

## PROCEDURE AND AUDIT CHECKLIST

## Domiciliary care missed and late visits checklist

### Source anchors

- [CQC Regulation 9, person-centred care](#)
- [CQC Regulation 12, safe care and treatment](#)
- [CQC Regulation 17, good governance](#)
- [CQC Regulation 18, staffing](#)
- [NICE NG21, home care, delivering personal care and practical support to older people living in their own homes](#)

### How to use this checklist

Use this checklist to audit whether the service can evidence safe planning, monitoring and response for late, missed and no-access visits.

For each row, record:

- **Met:** evidence is current and complete.
- **Part met:** evidence exists but has a gap or needs follow-up.
- **Not met:** evidence is absent or the control is not working.
- **Not applicable:** the item does not apply to this service or package.

Every **Part met** or **Not met** item should create an action with an owner and due date.

The PDF is designed for printing, or for completing on screen with a PDF viewer's Fill & Sign, Markup or comment tools. Use those tools to tick boxes and type into the lines.

### Service details

|                                   |                                        |
|-----------------------------------|----------------------------------------|
| SERVICE NAME<br>_____             | LOCATION OR BRANCH<br>_____            |
| DATE COMPLETED<br>_____           | COMPLETED BY<br>_____                  |
| REGISTERED MANAGER<br>_____       | PERIOD REVIEWED<br>_____               |
| NUMBER OF VISITS SAMPLED<br>_____ | NUMBER OF LATE VISITS SAMPLED<br>_____ |

NUMBER OF MISSED VISITS SAMPLED

NUMBER OF NO-ACCESS EVENTS SAMPLED

## 1. Definitions and risk coding

| CHECK AND EVIDENCE                                                                                                                                                           | STATUS                                                           |                                                                   | OWNER | DUE |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 The service defines late visit, missed visit and no-access event.</b><br>Evidence: Policy, procedure, staff guidance.                                                   | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>2 Agreed visit windows are clear and used consistently.</b><br>Evidence: Care plans, contracts, rota rules.                                                               | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Critical visits are defined.</b><br>Evidence: Policy, care-plan template, rota marker.                                                                                  | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Critical visits are visible on the rota or monitoring system.</b><br>Evidence: Rota, electronic call monitoring, visit records.                                         | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Care plans identify time-critical medicines, meals, fluids, continence, pressure care and welfare checks where relevant.</b><br>Evidence: Care plans, risk assessments. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 2. Rota planning

| CHECK AND EVIDENCE                                                                                                               | STATUS                                                           |                                                                   | OWNER | DUE |
|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 Rounds include realistic travel time.</b><br>Evidence: Rota, route plan, actual travel variance.                            | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>2 Visit length matches the person's assessed needs.</b><br>Evidence: Care plan, rota, visit notes.                            | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Double-up visits are scheduled with both workers.</b><br>Evidence: Rota, care plan, visit record.                           | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Staff assigned have the competence needed for the visit.</b><br>Evidence: Training matrix, care plan, rota.                 | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Continuity needs are considered where possible.</b><br>Evidence: Rota history, care plan, feedback.                         | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>6 Cover arrangements exist for sickness, travel delay and emergency changes.</b><br>Evidence: On-call plan, contingency rota. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 3. Live monitoring

| CHECK AND EVIDENCE                                                                                                            | STATUS                           |                                   | OWNER | DUE |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------|-------|-----|
| <b>1 Visit start and finish times are recorded.</b><br><b>Evidence:</b> Electronic call monitoring, app record, call log.     | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>2 No-start alerts are generated or manually monitored.</b><br><b>Evidence:</b> Monitoring system, office log.              | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>3 Alerts are reviewed by the office or on-call lead.</b><br><b>Evidence:</b> Alert log, call notes.                        | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>4 Late visits are not discovered only through complaints.</b><br><b>Evidence:</b> Monitoring record, complaint comparison. | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>5 Shortened visits are reviewed where they may affect care.</b><br><b>Evidence:</b> Visit duration report, care notes.     | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>6 Out-of-hours monitoring is controlled.</b><br><b>Evidence:</b> On-call records, escalation logs.                         | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                               | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |

## 4. Late visit response

| CHECK AND EVIDENCE                                                                                                                    | STATUS                           |                                   | OWNER | DUE |
|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------|-------|-----|
| <b>1 The worker contacts the office or on-call lead when delayed.</b><br><b>Evidence:</b> Call log, message record, supervision note. | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>2 The office checks whether the visit is critical.</b><br><b>Evidence:</b> Visit record, care plan, monitoring note.               | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>3 Another worker is considered where risk requires it.</b><br><b>Evidence:</b> Rota adjustment, call note, decision record.        | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>4 The person is contacted and updated.</b><br><b>Evidence:</b> Call note, visit record.                                            | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>5 Representative or family contact follows the person's preferences.</b><br><b>Evidence:</b> Care plan, contact log.               | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |
| <b>6 Safety risk is recorded, not only the revised arrival time.</b><br><b>Evidence:</b> Late visit record, incident record.          | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                       | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |

