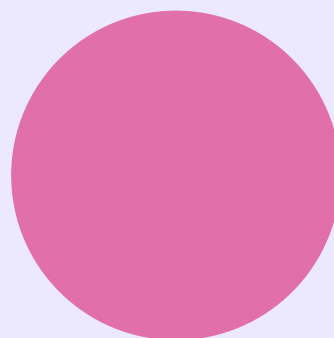
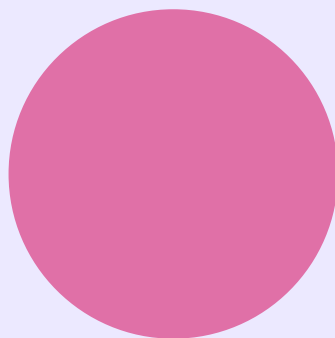
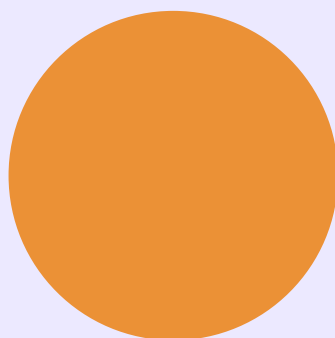


# Standards

for Healthcare Regulators  
and Accredited Registers

2026



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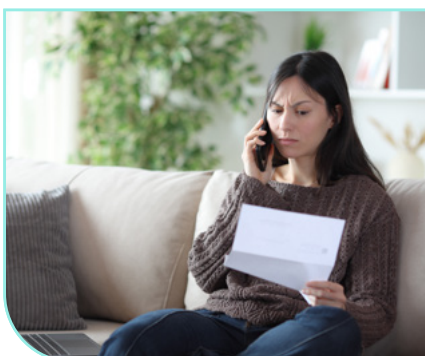
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# Introduction



Organisations called **regulators** and **Accredited Registers**:

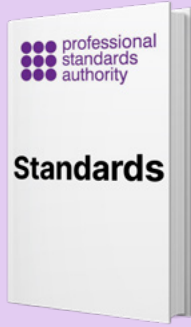
- manage lists of people working in healthcare



- check that people working in healthcare can do their job well.



The **Professional Standards Authority** makes sure these organisations work well and protect people who use healthcare services.



We do this work by:

- having **16 Standards** that organisations need to meet



- supporting these organisations to improve how well they work.

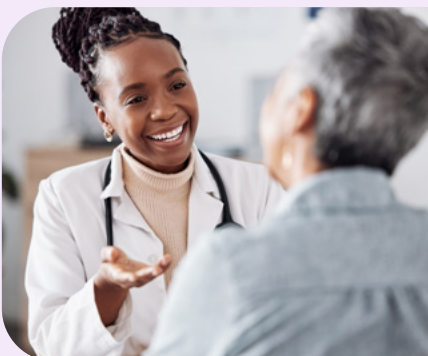


Our **16 Standards** are an important part of our work.



In this Easy Read document we look at the Standards:

- why they are important



- what organisations need to do to meet them.



# Standard 1

## Good management



### What we expect

The people leading the organisation make sure:



- patients and the public are protected



- patients and the public know that the organisation is doing a good job.



## Why it is important

The organisation should:

- have good leaders



- make good decisions



- keep patients and the public safe.



## This means

- work well



- improve how it works



- make sure the public know they are doing a good job



- support its employees



- make good decisions using good information



- listen to people who use healthcare services and work in healthcare



- make sure the people working in healthcare are acting in the best interests of patients and the public.



## Standard 2

The organisation reports on how well it does its job and listens to feedback



### What we expect

The organisation reports on how well it does its job.



The organisation improves how it works.



The organisation listens to feedback about how well it does its job.



## Why it is important

Patients and the public should know that the organisation is:



- reporting how well it does in different areas



- listening to feedback and taking action.

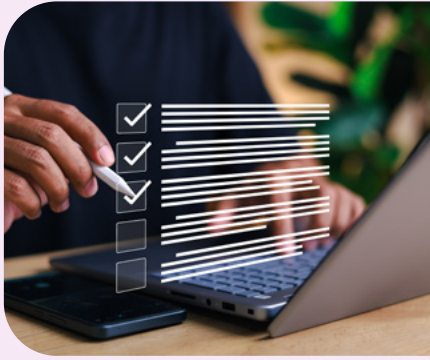


## This means

- be honest when reporting on how well it does its job



- learn from other organisations to improve how they work



- take action on any issues raised.



## Standard 3

### Equality, Diversity and Inclusion



#### What we expect

The organisation:

- takes equality, diversity and inclusion seriously



- takes action to make things fairer.

