

Care Quality Commission Registration

What does it mean for you?

Quick Reference Guide to the full list of regulated activities, service types and CQC outcome standards

CQC Regulated Activities

It is your responsibility to review the regulated activities regulations, decide which regulated activities you are carrying out in your service(s), and then apply to register for those activities. If you carry on a regulated activity without being registered for it, you may be prosecuted and liable to a fine.

1. Personal care
2. Accommodation for persons who require nursing or personal care
3. Accommodation for persons who require treatment for substance misuse
4. Accommodation and nursing or personal care in the further education sector
5. Treatment of disease, disorder or injury
6. Assessment or medical treatment for persons detained under Mental Health Act 1983
7. Surgical procedures
8. Diagnostic and screening procedures
9. Management of the supply of blood and blood derived products
10. Transport services,
11. triage and medical advice provided remotely
12. Maternity and midwifery services
13. Termination of pregnancies
14. Services in slimming clinics
15. Nursing care

CQC Service Types

You need to decide which of the 28 coded service types your activities fall under. You may find that your activities span a number of different service types.

1. Acute services
2. Hyperbaric chamber services
3. Hospice services
4. Long-term conditions services
5. Hospital for mental health/learning disability or substance misuse
6. Prison healthcare services
7. Rehabilitation services
8. Residential substance misuse treatment/rehabilitation
9. Community healthcare services
10. Doctors consultation services
11. Doctors treatment services
12. Dental services
13. Diagnostic and/or screening services
14. Community LD services
15. Mobile doctors services
16. Community MH services
17. Community substance misuse services
18. Urgent care services

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- 19. Care home WITH nursing
 - 20. Care home WITHOUT nursing
 - 21. Specialist college services
 - 22. Domiciliary care services
 - 23. Extra care housing services
 - 24. Shared lives
 - 25. Supported living services
 - 26. Ambulance services
 - 27. Blood and transplant services
 - 28. Remote clinical advice services
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CQC Outcome Standards (Essential Standards)

There are 28 CQC Outcomes. 16 of these are considered Essential Standards. The other 12 regulations relate more to the routine day-to-day management of a service. The information CQC receive on these helps them to check that the service is being run responsibly. CQC will make checks where concerns are raised over these standards.

The essential standards of quality and safety are central to CQC's work in regulating health and adult social care. Each of the standards has an associated outcome that CQC expect all people who use services to experience as a result of the care they receive. The standards relate to the 28 regulations contained in the legislation governing CQC's work. When CQC check providers' compliance with the essential standards, CQC focus on one or more of the 16 that most directly relate to the quality and safety of care. Providers must have evidence that they meet these outcomes. These 16 standards are outlined below.

Outcome 1: Respecting and involving people who use services

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.

Outcome 2: Consent to care and treatment

Before people are given any examination, care, treatment or support, they should be asked if they agree to it.

Outcome 4: Care and welfare of people who use services

People should get safe and appropriate care that meets their needs and supports their rights.

Outcome 5: Meeting nutritional needs

Food and drink should meet people's individual dietary needs.

Outcome 6: Cooperating with other providers

People should get safe and coordinated care when they move between different services.

Outcome 7: Safeguarding people who use services from abuse

People should be protected from abuse and staff should respect their human rights.

Outcome 8: Cleanliness and infection control

People should be cared for in a clean environment and protected from the risk of infection.

Outcome 9: Management of medicines

People should be given the medicines they need when they need them, and in a safe way.

Outcome 10: Safety and suitability of premises

People should be cared for in safe and accessible surroundings that support their health and welfare.

Outcome 11: Safety, availability and suitability of equipment

People should be safe from harm from unsafe or unsuitable equipment.

Outcome 12: Requirements relating to workers

People should be cared for by staff who are properly qualified and able to do their job.

Outcome 13: Staffing

There should be enough members of staff to keep people safe and meet their health and welfare needs.

Outcome 14: Supporting workers

Staff should be properly trained and supervised, and have the chance to develop and improve their skills.

Outcome 16: Assessing and monitoring the quality of service provision

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care.

Outcome 17: Complaints

People should have their complaints listened to and acted on properly.

Outcome 21: Records

People's personal records, including medical records, should be accurate and kept safe and confidential.
