



STANDING OPERATING PROCEDURE

Subject	CQC Notifications SOP030
Applicable to	Directors and Care Service Managers All Staff
Date issued	19 March 2024
Next review date	19 March 2027
Lead responsible for Policy	Director of Care
Policy Written by	Governance Lead
Notified to	Policy Working Group (21 Feb 2024)
Authorised by	Senior Leadership Team (March 2024)
CQC Standard	All
Links to other Policies/Procedures	
Summary	Services and Individuals regulated by the Care Quality Commission (CQC) must notify CQC about certain changes, events and incidents that affect their service or the people who use it.
Target Audience	Chief Executive Officer, Directors, Registered Manager and Deputies

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date of this document has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

1.	<p>Introduction</p> <p>Nottinghamshire Hospice is a regulated service provider registered with the Care Quality Commission (CQC).</p> <p>The individual who is in charge of the day-to-day delivery of the regulated activity is the Registered Manager.</p>
2.	<p>Registered Manager</p> <p>The Registered Manager is assessed by CQC to ensure that they are a fit person to manage the regulated activity.</p> <p>Regulation 7: Requirements relating to registered managers</p>
3.	<p>Notifications</p> <p>Registered providers (Managers) must notify CQC about certain changes, events and incidents that affect their service or the people who use it.</p> <p>It is the responsibility of all staff to report issues that may require CQC Notification to the Registered Manager or Deputy on the day that the issue has been found.</p> <p>These will be completed by the Registered Manager (Director of Care), however in their absence this will be delegated as indicated in Appendix 1.</p> <p>The notifications made will be recorded on the N Drive at</p> <p><i>N: Care Quality Commission/Notifications in the appropriate file by Year and Month.</i></p> <p>If the Registered Manager is absent, they will be copied into the notification unless they are on extended sick leave when they will be updated on their return.</p> <p>The collated information on Notifications is reported to the Quality and Safety Committee and the Board of Trustees annually by the Director of Care (Registered Manager).</p>

CQC Notifications – Scheme of Delegations

Appendix 1

Notification		Deputy
Events and Incidents		
1.	Absence of a registered individual for 28 days or more	DDOC
2.	Allegations of abuse (safeguarding)	DDOC/ LN H@H
3.	Death of a detained mental health patient	N/A
4.	Death of a person using the service	DDOC/ LN H@H
5.	Death of a registered provider (and plans for the service)s	CEO
6.	Events that stop a service running safely and properly	DDOC
7.	Liquidator or trustee's plans for a service	DoFR
8.	Outcome of an application to deprive a person of their liberty (DoLS)	DDOC
9.	Police involvement in an incident	DDOC
10.	Return of a registered individual after an absence of 28 days or more	CEO
11.	Serious injury to a person using the service	DDOC
12.	Unauthorised absence	DDOC
Changes to Registered Details		
13.	Change contact details	DDOC
14.	Change of an individual's name	DDOC
15.	Changes to your statement of purpose	DDOC
16.	Insolvency	DoFR
17.	Nominated individuals, officers and directors	CEO
18.	Partnership members	N/A
19.	Provider stopping regulated activities	CEO
20.	Provider's name and address	CEO
21.	Registered manager for an activity	CEO