Policies & Procedures

The complete CQC-aligned policy suite

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

189	19	CQC
Individual policies	Categories covered	Aligned & reviewed

FROM

£90 + VAT / month

3-month minimum term
Rolling monthly thereafter

Aim Automations Ltd · Company No. 16579415

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OVERVIEW

What's included

This library gives registered domiciliary care providers a complete governance backbone in one place. Every policy is structured for CQC inspection readiness across the five key questions of 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Reviewed and updated in line with legislative and regulatory change, so you're never working from outdated guidance.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.

✓ Built for home care

189 policies spanning clinical care, safeguarding, lone working, HR, health & safety, data protection and support for children and young people.

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THE LIBRARY

Policy Catalogue

189 policies · 19 categories
Domiciliary Care · England

01 Governance, Leadership & CQC Compliance

18 policies

DC1	Fit & Proper Persons: Directors	DC2	Fit & Proper Persons: Employed Staff
DC3	Requirements for Registered Managers	DC4	Good Governance
DC5	Statement of Purpose	DC6	Compliance with the Care Act 2014
DC15	Regulated Activities Compliance	DC51	Quality Assurance
DC70	CQC Notifications	DC77	CQC Inspection Ratings Display
DC146	Working with External Providers & Agencies in Home Care	DC153	CQC Regulations
DC158	Gathering Feedback	DC168	Open Door
DC173	Statutory Notifications	DC174	Out of Hours
DC181	Quality Assurance (Adults & Children)	DC188	Good Governance Organisational Structure: Children

02 Person-Centred Care & Dignity

15 policies

DC7	Person-Centred Care	DC8	Dignity & Respect
DC9	Consent to Care	DC10	Visiting & Accompanying in Care Homes & Hospitals
DC11	Safe Care & Treatment	DC40	Assisting with Personal Care
DC42	Communication & Engagement with Service Users & Families	DC72	Managing Delayed & Missed Visits
DC74	Dignity in Care	DC99	Best Practice in Intimate Personal Care
DC103	Live-in & Overnight Care	DC119	Supporting Personal & Sexual Relationships
DC139	Preventing Social Isolation & Loneliness	DC177	Consent to Care & Treatment: Children & Young People
DC184	Children, Young People & Family Involvement		

03 Safeguarding & Protection

9 policies

DC13	Safeguarding Adults from Abuse & Improper Treatment
DC35	Duty of Candour
DC46	Protection from Radicalisation & Extremism (Prevent Duty)
DC52	Safeguarding Children from Abuse & Improper Treatment
DC100	Staff Safety & Abuse Prevention
DC131	Missing Service User Response & Safeguarding
DC132	Restrictive Practices & Physical Interventions
DC152	Preventing Suicide by Hanging & Strangulation
DC178	Duty of Candour: Adults & Children

04 Assessment, Care Planning & Mental Capacity

13 policies

DC14	Receiving & Acting on Complaints
DC18	Risk Management & Assessment
DC36	Initial Assessment & Care Planning
DC39	Mental Capacity & Deprivation of Liberty Safeguards
DC63	Developing & Managing Care Plans
DC68	Service User Agreements & Termination
DC98	Intermediate Care & Reablement Support
DC128	Requesting Medical Support: GP, Paramedic & Specialist Services
DC135	Mental Capacity Act Implementation
DC154	New Service User Onboarding
DC180	Person-Centred Care Planning (Adults, Children & Young People)
DC182	Receiving & Acting on Complaints (Adults & Children)
DC185	Staying Put for Children & Care Leavers

05 Clinical Care & Long-Term Conditions

22 policies

DC44	Supporting Individuals with Dementia
DC50	Supporting Individuals with Learning Disabilities
DC56	HIV Awareness & Support
DC59	Asthma Management
DC60	Supporting People Living with Autism
DC64	Catheter Care
DC66	Positive Behaviour Support & Managing Aggression
DC73	Managing Service Users Living with Diabetes
DC84	Epilepsy Awareness & Seizure Management
DC85	Oxygen Storage, Use & Safety
DC87	Safe Use of Emollients & Fire Risk Management
DC91	PEG Care & Management
DC95	Stoma Care & Management
DC102	Leg Ulcer Management & Prevention
DC117	Oral Care
DC123	Pressure Ulcer Prevention & Management
DC145	Safe Management of Warfarin & Anticoagulant Therapy
DC147	Wound Care & Management

DC149	Stroke Awareness, Prevention & Care	DC162	Pain Assessment & Management
DC170	Head Lice & Nits Prevention & Treatment	DC171	Sepsis Symptoms & Management

06 Medication Management

5 policies

DC21	Medication Management & Administration	DC45	Assisting Service Users with Medication
DC58	PRN Medication Management	DC122	Safe Collection & Handling of Prescriptions
DC167	Children's Medication		

07 End of Life & Bereavement

4 policies

DC38	End of Life & Palliative Care	DC71	Death of a Service User
DC114	Verification of Expected Deaths by Registered Nurses	DC129	Resuscitation / DNAR

