

RESOLVE CARE SOLUTIONS LTD
T/A CARE CONSULTANCY ASSIST

INFORMATION PACK AND PROPOSAL

**“Welcome to our end-to-end hand holding CQC registration service.”
A fully inclusive service bespoke to you at your pace and to suit your
budget.**

CONTENTS

Page 2-3	Introduction and our packages
Page 4	Payment Plans
Page 5-6	Step 1 - Introductory Pre-Meeting
Page 6	Step 2 - The Provider Application and Support Pack 1
Page 6-7	Step 3 - Support Pack 2
Page 7	Step 4 - Policy Bundle - Support Pack 3
Page 7	Step 5 – Additional Support and Business Start up Bundles – Support Pack 4
Page 7	Step 6 - The Interview and Assessment – Support Pack 5
Page 8	Step 7 - The Result
Page 8	Summary and Sign off
Page 9	Enclosures

Introduction and our packages

Your CQC Registration journey starts with a welcome teams meeting where we learn all about you and your business so that we can ensure we understand the services you wish to provide and the regulated activities you need to register for

We have 2 package options for you to choose from, details of which are set out below:

PACKAGE 1 – Our cost effective fully inclusive submission only package

Our **Standard** support package. We complete your application and provide unlimited consultancy support **to the point of your submission and validation by the CQC.**

In addition, we support with all the branded and personalised policies and documentation required for your submission (support pack 1) and the policies and documents that you must have ready should the CQC request them later in the process (support pack 2)

To support your business moving forward after registration, we also provide a full suite of top up policy templates for you to brand and personalise (approximately 75). NB. We can brand up the template policies with your company details for an additional fee (**ask for our additional services price list**)

We prepare all the application documents required by the CQC as listed below

- Your main provider application and the registered managers application x 1 (**additional manager and provider applications for 2nd companies charged separately at a discounted rate**)
- Your statement of purpose
- Your personalised application policies and supporting documents (as required by the CQC)
- Your personalised support pack 2 policies and documents (as required by the CQC)
- We provide inclusive and unlimited queries and support to the point of the application being passed through CQC validation checks
- A full suite of top up **template** policies that we align to the CQC regulations and quality statements for you to adapt to your business needs (**approx. 75**)
- A full suite of over 25 risk and audit templates for you to adapt to your business needs.
- If you require any additional consultancy support, you will receive 10% off our standard prices until registration of your initial application. (Can be purchased in hours or blocks of time)

If you later decide after you want more of our services and products, of course you can add these on
You will receive a massive 15% off any additional services taken until submission and 10% after registration.

Cost £2499 - Terms 14 Days from invoice
(A 2-payment option is available for this package (see terms at page 4))

(Please see our additional services price list sent with your proposal pack for additional support outside of this package)

National Medical Weight Loss Partner Price £2249.10 (10% Discount £249.90)

As a valued client registered using our services, you continue to receive an ongoing 10% discount off ALL our services for your organisation ongoing once registered

PACKAGE 2 – Our End to End bespoke fully inclusive hand holding package

Our **Premium Top of Range** “End to End” bespoke hand holding support package, we are with you all the way to the end including:

- Your main provider application and the registered managers application x 1 (**additional manager and provider applications for 2nd companies charged separately at a discounted rate**)
- Your statement of purpose
- Your personalised application policies and supporting documents (as required by the CQC)
- Your personalised support pack 2 policies and documents (as required by the CQC)
- A full suite of top up **branded policies** that we align to the CQC regulations and quality statements for you to adapt to your business needs
(approx. 75) (Total policies including those we prepare for the submission around 90 depending on service type)
- We supply a suite of 20 plus standard operating procedure templates to get you started which you can use as applicable to your business now or in the future as things change and you develop
- We hold your hand all the way with this package. Your package includes unlimited calls, team's meetings throughout the registration package!
- We provide a comprehensive mock assessment to prepare the Registered Manager and Nominated Individual you for their CQC assessment (approx. 2 hours) **NB Additional charges apply for additional practice interviews.**
- We support you with any additional documents which are likely to be requested by the CQC as part of the assessment. **(A potential list of these will be sent to you with your mock assessment / interview training pack shortly after the main submission)**
- If you do not get through your assessment, we will support a **free standard resubmission (this excludes any material changes such as changing your manager or company etc which we will quote for separately)**
- We also provide a comprehensive **business start-up pack** containing over 100 documents including documents covering good governance / HR / risk and audit / comprehensive compliance databases/ process flowcharts and more (supplied as templates for you to adapt and use as required after registration)
- The best is, **we do not leave you after registration**, we give you a generous 10% off all general consultancy and any of our additional services and mock inspections for 12 months. **(excludes out of pocket expenses which are charged at cost)**

Cost £3699 Terms 14 Days from invoice
(various payment options available for this package (see terms at page 4))

(Please see our additional services price list sent with your proposal pack for additional support outside of this package)

