

START-UP REVIEW & SUPPORT

Practical support to turn your plans into an operational domiciliary care service.

Starting from where you are now

Whether you are preparing for your first CQC application, responding to feedback, or working through the practicalities of getting your service ready to operate, the starting point is understanding what you already have, what is missing and what needs attention next.

START-UP REVIEW

4 HOURS OF CONSULTANCY

£350

Your 4-hour Start-up Review

Document review — Up to 2 hours reviewing the most relevant information before we meet. This might include your business plan, financial forecasts, CQC application or feedback, Statement of Purpose, policies or other material already developed.

Two-hour working consultation — We work through your proposed service, what is already in place, where there are gaps and any concerns or regulatory feedback that need to be understood.

Start-up Priority Plan — You receive a concise summary of what appears sound, what needs further work and the priorities I recommend before you progress.

HOW ABTD CAN SUPPORT YOU

No two new providers start from the same place. The review is shaped around your service, what you already have in place and the areas that need strengthening. Following the review, you can take the Priority Plan forward yourself or ask ABTD to work alongside you. Support may include:

Guidance with your CQC registration — Helping you understand the registration process and what CQC will expect you to demonstrate; reviewing feedback where an application has already been submitted; identifying gaps; and supporting you to strengthen your readiness and prepare for further stages or resubmission.

Business plan and financial assumptions — Reviewing the operational content of your business plan, testing whether the assumptions reflect the realities of domiciliary care, and helping you think through Customers, care hours, staffing, pricing, capacity and Growth.

Registered Manager and leadership arrangements — Considering whether the right leadership structure is in place, clarifying responsibilities between provider, owner and Registered Manager, and identifying gaps where an RM or other key role is still required.

Policies and procedures — Reviewing whether purchased or generic policies actually reflect your proposed service, identifying where they need tailoring, and helping you understand how those policies translate into day-to-day practice.

People and workforce systems — Recruitment and safer recruitment, induction, Care Certificate, training and competency, probation, supervision, spot checks, appraisal and the practical systems needed to manage the workforce.

Quality and governance — Helping you establish workable arrangements for audits, incidents, complaints, safeguarding, medication oversight, Customer and staff feedback, lessons learned, continuous improvement and demonstrating effective governance.

Care delivery and operational systems — Thinking through what actually happens from first enquiry to assessment and start of care; care planning and risk; rostering; on-call; communication; missed or late calls; reviews; record keeping and escalation.

Preparing for your first Customers — Making sure the service is genuinely ready to accept care rather than simply registered: assessments, care plans, risk assessments, staffing, scheduling, communication and oversight.

Growth and building your service — Identifying realistic referral routes, community connections, enquiry handling, private and funded opportunities, conversion and how to grow at a pace that People and Quality can support.

Practical tools and resources — Where relevant, introducing appropriate ABTD tools, templates and resources to help put agreed systems into practice rather than leaving you with advice and no means of implementing it.

Further pre-operational support

£90 PER HOUR

The Start-up Review is an initial diagnostic, not a comprehensive document audit or rewriting service. Following the review, any further implementation or document development is scoped separately at £90 per hour, with priorities and estimated hours agreed in advance. Additional CQC feedback can be addressed through separately agreed support.

A clear boundary

ABTD can guide and support you to strengthen your operational and regulatory readiness, including responding to CQC feedback and preparing for further stages or resubmission. Registration decisions remain with CQC and cannot be guaranteed. Where specialist legal, HR, accountancy or jurisdiction-specific regulatory advice is required, this will be identified and signposted appropriately.

Once your service is operating

You may choose to continue with ABTD through the Developing Service Programme - six months of practical support across People | Quality | Growth as plans meet real Customers, real Carers and the day-to-day reality of running the service. There is no obligation to continue.

NOT SURE WHAT YOUR SERVICE NEEDS NEXT?

The Start-up Review gives you a clear view of where you are now, what needs attention and where ABTD can support you to move forward.

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SCAN TO VISIT
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