



Paisley Training
&
Consultancy



DOMICILIARY CARE SERVICE

CQC REGISTRATION

STARTUP PACKAGE

SUPPORTING YOU TO GROW
YOUR DOMICILIARY CARE
BUSINESS



PACKAGE COST

£6995 +VAT

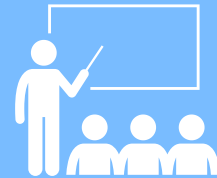
Payment Plan Available
Initial Payment – £2995 +VAT
Second Payment – £2000 +VAT*
Third Payment – £2000 +VAT*

*Second and third payments due at four week intervals following the initial payment



3 DAYS CONSULTANCY SUPPORT

- Support to prepare you for your CQC Registration
- Supporting you to be ready for your first CQC inspection



TRAINING INCLUDED

- Support Preparing for your CQC Interview
- 4 Places on Our Managers Training Workshops



CQC REGISTRATION SUPPORT

- Providing Support at every step of the CQC Registration Process



DOCUMENTS AND POLICIES

- Full Policies and Procedures Package
- Full Documents Package

About Paisley Training and Consultancy



Paisley Training and Consultancy was founded in 2019 by Mark Tierney and Tracey Highland.

We provide care training and consultancy services to a range of registered care providers including Domiciliary Care, Supported Living and Residential Care.

We have successfully supported many providers to register with the Care Quality Commission (CQC) and have also supported services to improve their CQC Inspection ratings.

Both Mark and Tracey have considerable management experience in the social care sector and have managed a variety of care services.

**Sharing Our Expertise and
Passion to Support You To
Provide the Highest Standards
of Care**

WHY CHOOSE US FOR CQC REGISTRATION SUPPORT

Industry Knowledge and Expertise

We have years of experience managing care and support services and understand the needs of providers and managers. We hold an extensive range of qualifications in health and social care, care management and training.

Our excellent working knowledge of CQC regulations and legislation relating to social care enables us to support our customers to register and achieve compliance. Providing high standards and safe care is important to us and we support providers to achieve these standards.

Bespoke Service

We don't believe in a 'one size fits all' approach to registration and we don't use pre-prepared documents to register new providers.

We find out about your business, your values and your vision for your service. We use this information to provide a bespoke Business Plan, Statement of Purpose, Provider Application and Registered Manager Application.

We do not use associate consultants to work with our customers. All our registration support services are delivered by Mark and Tracey and our customers value the continuity of service provided.

Quality Service

We have supported many providers and managers with their registration and to manage their service.

We have received excellent feedback from our customers about the services and support we have provided. Many of our new customers come from referrals and recommendations from existing customers. We also have many returning customers.



WHAT IS DOMICILIARY CARE?

Domiciliary Care, or Home Care as it is also known, is the care provided in a person's home to allow them to live independently.

Domiciliary care can be provided as:

A regular visiting service where carers will visit people in their own homes to support them. For example some people may need a one hour call once a day, other people may need a one hour call four times a day. People's needs will be different and will be assessed as part of the care provider's initial assessment.

A 'live in' service where a carer will live in the client's home with them to provide support and companionship. For example two carers may be allocated to support a client and will each work two weeks on and two weeks off with the client.

People who use domiciliary care include: Tasks that domiciliary care staff provide support with include:

- Older People
- People with Learning Disabilities
- People with Autism
- People with Physical Disabilities
- People Living with Dementia
- People with Mental Health Conditions

- Supporting people to get up & go to bed
- Washing, bathing & showering
- Dressing & undressing
- Taking medication
- Preparing meals
- Shopping, housework & laundry
- Attending appointments
- Going on holiday & social activities
- Companionship
- End of Life Care
- Respite Care

WHAT'S INCLUDED?