08 Health & Safety

12 policies

DC16	Health & Safety at Work	DC22	Handling & Disposal of Hazardous Substances
DC23	Lone Working & Staff Safety	DC24	Management of Accidents, Incidents & Near Misses
DC25	Notification of Other Incidents	DC37	Moving & Handling
DC49	Prevention of Falls & Injury	DC69	Control of Substances Hazardous to Health (COSHH)
DC78	Safe Use of Display Screen Equipment (DSE)	DC88	First Aid at Work
DC112	Safe Moving & Handling of Bariatric Service Users	DC137	Managing Sharps

09 Infection Prevention & Control

7 policies

DC17	Infection Prevention & Control	DC67	Clostridium Difficile (C. diff) Prevention & Control
DC105	COVID-19 Management	DC108	Infection Outbreaks
DC159	Cleaning, Disinfection & Sterilisation Procedures	DC169	Hand Washing
DC179	Infection Control: Adults & Children		

10 Nutrition, Hydration & Mealtimes

2 policies

DC12	Meeting Nutritional & Hydration Needs	DC89	Food Hygiene

11 Emergency, Fire & Business Continuity

6 policies

- DC19 Emergency & Business Continuity Plan
- DC20 Fire Safety & Evacuation Procedures
- DC54 Managing Heat Waves
- DC86 Flood & Floods Management & Safety
- DC148 Cold Weather & Winter Safety
- DC165 Emergency Supply Shortages & Contingency Planning

12 Premises, Environment & Equipment

11 policies

- DC61 Safe & Secure Business Premises
- DC65 Use of CCTV & Surveillance in Service Users' Homes
- DC75 Accessible Premises & Disability Inclusion
- DC83 Reducing Carbon Footprint in the Office
- DC101 Safe Key Holding & Access Management
- DC121 Supporting Service Users with Pets: Risk & Safety
- DC125 Recycling
- DC150 Home Adaptations & Mobility Equipment
- DC151 Gas Safety & Compliance
- DC163 Legionella Prevention & Water Safety
- DC166 Pest Control

13 Transport & Escorting

1 policy

- DC43 Transportation & Accompanying Service Users

14 Data Protection, Records & Technology

12 policies

- DC34 Confidentiality & Data Protection (GDPR): Service User
- DC47 Record Keeping & Documentation
- DC53 Confidentiality & Data Protection (GDPR): Staff
- DC55 Accessible Information Standard
- DC62 Caldicott Principles & Patient Information
- DC110 Mobile Devices (Phones & Tablets)
- DC116 Online Safety
- DC136 Sharing Information with 3rd Party Organisations
- DC143 Technology-Enabled Care & Telecare
- DC164 National Data Opt-Out
- DC187 Changes in Children's Personal Information
- DC189 Using AI in Domiciliary Care

15 Recruitment & Employment

13 policies

DC26	Recruitment, Selection & Retention	DC76	DBS Checks
DC81	International Recruitment & Employment	DC82	Recruitment & Employment of Ex-Offenders
DC93	Staff References	DC96	Staff Identification & ID Card
DC107	Occupational Health Screening & Medical Reports	DC113	Employee Notice Periods & Resignation
DC127	Employee DBS Reporting	DC144	Volunteer & Intern Recruitment, Training & Support
DC156	Using Temporary Staffing Agencies	DC157	Fixed-Term Employment Contracts
DC183	Safe Recruitment & Vetting (Adults & Children)		

16 Staff Conduct, Training & Development

10 policies

DC27	Staff Supervision, Training & Development	DC28	Staff Conduct & Code of Ethics
DC79	Spot Checks	DC80	Staff Dress Code & Uniform
DC94	Using Social Media Platforms	DC97	Staff Induction Training
DC111	Secondary Employment & Conflict of Interest	DC120	Professional Development
DC124	Maintaining Professional Boundaries	DC161	Workplace Relationships & Professional Conduct

17 Employee Relations, Leave & Wellbeing

20 policies

DC29	Whistleblowing (Speaking Up)	DC31	Disciplinary & Grievance
DC32	Handling & Prevention of Bullying & Harassment	DC33	Staff Leave & Absence
DC90	Flexible Working & Work-Life Balance	DC104	Supporting Employees with Disabilities
DC106	Maternity Leave	DC109	Mental Health & Wellbeing at Work
DC115	Occupational Health & Employee Wellbeing	DC118	Paternity Leave
DC126	Managing Redundancy & Employee Support	DC130	Employee Retirement Planning & Support
DC134	Self-Care, Wellbeing & Personal Treatment	DC138	Team Building Events
DC140	Staff Appraisal	DC141	Staff Vaccination
DC142	Employee Statutory Leave & Time Off	DC160	Supporting New & Expectant Mothers in the Workplace
DC172	Public Holidays	DC175	Grievance

18 Equality, Diversity & Inclusion

4 policies

DC30	Equality, Diversity & Inclusion
DC92	Gender-Inclusive Care
DC133	Transgender Equality & Workplace Support
DC176	Children & Young People Inclusion

19 Finances, Belongings & Ethics

5 policies

DC41	Managing Service User Finances
DC48	Handling Service User Belongings & Valuables
DC57	Bribery & Fraud Prevention
DC155	Modern Slavery
DC186	Children & Young People Savings

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 189 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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