

RECENT CHANGES TO THE REGISTRATION PROCESS

In March 2024, the CQC introduced several significant changes to its registration process. Here are the key updates:

1. New Assessment Framework and Quality Statements

The CQC has implemented a single assessment framework, replacing the previous multiple frameworks. This new system retains the five key questions (safe, effective, caring, responsive, well-led) but replaces the Key Lines of Enquiry (KLOEs) with 34 streamlined quality statements. These quality statements, also known as 'we statements,' are written from the provider's perspective to clarify the CQC's expectations. Providers must now provide detailed explanations and evidence on how they meet each quality statement.

2. New Online Provider Portal

A new online portal has been launched to facilitate the registration process and other interactions with the CQC. This portal aims to make submissions more efficient and reduce reliance on email inboxes for tracking CQC audit trails. While the previous portal was cumbersome, the new system requires precise formatting to meet the portal's requirements.

3. Increased Policy Requirements

Previously, five essential policies were required when applying on the CQC portal. Now, ten policies are mandatory for every service type, along with additional specific documents related to the type of service offered. Once the CQC reviews the application, they may request even more policies.

4. Additional Supporting Documents

Providers are now required to submit their ICO registration certificate and public and employer liability insurance as part of the registration process.

5. Detailed Service Definitions

When applying to register, providers must now give more detailed information about the services they offer, the settings in which they are provided, and the target service users. This increased level of detail helps the CQC better understand the service, plan assessment activities, improve data quality, and more accurately identify risks.