



Quality
Care Group

Total business solutions
for the care sector

Checklist for setting up a new Domiciliary Care Business

Section	Item	Status
1.	A	✓
	B	✓
	C	✓
	D	✓
2.	A	✓
	B	
	C	✓
	D	✓
3.	A	
	B	✓
	C	
	D	✓
4.	A	
	B	✓
	C	✓
	D	
5.	A	✓
	B	✓
	C	✓
	D	✓
6.	A	
	B	✓
	C	✓
	D	✓

At Quality Care Group, we are dedicated to empowering domiciliary care providers with the expertise, support, and protection they need to deliver outstanding care.

We provide specialist insurance and business solutions tailored to the unique needs of care providers, ensuring comprehensive coverage and peace of mind. Our goal is to equip care businesses with the protection and resources necessary to thrive in an evolving care landscape.

New Domiciliary Care Business Checklist

1.

Business Planning & Legal Structure

- ☐ Define your business model and services (e.g., elderly care, disability support, live-in care, etc.)
- ☐ Choose a business name and register with Companies House (if applicable)
- ☐ Develop a detailed business plan, including financial projections and marketing strategies
- ☐ Open a dedicated business bank account
- ☐ Register for VAT (if applicable) and with HMRC for PAYE (if employing staff)

2.

CQC Registration & Compliance

- ☐ Identify the nominated individual and registered manager for CQC compliance
- ☐ Register your service with the Care Quality Commission (CQC)
- ☐ Prepare and submit policies and procedures in line with CQC's Key Lines of Enquiry (KLOEs)
- ☐ Ensure compliance with the Health and Social Care Act 2008
- ☐ Develop a Statement of Purpose outlining your services, aims, and objectives
- ☐ Implement a quality assurance system to monitor and improve services

New Domiciliary Care Business Checklist

3.

Insurance & Risk Management

- ☐ Obtain appropriate **domiciliary care insurance**, including:
 - 🕒 Employers' liability insurance (legal requirement if hiring staff)
 - 🕒 Public liability insurance
 - 🕒 Professional indemnity insurance
 - 🕒 Medical malpractice cover (if providing clinical services)
 - 🕒 Business interruption insurance
 - 🕒 **Cyber liability insurance** (for data protection)
- ☐ Conduct risk assessments for staff, clients, and business premises

4.

Staffing & Training

- ☐ Recruit and vet staff (DBS checks, right to work, references)
- ☐ Provide mandatory training (e.g., safeguarding, moving and handling, infection control)
- ☐ Develop a staff induction and ongoing training programme
- ☐ Implement HR policies, including contracts, grievance, and disciplinary procedures

New Domiciliary Care Business Checklist

5.

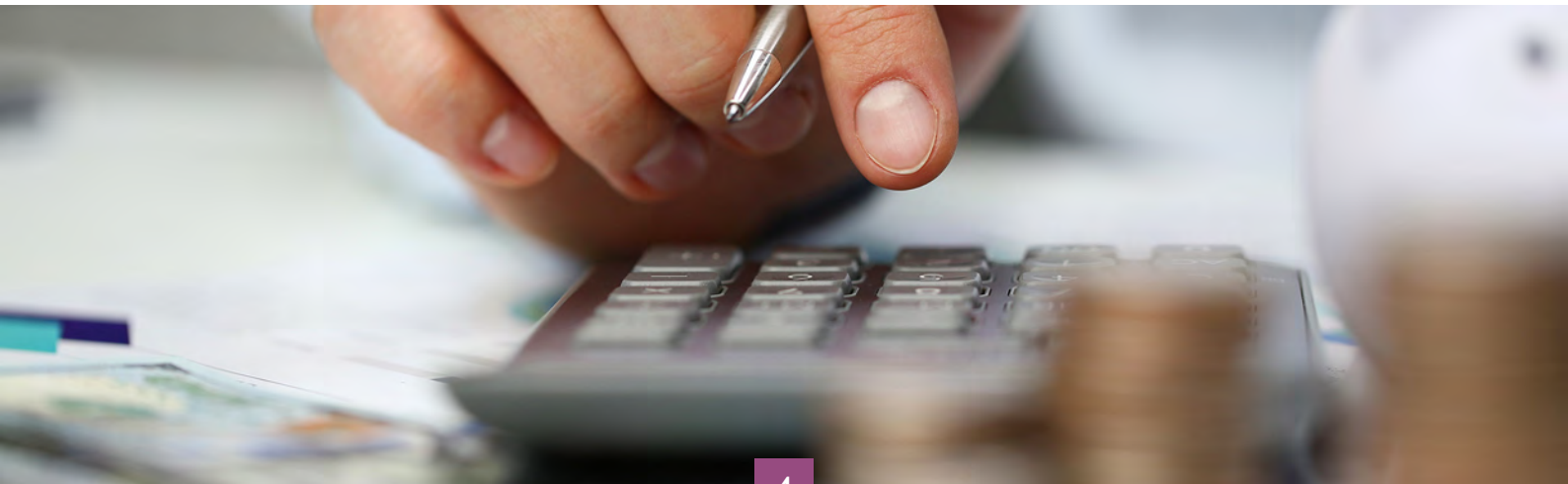
Policies & Procedures

- ☐ Create key policies, including:
 - 🕒 Safeguarding and whistleblowing
 - 🕒 Medication management
 - 🕒 Infection prevention and control
 - 🕒 Complaints and incident reporting
 - 🕒 GDPR and data protection

6.

Finance & Funding

- ☐ Secure initial **funding** (loans, grants, investors if needed)
- ☐ Set up payroll and pension schemes for employees
- ☐ Implement **accounting** and invoicing systems



New Domiciliary Care Business Checklist

7.

IT & Care Management Systems

- ☐ Choose a care management software for scheduling, record-keeping, and compliance
- ☐ Ensure data security and compliance with GDPR

8.

Marketing & Business Development

- ☐ Develop a website and online presence
- ☐ Register with local authorities for potential contracts
- ☐ Network with social workers, hospitals, and community organisations

9.

Client Onboarding & Service Delivery

- ☐ Develop a client assessment and care planning process
- ☐ Establish a complaints and feedback system
- ☐ Maintain up-to-date records for each service user

New Domiciliary Care Business Checklist

Get the support you need today

When setting up a new domiciliary care service, Quality Care Group is here to help. From ensuring you have the right insurance and risk management solutions in place to providing expert business guidance, our team is ready to support you every step of the way.

Request support NOW - click here...



**Quality
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Quality Care Group is a trading name of Quality Care Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority (FCA) under firm reference number 501676.

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