

**CQC with CQCConsultancy**

**Martha Walker MinstLM** CQCConsultancy

**A Guide to CQC registration and compliance with CQCConsultancy**

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**About Martha Walker**

Martha has over 25 years experience of running independent medical practices and has been successfully registering and overseeing continued compliance of clinics in the independent sector since 2003.

She now divides her time between advising and assisting GPs, Consultants and a wide range of other healthcare providers in the independent sector who are embarking on Care Quality Commission registration or assistance with on going compliance.



Martha regularly holds workshops and presentations on CQC compliance for healthcare providers. She also mentors managers and their teams in practices and has lectured to undergraduates on practice management.

Martha is the CQC advisor to the Independent Doctors Federation and the CQC commentator for *The* *Independent Practitioner Today.*  She is regularly invited to join CQC co-production meetings and workshops.

Martha was the educational lead for the HCA Lister Hospital’s Practice Managers Development Forum and on the steering committee of the London based Practice Managers Forum that promoted the education and professional development of practice managers and administrators with a particular emphasis on CQC requirements through lectures and networking.

Martha has a Diploma in Management and has membership of the Institute of Leadership and Management and the Royal Society of Medicine.

Based in the West Country, Martha works with health providers throughout England.

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**Why register with the CQC?**

The Care Quality Commission is the regulatory body for health and adult social care in England. It is a legal requirement for providers of health and adult social care to be registered with the CQC before they commence providing services to the public.

All NHS and independent providers of health care services and all providers of care homes, rehabilitation services and domiciliary services come under CQC regulatory authority.

The CQC have devised a single set of fundamental standards of quality and safety for all providers of health and adult social care to meet. The aim is to ensure that everyone using health and social care services (independent or NHS) in England will have a positive experience that can be measured against a single assessment framework.

So, whether you are a single-handed dentist, a small or large private medical clinic or an NHS General Practice you are required to register with the CQC and demonstrate ongoing compliance in the fundamental standards.

**Why choose CQCConsultancy to assist you with the registration process?**

With over 25 years experience in independent general practice management and experience in registering independent doctors since 2003 Martha brings a practical attitude to CQC registration and ongoing ratings inspections.

Martha has a “hands on” approach and will work with you and your key staff to ensure that the registration process is as stress free as possible. Most of the standards and their outcomes are linked to sound business sense and good practice whatever health or social care service you provide. Martha believes that registration and compliance should help improve your business and the services you provide and not just be a ‘file on a shelf marked CQC’, she will work with you with that in mind.

*“Martha has provided Bella Vou with a seamless, highly experienced service that made our journey through CQC compliance a pleasure”*

*Mr Amir Nakhdjevani FRCS (Plast)*

*Bella Vou, Tunbridge Wells*

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| **Services and Fees** |

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| **Registration post pandemic**  Since the pandemic the CQC have restructured the way their inspectors conduct registration inspections and have adopted the process of asking providers to upload a broad range of evidence and further explanations of how they will monitor the processes they are putting in place prior to the fit person interview.  CQC registration inspections/fit person interviews were mainly being conducted online via Teams. Some inspectors are conducting the fit person interview on site, whilst others are continuing to also hold that aspect of the process remotely. If you are registering a location in a building known to the CQC or a remote service you may not have to undergo a physical site visit. It really depends on the individual inspector and what activities and services you wish to register.  The average Fit Person interview/inspection takes about 3 to 4 hours.  CQC are saying to allow up to 10 weeks from submission of your application to your Fit Person interview, although I have clients waiting 16 plus weeks for their interview. I advise you plan for a 16 plus week wait.  Currently I am offering virtual mock inspections and interviews, in-line with how the CQC are conducting registration interviews and inspections. However, if it was beneficial to carry out an onsite mock inspection then that can be added. Please see **Site visit expenses and other important bits** on Page 9. |

**Platinum Package**

**Comprehensive Registration Support Package**

*Hands-on assistance with the preparation of documentation to demonstrate compliance*

*with the Fundamental Standards and registration with the Care Quality Commission. Ideal for all providers unsure of the process or with little or no previous experience of regulation and registration.*