Our Domiciliary Care Service Start Up Package Includes:

- Two Hour Zoom call prior to your first support days to discuss the Registration Process
- Two Days Registration Consultancy Support
- One Day Follow Up remote Consultancy prior to your Registration Interview
- Two Hour Zoom session to prepare for your Registration Interview

- Statement of Purpose Completed
- Business Plan Completed
- Curriculum Vitae Reviewed
- Provider Application Completed
- Registered Manager Application Completed
- Policies required for Registration
- Documents required for Registration
- Marketing Plan
- Recruitment Plan
- Business Name Support
- Logo Review and Design
- Service Leaflet designed and 500 printed leaflets provided
- Business Stationery Design
- Support to set up Social Media Accounts
- Full Domiciliary Care Document Package
- Full Domiciliary Care Policies and Procedures Package
- Telephone Support for first 12 months



Supporting you on
your journey to CQC
Registration

One Place on the following Remote Workshops:

- Nominated Individuals Workshop*
- CQC Compliance for Managers Workshop*
- Safeguarding Adults for Care Managers*
- Quality Audits for CQC Compliance*

(*Subject to availability)

TWO HOUR ZOOM CALL PRIOR TO YOUR FIRST CONSULTANCY DAYS TO DISCUSS THE REGISTRATION PROCESS

This allows us to meet each other and to discuss your business, your progress to date and the plans for your service.

If you have not yet chosen a business name or logo we will discuss this and advise you. We can support you with logo design if you wish.

We will discuss the progress of your CQC countersigned Disclosure and Barring Service (DBS) Application.

We will discuss your Business Plan ideas and will leave you with a business planning tool to complete in preparation for our first consultancy day.

We will provide you with CQC Key Questions and Fundamental Standards Information so that you have time to review this prior to the consultancy support days.

We will also arrange for you to send us the Curriculum Vitae of the Nominated Individual/Directors and Registered Manager so we can review these and provide feedback prior to completing the Application Forms.

We will ask you about your staffing and organisation structure to enable us to prepare this documentation for your registration.

We will discuss the training requirements for Registered Managers and advise you of what you need to do to meet the registration requirements.

We will advise you about what else you need to do to prepare such as getting your Financial Viability Statement completed and an insurance quote.

We will also answer any questions you may have about the registration process and setting up your business.

TWO DAYS REGISTRATION CONSULTANCY SUPPORT



Supporting you on
your journey to CQC
Registration

These two days of consultancy support are provided remotely via Zoom.

During these two days we will:

- Complete a bespoke Business Plan
- Complete a bespoke Statement of Purpose
- Complete the Provider Application
- Complete the Registered Manager Application
- Provide the Policies and Procedures required for registration
- Complete the Supporting Documentation required for registration
- Provide the Training Matrix Template
- Give you an overview of the CQC Key Questions and Fundamental Standards
- Discuss leaflet designs with you

You will be able to submit your CQC application at the end of the second day, or you can submit it a later date if you wish.

One Day Follow Up Remote Consultancy prior to your Registration Interview

We will provide a third day of consultancy support 4-6 weeks after your CQC application has been submitted.

During this consultancy day we will provide support with:

- Developing a Marketing Plan to attract clients.
- Developing a Staff Recruitment Plan.
- Setting Up Your Office/Systems.
- Setting Up Social Media Accounts.

During this consultancy day we will provide you with:

- A full Domiciliary Care Policies and Procedures Package. We will provide you with electronic copies of these which you can edit.
- A full Care Documents Package that you will need to operate your service. We will provide you with electronic copies of these.
- 500 printed leaflets to market your service.
- Electronic copies of your business letter head and compliment slips.

Two Hour Remote Zoom Session to Prepare for your CQC Registration Interview

We will complete a remote session with the Nominated Individual and Registered Manager to help you to prepare for the CQC Registration Interview.

We do not provide ready prepared questions and answers; instead we will cover areas bespoke to what you will do at your service.

Documentation and Application Completion

Statement of Purpose Completed

We will discuss your service with you and complete a bespoke Statement of Purpose during the two initial days of consultancy support.

The Statement of Purpose will reflect your service and will include your company values and the aims and objectives of what you want to achieve.

