Part 2: Guidance
Prompts for all providers to consider
The following prompts relate to all registered providers.

The regulations say that a registered person who is an individual (provider or manager) must send these notifications to the Care Quality Commission. Where the registered person delegates this task to another member of staff, this must be included in the written description of decision-making arrangements required under Outcome 16.

Inform the Care Quality Commission of absences of a registered person

People who use services receive a service from a provider (where the provider is an individual) and/or registered manager who has made appropriate arrangements to cover their absence:

27A In relation to planned absences of a registered provider who is in day-to-day charge of the service or of a registered manager:

- Registered persons give the Care Quality Commission 28 days’ notice if they are going to be absent from the service for 28 or more days.

- Where an absence is planned less than 28 days before it begins, registered persons inform the Care Quality Commission without delay before the absence begins.

27B In relation to an emergency absence of a registered provider who is in day-to-day charge of the service or of a registered manager that is likely to last more than 28 days:

- Inform the Care Quality Commission of the absence within five working days after it began.

27C In relation to all notices of absence of a registered provider who is in day-to-day charge of the service or of a registered manager:

- Tell the Care Quality Commission:
  - the reason for the absence, and how long it will last, if it is known
  - who will run the service while the registered person is away
  - the name, address and qualifications of the person who will be responsible for the service while the registered person is away.

- If the length of the absence is unknown, propose to the Care Quality Commission how long the situation will continue before a new manager will be proposed for registration.

27D In relation to returning from an absence of a registered provider who is in day-to-day charge of the service or of a registered manager:

- Inform the Care Quality Commission that they have returned to work no later than seven days after their return.
Additional prompts for specific service types

There are no additional prompts for this outcome.

Outcome 28: Notifications - notice of changes

REGULATION
What do the regulations say?

<table>
<thead>
<tr>
<th>Notice of changes</th>
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<tbody>
<tr>
<td>15.—(1) Subject to paragraph (2), the registered person must give notice in writing to the Commission, as soon as it is reasonably practicable to do so, if any of the following events takes place or is proposed to take place—</td>
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<tr>
<td>(a) a person other than the registered person carries on or manages the regulated activity;</td>
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<td>(b) a registered person ceases to carry on or manage the regulated activity;</td>
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<td>(c) the name of a registered person (where that person is an individual) changes;</td>
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<td>(d) where the service provider is a partnership, any change in the membership of the partnership;</td>
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<td>(e) where the service provider is a body other than a partnership—</td>
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<tr>
<td>(i) a change in the name or address of the body,</td>
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<td>(ii) a change of director, secretary or other similar officer of the body, or</td>
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<td>(iii) a change of nominated individual;</td>
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<td>(f) where the service provider is—</td>
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<tr>
<td>(i) an individual, the appointment of a trustee in bankruptcy in relation to that individual, or</td>
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<tr>
<td>(ii) a company or partnership, the appointment of a receiver, manager, liquidator or provisional liquidator in relation to that company or partnership.</td>
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<td>(2) Paragraph (1)(e)(ii) does not apply where the service provider is a health service body.</td>
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<tr>
<td>(3) In this regulation, “nominated individual” means the individual who is employed as a director, manager or secretary of the body and whose name has been notified to the Commission as being the person who is responsible for supervising the management of the carrying on of the regulated activity by that body.</td>
</tr>
</tbody>
</table>

Regulation 15 of the Care Quality Commission (Registration) Regulations 2009

OUTCOME
What should people who use services experience?

People who use services:
- Can be confident that, if there are changes to the service, its quality and safety will not be adversely affected.

This is because providers who comply with the regulations will:
- Inform the Care Quality Commission:
  - when the person who manages or carries on the service changes
  - when the registered details of the service and any individual, partnership or organisation who manage or carry it on, change
  - when the registered person becomes financially insolvent
  - when the service closes.
Prompts for all providers to consider

The following prompts relate to all registered providers.

The regulations say that a registered person (provider or manager) must send these notifications to the Care Quality Commission. Where the registered person delegates this task to another member of staff, this must be included in the written description of decision-making arrangements required under Outcome 1.

Inform the Care Quality Commission

People who use services receive a service from a registered provider and/or manager who has made appropriate arrangements to notify the Care Quality Commission of changes.

28A In relation to the people who manage or carry on the service:

- Registered providers tell the Care Quality Commission of any plans for a person other than a registered person to carry on or manage the service as soon as possible before they do so.

- Where a person other than a registered person begins to carry on or manage the service and it has not been possible to tell the Care Quality Commission before they start to do so, they tell the Care Quality Commission about the planned change without delay.

28B In relation to the registered details of the service:

- Providers tell the Care Quality Commission as soon as possible about:
  - where a registered person is an individual; any changes to their name
  - the appointment a new registered manager, and
    - the name of the new registered manager
    - the date they will begin work
  - where the service provider is a partnership; any changes to the membership of a partnership
  - where the service provider is an organisation; any changes to the organisation’s:
    - name
    - business address
    - officers (such as to the directors or secretary)
    - nominated individual.

*The requirement to notify changes to officers does not apply to English NHS trusts*

28C In relation to changes to financial solvency:

- Inform the Care Quality Commission when:
  - where the provider is an individual or member of a partnership that is not a limited liability partnership; they have been made bankrupt or their estate has been sequestrated; or
  - where the provider is an organisation or limited liability partnership; that an administrator, receiver, liquidator or provisional liquidator has been appointed.

*This requirement does not apply to English NHS trusts*
28D Where a provider cannot tell the Care Quality Commission about any of these changes before they are made or take place, they do so without delay afterwards.

**Additional prompts for specific service types**
There are no additional prompts for this outcome.