CareSync EXPERTS

FREE CHECKLIST

CQC Statutory Notifications Checklist

What you must tell CQC, how fast, and whether to use the provider portal or email. Keep it by the office phone and record every notification in the log on page 3.

CHECKED AGAINST	LAW	INCLUDES
CQC guidance, 18 October 2026	2009 Regulations, regs 14 to 18	Portal routes, updated July 2026

Most notifications are "without delay"

Do not wait for an investigation to finish. Notify CQC **without delay**, then send updates as you learn more.

1 What to Notify and How Fast

Source: 2009 Regulations, CQC provider portal

	EVENT	WHAT COUNTS	DEADLINE	ROUTE
☐	**Death of a person using the service** Regulation 16	A death while you were providing the regulated activity, or that may be a result of it. Include a description of the circumstances.	**Without delay**	Portal
☐	**Serious injury** Regulation 18	An injury that meets the definition on page 2, or that needs treatment to prevent it.	**Without delay**	Portal
☐	**Abuse or allegation of abuse** Regulation 18	Any abuse or alleged abuse of a person using the service, whoever the alleged abuser is. Refer to the local authority too.	**Without delay**	Portal
☐	**Police involvement** Regulation 18	Any incident reported to, or investigated by, the police.	**Without delay**	Portal
☐	**Deprivation of Liberty outcome** Regulation 18	The outcome of each application to deprive a person of their liberty.	**When known**	Portal
☐	**Events that stop the service running safely** Regulation 18	Such as not enough staff, loss of a utility for over 24 hours, damage to premises, or a fire alarm or safety device failing for over 24 hours. Full list on page 2.	**Without delay**	Portal
☐	**Death or unauthorised absence of a detained patient** Regulation 17, mental health services	A person detained under the Mental Health Act 1983 who dies, or who is absent without authorisation.	**Without delay**	Portal

Email **Absences of 28 days or more** (regulation 14) and **changes to your organisation** (regulation 15) are not on the portal list. Send them using CQC's forms by email. Deadlines and checklists are on page 2.

2 Is It Notifiable? The Definitions

Source: 2009 Regulations, reg 18

SERIOUS INJURY

An injury that leads to, or is likely to lead to:

- An impairment of sight, hearing, touch, movement or thinking that is not likely to be temporary
- Changes to the structure of the body
- Prolonged pain or prolonged psychological harm
- A shortened life expectancy
- Or any injury that needs treatment by a health professional to prevent death or one of the outcomes above

STOPS THE SERVICE RUNNING SAFELY

Any event that stops, or may stop, safe care, such as:

- Not enough suitably qualified, skilled and experienced staff
- Loss of electricity, gas, water or sewerage for more than 24 hours
- Physical damage to the premises that affects safe care
- A fire alarm or other safety device failing for more than 24 hours

3 When a Registered Person Is Away for 28 Days or More

Source: 2009 Regulations, reg 14

28 DAYS

Planned absence

Notify CQC at least 28 days before the absence starts, unless CQC agrees a shorter time.

5 WORK DAYS

Emergency absence

If the absence was not planned, notify within 5 working days of it starting.

7 WORK DAYS

On return

Tell CQC the person is back within 7 working days of their return.

Your notice must say:

- [ ] How long the absence is expected to last
- [ ] The reason for the absence
- [ ] How the service will be managed meanwhile
- [ ] Who will be responsible, with their name and contact details

4 Changes You Must Tell CQC About

Source: 2009 Regulations, reg 15

Notify CQC **as soon as reasonably practicable** when any of these change. Some changes also need a new registration application, so check before you make them.

- [ ] A new registered manager, or a manager leaving
- [ ] A new nominated individual
- [ ] The provider's name
- [ ] The provider's address or registered office
- [ ] Directors or other officers of the organisation
- [ ] The members of a partnership
- [ ] A trustee in bankruptcy is appointed
- [ ] A receiver, manager or liquidator is appointed

5 Notification Log

Keep a copy of every notification

DATE OF EVENT	WHAT HAPPENED	TYPE	DATE SENT	PORTAL REF	SENT BY

6 Good Practice Checks

Our team's advice

- [ ] At least **two people** in the service can log in to the provider portal, so a notification is never held up by one person's leave.
- [ ] Your incident reporting procedure tells staff **which events are notifiable** and who sends the notification.
- [ ] Every notification names the person by **initials or a reference**, not their full name, and states the facts, what you did and what happens next.
- [ ] Safeguarding concerns go to the **local authority** as well as CQC. A CQC notification is not a safeguarding referral.
- [ ] You **check this log monthly** against your incident records, so nothing notifiable has been missed.

Missing Notifications Is an Offence

Failing to send a notification the 2009 Regulations require can be an offence under regulation 22, and CQC uses notifications as evidence when it assesses your service.

Want Help Getting Compliance Right?

Our team is led by a former CQC Senior Inspector Manager with more than 20 years in regulation. We help providers set up the systems inspectors look for.

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SPEAK TO OUR TEAM
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SOURCES, CHECKED 18 OCTOBER 2026

Care Quality Commission (Registration) Regulations 2009, regulations 14 to 18 and 22 · CQC, Provider portal (updated 29 July 2026) · CQC, Regulation 18: Notification of other incidents

This checklist is general information, not legal advice. CQC can change how notifications are sent, so check cqc.org.uk for the latest forms. © 2026 Care Sync Experts. More free guides at caresyncexperts.co.uk/knowledge-hub