

CQC REGISTRATION ROADMAP

Home Care / Domiciliary Care Services

Supported by Cura Compliance UK

Overview

Registering a home care or domiciliary care business with the Care Quality Commission (CQC) is a detailed and structured process. 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.

Responsibility Key

●	Cura Compliance UK delivers
●	Client action required

STAGE 1: DOCUMENTATION AND SUBMISSION

Building, gathering, and submitting your complete application

Task	Responsible
1.1 Statement of Purpose Client provides: vision, mission, aims, and objectives. Cura Compliance UK develops and refines the Statement of Purpose to meet CQC expectations and ensure full compliance.	Cura Compliance UK
1.2 Business Plan Client provides: Companies House registration details, website (if available), target local authorities (e.g. Redbridge, Waltham Forest, Newham), target service users (e.g. adults 18+, dementia, mental health), current savings, ongoing expenses, and projected profit for years 1–2. Cura Compliance UK develops the full business plan including financial projections, company structure, and service delivery roadmap.	Cura Compliance UK
1.3 Policies and Procedures Fully tailored to your regulated activity (Personal Care or Treatment of Disorder, Diseases and Injuries) and the conditions of your service users (e.g. mental health, sensory needs, physical disabilities, learning disability and autism, eating disorders, dementia, children). Covers all required areas: safeguarding, infection control, complaints, consent, person-centred care, and more. 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 Application Forms	Both Parties

Forms include: New Provider Form, Registered Manager Form, Personal Care Form, and (where applicable) Learning Disability and Autism Form. Client provides: full name, address, DBS details, employment history, references, and GP details. Cura Compliance UK completes all remaining sections and guides the client through any required actions.	
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 agreement for the office premises • Insurance quotes and policy arrangements • Mandatory training via the free NHS training portal (sufficient for registration purposes; we guide you on how to access it)	Client
1.7 Final Review and Submission Cura Compliance UK conducts a full review of all documentation and application forms for consistency and compliance before submitting the complete application to CQC.	Cura Compliance UK

STAGE 2: POST-SUBMISSION SUPPORT

Follow-up, adjustments, and interview preparation until success

Task	Responsible
2.1 Application Adjustments and Resubmissions Following CQC's updated requirements (effective 9 February), applications for domiciliary care, care homes, and supported living may be rejected for any legal error. Cura Compliance UK expects this and will handle all required adjustments and resubmissions until the application is accepted by a Registration Inspector.	Cura Compliance UK
2.2 Ongoing Follow-Up We follow up with CQC on your behalf throughout the assessment process. If the Registration Inspector provides feedback or requests further information, we will manage the response and resubmission.	Cura Compliance UK
2.3 Mock Interviews We provide mock interview sessions for both the Registered Manager and the Nominated Individual, including detailed and critical feedback to prepare you for a successful CQC interview.	Cura Compliance UK
2.4 Follow-Up Until Success Stage 2 continues until your CQC 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 interview date. If the interview is unsuccessful, 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 CQC Registration