

HELLOCARE CONSULTING LIMITED

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CQC Policies Readiness Checklist

For New Care Providers Applying for CQC Registration

This checklist helps you confirm that your **policies, procedures, and supporting documents** are ready for submission as part of your CQC registration. It is structured around the **CQC Fundamental Standards** and the five key questions: **Safe, Effective, Caring, Responsive, and Well-Led**.

Use this checklist to identify gaps, strengthen compliance, and ensure your documentation reflects a well-governed, professional care service.

Section 1: Core Registration Documents

Ensure these key documents are complete, consistent, and aligned.

Item	Yes/No Notes
Statement of Purpose matches services applied for	
Business plan is realistic and financially viable	
Organisational structure chart included	
Service user groups clearly defined	
Regulated activities correctly described	
Policies reflect the same services as application forms	
Contact details and service location accurate across all documents	

Section 2: Safe – Safety and Risk Management Policies

Policy	Yes/No Notes
Safeguarding Adults Policy	
Safeguarding Children Policy (if applicable)	
Medication Management Policy	
Infection Prevention and Control Policy	
Moving and Handling Policy	

Section 3: Effective – Staff Competence and Service Delivery

Policy	Yes/No Notes
Recruitment and Selection Policy	
Induction and Training Policy	
Consent and Capacity Policy (MCA)	

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Section 4: Caring – Person-Centred and Respectful Care

Policy	Yes/No Notes
Equality, Diversity, and Inclusion Policy	
End-of-Life Care Policy (if applicable)	

Section 5: Responsive – Meeting Individual Needs

Policy	Yes/No Notes
Complaints and Compliments Policy	
Service User Needs Assessment Policy	
Service User Feedback and Engagement Policy	

Section 6: Well-Led – Governance and Leadership

Policy	Yes/No Notes
Governance and Quality Assurance Policy	
Audit and Monitoring Procedures	
Duty of Candour Policy	
Information Governance and Data Protection Policy	
Complaints Oversight and Learning Policy	
Staff Conduct and Code of Practice	
Registered Manager Responsibilities Policy	

Section 7: Mandatory Supporting Procedures

Item	Yes/No Notes
Service User Guide prepared	
Staff Handbook prepared	
Governance Policy included	
Complaints forms and logs available	

Section 8: Policy Quality and Consistency Check

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Checkpoint	Yes/No Notes
Policies reflect the services you are applying for	
Language is clear, professional, and consistent	
No references to services you do not provide	
All policies reference current legislation	
Review dates included on each policy	
Version control or document control included	
Roles and responsibilities clearly defined	
Policies align with the five CQC key questions	

Section 9: Common Red Flags That Cause CQC Delays

Tick if any apply:

- Policies downloaded from generic or non-care websites
- No safeguarding procedures
- Business plan missing or unrealistic
- Policies not aligned with the Statement of Purpose
- Missing governance or audit systems
- No staff training or recruitment procedures
- Inconsistent service user groups across documents

If any of the above are present, your application may face **delays, queries, or rejection**.

Final Readiness Check

Before submission, confirm:

- All required policies are present
- Documents are consistent and aligned
- Business plan is realistic and clear
- Governance systems are defined
- Service model is clearly explained

If you can confidently answer “**Yes**” to all sections, your policies are likely **registration-ready**.

Contact Hellocare Consulting on 07508823495 to start the process of purchasing your compliant policies (2026) for CQC Registration

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