



Regulations in England

England: CQC - Who And What Is CQC And How Does It Effect Your Business

What Is CQC?

CQC stands for the Care Quality Commission. And they regulate health and social care services in England.

Care businesses are required to register with the CQC so that their services can be monitored and regulated. A bit like OFSTED for schools.

CQC have four ratings that they give to health and social care services: outstanding, good, requires improvement and inadequate.

These ratings are decided by looking into 5 questions about each service they inspect:

1. Are they safe?
2. Are they effective?
3. Are they caring?
4. Are they responsive to people's needs?
5. Are they well-led?

You can log onto the CQC website and look at care companies ratings and see how well they are rated. It is an excellent help when deciding which care company to use or which care home to recommend for people.



I'm A Care Service, Do I Need To Register Then?

Currently you do not have to register with CQC as a self employed carer. As long as you can prove you work for yourself and you are not a care company, you are not required to register at this moment in time.

CQC is fabulous and does a truly fabulous job at regulating care and ensuring top quality care. But as a small business with no start up capital, registering with CQC is a MASSIVE barrier to entry into the care industry. Financially it costs a lot to register, it is a stressful and time consuming process, which in truth, for the scale of care you are going to be carrying out. It wouldn't really be worth continuing down this route if you needed to register with CQC.

It is not that we are trying to fly under the radar, we really aren't. We want to shout loud and proud that we are self employed carers and we provide the best care around! It is just, part of the joys of being a self employed carer is that the control is now back in the hands of the person needing care and you as a carer. You aren't having to worry about filling out paperwork correctly, you can actually do what matters and care for the person in question. At the end of the day, a person needing care would 1000 times more prefer for you to spend 10 minutes chatting with them and hearing about their life, than you having to sit down and do the paperwork.

By not registering with CQC you have a little more freedom and flexibility in how you provide care. This is what makes your service more flexible and able to provide bespoke care to each and every client you have.

Currently self employed carers, or to use the CQC term, personal assistants or individual care workers, do not have to register with CQC as long as they are self employed/employed directly by the person receiving care.



What If I Have A Business Partner?

If two or more self employed carers form a partnership, you are allowed to provide care to a shared customer by coordinating care with each other. But it must not be classed as a legal partnership.

So you cannot open a limited company and both become directors and employ yourselves through that company. You would then be required to register with CQC.

So you must register individually with HMRC as self employed and you must invoice separately from each other, and you will be responsible for your own profits and losses.

You must also not share costs such as equipment you may need, this needs to be purchased individually, otherwise that may be classed as a formal partnership.

The person receiving care must be able to set out their care requirements and have full control on who works when and doing what. Which is the way we work anyhow, the control is handed back to the person needing care and they dictate what and how care is received.

Here's an article from the CQC that explains their stand point on individual care workers: <https://www.cqc.org.uk/guidance-providers/registration/personal-care-ongoing-role-introductory-agencies-individual-care>

Takeaways:

- Make sure you invoice for the work that you do separately from anyone you work with.
- Make sure you do not share costs with another person
- Make sure the customer retains control of their own care
- Be aware this may change in the future, but we will support you through every step needed and what this would mean you need to do. So don't worry about it!



Care Register

This is a really quick one for England, there isn't a care workers register!

There is work going on to get one established, so there is a voluntary one you can register on for now. This is a pilot project set to run for 6 months.

If you would like to, you can join the register here:

<https://www.vcpr.co.uk/apply-to-register>