***Application process***

**Registered provider**

* Status options for registering with the CQC – which one is for you
* Explaining the role and responsibility of a Registered Provider
* Do you require a Nominated Individual?
* Explaining the role and responsibilities of the Nominated Individual(s)
* What is required to apply for registration
* Completion of the main application form
* Completion of Statement of Purpose
* Completion of the free text questions (including the 5 inspection questions)
* Assistance with DBS check (if applicable)

**Registered Manager**

* Do you require a separate Registered Manager?
* Explaining the role and responsibilities of the Registered Manager
* Completion of Registered Manager form
* Completion of free text questions
* Assistance with DBS check (if applicable)
* Assistance with Job description
* Mock registration interview and assessment

**Post submission / pre fit person interview**

* Assistance with completing the post submission questionnaires
* Assistance with collating the requested documents at this stage

***Meeting compliance for registration and on-going inspections***

**How to use the CQC publication ‘Guidance for providers on meeting the regulations’**

Martha will give you a guideline as to how you will achieve the expected outcomes for each of the Fundamental Standards that are based on the regulations.

She will work through a checklist she has devised that contains various items of evidence for each standard and outcome with you or the Registered Manager and other relevant members of staff.

Continued………

**Assistance with policies and procedures to meet compliance with the fundamental standards and their outcomes**

Including:

Confidentiality Whistle Blowers

Safeguarding Records: retaining, sharing & disposing

Infection control Medicines management

Complaints handling Duty of Candour

DBS for staff Training & continuing professional development

Remote Consultations Patient ID

**Assistance with compiling and gathering outcome evidence**

Including:

Audit tools

HR: inc: recruitment, appraisal, development, clinicians’ pack

Contracts and agreements (e.g. confidential waste disposal, clinical waste)

Creating patient related templates

inc: Consent forms

Support plans

Contracts (or similar)

Assist with creation or review of patient information leaflets

inc: Services offered

Terms and conditions

Fees

Complaints

Plus:

* + - Over 70 policies, guidelines & templates on a USB stick
    - Advice for a twelve month planner of CQC compliance related activities
    - Email, Skype, telephone support during the registration process
    - Assistance with preparation of further information based on the Quality Statements requested by the Registration Inspector prior to the Fit Person Interview with the Registered Manager
    - Guidance for the Nominated Individual and Registered Manager in preparation for the Fit Person interview including mock virtual inspection & interview

**Platinum Package *IDF Members £3,600***

**Package at a glance**

|  |  |
| --- | --- |
|  | Platinum |
| Pre Registration Questionnaire | ✔ |
| Draft applications for CQC registration | ✔ |
| Over 70 templates & policies | ✔ |
| Assistance with staff DBS checks | ✔ |
| Assistance with Data Protection registration | ✔ |
| Remote support through-out the registration process | ✔ |
| Support with additional information requirements prior to interview | ✔ |
| Remote mock Registered Manager interview | ✔ |
| Remote mock inspection | ✔ |
| Email support after registration | ✔ |
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| **Platinum package IDF Members £3,600\*\*** | |
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| **General CQC advice\* One hour free of charge for members** | |
| **Thereafter £25 per half hour or part of** | |
| **One Day With CQCConsultancy\*\* £600** | |
|  |  |
|  |  |
| \*via Zoom |  |
| **\*\* plus site visit expenses below as appropriate** |  |

**\*\*Site visit expenses and other important bits**

Members may have one hour of general CQC advice, additional time is charged at £25 per half hour or part of.

Reasonable on going email advice is available to members – where it looks as if the advice is more complex the member would be advised of the likely charge.

Site visits are charged at **£600** per visit plus site visit expenses

Travel by train: £ return standard fare from Bath *(plus reasonable onward travel expenses if applicable)*

Travel by car: £ 0.45p per mile *(as per AA Route planner / return journey)*

Over night accommodation by agreement if applicable

Fees are for the comprehensive registration support are for one location and one registered manager

All fees are currently exempt of VAT. VAT will be added if and when appropriate.

Fees referred to in this guide are valid until 31 July 2024.

The fee for Comprehensive Registration Support may vary following discussion with `Martha (e.g if more than one location, new build advice). Should this be the case a revised “Service and Fees” will form part of the contract with CQCConsultancy.

January 2024 E and O

Best Wishes,

Martha Walker

IDF Independent CQC Advisor