

Policies & Procedures

The complete CQC-aligned policy suite

A comprehensive, ready-to-deploy library of policies and procedures for care home providers in England — written to align with CQC fundamental standards and current legislation, and maintained through ongoing review so your service stays inspection-ready.

233

Individual policies

19

Categories covered

CQC

Aligned & reviewed

FROM

£90 + VAT / month**3-month** minimum term
Rolling monthly thereafter

What's included

This library gives registered care home providers a complete governance backbone in one place. Every policy is structured for CQC inspection readiness across the five key questions — safe, effective, caring, responsive and well-led — and is provided ready to brand with your organisation's name, logo and Statement of Purpose.

✓ CQC-aligned by design

Mapped to the fundamental standards and regulated activities so evidence sits where inspectors expect it.

✓ Kept current

Reviewed and updated in line with legislative and regulatory change, so you're never working from outdated guidance.

✓ Ready to brand

Supplied for you to apply your logo, service details and Statement of Purpose — adopt and adapt with ease.

✓ Genuinely comprehensive

233 policies spanning clinical care, safeguarding, HR, health & safety, data protection and premises.

CONTENTS — 19 CATEGORIES

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Policy Catalogue

233 policies · 19 categories
Care Homes — England

01 Governance, Leadership & CQC Compliance

17 policies

CH01	Fit & Proper Persons: Directors	CH02	Fit & Proper Persons: Employed Staff
CH03	Requirements for Registered Managers	CH04	Good Governance
CH05	Statement of Purpose	CH06	Compliance with the Care Act 2014
CH15	Regulated Activities Compliance	CH51	Quality Assurance
CH70	CQC Notifications	CH77	CQC Inspection Ratings Display
CH153	CQC Regulations	CH185	Clinical Governance
CH187	Commissioning & Contracts	CH196	Financial Reports
CH158	Gathering Feedback	CH168	Open Door
CH146	Working with External Providers & Agencies		

02 Person-Centred Care & Dignity

15 policies

CH07	Person-Centred Care	CH08	Dignity & Respect
CH09	Consent to Care	CH10	Visiting & Accompanying in Care Homes & Hospitals
CH11	Safe Care & Treatment	CH40	Assisting with Personal Care
CH42	Communication & Engagement with Service Users & Families	CH74	Dignity in Care
CH99	Best Practice in Intimate Personal Care	CH101	Key Workers
CH119	Supporting Personal & Sexual Relationships	CH139	Preventing Social Isolation & Loneliness
CH176	People's Decision-Making & Autonomy	CH214	People Taking Positive Risks
CH227	Social Activities		

03 Safeguarding & Protection

15 policies

CH13	Safeguarding Adults from Abuse & Improper Treatment	CH35	Duty of Candour
CH46	Protection from Radicalisation & Extremism (Prevent Duty)	CH52	Safeguarding Children from Abuse & Improper Treatment
CH72	Conducting Searches of Residents' Rooms	CH100	Staff Safety & Abuse Prevention
CH131	Missing Service User Response & Safeguarding	CH132	Restrictive Practices & Physical Interventions
CH152	Preventing Suicide by Hanging & Strangulation	CH184	Use of Chaperones
CH218	Protecting Children & Young People from Bullying, Harassment & Exploitation	CH219	Safeguarding People Against the Risk of Closed Cultures
CH220	Safeguarding Against Extremist & Radical Ideologies	CH221	Safeguarding People at Risk of Self-Neglect & Hoarding

