

NOTIFICATION OF CHANGES TO THE CQC REQUIREMENT

All registered providers must notify the CQC about certain changes, events and incidents that affect their service of the people who use it, which are detailed in the Care Quality Commission (Registration) Regulations 2009 and listed below. The quickest and easiest way to notify the CQC of events and changes is via the [CQC Provider Portal](#), alternatively the appropriate forms can be found [here](#).

- Under [Regulation 12](#), providers must notify CQC of any changes to their statement of purpose and ensure it is kept under review, and notify CQC when there are any changes to the information listed in Schedule 3:
 - The aims and objectives of the service provider in carrying on the regulated activity
 - The kinds of services provided for the purposes of the carrying on of the regulated activity and the range of service users' needs which those services are intended to meet
 - The full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, electronic mail addresses
 - The legal status of the service provider
 - Details of the locations at which the services provided for the purposes of the regulated activity are carried on
- Under [Regulation 14](#), the provider must inform CQC about any planned or unplanned absences from the service that are for a continuous period of 28 days or more, how the service will be run while they are away and when they return from a significant absence
- Under [Regulation 15](#), the provider must inform the CQC when:
 - The person who manages or carries on the service changes
 - There is a change to the registered details of the service and any individual, partnership or organisation who manage or carry it on
 - The registered person becomes financially insolvent
 - The service closes.
- Under [Regulation 16](#), the provider must notify the CQC of the deaths of people who use services, without delay, including those deaths that
 - occurred while services were being provided in the carrying on of a regulated activity, or
 - have, or may have, resulted from the carrying on of a regulated activity

- Under [Regulation 17](#), the provider must notify the CQC of the death or unauthorised absence of a person in any location who is liable to be detained under the Mental Health Act 1983. Notifications about death must be sent to the CQC without delay. All providers must send their notifications directly to CQC unless the provider is a health service body, local authority or provider of primary medical services and it has previously notified the NHS Commissioning Board Authority (NHS England) of the death.
- Under [Regulation 18](#), providers must notify the CQC of all incidents that affect the health, safety and welfare of people who use services. The full list of incidents is in the ext of the [regulation](#)
- Under [Regulation 21](#):
 - where the service provider is a partnership and a partner dies, the surviving partner shall, without delay, notify the CQC of the death in writing
 - Where the service provider is an individual and that individual dies, that individual's personal representative must notify the CQC in writing, without delay , and within 28 days of the date of death of their intentions regarding the future carrying on of the regulated activity
- Under [Regulation 22](#), any person appointed as a receiver or manager of the property of the relevant company, the liquidator or provisional liquidator of a relevant company, or the trustee in bankruptcy of a relevant individual must:
 - notify the Commission of their appointment and the reasons for their appointment;
 - appoint a manager to manage the regulated activity in any cases where there is not a registered manager; and
 - before the end of the period of 28 days beginning with the date of their appointment, notify the Commission of their intentions regarding the future carrying on of the regulated activity