

## HIW Registration Process from 1st July 2021

At the start of the COVID-19 pandemic temporary changes were made to HIW's registration process. These were necessary to ensure HIW staff and persons seeking to register with HIW were protected from the risk of infection and to ensure compliance with the social distancing measures that help reduce the transmission of the virus.

With a range of indicators showing positive signs with regard to COVID-19, from the 1st July 2021 we intend to reintroduce some of the onsite elements of our registration process where it is safe to do so. However, we will still retain some of the remote processes to limit the need to be in close contact. We will also continue to evaluate our approach during the pandemic to determine how we might make changes to our process in the longer term.

The following provides details of how we will process registration applications from 1st July:

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

We will continue to conduct all registered manager 'fit person' interviews 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 still 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**

**We will return** to conducting routine pre-registration site visits to provide us with assurance of the arrangements in place to comply with the regulations and standards framework. However, these will be subject to a satisfactory COVID-19 risk assessment to ensure that arrangements are / can be put in place to ensure the safety of HIW staff and persons present at the time of or visit.

You will still be required to provide us with electronic copies of relevant policies, procedures and certificates that we usually view at site visits. This is to help reduce the length of time that HIW staff need to spend onsite. You will also need to provide us with information to help us complete the COVID-19 risk assessment.

Where the risk assessment suggests we will not be able to conduct pre-registration visits safely we will continue to use desktop/remote assessments.

## **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 a DBS check via your employer or an umbrella service.

**We will return** to requiring you to provide us with your original DBS certificate (issued within the last three years). We can check the certificate when we conduct the pre-registration site visit.

Where we do not conduct a visit, you will need to send your certificate to us. We will store your certificate safely and return<sup>1</sup> it to you when we have checked it. There may be a delay in returning the certificate to you while restrictions are in place on the number of staff who can attend our office.

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 a DBS certificate that has been requested by us.**

**We will return** to requiring you to provide us with your original DBS certificate (issued within the last three years). We can check the certificate when we conduct the pre-registration site visit.

Where we do not conduct a visit, you will need to send your certificate to us. We will store your certificate safely and return it to you when we have checked it. There may be a delay in returning the certificate to you while restrictions are in place on the number of staff who can attend our office.

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<sup>1</sup> We will return your DBS certificate using the Royal Mail Special Delivery service

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

**If you do not already have a DBS certificate that has been requested by us.**

You will still need to contact us and request a DBS application form. You will then need to complete and return the form to us.

**We will return** to requiring you to send your identification documents to us. We will store your documents safely and return<sup>2</sup> them to you when we have checked them. There may be a delay in returning them to you while restrictions are in place on the number of staff who can attend our office.

Identity checks will then continue to 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.

**We will return** to requiring you to provide us with your original DBS certificate when you receive it. We can check the certificate when we conduct the pre-registration site visit.

Where we do not conduct a visit, you will need to send your certificate to us. We will store your certificate safely and return it to you when we have checked it. There may be a delay in returning the certificate to you while restrictions are in place on the number of staff who can attend our office.

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

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

We will continue to accept a statement by from you as to the state of your physical and mental health if you are unable to obtain a medical report by a General Practitioner. 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.

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<sup>2</sup> We will return your documents using the Royal Mail Special Delivery service

- **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 continue to 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, there may be a delay in sending the certificates to you while restrictions are in place on the number of staff who can attend our office.

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 [HIW.Registration@gov.wales](mailto:HIW.Registration@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.