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CareSync EXPERTS

The 14 CQC Fundamental Standards

The standards below which care must never fall. Regulations 9 to 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Every registered provider and registered manager must meet them.

9 — Person-centred care
Care that is appropriate, meets your needs and reflects your preferences, planned with you.

9A — Visiting and accompanying
Visitors in care homes, hospitals and hospices, and someone with you at appointments. Not home care.

10 — Dignity and respect
Privacy, independence, involvement in the community and equal treatment.

11 — Consent
Care only with your consent, or under the Mental Capacity Act 2005 if you lack capacity.
Offence

12 — Safety
Risks assessed and reduced, competent staff, safe medicines and infection control.
Offence if harm

13 — Safeguarding from abuse
Protection from abuse, neglect, discrimination, degrading treatment and unnecessary restraint.
Offence if harm

14 — Food and drink
Enough suitable food and drink to stay healthy, where it is part of your care.
Offence if harm

15 — Premises and equipment
Clean, secure, suitable, properly used and properly maintained.

16 — Complaints
An easy way to complain, with every complaint investigated and acted on.
Offence: 28 day request

17 — Good governance
Systems to check quality and safety, manage risk, keep accurate records and improve.
Offence: 28 day request

18 — Staffing
Enough qualified, competent and experienced staff, trained and supervised.

19 — Fit and proper staff
Safe recruitment: good character, the right skills and the checks in Schedule 3.

20 — Duty of candour
Openness at all times. After a notifiable safety incident: tell, explain, apologise, support.
Offence: notification

20A — Display of ratings
Your latest CQC rating, with its date, at your premises and on your website.
Offence

Offence CQC can prosecute a breach directly

Offence if harm where it causes avoidable harm, a significant risk of it, or loss of money or property

All others: CQC civil enforcement

Checked against legislation.gov.uk on 20 October 2026. General information, not legal advice. CQC's five key questions (safe, effective, caring, responsive, well-led) are how CQC rates a service; these standards are the law underneath.

caresyncexperts.co.uk
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