

HELLOCARE CONSULTING, EXPERTS IN CQC REGISTRATION

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Understanding the July 2025 CQC updates

From 1 July 2025, the CQC introduced key changes to its regulatory and registration process for health and social care providers in England. One major update applies to new home-care (domiciliary care) provider registrations: applications that are incomplete or inaccurate will now be rejected at an earlier “initial checks” stage – meaning providers must ensure their forms and supporting documentation are fully completed before submission. The regulator also published updates on how it is “[rebuilding good regulation](#)” across sectors: setting assessment targets, revising frameworks, and strengthening leadership and governance.

Another important change is on the supporting documents required for provider registration. From July, certain documents previously mandatory for home-care applications—such as formal financial viability statements and proof of registration with the Information Commissioner’s Office (ICO)—may no longer be required at the point of registration (though providers still must meet the underlying obligations).

Preparing effectively for the changes

1. **Audit all existing policy and registration documentation.** If you are applying for registration (or planning to), check that your application package aligns with the updated requirements: forms fully completed, all required supporting documents included, names match, links are correct, and references to legislation are up to date. The CQC guidance now explicitly states that applications lacking full detail or with blank sections will not pass the initial checks.
2. **Update your policy and governance framework.** Given the wider changes in the regulator’s approach—such as new leadership roles, revised quality statements and assessment frameworks—it’s prudent to refresh your governance documents, ensure staff are aware of how your service meets the updated expectations (such as well-led, effective, safe, caring and responsive).
3. **Ensure your registration plans reflect any relaxed requirements—but don’t rely on them lowering standards.** Although some documents are no longer mandatory upfront for home-care provider registration (e.g., financial viability, ICO certificate), the underlying obligations remain. Make sure you still meet financial sustainability, data protection, insurance, and policy standards even if they aren’t being requested immediately.
4. **Communicate and train your team.** Preparation isn’t simply paperwork. Your registered manager, senior leadership and operational staff should understand how the updated process and regulatory expectations affect day-to-day governance, record-keeping and inspections. Run a briefing session or update meeting so everyone knows the changes.
5. **Plan for inspection readiness.** Although these updates focus on registration and the regulator’s internal reforms, they signal that the CQC is tightening its processes. Your service should treat inspections and regulatory interactions as high priority: maintain clear documentation, consistent policies, staff training records, and evidence of compliance across all regulated activities.

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Why these updates matter to your service

- These changes reduce the margin for error at the registration stage: incomplete or incorrect applications will face rejection, delay your registration and increasing risk.
- They reflect a shift in the regulator's approach: more accountability, clearer frameworks, stricter checks and possibly increased inspection activity.
- For ongoing services (not just new registrations), the updated guidance and frameworks indicate how CQC's expectations are evolving. Being proactive means less risk of non-compliance and better preparedness for inspections or regulatory review.

In summary, the July 2025 updates from CQC mark a significant change in how registration and regulation are handled. If you are registering a new service (especially a home-care provider) or managing an existing supported living or domiciliary service, these changes mean that the "basics" of application completeness, documentation, policy alignment and governance are more important than ever. By auditing your materials, updating your frameworks, training your team and planning for inspection readiness you'll position your service to meet the updated expectations and reduce regulatory risk.

Thinking of registering a home care service with Care Quality Commission (CQC)? Book a consulting session with one of our consultants by calling 07508823495.

For more details on our services, head over to [our website](#).