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# Notifications

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**Date:** March 2017  
**Review date:** April 2018

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If you would like to comment on this Standard [click here](#)

### Regulatory requirements

**CQC (Registration) Regulations 2009 (Part 4):** Regulations 12, 14, 15, 16, 17, 18, 22A

#### Action CQC may take:

A breach of these Regulations i.e. not making Notifications or not making them within the required timescales may be prosecuted without a Warning Notice

## Appendices

**Appendix 1:** CQC's definition of serious injuries

**[Link to: Appendix 1: CQC's definition of serious injuries](#)**

**Appendix 2:** Events which prevent or may prevent the service providers ability to continue to provide support and when a Notification to CQC is required

**[Link to: Appendix 2: Events which prevent or may prevent the service providers ability to continue to provide support](#)**

**Appendix 3:** CQC notifiable incidents – medication errors. This gives CQC's definition of when a CQC Notification about a medication error is required

**[Link to: Appendix 3: CQC Notifiable Incidents – Medication Errors](#)**

# Notifications

## Why have this Standard?

So that Registered Managers and others who have this responsibility know when they have to make Notifications to CQC (and Supporting People).

## This Standard tells you

- what CQC must be notified about
- who should do this
- how to complete a Notification
- the timescales for making Notifications
- the form to use
- who else is responsible for making Notifications

Registered Managers are responsible for making certain Notifications (see the Table below). If you, as Registered Manager, delegate this responsibility, you **MUST** have a written protocol for this which you have agreed with your line manager.

CQC will cross reference the Notifications they have had from you with information they have received or may be held by other agencies. If they discover that you have not notified them of referrals that you have made to Safeguarding Adults or incidents where the Police have been involved, your service will be no better than 'Requires Improvement' for the Key Question: Well Led at your next Inspection.

You must notify other relevant individuals and organisations.

**If you need advice on making a Notification please contact Amanda Baber  
Direct Dial 0117 906 1750  
amanda.baber@hft.org.uk**

**Any notifications you make to CQC must be copied to your line manager and Amanda Baber. Amanda holds these on behalf of Hilary Crowhurst who is the Nominated Individual for CQC Registration purposes.**

### Information you need to complete a CQC Notification

Provider: HF Trust Limited

CQC Provider Number: 1-102643104

Regulated Activity:

For '**residential care**' you should enter: **Accommodation for persons who require nursing or personal care**

For **Domiciliary Care Services** (and Supported Living) you should enter: **Personal Care**

Notifications to the Care Quality Commission **must not include names or other details that could identify an individual**. You should use the person's National Insurance Number **without the letters** and keep a record of this code on SPARS.

If you need to create an identifier code for staff you should use their payroll number. Be careful not to use names as you save the document.

In the top right corner is space for your reference. As Registered Manager you should decide how you reference this. You can use this code when you send email updates to CQC.

You should use the correct CQC Notification form.

**The link to each Notification is provided in the right hand column in the table below.**

A Serious Injury Notification is **not** required for an admission to hospital unless the reason for admission meets the criteria stated in CQC's definition of serious injuries.

**[Link to: Appendix 1: CQC's Definition of Serious Injuries](#)**

<u>What to notify</u>	<u>Timescale</u>	<u>Who should do this</u>	<u>Form</u>
<p><b><u>Changes to Statement of Purpose</u></b></p> <p><u>Regulation 12</u></p>	<p><b><u>Within 28 days</u></b></p> <p>The new or changed parts of the statement must be easily identified</p> <p>This refers to the organisation's Statement of Purpose</p>	<p>Amanda Baber on behalf of Hilary Crowhurst</p>	<p><b><u>Change to a Statement of Purpose</u></b></p>
<p><b><u>Absences of Registered Person (and returns from an absence) of 28 days or more</u></b></p> <p><u>Regulation 14</u></p>	<p><b>When a Registered Person has a planned absence of 28 days or more you must send a notification <u>28 days before the absence begins</u>. Shorter timescales can be agreed with CQC—you should contact CQC to discuss this.</b></p> <p>Where an absence is caused by an <b><u>emergency</u></b>, you must submit the notification <b><u>within five working days of the start of the absence</u></b></p> <p>Where a required absence notification has not already been submitted, it must be sent <b><u>within seven working days</u></b></p>	<p>Regional Manager but submitted by Amanda Baber</p>	<p>Absence of a registered person for 28 or more days</p>
	<p>When you are not sure how long an absence will last, there is a space on the form to propose a date by when-if the absent person has not returned to work-a new manager will be appointed and will apply for registration.</p>		

