

Understanding CQC and Care Registration



What is the CQC?

The Care Quality Commission (CQC) is the government body that inspects and regulates health and social care services in England.

- Their job is to make sure care services are safe, effective, caring, and well-managed.
- Most care agencies, nursing homes, and care providers must be registered with the CQC.

When Does a Service Need to Be CQC Registered?

A service must be registered with the CQC if it is providing, managing, or supervising care.

Examples include:

- Residential care homes or nursing homes.
- Home care agencies that employ care staff and manage their work.
- Services that supervise, train, or direct carers.

Key point: The CQC regulates the organisation providing the care, not the individual receiving it.

Why Self-Employed PAs Usually Do Not Need CQC Registration

If you employ a self-employed personal assistant (PA) using a Direct Payment:

- The PA is self-employed, not a care agency.
- You direct their work, so they are providing care only to you, not a wider group of clients.
- They do not need to be registered with the CQC because they are not providing a regulated care service to the public.

Important: You remain responsible for:

- Making sure the care is safe
- Paying the PA correctly
- Keeping records of care and payments

Substitutions for Self-Employed Personal Assistants (PAs) and CQC

Substitution is when a self-employed PA arranges for another qualified PA to provide your care in their place, for example if they are sick or unavailable.

Do Substitutions Mean CQC Registration is Required?

A self-employed PA does not need to be registered with the CQC, even if they **occasionally** use a substitute, because:

- The PA is providing care directly to you only.
- They are self-employed, not a care agency.
- They do not manage, supervise, or provide care to the public at large.

Substitution by a PA does not turn them into a regulated care provider or agent as long as it is very occasional and not a regular arrangement.