

How to apply

Before you start

Only send us your application when everything is ready to start providing your services.

Make sure you have:

- completed your [Enhanced Disclosure and Barring Service \(DBS\) Checks](#).
- set up your premises
- recruited your staff

What you must include

Your application must contain your:

- completed provider application forms
- related registered manager applications (if needed)
- supporting documents.

We must receive everything at the same time, or we cannot process your application.

If your forms or documents are missing or incorrect, we will reject your application and email you to explain why. You can correct and resend it, but this will count as a new application and will not keep its place in the queue.

Application checklist

1. Get the forms you need

You need to download the right application forms for your needs.

Provider

[Download new provider application forms](#)

All homecare agencies (also called domiciliary care agencies) must complete these provider forms, regardless of your business structure.

Manager

[Download new manager application forms](#)

You must also submit manager application forms if you are:

- an organisation (like a limited company)
- a partnership
- an individual who won't personally manage the day-to-day running of the regulated activity

[Read our guidance on when you need to register a manager](#) for more information.

2. Get your evidence ready

Make sure you've got all the supporting documents we've asked for.

See [evidence we need](#) for the full list.

3. Final checks

Forms

Make sure you and your managers have:

- answered all questions in full
- signed and dated all declarations
- completed any additional forms needed for your application
- provided accurate and relevant information
- included evidence of your skills, qualifications and knowledge.

Check your managers have also:

- provided their full employment history
- explained any gaps longer than 4 weeks.

Supporting documents

Check your supporting documents:

- include everything we've asked for, such as your statement of purpose
- are correctly labelled
- contain accurate information
- are relevant to the service you want to provide.

4. Send us your application

Once you're confident that you have everything ready, email everything together to:
hsca_applications@cqc.org.uk.

Your email must be less than 10MB. If your email is bigger than that, send your documents in more than one email.

In the email subject line, include:

- your provider name
- application type (new provider application)
- how many emails you're sending (e.g. 1 of 2, 2 of 2)

Example subject lines:

- Oxtown Care Limited new provider application 1/2
- Oxtown Care Limited new provider application 2/2

Further help

If you need support to complete your application, [contact our general enquiries team](#).