Business Plan Completed

Your Business Plan will be just that – YOUR Business Plan! A good Business Plan should not be a pre-prepared copy of a Business Plan that has been used for many other businesses with just the name changed.

It is important to us that we get to know about your business and the service that you will provide to enable us to produce a Business Plan that reflects your business.

Curriculum Vitae Reviewed

We will review the Curriculum Vitae for the Nominated Individual/Provider and Registered Manager and will support you to enhance these if required.

Provider Application Completed

On the second day of consultancy support we will complete your Provider Application making it bespoke to your service.

Again we do not use pre-prepared off the shelf application forms; we want your application to reflect your service so we provide a bespoke application to reflect this.

Registered Manager Application Completed

On the second day of consultancy support we will also complete your Registered Manager Application. We will use the information provided about your service and the Manager to provide a bespoke application.

Policies and Procedures For CQC Registration

We will provide you with the Policies and Procedures that you need to submit with your CQC Registration.

Documents Required for Registration

We will support you to complete the following documentation that you need to register:

- Business Plan
- Statement of Purpose
- Provider Application Form
- Registered Manager Application Form
- Registered Manager and Nominated Individual's Curriculum Vitae
- Care Plan Template
- Training Matrix

As well as any other documents requested by CQC to support your registration application.

All Policies and Documents are customised with your logo and business name

What else is included?

Marketing Plan

Effective marketing is key to attract clients and get your business operational as soon as possible.

We will develop a Marketing Plan with you to enable you to start marketing your service and making connections with the right people so you are ready to welcome clients as soon as you get your registration.

Recruitment Plan

Having the right staff in place is essential. Your care staff are representing you when they are working with your clients so it is important that they reflect your business values and are great ambassadors for you. Get the wrong staff and very quickly your business reputation can be damaged and you can lose clients.

We will develop a Recruitment Plan with you to enable you to do targeted recruitment to attract the best staff for your service.

Business Name

Choosing the right name for your business is important. You need a name that will identify what you do and will assist with your marketing long term.

If you have not yet chosen a name for your service we can support you with this and discuss ideas.

Logo Review and Design

Your logo is also important as you need one that reflects your brand and looks professional. A poor logo can damage your business and put off potential customers. We have seen many bad logos for domiciliary care services!

We can advise you on your logo and can help you to design this if you haven't already done one.

WHAT ELSE IS INCLUDED?

Service Leaflet Designed



We will provide you with 500 A5 leaflets.

We will design a leaflet with you that will reflect your service and effectively market your service.

You will receive the electronic version of the leaflet which you can use to get more printed when you need more.

Business Stationery Design

We will design and supply you with electronic versions of a Letter Head and a Compliment Slip.

These will include your Logo and will reflect your business brand.

Support to set up Social Media Accounts

Social Media is a fantastic tool for promoting your business, attracting clients and recruiting your team.

Your Social Media accounts should reflect your brand.

We will support you to set up the following accounts:

- LinkedIn
- Facebook
- Twitter
- Instagram



Policies and Procedures

During our follow up consultancy support day we will provide you with a full set of Domiciliary Care Policies and Procedures.

You will also have access to Policies and Procedures via our on-line members area. 12 months access is included in this package.

All Policies and Procedures are branded with your business logo and with your business name.

All the Policies and Procedures reflect current legislation and good practice guidance and all have issue dates and review dates.

Care Document Package

During our follow up consultancy support day we will provide you with a full set of documentation that you need to manage your service.

Documentation is provided for:

- Care Management
- Health and Safety
- Medication
- Quality Assurance Audits
- Staff Management
- Staff Recruitment

You will also receive a range of files ready to use at your service. These include:

- Safeguarding Register
- Whistle Blowing Register
- Complaints Register
- Medication Error Register
- Compliments Register
- Lessons Learned Register
- CQC Notifications Register

Telephone Support for 12 Months after Registration

Having considerable experience in the care sector we understand the issues facing care providers so we want to continue to support you during those crucial first months of running your business.

We will provide a one hour monthly telephone support call to offer advice and guidance.

