



Quality
Compliance
Systems

AN  RLDatix COMPANY



SEPTEMBER MASTERCLASS

How to Set Up Your Dom Care Agency

YOU WILL UNDERSTAND

- The Registration Process
- Business Planning
- How to Generate Income for your business
- To keep your business compliant
- How to recruit staff and ultimately
- **How to set up your new business**



SPEAKERS



Barry Price

Content Operations and Delivery
Manager, QCS



Hannah Kelly

Specialist Domiciliary
Care Contributor, QCS



INTRODUCTION

- What domiciliary care is
- Importance of the sector
- 859,000 adults in long-term social care (2023/24)
- 13,700 providers registered with CQC
- Why start an agency?
- Positive outcomes, culture, business potential



BUSINESS PLANNING AND FINANCE



- **Budgeting:** wages, travel, insurance, training, office costs
- **Taxes & fees:** NI, corporation tax, CQC subscription, ICO fee
- Payroll, pensions, rostering software, data security
- Affiliate Organisations, Skills for Care, Homecare Association
- Advertising



BUILDING YOUR TEAM

- **Staffing needs:** office staff, carers, senior carers
- **Recruitment and training:** Care Certificate, RQF Levels
- **Retention strategies:** incentives, apprenticeships, career progression
- **Staff Wellbeing**



OPERATIONS AND COMPLIANCE



- Policies and procedures are not just for CQC – they are the backbone for the smooth running of the business – and demonstrate how you operate
- PPE, ID badges, uniforms
- Audits, quality assurance, team meetings, supervision
- Person-centred care delivery



REGISTRATION WITH CQC

- Provider registration process
- DBS checks, Statement of Purpose, financial viability
- Registered Manager & Responsible Individual roles
- Key application requirements



GENERATING INCOME



- Local authority tenders vs private clients
- Charge rates: benchmark £32.14/hour (2024)
- Marketing: website, social media, networking



RECRUITING STAFF

- Recruitment best practices
 - Job history
 - DBS Checks
 - References
 - Right to work
- Compliance with employment law
- HR policies and procedures



KEY TAKEAWAYS



- Plan well and budget realistically
- Ensure compliance with regulations
- Invest in staff recruitment, training and retention
- Transforming care at home, one client at a time



THE APPLICATION PROCESS

Action	Who	Details
Pre Registration Activity	Both	Business Plans, Market Research, Market insight, Financial Viability, Companies House. ICO, Insurance Quotes etc
Determine Regulated Activities	Provider	Identify which activities (e.g., personal care) require registration
Prepare DBS Checks	Both	Obtain enhanced DBS via CQC's online service (registered within 6 months)
Complete Provider Application	Provider	Includes business plan, policies, financial viability statement
Complete Registered Manager Application	Manager	Must show competence, leadership, and sector knowledge
Upload Supporting Documents	Both	Includes Statement of Purpose, policies, ID, proof of address, CVs, qualifications
Submit Applications via CQC Portal / Email (Paper)	Both	Submit online through CQC's Provider Portal but currently via email (Paper)
CQC Validates Application	CQC	They check if all documents are correct and complete
Fit Person Interviews (Remote/Face-to-Face)	CQC & Manager	CQC assesses manager's suitability and experience
Site Visit (if required)	CQC	Not always done, but may assess premises suitability
Registration Team request additional information	CQC	At any point CQC can request for more information
Registration Decision (NOD)	CQC	Approval or Refusal



THE APPLICATION PROCESS

- **Be thorough:** Incomplete forms cause delays.
- **Align documents:** Statement of Purpose must reflect your application. Contact details on applications and SOP must match as this is a common fault
- **Check CQC guidance:** Supporting documents: provider registration application - Care Quality Commission
- **CQC Timescale:** 6-10 weeks from submission to decision, depending on accuracy, completeness, and CQC's workload.
- By CQCs own admission the backlog target date has been extended from March to August 2025 to date.
- As an applicant you must be ready to trade at the point of application.
- You must have locally personalised policies and procedures in place, examples and information on the care and support planning systems you wish to use and information on rostering specifically call monitoring depending on what they are registering for.



THE APPLICATION PROCESS (Provider & Manager)

Provider Documents	Who Submits?	Purpose
Business Plan	Provider	Demonstrates strategic planning, sustainability of the service and show discussions with commissioners.
Statement of Purpose	Provider	Describes the service, aims, objectives, values, regulated activities, and user groups
Financial Viability Statement	Provider	Confirms sufficient resources to operate — typically a signed statement or accountant letter
Regulated Activity Forms (e.g., Personal Care, LD)	Provider	Required for each regulated activity you apply for (e.g., Personal Care)
Directors/Owners Details	Provider	Details of individuals involved in running the business
Policies & Procedures (As per CQC Guidance)	Provider	Proves operational readiness and compliance with fundamental standards



THE APPLICATION PROCESS (Provider & Manager)

Manager Documents	Who Submits?	Purpose
Application to be Registered Manager	Manager	Shows experience and fitness to manage a regulated service
CV / Employment History	Manager	Demonstrates relevant qualifications and sector experience
Qualifications Certificates	Manager	NVQ/QCF Level 5 in Health and Social Care or equivalent preferred
Enhanced DBS Certificate (linked to CQC)	Manager	Must be less than 6 months old and processed via CQC system
Proof of ID and Address	Manager	Passport, driving licence, utility bill etc.



THE APPLICATION PROCESS (Company & Compliance)

Document	Required?	Notes
Companies House Certificate of Incorporation	Yes	Confirms company status and director(s)
ICO Registration Certificate	Yes	Demonstrates compliance with data protection regulations
Professional Indemnity & Public Liability Insurance	Yes	Submit certificate or quote at minimum
Proof of Office, Premises or Property	Yes	Lease agreement or permission to operate at specified location
NHS Mail / Secure Email (NHSmail or equivalent)	Optional (recommended)	Required for secure communication with health services
CQC Portal Account	Mandatory	Where all forms and documents are submitted online



USEFUL LINKS

Area	Link
What is Registration	What is registration? - Care Quality Commission
Scope of registration	Scope of registration - Care Quality Commission
Urgent registration applications	Urgent registration applications - Care Quality Commission
CQC provider portal	CQC provider portal - Care Quality Commission
DBS checks for CQC registration	DBS checks for CQC registration - Care Quality Commission
Register as a provider	Register as a provider - Care Quality Commission
Register as a new manager	Register as a new manager - Care Quality Commission
Statement of purpose	Statement of purpose - Care Quality Commission

Area	Link
Supporting Documents	Supporting documents: provider registration application - Care Quality Commission
Regulations for service providers and managers	Regulations for service providers and managers - Care Quality Commission Regulation 7: Requirements relating to registered managers
Service types	Service types - Care Quality Commission
Service user bands	Service user bands - Care Quality Commission
Services for autistic people and people with a learning disability	Services for autistic people and people with a learning disability - Care Quality Commission
Set up a company – Companies house	Companies House - GOV.UK
Register with the ICO – Information Commissioners Office	Register ICO



TIME FOR A SHORT BREAK

Q&A AFTER
pop your questions
in the chat

