

Homecare Compliance Health Check

A concise CQC-focused governance health check for homecare providers in England.

Provider setting	Home Care	Jurisdiction	England
Version	July 2026	Status	Printable health check
Service / location	[Enter]	Review date	[Enter]

How to use: Mark each check Green, Amber or Red. Record supporting evidence, transfer gaps into the action plan and verify that improvement is sustained.

1 - Safe

Check	What good looks like	Evidence examples	RAG
Safeguarding	People are protected from abuse and concerns are acted on promptly.	referrals, outcomes, staff knowledge and learning	☐ G ☐ A ☐ R
Medicines	Support roles, records, competency and escalation are safe.	MAR, plans, competency, errors and audits	☐ G ☐ A ☐ R
Visits and continuity	Late, missed or shortened visits are visible and acted on.	call monitoring, rotas, exceptions and follow-up	☐ G ☐ A ☐ R
Risk and escalation	Changes noticed in the home are recorded and escalated.	risk plans, daily records, professional contacts and outcomes	☐ G ☐ A ☐ R

2 - Effective

Check	What good looks like	Evidence examples	RAG
Assessment and care planning	Plans are current, person-led and reviewed after change.	assessments, care plans, reviews and involvement	☐ G ☐ A ☐ R
Staff competence	Staff have the knowledge and practical competence required.	training, observation, supervision and competency	☐ G ☐ A ☐ R
Partnership working	Information is shared safely with professionals and commissioners.	handover, referrals, communication and outcomes	☐ G ☐ A ☐ R

3 - Caring

Check	What good looks like	Evidence examples	RAG
Dignity and respect	People experience kind, private and respectful support.	feedback, observations, complaints and compliments	☐ G ☐ A ☐ R
Choice and independence	Support preserves control, routines and independence.	goals, preferences, risk enablement and review	☐ G ☐ A ☐ R

4 - Responsive

Check	What good looks like	Evidence examples	RAG
Person-centred delivery	Care is delivered as agreed and changes promptly when needs change.	care records, call data, reviews and exceptions	☐ G ☐ A ☐ R
Feedback and complaints	People can speak up and see what changed.	surveys, complaints, outcomes and "you said, we did"	☐ G ☐ A ☐ R

5 - Well-led

Check	What good looks like	Evidence examples	RAG
Governance system	Leaders can see compliance, risk, quality and overdue actions across the service.	audit schedule; dashboard; action tracker; owner and deadline fields; closure evidence	☐ G ☐ A ☐ R
Quality assurance	Audits test practice and outcomes, not only whether paperwork exists.	care-file, MAR, call, recruitment and spot-check audits; sampling method; trend reports	☐ G ☐ A ☐ R
Workforce oversight	Recruitment, supervision, competency and performance records are complete and current.	DBS and references; right-to-work; induction; supervision; appraisal; competency tracker	☐ G ☐ A ☐ R
Leadership and culture	Staff understand expectations, speak up safely and see leaders act on feedback.	staff survey; whistleblowing route; meetings; supervision themes; leadership walkarounds	☐ G ☐ A ☐ R
Records and data	Records are accurate, secure, available and retained appropriately.	record audits; access controls; breach log; retention schedule; continuity tests	☐ G ☐ A ☐ R
Notifications and candour	Required notifications and open communication are completed promptly.	CQC notification log; decision record; duty of candour letters; incident cross-checks	☐ G ☐ A ☐ R
Improvement plan	Priorities are evidence-led, resourced, monitored and demonstrably completed.	service improvement plan; named owners; deadlines; progress reviews; impact evidence	☐ G ☐ A ☐ R

Priority action plan

Transfer every priority gap into this plan. Record what will change, who owns it, the due date and how completion will be verified.

No.	Gap / risk identified	Required action	Owner	Due	Status / closure evidence
1					
2					
3					
4					
5					
6					

Turn scattered compliance activity into one clear view: Oversight Care helps homecare providers see what is due, what needs attention and where the evidence is stored. oversightcare.co.uk

Important: This checklist is a practical governance aid, not legal advice or a complete statement of CQC requirements. Review current CQC guidance when completing your checks.