

Domiciliary Care Compliance Checklist

Starting a CQC-Registered Home Care Business in England

Step 1: Business Setup

- Register your company with Companies House
- Open a dedicated business bank account
- Secure a suitable office address
- Write a 12-month business plan with financial forecast
- Have a financial viability form signed by your accountant

Step 2: Registered Manager

- Identify and appoint your Registered Manager (RM)
- Confirm the RM holds or is working towards a Level 5 Diploma in Health and Social Care
- Prepare the RM for the CQC fit person interview

Step 3: DBS Checks

- Start enhanced DBS checks for all staff
- Confirm all checks are no older than 12 months at the point of CQC application
- Set up DBS Update Service subscriptions for ongoing compliance

Step 4: Policies and Procedures

- Safeguarding Adults Policy
- Medicines Management Policy
- Infection Prevention and Control Policy
- Consent and Mental Capacity Policy
- Equality and Diversity Policy
- Governance and Quality Assurance Policy
- Recruitment Policy
- Statement of Purpose (CQC prescribed format)
- Duty of Candour Policy
- Lone Worker Policy
- Risk Assessment Policy and individual risk assessment templates

Step 5: Training and Insurance

- Write a training plan covering all mandatory subjects
- Set up staff sign-off records for each training module
- Employers' liability insurance (required by law if you have staff)
- Public liability insurance
- Professional indemnity cover

Step 6: CQC Application

- Complete the provider registration application form
- Complete the RM registration application form
- Label and compile all supporting documents
- Submit the full application by email to HSCA_Applications@cqc.org.uk
- Note: There is no application fee. Annual regulatory fees begin after registration

Step 7: Getting Your First Clients

- Build referral relationships with social workers, hospital discharge teams, and GPs
- Create a professional website and Google Business profile
- Apply for your local authority preferred provider framework
- Review all policies and staff records before accepting your first client

For the full guide on starting a domiciliary care company, visit herodocs.co