## 5. Missed visit response

| CHECK AND EVIDENCE                                                                                                                                 | STATUS                           |                                   | OWNER | DUE |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------|-------|-----|
| <b>1 Missed visits are recorded as missed visits, not hidden as cancelled visits.</b><br><b>Evidence:</b> Rota history, visit record, audit trail. | <input type="checkbox"/> Met     | <input type="checkbox"/> Part met |       |     |
|                                                                                                                                                    | <input type="checkbox"/> Not met | <input type="checkbox"/> N/A      |       |     |

| CHECK AND EVIDENCE                                                                                                                                                    | STATUS                                                           |                                                                   | OWNER | DUE |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>2 Immediate risk assessment is recorded.</b><br>Evidence: Missed visit record, incident record.                                                                    | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Critical needs are addressed through cover or alternative arrangements.</b><br>Evidence: Cover record, call note, care note.                                     | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Medicines, nutrition, hydration, personal care and welfare impact are considered.</b><br>Evidence: Risk assessment, care plan, incident record.                  | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 The person and agreed representative are told what happened.</b><br>Evidence: Contact log.                                                                       | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>6 Commissioner or contract reporting is considered where relevant.</b><br>Evidence: Contract report, decision note.                                                | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>7 Incident, safeguarding, complaint or CQC notification routes are considered where relevant.</b><br>Evidence: Incident record, safeguarding log, governance note. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 6. No-access events

| CHECK AND EVIDENCE                                                                                                                     | STATUS                                                           |                                                                   | OWNER | DUE |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 Worker follows the agreed no-access procedure.</b><br>Evidence: Visit note, no-access record.                                     | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>2 The worker tries agreed contact methods.</b><br>Evidence: Call log, app record.                                                   | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Office or on-call lead is contacted.</b><br>Evidence: Call log, no-access note.                                                   | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Key safe, keyholder or representative route is used where agreed.</b><br>Evidence: Care plan, access record.                      | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Safety concern is assessed and escalated where needed.</b><br>Evidence: Risk note, emergency-services log, safeguarding decision. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>6 No-access events are reviewed for repeated patterns.</b><br>Evidence: Governance review, risk register.                           | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 7. Records and evidence quality

| CHECK AND EVIDENCE                                                                                                                           | STATUS                                                           |                                                                   | OWNER | DUE |
|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 Reason for lateness or missed visit is specific.</b><br><b>Evidence:</b> Visit exception record.                                        | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>2 Contact attempts are timed and named.</b><br><b>Evidence:</b> Call log, message record.                                                 | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Immediate outcome is recorded.</b><br><b>Evidence:</b> Visit note, incident record.                                                     | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Action taken is linked to the person affected.</b><br><b>Evidence:</b> Action log, care plan update.                                    | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Care plan is updated if the pattern shows needs have changed.</b><br><b>Evidence:</b> Care plan review, governance note.                | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>6 Records distinguish provider failure from person-cancelled or no-access events.</b><br><b>Evidence:</b> Rota record, cancellation note. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 8. Governance and learning

| CHECK AND EVIDENCE                                                                                                                                         | STATUS                                                           |                                                                   | OWNER | DUE |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 Late and missed visit data is reviewed at a stated cadence.</b><br><b>Evidence:</b> Governance minutes, dashboard, audit.                             | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>2 Review looks at patterns by person, worker, round, time and location.</b><br><b>Evidence:</b> Trend report, governance notes.                         | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Repeated late visits create an action or risk decision.</b><br><b>Evidence:</b> Action log, risk register.                                            | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Root causes are identified, not only individual events.</b><br><b>Evidence:</b> Investigation note, governance review.                                | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Actions have owner, due date and completion evidence.</b><br><b>Evidence:</b> Improvement action log.                                                 | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>6 Staff receive learning where the pattern indicates training or behaviour issues.</b><br><b>Evidence:</b> Team briefing, supervision, training record. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

## 9. Staff training and supervision

| CHECK AND EVIDENCE                                                                                                 | STATUS                                                           |                                                                   | OWNER | DUE |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>1 Care workers understand how to report delay.</b><br><b>Evidence:</b> Induction, supervision, staff interview. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

| CHECK AND EVIDENCE                                                                                                                   | STATUS                                                           |                                                                   | OWNER | DUE |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|-------|-----|
| <b>2 Office and on-call staff know how to triage critical visits.</b><br><b>Evidence:</b> Training record, procedure, scenario test. | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>3 Staff understand no-access escalation.</b><br><b>Evidence:</b> Training record, staff interview.                                | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>4 Supervision discusses repeated lateness or documentation gaps.</b><br><b>Evidence:</b> Supervision notes.                       | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |
| <b>5 Scheduling staff understand realistic travel-time planning.</b><br><b>Evidence:</b> Training record, rota audit.                | <input type="checkbox"/> Met<br><input type="checkbox"/> Not met | <input type="checkbox"/> Part met<br><input type="checkbox"/> N/A |       |     |

10. Summary judgement

Is the service seeing late and missed visits quickly enough?

Are critical visits protected?

Are people and representatives being updated properly?

Are commissioner, safeguarding and notification decisions being recorded?

Are repeated patterns visible in governance?

Does the Registered Manager need to review this immediately?

11. Action log

| Action | Source check | Owner | Due date | Completion evidence |
|--------|--------------|-------|----------|---------------------|
|        |              |       |          |                     |
|        |              |       |          |                     |
|        |              |       |          |                     |
|        |              |       |          |                     |

12. Completion

| Sign-off                       | Name | Date |
|--------------------------------|------|------|
| Completed by                   |      |      |
| Reviewed by Registered Manager |      |      |

This checklist is a working tool. It does not replace professional judgement, local safeguarding procedures, commissioner reporting terms, live regulator guidance or the service's own governance decision.

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## Related reading

- Article: [CQC compliance for domiciliary care: the evidence inspectors expect](#)
- Sample policy: [Visit scheduling, missed and late visits](#)

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An example for guidance, not a ready-to-use checklist. Adapt it to your own service, procedures, roles and local arrangements. It is guidance, not legal advice, and you are responsible for checking that any document you use is current.