

# After you apply

## Important

**This page is for homecare agencies (also called domiciliary care agencies) that want to register for personal care only.**

[If you are registering to provide a different service you can read about the process here.](#)

## How we process your application

We will check your application in two stages.

### Stage one: initial checks

We check:

- your forms are complete, and the basic details are correct
- you have sent the right supporting documents

If your forms or documents are missing or incorrect, we will reject your application and email you to explain why.

**You can make changes and submit it again, but it will be treated as a new application and won't keep its place in the queue. It must follow all the updated requirements that apply from 1 July 2025.**

If your application passes our initial checks, it will move to stage two.

## Stage two: assessment

At this stage, we decide if your application proves you can provide care that meets the regulations.

As part of this process, we may need to:

- interview you and your registered manager by telephone, online or face-to-face
- visit your premises.

We'll also assess your supporting documents in detail to decide if they show you can meet the regulations.

## How long it takes

We conduct a rigorous registration assessment that can take a few months. You cannot manage regulated activities until we confirm your registration.

We assess all applications in the order we receive them. If your application is urgent, check our guidance on [making an urgent application](#).

## How we'll tell you our decision

We will review your evidence, make a decision and email you the outcome. You can learn more about what the outcome could be on our [registration outcomes page](#).

