

New CQC Registered Manager Checklist



The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 7 intends to ensure that people who use services have their needs met because the regulated activity is managed by an appropriate person. This is the role of the Registered Manager who should be in day-to-day charge of carrying out the regulated activity or activities they apply to be registered for. They must:

- Be of good character
- Be able to properly perform tasks that are intrinsic to their role
- Have the necessary qualifications, competence, skills, and experience to manage the regulated activity
- Have documents that confirm their suitability

The Registered Manager must be able to demonstrate that they comply with the relevant regulations and can demonstrate their fitness to be the Registered Manager. Registered Managers are responsible for maintaining their own registration. When a Registered Manager leaves a location or a provider, they must apply to vary or cancel their registration - this is the Registered Manager's responsibility, not the provider's.

CQC inspectors will often use the Registered Manager as the key contact to make arrangements for an inspection, both beforehand and on the day. When the CQC inspects, it usually holds introductory and feedback sessions with the Registered Manager. However, if they are not available, the CQC inspector will liaise with another Partner or the Practice Manager.

Here is a checklist to assist Registered Managers:

You will need to submit your application online, not by post (due to COVID-19)

Have you read the CQC [Guide](#) to the application process for new Registered Managers?

YES
 NO

Have you completed your [DBS](#) (formerly CRB) disclosure?

YES
 NO

References

Do you have the details of your full employment history? See [References](#).

YES
 NO

Do you have the contact details for your own GP (name, address, and phone number)?

YES
 NO

Do you have contact details for a professional referee (which should be your last employer)?

YES
 NO

Are you aware that you will be asked to make a declaration that you are medically fit to carry out the role you are applying to be registered for?

YES
 NO

The Application Form

Are you applying for registration online using the CQC Provider Portal?

YES
 NO

If no, you will need to send your application to the CQC on the [new Registered Manager application](#).

YES
 NO

Will more than one location be included in the application?

YES
 NO

If yes, there is also a [supplementary section](#) to the form for managers where more than one location is included in the application. You will need to use one copy of this section for each additional location.

YES
 NO

Final Checks (before submitting your forms)

Final checks and common errors

Have you checked that all the details in the manager application match those in the provider details section?

YES
 NO
 Comments

Has a provider application been submitted yet?

YES
 NO
 Comments

Do you have a valid CQC-countersigned DBS certificate?

YES
 NO
 Comments

Is your DBS certificate in date, i.e. within the last 11-12 months?

YES
 NO
 Comments

Do the regulated activities in the Registered Manager application match those in the provider application?

YES
 NO
 Comments

Is the Data Protection Act statement and application declaration signed and dated (when the application form is completed/submitted)?

YES
 NO
 Comments

Have the location details been completed?

YES
 NO
 Comments

Are the provider details completed correctly?

YES
 NO
 Comments

Here is a checklist to assist Registered Managers:

Information and details [here](#).

Are you applying online using the **CQC Provider Portal**?
 (If yes, all you need to do is click 'Submit' once you have completed all the relevant sections of the online form)

YES
 NO
 Comments

Are you sending your application using the **CQC Word form?**

(If yes, once you have received the green copy of your DBS check and completed your application form, you are ready to submit)

YES
 NO

Are you applying as a new Registered Manager as part of a new provider application?

(If yes, you should submit all the forms together)

YES
 NO

Have you sent all your forms using email wherever possible to HSCA_Applications@cqc.org.uk?

YES
 NO

If you wish to make changes to your application (before you have received a Notice of Decision (NoD) – see below) have you completed the Application Amendment request form?

YES
 NO

Has the CQC confirmed receipt of (validated) your application?

(A letter should arrive from the CQC within 5 working days of receipt of your application)

YES
 NO

Have you prepared for the Registered Manager interview?

(see the list of questions in the CQC Registered Manager Application and Interview Policy and Procedure)

YES
 NO

Are your nominated individual and manager (if you have them) prepared for a site visit or involvement in the interview (if necessary)?

YES
 NO

Have you received a Notice of Decision to register (NoD) from the CQC?

YES
 NO

Or have you received a Notice of Proposal to Refuse (NoP)?

YES
 NO

YES NO Comments

If you have received a Notice of Proposal to Refuse (NoP), have you made representations to the CQC if you do not agree? *(You have 28 calendar days to do so)*

Once you are registered, you will need to keep your details up to date. Find out more on making changes to your registration, such as:

- Changes to regulated activities
- Changes to conditions and locations
- Changes to partnerships
- Moving to new premises (new office)