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CQC and Practice Development Lead

Reference: 88335

Brent and Harrow Extra Care Services

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 15 May 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We would be very pleased to arrange an informal meeting or telephone discussion with you to discuss this rewarding post. Please contact Pia Parekh on 0797 691 5989 or email pia.parekh@creativesupport.co.uk.

Yours faithfully

Recruitment Department

Finalised by M. Singh and T. Nicol on 15 April 2026

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

JOB DESCRIPTION – CQC and Practice Development Lead

Brent and Harrow Extra Care services

Hours: 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service.

Responsible to: Area Manager/Service Director

Summary of Role:

We are seeking a driven, productive and highly organised individual to be responsible for assessing the quality of the services we are delivering, and to identify areas for further development and quality improvement. You must be flexible and reliable with an excellent eye for detail and ensure 100% CQC compliance in all relevant areas. We are a local provider employing a diverse team of over 150 well supported staff to deliver great services in London.

The post holder will work mostly in the London Boroughs of Brent and Harrow at our 6 Extra Care services and 2 Supported Living services. The services provide support to older people and clients with learning disabilities, mental health needs and dementia. You will support the local management team in the continuous development and improvement of services and will be required to work collaboratively with colleagues and other stakeholders. This includes assisting in our services in other areas of London as and when required.

The CQC and Practice Development Lead will be responsible for auditing and assessing the quality of services delivered, developing compliance plans with managers, coaching staff and monitoring improvements. You will also promote and disseminate good practice and be a champion and role model for excellence across the region.

You will have a high level of motivation, will be able to work both independently and as part of a team, and will have a hands-on approach to all your work. You will be experienced in coordinating and delivering quality improvement and turnaround programmes of work.

Key Responsibilities:

- 1.** To work as a CQC and Practice Development Lead to promote the highest standard of social care provision across the region.
- 2.** To co-ordinate auditing programmes and robust monitoring across the services in key aspects of Quality Compliance and record keeping in all areas (including Holistic Assessments, Specific Health Plans, Personal Profiles, Communication Plans and Pathways, Positive Behaviour Support Plans, Person Centred Support Plans, Risk Assessments, Safeguarding Logs, Incident Logs and Complaints).
- 3.** To contribute to social care governance processes and to lead the analysis of evidence gathered to identify areas for improvements to practice. To develop management plans and ensure that these are implemented.
- 4.** To provide coaching and development support to staff ensuring that all the necessary quality systems and processes are in place and being used effectively to meet quality standards.

5. To work collaboratively with managers and other staff members where improvements to practice are required.
6. To work alongside staff in devising and documenting assessments, support plans, health protocols and other client related paperwork to a high standard.
7. To be an ambassador for good practice and to promote innovative ways of working.
8. To research and update relevant key local policies and master documents, liaising with relevant managers.
9. To deputise in the absence of management colleagues if requested by Area Manager/Service Director.
10. To encourage customer feedback and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is taken.
11. To develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review of services. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users.
12. To facilitate the involvement of service users, carers and stakeholders in the management, development and review of services.
13. To help prepare for CQC and other inspections with the aim of achieving the highest possible rating.

General Duties:

14. To provide regular verbal and written reports to your line manager.
15. To accept regular support and supervision from your line manager.
16. To carry out all work in a manner consistent with the aims and policies of Creative Support.
17. To comply with and to implement the Equal Opportunities Policy of Creative Support.
18. To maintain confidentiality at all times, in accordance with the agreed policy.
19. To identify own training needs in discussion with line manager and to attend training events and courses as required.
20. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.
21. To submit planned whereabouts on a weekly basis.
22. Any other duties as required.

**PERSON SPECIFICATION – CQC and Practice Development Lead
Brent and Harrow Extra Care services**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	At least two years of experience supporting people with care and support needs	Application	Essential
2	Relevant professional qualification i.e. NVQ/Health and Social Care Diploma Level 4/RMA	Application & Interview	Desirable
3	Degree level academic qualification /management qualification	Application Form	Desirable
4	Good professional knowledge in several relevant areas of practice (such as medication, health conditions, positive behavioural support, mental health conditions, sensory needs, end of life care, dementia)	Application & Interview	Essential
5	Excellent written communication and report writing skills	Application	Essential
6	A warm, positive, and person-centred approach	Interview	Essential
7	Excellent verbal communication and interpersonal skills	Application & Interview	Essential
8	Ability to collaborate with service users, carers, staff and partner agencies to develop services and maximise outcomes	Interview	Essential
9	Ability to devise comprehensive needs/risks assessments and devise person centred support plans	Interview	Essential
10	Experience of auditing services and developing and implementing quality improvement plans	Application & Interview	Essential
11	Knowledge of CQC requirements and Key Lines of Enquiry	Application & Interview	Essential

TERMS AND CONDITIONS – CQC and Practice Development Lead
Harrow and Brent Extra Care Services

Salary:	Up to £36,000 per annum (dependent on qualifications and experience)	
	Point One:	£34,000 per annum
	Point Two:	£35,000 per annum
	Point Three:	£36,000 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

1. Hours of Work:

Full time hours are 37.5 per week. Primary hours of work will be Monday to Friday 9am to 5pm, though flexibility is essential.

2. Holidays:

25 days plus 8 statutory days pro rata.

3. Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

4. Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

5. Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

6. Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support does pay Statutory Sick Pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.

- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

7. Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

8. Life Assurance:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

9. Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

10. Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

11. Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

12. Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

13. Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

15. Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

16. Retirement Awards:

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

17. Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

18. Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

19. Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

20. Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

21. Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

22. Lease Cars/Car Allowance:

A mileage allowance is payable for the use of an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.