

CARE INSPECTORATE REGISTRATION ROADMAP

Care at Home Services — Scotland

Supported by Cura Compliance UK

Overview

Registering a care at home (home care) service with the Care Inspectorate in Scotland is a detailed and structured process. In Scotland, home care is regulated as a “care at home support service” under the Public Services Reform (Scotland) Act 2010, and every application is completed and submitted online through the Care Inspectorate’s digital portal.

Cura Compliance UK supports clients through every step, working in two clearly defined stages: Documentation and Submission (Stage 1) and Post-Submission Support Through to Success (Stage 2).

This roadmap sets out exactly what Cura Compliance UK will deliver, what we expect from our clients, and how the two sides work together as partners to achieve a successful registration.

Please note: the Care Inspectorate aims to assess a complete care at home application within six months, so getting the application right first time is essential.

Responsibility Key

- Cura Compliance UK delivers
- Client action required
- Both parties

STAGE 1: DOCUMENTATION AND SUBMISSION

Building, gathering, and submitting your complete application

Task	Responsible
1.1 Aims and Objectives (Statement of Purpose) Client provides: vision, mission, aims and objectives. Cura Compliance UK develops and refines your statement of aims and objectives to meet the Care Inspectorate’s expectations — in line with its guidance for providers and applicants on aims and objectives — and to reflect the Health and Social Care Standards.	Cura Compliance UK
1.2 Business Plan Client provides: Companies House registration details, website (if available), target local authority areas (e.g. Glasgow City, City of Edinburgh, North Lanarkshire, Fife), target service users (e.g. adults 18+, dementia, mental health, physical disability, learning disability and autism), current savings, ongoing expenses, and projected income for years 1–2. Cura Compliance UK develops the full business plan, including financial projections, company structure and service delivery	Cura Compliance UK

Task	Responsible
model, and prepares you for the Care Inspectorate's financial sustainability assessment of your first year of operation.	
1.3 Policies, Procedures and Additional Documents Fully tailored to a care at home support service and to the needs of your service users (e.g. mental health, sensory needs, physical disabilities, learning disability and autism, dementia). Mapped to the Health and Social Care Standards and the Care Inspectorate's quality framework for support services (care at home). Covers all required areas, including adult support and protection (Adult Support and Protection (Scotland) Act 2007), Adults with Incapacity and consent, infection prevention and control, complaints, medication management, person-centred personal plans, safer recruitment and PVG, and duty of candour. Full list available on our website.	Cura Compliance UK
1.4 Shared Documentation via Google Drive Client provides their email address. Cura Compliance UK creates a shared Google Drive folder and uploads each chapter of documentation as it is completed. Client reviews all documents and confirms the information accurately reflects their plans for the service.	Both parties
1.5 Online Application (Care Inspectorate Portal) The application is completed and submitted online through the Care Inspectorate's digital portal. It is made up of the relevant parts: applicant details (Part 1 for an individual, or Part 2 for an organisation such as a company, partnership, charity or SCIO), appointment of the manager (Part 3), and service details, capacity and age range (Part 4). Client provides: full name, address, PVG scheme membership details, employment history, references, and any other personal details requested. Cura Compliance UK completes all remaining sections and guides the client through any required actions.	Both parties
1.6 Client Actions (Guided by Cura Compliance UK) The following are actions only the client can complete. Cura Compliance UK provides full guidance, advice and consultation throughout: • Lease or licence agreement for the office premises • Public liability and employers' liability insurance quotes and policy arrangements • PVG (Protecting Vulnerable Groups) scheme membership for the manager and the provider	Client

Task	Responsible
- SSSC registration for the manager, including the relevant qualification, and a plan for registering care staff - Mandatory and induction training (we guide you to free resources via NHS Education for Scotland's TURAS Learn and the SSSC Learning Zone)	
1.7 Final Review and Submission Cura Compliance UK conducts a full review of all documentation and the online application for consistency and compliance before submitting the complete application to the Care Inspectorate.	Cura Compliance UK

STAGE 2: POST-SUBMISSION SUPPORT

Follow-up, adjustments, and interview preparation until success

Task	Responsible
2.1 Application Adjustments and Resubmissions The Care Inspectorate will not progress an application that is incomplete or that does not meet its requirements, and may return it for amendment. Cura Compliance UK expects this and will handle all required adjustments and responses until the application is accepted and progressed by a registration inspector.	Cura Compliance UK
2.2 Ongoing Follow-Up We follow up with the Care Inspectorate on your behalf throughout the assessment process. If the registration inspector provides feedback or requests further information, we will manage the response and any resubmission.	Cura Compliance UK
2.3 Mock Interviews (Suitability / "Fit Person" Assessment) As part of registration, the Care Inspectorate assesses whether the provider and manager are fit to provide and manage the service. We provide mock interview sessions for both the manager and the provider/applicant, including detailed and critical feedback to prepare you for a successful suitability assessment.	Cura Compliance UK
2.4 Follow-Up Until Success Stage 2 continues until your Care Inspectorate registration is successful. We do not consider this stage complete until you are registered.	Cura Compliance UK

Payment Structure

Stage 1 payment is agreed at the start of the engagement and covers all documentation, form completion and submission work.

Stage 2 payment is taken close to the assessment date. If registration is not granted following the assessment, the Stage 2 fee is refunded. This is our guaranteed success formula — you only pay for Stage 2 when the outcome is positive.

Ongoing Support and Communication

- Access to our business WhatsApp for quick queries and updates
- Two dedicated consultants available throughout the process
- Office consultation meetings arranged as needed
- Guidelines, mentoring sessions, and advisory consultations

Website Development

We also offer a separate website development service. If your business needs a professional website, we have a dedicated developer available. Please speak with us for details.

Our Partnership Approach

This process is built on partnership and collaboration. We commit to delivering expert guidance, thorough documentation, and hands-on support at every stage. In return, we expect our clients to:

- Follow our recommendations and guidance throughout the process
- Review all shared documents and provide timely feedback
- Complete the client actions outlined above within agreed timeframes
- Communicate openly if any plans or circumstances change

We encourage initiative, but please note that Cura Compliance UK cannot take responsibility for actions taken without our guidance. Our success depends on working together towards a shared goal.

Cura Compliance UK | Your Partner in Care Inspectorate Registration