

## COVID-19: Changes to HIW Registration Process

Registration applications for new providers and managers that are not related to COVID-19 registrations<sup>1</sup> are continuing as usual. Further information on COVID-19 registrations is available on our [website](#).

However, temporary changes to HIW's registration process have been made as a result of the COVID-19 outbreak.

The aim of these changes is ensure HIW staff and persons seeking to register with HIW are protected from the risk of infection and are complying with social distancing measures to help reduce the transmission of the virus. While at the same time to allow HIW to continue to conduct a thorough and proportionate assessment of HIW registration applications.

Changes have been made to the following aspects of the HIW registration process:

- **Registered Manager 'Fit Person' Interviews**

All registered manager 'fit person' interviews will be conducted via video-link.

We will contact you to arrange a mutually convenient date and time to conduct your interview. When the date and time of your interview has been agreed, we will send you confirmation of this together with details on how you can access the video-link.

Interviews will continue to be conducted by at least two members of the HIW Registration Team.

**Please note: You should make arrangements to have the use of a quiet and private room for the duration of your interview to help prevent any distractions.**

- **Pre-registration Site Visits**

Desktop assessments will be conducted by HIW in place of pre-registration site visits to provide us with assurance of the arrangements in place to comply with the regulations and standards framework.

---

<sup>1</sup> A COVID-19 registration is any 'application' from an independent health care provider where they:

- Intend to deliver services which provide additional health care capacity in an area; or
- contribute to the control of the outbreak of COVID-19 or the treatment of people who have contracted the illness.

You will be required to submit to us electronic copies of relevant policies, procedures and certificates that we usually view at site visits. You may also be required to submit photographic evidence and conduct a walkthrough of the environment.

If we require you to conduct a video walkthrough we will contact you with details of how you can do this.

- **Disclosure and Barring Service (DBS) Checks**

### **Private Dental Practices**

If you are applying to be registered in respect of a private dental practice, you should continue to obtain an enhanced DBS check via your employer or an umbrella service.

HIW will accept a scanned, colour copy of your enhanced DBS certificate (issued within the last three years) via email. You will **not** be required to send us the original certificate by post. However, we may ask to see your original DBS certificate at a later date.

Details from the certificate will be recorded and retained in accordance with our [privacy policy](#).

### **Independent Health Care Services**

If you are applying to be registered in respect of an independent health care service (e.g. independent hospital, independent clinic or independent medical agency) your DBS check **must** be requested (countersigned) by HIW.

If you already have an enhanced DBS certificate that has been requested by us, we will accept a scanned, colour copy of the certificate (issued within the last three years) via email. You will not be required to send us the original certificate by post. However, we may ask to see your original DBS certificate at a later date.

Details from the certificate will be recorded and retained in accordance with our [privacy policy](#).

For new DBS applications, you will need to contact HIW and request a DBS application form. You will then need to complete and post the form to us. You will **not** be required to post your identification documents to us. We will accept scanned colour copies of your identification documents via email.

Identity checks will then be conducted via video-link. We will contact you to arrange a mutually convenient date and time to conduct the identify check. When the date and time of your interview has been agreed, we will send you confirmation of this together with details on how you can access the video-link.

When you receive your DBS certificate, you will need to send us a scanned, colour copy of the certificate. You will **not** be required to send us the original certificate by post. However, we may ask to see your original DBS certificate at a later date.

- **Medical Reports by a General Practitioner (for persons seeking to be registered in respect of independent health care services only)**

If you are unable to obtain a medical report by a General Practitioner, HIW will accept a statement by from you as to the state of your physical and mental health. We ask for this information within the application form to register with HIW.

We may explore this further during the registered manager 'fit person' interview if deemed necessary.

- **Issuing Statutory Notices (Notice of Decision and Notice of Proposal) and HIW Certificates of Registration**

#### **Notices of Proposal and Notices of Decision**

HIW will continue to notify you of the outcome of our assessment of your application through issuing Notices of Proposal and Notices of Decision.

Wherever possible, we will send these to you via email where you give us permission to do so

#### **HIW Certificates of Registration**

We must continue to issue HIW certificates of registration via post. However, due to current restrictions on us attending the HIW office, there may be a delay in issuing your certificates to you.

We need you to confirm receipt of your certificates and will ask you to provide a suitable address to which to send them.

#### **Further Advice and Guidance**

Advice and guidance on how we assess applications to register with us is available on our [website](#). You will also find the relevant forms and templates to complete your application.

If you still have questions, the HIW Registration Team can be contacted by email [HIWRegistration@gov.wales](mailto:HIWRegistration@gov.wales). We aim to respond to all registration related queries within 15 working days and are usually able to respond much sooner than this.