



LaingBuisson
Healthcare intelligence

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Care Consultancy Ltd

Independent care and education service inspections and assessments

LaingBuisson and BKR Care Consultancy have partnered to provide CQC-type and Ofsted-type inspections across England, Wales and Scotland. With over 300 inspections, and 63 in the last 12 months, we work with providers, lenders and advisors, undertaking independent, impartial and robust mock inspections to support service improvement, commercial due diligence and risk management.

With a proven track-record, our range of experience ensures we gauge the performance of services with a perspective informed by the whole market. When compared with actual inspections, our results have been shown to illustrate the 'worst case scenario', providing the knowledge our clients need to make improvements. With no personal relationships with facility managers, our inspections can be trusted as entirely independent.

Our credentials

- We have a team of 26 undertaking CQC-type and Ofsted-type inspections, comprising former CQC inspectors, Senior Managers, former Heads of Safeguarding, mental health specialists, acute care specialists former Ofsted inspectors and Educational specialists
- We have conducted more than 300 inspections, 63 in the last 12 months
- Our Clinical Governance Lead, Maura Buchanan, is the former President of the Royal College of Nursing and our founder and lead consultant, Bhavna Keane-Rao sits on the International Care Ethics Observatory

Independent assessments to support your business

An independent inspection provides valuable information to support a range of business decisions.

For banks an independent inspection is a valuable way to manage risk within a lending portfolio, especially where a facility has not been recently inspected.

For lawyers an independent, whole-market perspective on how a facility is doing, especially if there is the possibility of litigation following an inspection, can inform any legal advice. Also, BKR Care Consultancy are able to provide expert witnesses support.

For accountants an independent inspection can provide vital due diligence information when you are advising clients seeking to buy or sell a service.

For REITs an independent opinion of the standard of services at your properties can complement any existing Quality Assurance reports.

For providers who don't have their own quality assurance team, our inspections provide the information you need to meet your statutory duty to monitor the quality of care you provide.

However, our services are not just for smaller providers. For larger providers with their own quality assurance team, our inspections can provide a vital second opinion, identifying the most 'at risk' areas of services which would impact on your performance in a real inspection, and giving an independent perspective informed by a broad range of inspections across the whole market.

Our expert team



Bhavna Keane-Rao Lead consultant

Bhavna is a health and social care specialist with more than 27 years' experience working in the field of regulation. Prior to founding BKR Care Consultancy in 2011 she worked for many years at the Care Quality Commission, first as an inspector and latterly as a senior manager. As a senior manager, she specialised in working with large corporate health and social care providers in developing standards of quality and safety in care.

Since founding BKR Care Consultancy, Bhavna has worked successfully with a wide range of care providers throughout the country, ranging from individual home owners to charities and large corporate providers. She is also an executive board member of Research into Elderly Specialist Care (RESEC) based at Templeton Green College, University of Oxford, and an advisor to ICE (International Care Ethics Observatory, University of Surrey).



Maura Buchanan Head of Clinical Governance

Maura is an Independent Nursing and Healthcare Adviser and retired from the NHS in 2012 after 21 years' service. Her last NHS appointment was Nursing and Quality Projects Lead at the Oxford University Hospitals Trust. Between 1996 and 2010 Maura managed the Trust's acute private patient services. Maura served as the elected President of the Royal College of Nursing from 2006-2010, as Deputy President from 2002-2006 and as Chair of RCN Congress from 1998-2002.

Maura's professional interests include Healthcare Ethics and Global Health. She is a member of the Advisory Board of ICE (International Care Ethics Observatory, University of Surrey) and Chair of Ethox (The Oxford Foundation for Ethics and Communication in Healthcare Practice).



Follow on services

LaingBuisson offers a range of market, strategy and policy consulting services and has considerable experience of undertaking customer satisfaction surveys for care homes. The results of these surveys are influential in terms of ensuring homes provide services that their clients and their families value and, at the same time, improving the overall rating of the home. Visit www.laingbuisson.com

BKR Care Consultancy can independently provide a range of services which can support you following the outcomes of one of our CQC-type and Ofsted-type inspections, including crisis management to stabilise a service. Visit www.bkrconsultancy.com

Contact Us

For further information about our services and how to engage us, please contact our accounts management team on +44 (0)20 7841 0045 or at sales@laingbuisson.com



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