

## What happens after you submit your CQC application form?

Having ensured that you have all of your policies and procedures, patient information leaflets, building plans, insurances and accounts in order, and having obtained your references and CRB checks, you will be in a position to submit your CQC application form and statement of purpose. But what happens after that?

Once the Care Quality Commission have received your application form and supporting references all of your information will be collated and checked to ensure completeness. If there are any documents missing at this stage the CQC will write to you and give you 7 days to provide the missing information. Always keep copies of anything that you send to the CQC as they receive a lot of information on a daily basis and matching up documents can be a difficult task, so occasionally things can go astray.

If the CQC are happy that you have submitted everything as required, then your application will be reviewed by their Shared Services Centre and assessed by their regional teams. One of their assessors may then contact you to obtain additional information or to arrange a visit to one or all of your locations. The CQC have already stated that any follow up discussions or visits such as these will be carried out on a targeted and proportionate basis, with them being more likely to carry out assessment visits on organisations who they have little prior knowledge of or have been unable to obtain information about from other sources.

The registration team will then go on to assess an organisation's level of compliance using their *Guidance about Compliance* and *Judgement Framework* documents. There are three potential outcomes following this assessment process, these are:

- Registration without compliance conditions
- Registration with compliance conditions
- Refusal of all or part of your registration

There are two types of conditions that could be applied, the first are restrictive conditions, which are routine conditions such as; you may only carry out your registered activity at the location you have prescribed in your application. These restrictive conditions are common and just clarify the information you have already declared to be true and accurate.

The second set of conditions that could be applied is compliance conditions. These are applied where an assessor has determined that improvements to the service will need to be made in order to achieve the high standards expected.

Whatever the outcome of your assessment, you will be notified in writing, in a notice of decision. If you disagree with any aspect of this notice then you have the right to make this known, in writing, within 28 days of receipt of your notice. After this 28 day window has passed you will then receive a final notice of decision. If at this stage you are still not happy with the decision passed there is one final option which is to appeal to the independent First-tier Tribunal.

The Care Quality Commission have recently released a statement that suggests that the whole process from application form submission to a decision being made is currently taking one hundred and twenty days, therefore it is essential that you get your applications in quickly to ensure that the services you deliver are being delivered legally and within the guideline of the CQC.