04 Assessment, Care Planning & Mental Capacity

12 policies

CH14 Receiving & Acting on Complaints

CH36 Initial Assessment & Care Planning

CH63 Developing & Managing Care Plans

CH128 Requesting Medical Support: GP, Paramedic & Specialist Services

CH154 New Service User Onboarding

CH189 Consent to Dental Treatment

CH18 Risk Management & Assessment

CH39 Mental Capacity & Deprivation of Liberty Safeguards

CH68 Service User Agreements & Termination

CH135 Mental Capacity Act Implementation

CH175 Assessing People for NHS Funding

CH233 Transfer to & Discharge from Hospital Best Practice

05 Clinical Care & Long-Term Conditions

33 policies

CH44 Supporting Individuals with Dementia

CH56 HIV Awareness & Support

CH60 Supporting People Living with Autism

CH66 Positive Behaviour Support & Managing Aggression

CH84 Epilepsy Awareness & Seizure Management

CH87 Safe Use of Emollients & Fire Risk Management

CH95 Stoma Care & Management

CH102 Leg Ulcer Management & Prevention

CH123 Pressure Ulcer Prevention & Management

CH147 Wound Care & Management

CH162 Pain Assessment & Management

CH182 Managing Children's & Young People's Challenging Behaviour

CH190 Continence Care

CH200 Head Lice & Nits Prevention & Management

CH212 Nail Care

CH230 Supporting People with Swallowing Difficulties

CH232 Comprehensive Tracheostomy Care & Support

CH50 Supporting Service Users with Learning Disabilities

CH59 Asthma Management

CH64 Catheter Care

CH73 Managing Service Users Living with Diabetes

CH85 Oxygen Storage, Use & Safety

CH91 PEG Care & Management

CH98 Identifying & Managing Sepsis

CH117 Oral Care

CH145 Safe Management of Warfarin & Anticoagulant Therapy

CH149 Stroke Awareness, Prevention & Care

CH174 Aseptic Technique

CH183 Managing Adult People's Challenging Behaviour

CH194 Enteral Feeding

CH202 Immunisation of People

CH225 Shaving People

CH231 Syringe Driver Guidance & Best Practices for Nurses

06 Medication Management

5 policies

CH21 Medication Management & Administration

CH58 PRN Medication Management

CH209 Medication Procedures During Resident Outings & Leave

CH45 Assisting Service Users with Medication

CH167 Children's Medication

CH38 End of Life & Palliative Care

CH114 Verification of Expected Deaths by Registered Nurses

CH173 Accessing Records of a Deceased Person

CH71 Death of a Service User

CH129 Resuscitation / DNAR

CH16 Health & Safety at Work

CH23 Lone Working & Staff Safety

CH25 Notification of Other Incidents

CH49 Prevention of Falls & Injury

CH78 Safe Use of Display Screen Equipment (DSE)

CH88 First Aid at Work

CH137 Managing Sharps

CH181 Burns & Scalds

CH22 Handling & Disposal of Hazardous Substances

CH24 Management of Accidents, Incidents & Near Misses

CH37 Moving & Handling

CH69 Control of Substances Hazardous to Health (COSHH)

CH79 Working Safely at Height

CH112 Safe Moving & Handling of Bariatric Service Users

CH178 Safe Use of Bedrails

CH17 Infection Prevention & Control

CH105 COVID-19 Management

CH150 Isolating People During Infections

CH179 Managing Blood-Borne Viruses

CH211 MRSA Prevention & Management

CH67 Clostridium Difficile (C. diff) Prevention & Control

CH108 Infection Outbreaks

CH159 Cleaning, Disinfection & Sterilisation Procedures

CH199 Clinical & Hygiene Products Waste

CH228 Safe Management of Blood & Body Fluid Spillages

CH12 Meeting Nutritional & Hydration Needs

CH122 Mealtimes

CH89 Food Hygiene

CH197 Food & Drinks Management

CH19 Emergency & Business Continuity Plan

CH54 Managing Heat Waves

CH148 Cold Weather & Winter Safety

CH192 On-Call Person

CH20 Fire Safety & Evacuation Procedures

CH86 Flood & Floods Management & Safety

CH165 Emergency Supply Shortages & Contingency Planning

CH61 Safe & Secure Business Premises

CH75 Accessible Premises & Disability Inclusion

CH65 Use of CCTV & Surveillance

CH83 Reducing Carbon Footprint in the Office

CH103	Locking Service User's Doors	CH121	Pets
CH125	Recycling	CH151	Gas Safety & Compliance
CH163	Legionella Prevention & Water Safety	CH166	Pest Control
CH169	Adaptations & Specialist Equipment Management	CH177	Communal Toilets & Bathrooms
CH180	Refurbishment & Building Structure Works	CH191	Electrical Safety & Maintenance
CH193	Energy Efficiency	CH198	Accessing the Garden Area
CH217	Asbestos Safety & Risk Management	CH223	Building Security & Access Control
CH224	Shared Accommodation Management	CH226	Smoking
CH229	Staff Facilities & Amenities		

