

A Guide to Launching a Care at Home Service



Welcome

Setting up a new business is often a daunting task. There are many things to consider and pitfalls to avoid. Launching a Care at Home business has the added burden of ensuring that you are successfully registered with the Care Inspectorate. Turning your dream into reality requires many things; you need to know where to begin, an organised approach and a thorough understanding of the marketplace in which you will be operating.

Statistics from the [King's Fund](#) show that in 2019/20 838,530 adults received funded long-term social care, primarily in care homes or their own homes. These are substantial figures and are indicative of how important the care at home market is in the delivery of care.

To get started it is essential to have the right policies and procedures in place to ensure that you successfully register with the regulator and can pass future inspections. This applies to registration with the Care Inspectorate in Scotland, Care Inspectorate Wales, and the CQC in England. Quality Compliance Systems is here to help you with this essential element of launching your care at home/domiciliary care business. The following pages provide advice and guidance on the other start-up elements you need to consider.

Registration

First things first, before you offer any care services in Scotland, you need to register with the Care Inspectorate. It is a legal requirement under the Public Services Reform (Scotland) Act 2010 to register your organisation and the individual who will be your Registered Manager. This may be you if you have the relevant qualifications and are not employing or entering partnership with someone who is to fulfil those requirements.

QCS provides advice and guidance about successfully registering in Scotland, as well as providing accompanying policies and procedures that are required. To begin your registration in Scotland, visit the following webpage: <https://www.careinspectorate.com/index.php/registercare>

Before registering you need to consider whether you have the relevant qualifications and experience to provide homecare, whether you have experience and understanding of relevant legislation including:

Public Services Reform
(Scotland) Act 2010

Social Care and Social Work
Improvement Scotland
(Registration) Regulations
2011

Social Care and Social Work
Improvement Scotland
(Applications) Order

Social Care and Social Work
Improvement Scotland
(Requirements for Care Services)
Regulations 2011

Health and Social Care
Standards



And, whether you truly are committed to the vocation of providing excellent standards of care that respect and enrich the lives of those to whom you provide services. It's an important consideration and one which the Care Inspectorate will ascertain through your registration and delivery of services. Here are the key elements of registration in which you need to concentrate.

Further information can also be found here:

https://www.careinspectorate.com/images/documents/6197/Applying_registration_applicant-guidance_july21-web.pdf

https://www.careinspectorate.com/images/Online_registration_application_form_-_user_guide.pdf

1

References - You will need to provide the following information:

Details of employment
history

GP name and contact
details

Last employer's name and
contact details

Declaration of medical
fitness

Where it is a partnership, the same information should be supplied for all partners.

2

Financial Viability - You will need to have the financial resources to provide the services you are applying for and need to provide assurance of your financial position to the Care Inspectorate. A statement letter from a financial specialist, such as a registered accountant, should be submitted with the application.

3

Fill in the right registration form. The forms vary according to whether you intend to supply services as an organisation, a partnership or as an individual.

- 4 Fill in the Registered Manager application.
- 5 You must have a Statement of Purpose in place. This is quite information-rich so to ensure nothing is omitted, QCS provides you with a template which you can adapt to your needs. Much information needs to be included within the Statement of Purpose, including but not limited to:

Details of the services
provided

Contact details

The provider's aims and
objectives

- 6 Once received, the Care Inspectorate will check the application is complete and that the basic supporting information and all the relevant fitness declarations etc. have been provided. You will be contacted to identify any areas outstanding and to provide you with additional documentation relating to the standard fitness checks as appropriate to the applicant entity type e.g. health and social work declarations; Disclosure Scotland checks etc. You need to apply for a Care Inspectorate countersigned Disclosure Scotland (Protection of Vulnerable Groups) check. Known as a PVG check, the PVG ensures that you can lawfully work with vulnerable adults.

Note - it is important that you do not apply directly to Disclosure Scotland for PVG Scheme membership or to undertake checks yourself.

The PVG check needs to be carried out for the following:

Individuals registering to
provide a care service

All partners (if there are any)



Qualifications and Training

All care professionals must satisfy the Scottish Social Services Council's (SSSC) requirement that care providers show that they are complying with the relevant regulations covering staff competence and training. This means that all care staff must be registered with SSSC and either have or are working towards the relevant qualification commensurate with their role.

Qualifications required for the various roles can be found [here](#).

Registered Manager

There are two parts to manager qualification requirements. You must have a practice and a management qualification. The main qualifications are below.

Qualifications:

Practice

SVQ Social Services and Healthcare SCQF Level 9

Management

Any award in management that is certificated at or above SCQF Level 9* (min 60 credits) and mapped against the National Occupational Standards:
Leadership and Management for Care Services SCQF 10

SVQ Care Services Leadership and Management SCQF Level 10

It is your responsibility to ensure that the manager is a PVG Scheme member. You should also ensure that the individual is registered with the SSSC or other professional body, as appropriate.

When sourcing a Registered Manager, you must make certain that they have the relevant skills and experience before a care service is provided. This is a critical role within your establishment and one which will be scrutinised by the regulator from the registration stage.

If the Registered Manager does not have the Level 9 qualification, then he/she ought to register with the SSSC and embark on the relevant qualification within the stated timeframe. Qualifications which are valid in satisfying the SSSC's requirements are listed [here](#).

Ensure that proof of all qualifications upon preparing your official registration with the Care Inspectorate is supplied.

Funding



Establishing an adequate cash-flow is one of the most significant challenges for start-up businesses. Winning tenders is likely to be a significant element in securing the income you need and understanding the essentials of the process is one of the keys to success.

Once a tender has been advertised, say by a Local Authority, you need to register your expression of interest with the tendering body. Following this, a Pre-Qualification Questionnaire (PQQ) is sent out to you with a deadline for completion and return. The shortlist of providers is drawn from the submitted PQQs. Having successfully made the shortlist you are then able to officially tender to provide the service(s).

The structure of the PQQ may vary from one tendering body to another and may include, but is not limited to:



It may take time to establish that you have enough history to successfully win a tender contract for the provision of care services, so finding income from independent paying clients is often crucial. Effective marketing can help enormously, but so does having a prudent cash-flow policy and start-up fund.



Employing Staff

Running a care at home service is a very challenging undertaking. The logistics of providing care in multiple locations requires the recruitment of suitably qualified, trustworthy staff. When sourcing suitable candidates, you need to be certain about the qualifications and experience that are required. We have a qualifications page which gives you essential guidance on this. You also need to think about background checks via PVG where appropriate, where to advertise, which agency to use and how an interview must be conducted. Following guidance [Safer Recruitment through Better Recruitment](#).



The QCS Management System contains a comprehensive Human Resources section and includes an accompanying folder. This provides you with policies and procedures covering everything from absence, sickness, contracts, employee handbooks, equality and disability and job descriptions, through to performance and discipline, recruitment, training, and induction. Our aim here is to provide you with solid support, enhanced by our HR partners and expert contributors, Napthens Solicitors.

Checklist

Registration with the Care
Inspectorate: Both your agency and
the Registered Manager

Setting up your business:
Sole trader; Limited Company;
Partnerships

Insurance

Tendering

Recruitment, induction,
and training

Marketing

Pay and VAT

Disclosure Scotland

Company
Registration

Funding – tendering, direct
payments, cashflow

