

Case Study: Supporting a New Specialist Home Care Provider Through the CQC Registration Process

Client Profile

A newly established healthcare provider approached Provider, Governance & Quality Solutions Ltd (PGQ Solutions) to support the registration of a specialist domiciliary care service with the Care Quality Commission (CQC).

The provider intended to deliver complex home care services, including personal care and clinical interventions under the regulated activities of Personal Care and Treatment of Disease, Disorder or Injury.

Having previously submitted applications that were deemed invalid, the provider required specialist regulatory support to successfully prepare for resubmission.

The Challenge

The provider had developed a strong vision for delivering high-quality care but encountered significant challenges during the registration process.

Previous applications had been returned by CQC due to:

- inconsistencies between application documents
- governance structures not aligning across supporting evidence
- supporting policies not being sufficiently tailored to the regulated activities
- inconsistencies within the Statement of Purpose
- incorrect submission of supporting documentation
- application forms completed using multiple legal entity sections
- insufficient alignment between the business plan, regulated activities and supporting documents.

Although many of the documents existed, they had not been developed as a cohesive registration pack.

Our Approach

PGQ Solutions undertook a comprehensive review of the entire registration programme rather than simply correcting individual documents.

Our work included:

Regulatory Review

- Detailed review of previous CQC rejection notices
- Gap analysis against current CQC registration guidance
- Mapping every supporting document against CQC requirements
- Identification of regulatory inconsistencies.

Governance Development

We worked with the provider to establish a clear governance structure by defining:

- Managing Director responsibilities
- Nominated Individual responsibilities
- Registered Manager responsibilities
- Director of People & Quality responsibilities
- reporting lines
- governance accountability.

This governance framework was then aligned across every document submitted to CQC.

Documentation Review

PGQ Solutions reviewed and revised:

- Statement of Purpose
- Business Plan
- Financial Forecast
- Organisational Structure
- Service User Guide
- Policy Framework
- Governance documentation
- Registered Manager supporting evidence

- Personal Care Additional Information Form.

Policy Framework

Each policy was reviewed against:

- Health and Social Care Act 2008 (Regulated Activities) Regulations
- CQC Registration Guidance
- Mental Capacity Act 2005
- Care Act 2014
- Relevant NICE guidance
- Best practice within domiciliary care services.

The policy suite was strengthened to ensure it reflected:

- domiciliary care delivery
- care within people's own homes
- governance responsibilities
- quality assurance
- clinical oversight
- safeguarding arrangements
- infection prevention
- recruitment
- medicines management
- consent.

Application Consistency

One of the most significant areas of support involved ensuring complete consistency across:

- application forms
- Statement of Purpose
- business plan
- organisational chart
- governance documents

- policies
- supporting evidence.

This included ensuring:

- regulated activities matched throughout
- service descriptions were identical
- management roles were consistent
- organisational terminology was standardised.

Outcome

The provider now has:

- a fully reviewed governance framework
- a structured organisational model
- an aligned policy framework
- a compliant Statement of Purpose
- strengthened supporting documentation
- a complete resubmission plan
- a consultant-led validation checklist before resubmission.

Rather than simply rewriting documents, the project focused on developing a robust governance system capable of supporting long-term regulatory compliance beyond registration.

Value Delivered

This project demonstrates PGQ Solutions' ability to support providers through complex regulatory processes by combining practical operational knowledge with detailed understanding of CQC registration requirements.

Our approach goes beyond document production. We work alongside providers to ensure that governance, leadership, quality assurance and regulatory compliance are fully aligned before submission, reducing the risk of repeated invalid applications and establishing strong foundations for future service delivery.