You will receive a massive 15% off any additional services taken outside of your package until submission and 10% after registration

National Medical Weight Loss Partner Price £3329.10 (10% Discount £369.90)

As a valued client registered using our services, you continue to receive an ongoing 10% discount off ALL our services for your organisation ongoing once registered

Payment Plans

Payment plan available for package 1 (additional charge applies):

2 Payment Plan (Plus £75 admin processing fee)

- 1 x payment of 75% in 14 days from instruction
- 1 x payment of 25% due on submission

Payment plans available for Package 2 (additional charge applies):

2 Payment Plan (Plus £75 admin processing fee)

- 1 x payment of 75% in 14 days from instruction
- 1 x payment of 25% in 12 weeks from instruction

3 Payment Plan (Plus £100 admin processing fee)

- 1 x Payment of 50% in 14 days from instruction
- 1 x payment of 25% after 8 weeks
- 1 x payment of 25% after 12 weeks

4 Payment Plan (Plus £125 admin processing fee)

- 1 x Payment of 40% in 14 days from instruction
- 1 x payment of 20% after 4 weeks
- 1 x payment of 20% after 8 weeks
- 1 x payment of 20% after 12 weeks

Step 1 - Introductory Pre-Meeting

Thank you for your kind request for a proposal in relation to Care Consultancy Assist services. Please find below our information pack outlining the registration process and our detailed proposal.

As you will no doubt know, becoming CQC registered is a legal requirement as and when your Company provides what are known as "CQC Regulated Activities". The Regulated Activities are: **(Press Control and Click for further information from the CQC)**

- [Personal care](#)
- [Accommodation for persons who require nursing or personal care](#)
- [Accommodation for persons who require treatment for substance misuse](#)
- [Treatment of disease, disorder, or injury](#)
- [Assessment or medical treatment for people detained under the Mental Health Act 1983](#)
- [Surgical procedures](#)
- [Diagnostic and screening procedures](#)
- [Management of supply of blood and blood-derived products](#)
- [Transport services, triage and medical advice provided remotely](#)
- [Maternity and midwifery services](#)
- [Termination of pregnancies](#)
- [Services in slimming clinics](#)
- [Nursing care](#)
- [Family planning services](#)

An important part of any service that we provide for you will be to ensure that you are applying for the correct Regulated Activities, so we will double-check with you at our welcome/introductory meeting your exact Regulated Activity requirements. There are no additional charges for the number of Regulated Activities you require.

Please See Attached CQC Scope of Registration for Detailed Information of all the CQC Regulated Activities

There are a number of processes and steps involved in gaining CQC registration. We will discuss these in further detail at your introductory meeting.

You will need to consider in advance of starting the application:

- Decide who will act as your Company's CQC Registered Manager (i.e., the person responsible for the day-to-day managements of meeting the CQC standards) and CQC Nominated Individual (i.e., the formal representative of your company); these can be the same person, or different people. **I attach our guidance for both the Registered Manager and Nominated Individual Role to support you in your decision-making process.**
- Decide upon which CQC Regulated Activities for which you should be applying. **(We will support you with this at our introductory meeting)**
- Decide what age ranges and service groups you will provide services for, anyone aged 17 or below will technically fall in to the "children" category. **(We will support you with this)**

- There is a number of other things to agree such as location(s) **(We will advise on this)**
- If after our meeting you wish to instruct us to support you, we will send over our client agreement based on the package and terms you have requested, once signed, and returned we will commence our bespoke support as follows:

STEP 2 – The Provider Application and Support Pack 1

- The Registered Manager and Nominated Individual require an enhanced DBS. (The Registered Managers DBS must be dated within 12 months). Your DBS must include children if seeing under 18s **(we cannot submit without this)**.
- We will send you our information requests and supporting information as follows:
 - a) DBS Guidance – **This will give you all the step-by-step information you require to apply for (where required), your enhanced DBS certificates.**
 - b) Company start-up information request – **We will send to you to complete.**
 - c) Registered Managers Information Request - **We will send to you to complete.**
 - d) Financial Viability Form -**We will send to you for your accountant to complete.**
 - e) Information Commissioners Certificate – **You will obtain from www.ico.org.uk**
 - f) Public and employer liability insurance quote or certificate – **You will obtain from an insurance company – You can scan the market for a quote. It does not have to be the final insurer you opt to use once you start trading.**
- As soon as we receive your company start up form and registered managers information above from you, we can start your application.
- You should send us the following asap as these form part of the submission.
 - Financial Viability Form.
 - Information Commissioners Certificate.
 - Employee and employer liability insurance quote or certificate, or the insurance form we sent you saying no insurance in place, (In which case the insurance should be available at interview)
- We will prepare 7 policies that are required with your company details on and send to you to amend / advise us of any changes or approve. **(These also have to be submitted as part of the provider application).**
- Once we have completed your 3 main applications (main provider application, registered managers application and statement of purpose) we will pass to you for your approval or any amends you wish us to make.
- Once we have completed your submission, we will send over the first draft of the full application bundle for any final amends.
- We will then send you the full bundle and ask you to authorise it, giving you instructions on how to submit **(The CQC will not accept a submission from a third party)**