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	<b>Returns to work from an absence</b> must be notified <b><u>within seven days</u></b>	Registered Manager	Return of a registered person from an absence of 28 or more days										
<p><b><u>Changes to provider</u></b></p> <p><u>Regulation 15</u></p>	<p>Notification of these changes must be submitted <b><u>as soon as reasonably practicable</u></b> and <b><u>in advance of the change, unless this is not possible</u></b></p> <p>You can also use this form to notify CQC about changes that are not covered by the notifications regulations:</p> <p>You must fill in section 1 in all cases, and then use the following sections of the form as needed to notify:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Section</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Changes of provider for an activity</td> </tr> <tr> <td>3</td> <td>Changes of registered manager for an activity</td> </tr> <tr> <td>4</td> <td>Changes to a registered individuals name</td> </tr> <tr> <td>6</td> <td>Changes to an organisation's name or address</td> </tr> </tbody> </table>	Section	Change	2	Changes of provider for an activity	3	Changes of registered manager for an activity	4	Changes to a registered individuals name	6	Changes to an organisation's name or address	Amanda Baber on behalf of Hilary Crowhurst	Changes to a provider's or manager's registered details
Section	Change												
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	<table border="1" style="width: 100%;"> <tbody> <tr> <td>7</td> <td>To notify the appointment of a new nominated individual</td> </tr> <tr> <td>8</td> <td>Changes to an organisation's officers or directors</td> </tr> <tr> <td>9</td> <td>Changes of main contact email address and telephone number</td> </tr> <tr> <td>10</td> <td>The appointment of a trustee in bankruptcy, receiver or liquidator</td> </tr> </tbody> </table>	7	To notify the appointment of a new nominated individual	8	Changes to an organisation's officers or directors	9	Changes of main contact email address and telephone number	10	The appointment of a trustee in bankruptcy, receiver or liquidator				
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<p><b><u>Death of a person who uses the service</u></b></p> <p><u>Regulation 16</u></p>	<p>You must notify CQC <b><u>without delay.</u></b></p> <p><b><u>NB.</u></b> If the person was subject to a DoL you <b><u>must</u></b> also notify the Coroner and the Supervisory body (or Court of Protection).</p> <p><b>YOU MUST CHECK WHETHER A DEATH REQUIRES YOU TO FOLLOW THE DUTY OF CANDOUR PROCESS</b></p>	Registered Manager	Death of a person using the service										

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<p><b><u>Death or unauthorised absence of a person detained or liable to be detained under the Mental Health Act</u></b></p> <p>Regulation 17</p>	<p>This is a notification that you are very unlikely to make. You must notify <b><u>without delay</u></b>.</p> <p>There are 2 separate forms for these notifications</p>	<p>Registered Manager</p>	<p>Mental Health Act notification: Absent without leave (AWOL)</p> <p>Mental Health Act notification: Death notification</p>
<p><b><u>Other incidents</u></b></p> <p>Regulation 18</p>	<p><b>You must notify CQC WITHOUT DELAY about a variety of other incidents. There are separate standard forms for each kind of incident or event.</b></p>	<p>Registered Manager</p>	
	<p><b>Injury</b> You must notify <b><u>without delay</u></b> any injury described in Appendix 1</p> <p>Link to Appendix 1: CQC's definition of injury</p> <p><b>YOU MUST CHECK WHETHER THE INJURY REQUIRES YOU TO FOLLOW THE DUTY OF CANDOUR PROCESS</b></p>	<p>Registered Manager</p>	<p>Serious injury to a person who uses the service</p>
	<p><b>Deprivation of liberty applications and their outcomes</b> You must notify <b><u>without delay</u></b> the outcome of an application you make to a supervisory body to deprive a person of their liberty under the Mental Capacity Act 2005</p>	<p>Registered Manager</p>	<p>Application to deprive a person of their liberty and its outcome</p>
	<p><b>Any abuse or allegation of abuse</b> You must notify <b><u>without delay</u></b> about abuse or alleged abuse involving a person(s) using your service, whether the person(s) are the victim(s), the abuser(s), or both. <a href="#">Link to: Safeguarding Adults Appendix 1 Recognising Abuse</a></p> <p>You <b>must</b> also alert the relevant local Safeguarding authority for children or adults <b><u>without delay</u></b></p>	<p>Registered Manager</p>	<p>Abuse or allegations of abuse concerning a person who uses the service</p>
	<p><b>Any incident reported to or investigated by the Police</b> You must notify <b><u>without delay</u></b> any incident related to your regulated activity that is reported to or investigated by the police.</p>	<p>Registered Manager</p>	<p>Incidents reported to or investigated by the police</p>

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	<p><b>Events that stop or may stop the registered person from running the service safely and properly</b> For CQC's definitions of this see Appendix 2</p> <p>Link to Appendix 2: CQC's definitions of events which prevent or may prevent the service providers ability to continue to provide support</p>	Registered Manager	Events that stop the service running safely and properly
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Registered Managers are responsible for updating Notifications by email e.g. the outcome of a Safeguarding referral.

### Where to send the forms:

Send as an email attachment to [HSCA\\_notifications@cqc.org.uk](mailto:HSCA_notifications@cqc.org.uk)