

- Before submitting:
 - ☐ Have you identified each challenge?
 - ☐ Have you attached supporting evidence?
 - ☐ Is the evidence from the assessment period?
 - ☐ Have you explained the inaccuracy?
 - ☐ Have you suggested corrected wording?
 - ☐ Has the submission been quality assured?

Any questions?



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