

LOOKING GLASS CARE / FREE PRACTICAL GUIDE

CQC supported living: practical checklist

Supported living managers, coordinators and support teams in England.

A practical review of choice, tenancy boundaries, personal care and evidence of better day-to-day support. Start with a person's experience and check that records and staff practice tell the same story.



Why this matters to me

In care work, I keep coming back to a simple question: whose home is this? Supported living should make that answer clear in everyday decisions, not only in a statement of purpose.

How to use this guide

Read the five short lessons, work through the checklist and use the record sheet to choose your next action. Allow around 25-35 minutes plus time for your own review. Keep personal records securely; use anonymised notes for team learning.

This is general educational information for England, checked against the sources listed at the end. It is not an accredited qualification, clinical assessment or individual legal advice.

Learn and apply

1. Separate the home from the care

Map who provides the accommodation, who holds the tenancy and who directs the care. Supported living is not a standalone regulated activity. A provider delivering personal care may need registration for Personal care; accommodation and care supplied together can require a different analysis. A shared address alone does not settle this. Use the current CQC scope guidance and seek clarification on the actual contractual and operational model. Make sure people can understand the roles of landlord, care provider and other agencies.

2. Check choice in daily life

Ask how the person decides when to get up, eat, go out, have visitors and use their money. Check accessible information and communication support. Look for blanket house rules being applied without an individual reason. Consent and decision-making records should relate to the specific decision, with appropriate support offered. Review restrictions through the applicable legal framework and seek qualified advice where needed; a care plan is not by itself legal authority to restrict someone's liberty.

Learn and apply

3. Match support to individual needs

Read the plan alongside observations and the person's own account. Check personal care, medicines support, health appointments, communication, sensory needs and community access where relevant. Behaviour support should describe possible unmet needs and helpful responses, not simply label someone as difficult. Where staffing is shared, test whether each person still receives the support agreed for them. Look for practical measures of independence or participation that the person values, rather than targets chosen solely for the service.

4. Review safeguards and partnerships

Confirm arrangements for safeguarding, financial support, boundaries, staff competence and incident learning. Staff should know whom to contact when a housing fault affects safety and who is responsible for repairs. Review a recent health or housing issue across organisational boundaries until it was resolved. Share necessary information lawfully and securely. Ask whether people know how to complain without fearing loss of their home or support, and whether an advocate or accessible complaints route would help.

Learn and apply

5. Make improvement visible

Choose one priority with the person, set an achievable action and agree how to review it. Record who owns service-wide concerns such as staffing, competence or partnership failures. A completed action should show a difference in practice, not only a revised policy. Sample again and ask for feedback in a format the person can use. This resource is a starting point for quality improvement, not a substitute for the current regulations or professional advice on a complex registration model.

Check your understanding

Does calling a service supported living automatically mean it does not need CQC registration?

Suggested answer: No. Registration depends on the regulated activities and the legal entity delivering them. Personal care may require registration, and the relationship between accommodation and care must be examined.

Practical review checklist

Mark each item: checked / action needed / not applicable. Note the evidence and reason, rather than treating a tick as proof.

- ☐ Housing and care responsibilities are clear and understandable.
- ☐ Registration matches the activities actually delivered.
- ☐ People influence daily routines, visitors and community participation.
- ☐ Plans describe individual communication and support needs.
- ☐ Restrictions are reviewed individually with appropriate legal advice.
- ☐ Shared staffing does not conceal unmet individual support.
- ☐ Safeguarding, money support and medicines arrangements are checked.
- ☐ Complaints can be raised safely and accessibly.

My next three actions

1. Action: _____

Owner / help needed: _____ Review date: _____

2. Action: _____

Owner / help needed: _____ Review date: _____

3. Action: _____

Owner / help needed: _____ Review date: _____

Your working record

Use a copy for each review, support plan or referral. Keep identifying and sensitive information in your own secure system.

The person's priority in their own words

Decision or routine reviewed

Evidence of choice and any barrier

Care, housing or joint responsibility

Agreed action and owner

What changed for the person

Sources and next steps

Information checked on 18 September 2026. Guidance and local pathways can change; use these primary sources for current detail.

[Care Quality Commission \(2026\). The fundamental standards](#)

[Care Quality Commission \(2026\). Scope of registration, updated 26 August 2026](#)

[Care Quality Commission \(2025\). Who has to register?](#)

[UK Parliament. Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014, Schedule 1, as amended](#)

Choose what helps you next

Explore the matching free mini-course, browse related resources or ask Looking Glass Care about practical support. The guide and mini-course do not include an individual assessment or a regulated qualification.

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[Email info@lookingglasscare.co.uk](mailto:info@lookingglasscare.co.uk)