PODPLAN

Find care services and read CQC reports

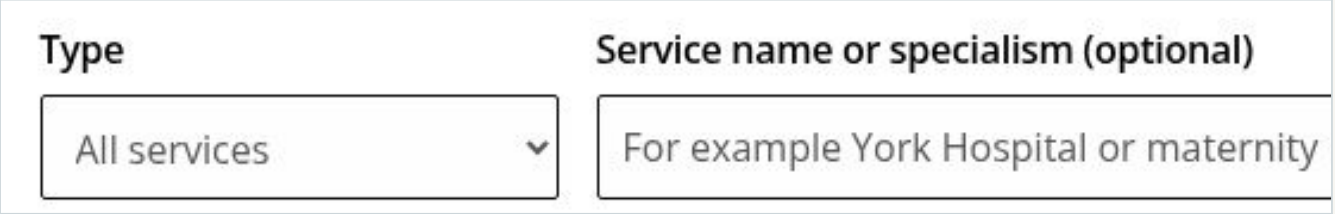
A practical guide for England

The Care Quality Commission (CQC) regulates health and adult social care in England. Its website can help you check a care home or homecare agency and read published findings.

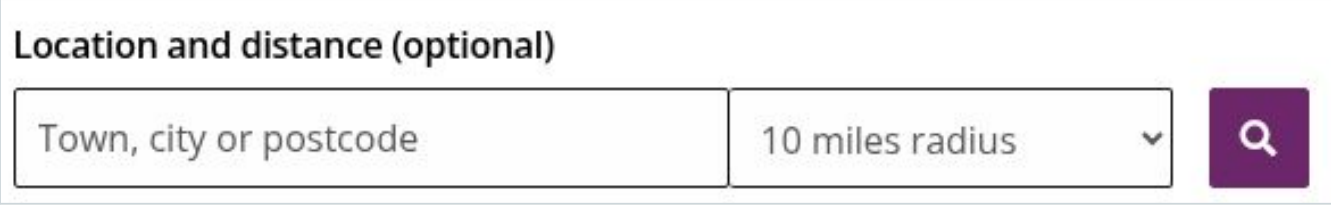
Start here: cqc.org.uk/care-services

1. Search for the care you need

Under **Type**, choose **Care homes** or **Homecare agencies**. If you know the service, enter its name. Otherwise, use a town, city or postcode and choose a search radius.



Choose the service type. The name or specialism field is optional.



Enter a location if useful, choose a radius, then select the purple search button.

2. Narrow the results

Use the available filters to refine your list, then open the service name or **Full details**. Check the address and provider, especially where several services have similar names.

For homecare, the listed address is usually the agency office. A search radius does not tell you where its carers travel. Ask whether it covers your postcode and has availability.

© 2026 Lumen Later Life Living Pty Ltd. All rights reserved.

Find the report behind the rating

3. Check the service details

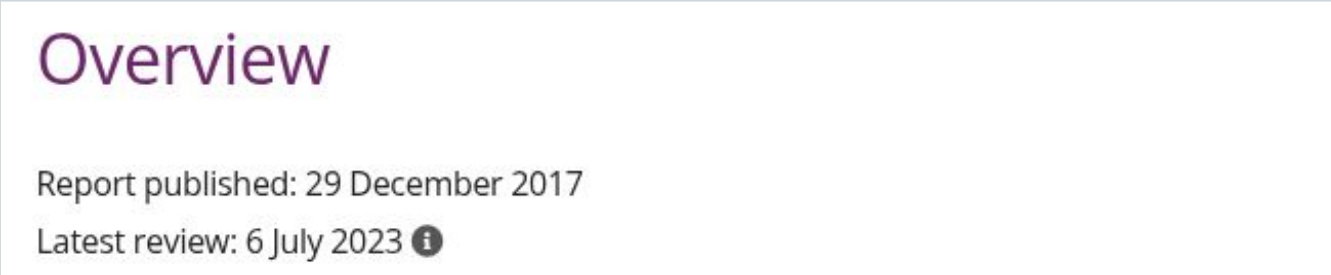
- Match the service name, address and provider to the service you are considering.
- Check the listed specialisms and registration details. Ask the provider to confirm it can meet your particular needs.
- Look for an active service record. An archived record may relate to an earlier provider or registration.

4. Open the latest findings

Start with the **Overview** and the latest inspection or assessment summary. Use **All inspection reports and timeline** for earlier findings and report downloads. Labels can differ between older and newer reports.



Use the service page links to open the summary or inspection history.



Example: report and review dates differ. Source: The Dexters Limited on CQC, captured 17 November 2026.

Check the actual inspection or assessment date. A report publication date or a later review of information is not necessarily the date of a new inspection. Open the report or timeline to understand what was checked and when.

© 2026 Lumen Later Life Living Pty Ltd. All rights reserved.

Use the findings to ask better questions

CQC uses four rating levels. Read the detail as well as any overall rating, including the findings on whether care is safe, effective, caring, responsive and well-led.

Outstanding	Exceptionally strong performance.
Good	Meeting CQC's expectations.
Requires improvement	Changes are needed.
Inadequate	Serious concerns; check the action described.

Some services have no rating yet, and some services are rated separately rather than given one combined rating. No rating is not the same as a poor rating.

Before you choose

- Read strengths, concerns and any required action. Ask what has changed since the report and how improvements have been checked.
- Look at earlier reports for repeated concerns. Do not compare providers on a headline rating alone.
- Visit a care home, or speak to the homecare manager. Confirm suitability, availability, fees and the care you would actually receive.

Official links

CQC: find care services

CQC: ratings and scores

CQC example profile used in this guide

Need a hand? Contact PodSupport for help finding the right guidance or working through these steps.

Website screens and instructions checked on **17 November 2026**. Layouts and published findings may change. Service examples explain the website; they are not recommendations.

© 2026 Lumen Later Life Living Pty Ltd. All rights reserved.