This can be in relation to issues such as completing documentation, compliance or staffing issues.

One Place on our Remote Workshops

We will provide you with one place on the following day workshops:

- Nominated Individuals Workshop
- CQC Compliance for Managers Workshop
- Safeguarding Adults for Care Managers
- Quality Audits for CQC Compliance

Additional places can be booked at an extra cost.

Other Support Included

We can advise and support you with:

- Companies House Registration
- Information Commissioner's Office (ICO) Registration
- Registering as an Employer
- Trade Mark Registration
- Disability Confident Registration
- Business Directory Registrations

Any other information requested by the Care Quality Commission in relation to your registration application



Frequently Asked Questions

How long does it take to get registered with the Care Quality Commission?

It can take up to 4 months from when you submit your application to get registered. We recommend you use this time to work on your business and prepare well for your registration interview with CQC. As part of the support we provide we will advise you about what you need to be working on.

Do I have to have an interview with CQC to Register?

Yes you do. Registering with the CQC is much more than simply applying for a licence to provide care services. Care providers need to demonstrate that they can provide services that are safe and high quality so the registration process is robust and comprehensive.

Am I guaranteed to get registered with CQC?

No, not all applications will be successful. This could be for a variety of reasons, for example not providing the right documentation or not being successful during the interview. We will support you and advise you throughout the process to ensure you have a good application and are well prepared for your registration interview.

Have you supported others to register?

Yes we have. We have supported many people to successfully register as new care providers. We regularly support new Registered Managers with their registration. Some people have come to us for support to register after being unsuccessful when they have applied previously.

Does the Registered Manager need to have completed care training to register?

Yes. CQC require evidence of relevant skills, experience and qualifications to be submitted with the application. If the person registering as the Manager does not have this the application may be rejected. We will discuss your Registered Managers experience and qualifications at the start of the process.



Frequently Asked Questions

How quickly can we start the registration process?

During the initial contact we have with you we will discuss what you have done so far, for example it can take up to 8 weeks to get your CQC countersigned DBS certificate which you will need for your application, so we would recommend that we start supporting you once you have applied for or received this. We will arrange dates to help you with your registration; some services want to register quickly, others want to work at a slower pace, we are adaptable to meet the needs of customers.

Do you cover the whole of England?

Yes we do. We work with you remotely via Zoom.

Are your services confidential as I don't want others to know I am having help to register?


Yes we respect our customer's confidentiality. We never disclose who we are supporting.

Do you help getting staff?

Recruitment and retention can be challenging for care providers. As part of the start-up support we provide we will help you to prepare a Recruitment Plan. We will also provide Job Descriptions.

I don't know what to charge people for care. Can you help me to set prices?

Yes we will discuss this with you as part of the business planning process. This will be done on the first day we work with you.



Frequently Asked Questions

Do you help getting clients?

We will support you with marketing and develop a Marketing Plan. We understand how difficult it can be to attract clients when you are a new care service so we support you to market your service to attract a range of private clients.

Am I guaranteed to get a Local Authority Contract to provide care?

No! A lot of providers may never get a contract but still run successful care businesses. Many Local Authorities want providers to have been inspected and have achieved a 'good' rating before they can apply for contracts so new services should focus on providing services to private clients. We will support you with marketing as part of the start-up package.

Can you help me to prepare for my CQC Inspection?

Yes, we always say that getting registered is the easy part! We want services to provide high standards of care from the start which is why we focus on care quality during the support we give to services registering. We also provide ongoing telephone support to see how you are getting on. If you need additional support after this we provide a range of additional services including Mock Inspections.

Is it easy to manage a Domiciliary Care Service?

No, running any new business is challenging. Managing Care Services is not an easy job and requires commitment, hard work and the passion to drive the business forward and make a real difference to the people you care for. As part of the start-up package we will share our expertise and provide you with the tools to provide great services for people.

I want you to support me to register and start my Domiciliary Care business. What do I do now?

Contact us by telephone on **01772 305215** or email us at info@paisleytrainingandconsultancy.com



Paisley Training
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