13
Transport & Escorting

3 policies

CH43	Transportation & Accompanying Service Users	CH195	Escorting
CH210	Minibus Safety, Maintenance & Operation		

14
Data Protection, Records & Technology

14 policies

CH34	Confidentiality & Data Protection (GDPR) — Service User	CH47	Record Keeping & Documentation
CH53	Confidentiality & Data Protection (GDPR) — Staff	CH55	Accessible Information Standard
CH62	Caldicott Principles & Patient Information	CH110	Mobile Devices (Phones & Tablets)
CH116	Online Safety	CH136	Sharing Information with 3rd Party Organisations
CH143	Technology-Enabled Care & Telecare	CH164	National Data Opt-Out
CH188	Computer Systems & Security	CH203	Compliance with NHS Records Management Code of Practice
CH204	Internet Access for People	CH205	Internet Access for Staff

15
Recruitment & Employment

13 policies

CH26	Recruitment, Selection & Retention	CH76	DBS Checks
CH81	International Recruitment & Employment	CH82	Recruitment & Employment of Ex-Offenders
CH93	Staff References	CH96	Staff Identification & ID Card
CH107	Occupational Health Screening & Medical Reports	CH113	Employee Notice Periods & Resignation
CH127	Employee DBS Reporting	CH144	Volunteer & Intern Recruitment, Training & Support
CH156	Using Temporary Staffing Agencies	CH157	Fixed-Term Employment Contracts
CH201	Requesting Medical Reports for Staff		

16
Staff Conduct, Training & Development

13 policies

CH27	Staff Supervision, Training & Development	CH28	Staff Conduct & Code of Ethics
CH80	Staff Dress Code & Uniform	CH94	Using Social Media Platforms

CH97	Staff Induction Training	CH111	Secondary Employment & Conflict of Interest
CH120	Professional Development	CH124	Maintaining Professional Boundaries
CH140	Staff Appraisal	CH161	Workplace Relationships & Professional Conduct
CH170	Using Alcohol & Drugs (Staff)	CH186	Staff Whose First Language is Not English
CH213	Night Shift Management		

17
Employee Relations, Leave & Wellbeing

19 policies

CH29	Whistleblowing (Speaking Up)	CH31	Disciplinary & Grievance
CH32	Handling & Prevention of Bullying & Harassment	CH33	Staff Leave & Absence
CH90	Flexible Working & Work-Life Balance	CH104	Supporting Employees with Disabilities
CH106	Maternity Leave	CH109	Mental Health & Wellbeing at Work
CH115	Occupational Health & Employee Wellbeing	CH118	Paternity Leave
CH126	Managing Redundancy & Employee Support	CH130	Employee Retirement Planning & Support
CH134	Self-Care, Wellbeing & Personal Treatment	CH138	Team Building Events
CH141	Staff Vaccination	CH142	Employee Statutory Leave & Time Off
CH160	Supporting New & Expectant Mothers in the Workplace	CH206	Staff Jury Service
CH216	Public Holidays		

18
Equality, Diversity & Inclusion

3 policies

CH30	Equality, Diversity & Inclusion	CH92	Gender-Inclusive Care
CH133	Transgender Equality & Workplace Support		

19
Finances, Belongings & Ethics

9 policies

CH41	Managing Service User Finances	CH48	Handling Service User Belongings & Valuables
CH57	Bribery & Fraud Prevention	CH155	Modern Slavery
CH171	Using Alcohol & Drugs (People Receiving Care)	CH172	Managing Anti-Social Behaviour
CH207	Social Fund Management & Distribution	CH208	Handling Media Inquiries & Communication
CH215	People's Personal Belongings		

PRICING & TERMS

Simple, transparent pricing

One straightforward subscription covers the full library, ongoing reviews and updates. No setup fees, no per-policy charges — just everything your service needs to stay compliant and inspection-ready.

SUBSCRIPTION

£90 + VAT

per month · full access to all 233 policies, including updates and ongoing reviews throughout your subscription.

THE TERMS

Minimum term 3 months

After that Rolling monthly — cancel anytime

Billing Monthly · £90 + VAT

Ready to get started?

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Get in touch
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