STEP 3 - Your additional Support Pack 2 Bundle

- We will prepare your 2nd support pack which can vary depending on what provider type you are:
 - **Health Providers** – The 2nd support pack consists of 8 documents which consist of 4 policies and 4 other documents.
 - **Health Online Providers** – The 2nd support pack consists of 13 documents which consist of 8 policies and 5 other documents.
- Once your support pack 2 is ready we will send to you for any amends
- Once finalised we will ask you to authorise your support pack 2 and send over to you for your records.

NB – The CQC do not require you to send in the support pack 2 documents, but you do need to have it ready in case the CQC request.

STEP 4 – Policy Bundle– Support Pack 3 Bundle

Soon after your application is submitted, we will send over the remainder of the policy bundle templates for you to select from as applicable and brand/personalise moving forward.

STEP 5 – Additional Support and Business Start up Bundles – Support Pack 4

Depending on the package selected you will receive the following bundles.

Package 1 – Business start up pack (A toolkit of around 25 databases and templates)

Our comprehensive risk and audit bundle consisting of 25+ audits and risk tools for you to adapt and use as required to support you monitoring quality and performance

Package 2 – Business start up pack – (A toolkit of around 80 databases and templates)

You will receive the following comprehensive bundles (arrives in 3 emails)

1. **Risk and Audit bundle** consisting of 25+ audits and risk tools for you to adapt and use as Required to support your monitoring quality and performance.
2. **Due Diligence Ongoing Compliance Bundle** consisting of around 30 databases and due diligence templates for you to adapt and use as required to support your monitoring quality and performance.
3. **Human Resource / Employment Bundle / Agreements Bundle** consisting of around 25 templates for you to adapt and use as required to keep on top of your human resources governance .

NB: the above start up packs will grow as the CQC requirements change and as we find further helpful documents to support your good governance

STEP 6 - The Interview and Assessment (Gold Package) * Support Pack 5

***For clients not on package 2 the interview pack can be purchased separately**

- The final stage of the process is to prepare both the Nominated Individual and the Registered Manager for the CQC assessment. We will send you a support training pack to help you with the information that will assist you at both the mock and real interview.
- We will agree a date with you to conduct a mock assessment (***usually around 2 hours – Happy to split into 2 x 1-hour sessions***)

NB – We recommend the Nominated Individual attends this interview too as they might also be interviewed.

- Sometimes the CQC might request further documents either just before or just after the interview, we will advise you on these too as part of the service, we cannot however, prepare for this as it does change from one interview to the next are normally very specific requests depending on your business.

STEP 7 - The Result

The interview is over you will now wait up to 2 weeks for a result which you would normally receive by email. If the result is positive, you will be able to start trading as soon as you receive the certificates of registration.

If in the unlikely event your application is not successful, the CQC will issue a “proposal” to refuse where they have to outline the reasons for the refusal and give you the full details of how to appeal if required. If you do not appeal, the CQC will after 28 days issue a formal notice of refusal which is held on file, and you have to declare in any future applications.

If, however, on receipt of the notice of proposal to refuse your application you choose to withdraw which is what we recommend, this is NOT kept on file, and you do not have to declare in any re-submission.

Note that the total time for registration is the above is typically around four to six months from submission.

SUMMARY

Care Consultancy Assist has been supporting clients for nearly ten years with their CQC work and has an excellent track-record in success for new registration applications. **Attached are some recent testimonials and my consultancy CV.**

Our approach is to provide a turnkey comprehensive support and personalised support for you right the way through your selected package. In short, we aim to relieve you of the stresses and pressures of the process, and to streamline and fast-track your CQC application by ensuring that we “get it right first time” for you.

I also worked as a Part Time Specialist Expert Advisor to the CQC having supported over 400 inspections with them plus around 200 mock inspections in my consultancy role as Director of Care Consultancy Assist as well as many registrations, compliance, and governance support.

Do let me know should you wish to proceed and which terms you prefer, and I will produce a Client Agreement and get started straight away.

Signed:

Name: Rachael L Duff BEM (Miss)

Signature: *Rachael L Duff*

CONTACT ME

Name: Rachael Duff BEM

Email: rachael@careconsultancyassist.com

Tel: 07875 404952

Enclosures sent with covering email: (7 Documents)

1. Bespoke Proposal and information pack
2. CQC Scope of Registration – To help you decide on your regulated activities.
3. Rachael Duff CV
4. Care Consultancy Assist Testimonials
5. Our guide to the Nominated Individual Role *1
6. Our guide to the Registered Manager Role *1
7. Additional Services Price List

*1 Roles must be agreed before the application is started. One person can fulfil both roles.