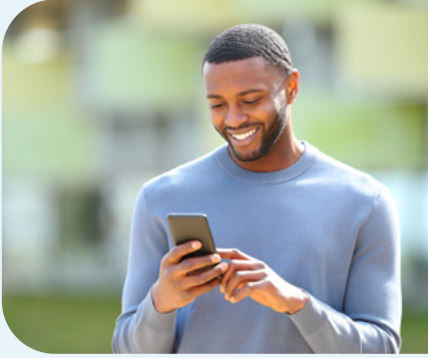


#### Why it is important

People working in healthcare from diverse groups:



- should be treated fairly by regulators and Accredited Registers



- should have a similar experience when dealing with these organisations.



### This means

- understand the diversity of everyone who works with and deals with the organisation



- have clear and fair policies that:
  - everyone understands



- meet the needs of diverse groups



- make sure diverse groups get fair chances and results and get others to do the same.



## Standard 4

### Working with others



#### What we expect

The organisation improves by working closely with others.



The organisation shares information about people working in healthcare.



#### Why it is important

Better policies can be written by working with other organisations.



There is less risk to the public by sharing information about people working in healthcare.



### This means

- work closely with other organisations and share information about risks to the public



- make sure policies are working well by sharing information



- sometimes use similar policies to other organisations that:

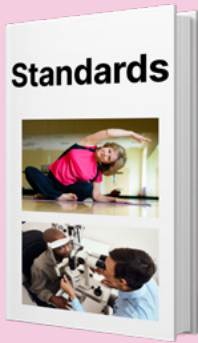


- improve quality of care
- meet the needs of patients and the public.



## Standard 5

The organisation has its own standards and guides



### What we expect

The organisation publishes standards and guides for people working in healthcare.



The standards and guides make sure people working in healthcare understand how they are expected to work.



### Why it is important

The standards and guides:

- make sure people working in healthcare work to a set standard
- help to protect patients and the public by supporting safe and high-quality care.





When there are problems, they help us to decide if someone working in healthcare should carry on doing their job.



### This means

- people working in healthcare understand the organisation's standards for working safely and doing a good job



- standards and guides are updated to include areas of risk which help to protect the public



- standards and guides support teams of people with different healthcare jobs to work safely together.



## Standard 6

### Training for practitioners



#### What we expect

The organisation shares standards about learning and training:

- that are up-to-date



- that protect the public



- that help learners to work safely and well to meet the needs of diverse people.

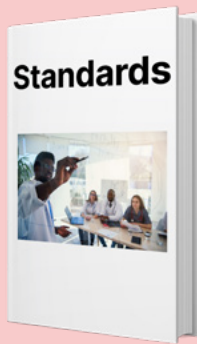


#### Why it is important

Everyone should know that people working in healthcare are getting the right training to offer safe and good care.



Patients and the public getting treatment from a trainee healthcare worker should know that the worker is being managed well.



### **This means**

- the standards for learning and training are up-to-date



- these standards make sure:
  - patients and the public are treated well and protected



- the needs of diverse people are met



- training organisations and training courses are checked.



## Standard 7

### Checking the quality of training



#### What we expect

The organisation makes sure training gives learners the skills and knowledge they need.



The organisation offers a safe place for others to learn.



#### Why it is important

Organisations set their own standards for training people working in healthcare.



Organisations do quality checks to make sure:

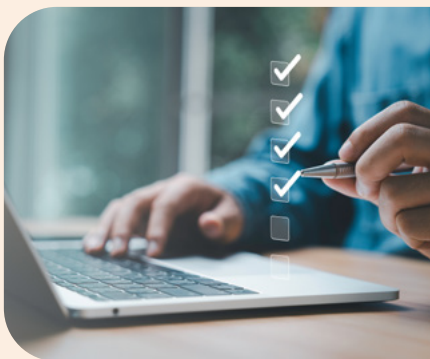
- these standards are met



- training gives people working in healthcare the skills and knowledge they need to do a good job



- patients and the public know the trainee they are getting treatment from has the right skills and knowledge.

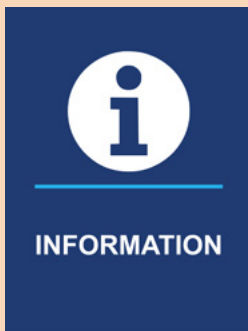


### This means

- quality checks of training organisations are clear and detailed



- action is taken about training if patients and the public are not safe



- information about quality checks is easy for patients and the public to find.



## Standard 8

### The public register



#### What we expect

The organisation keeps an up-to-date list of people working in healthcare that is easy to access.

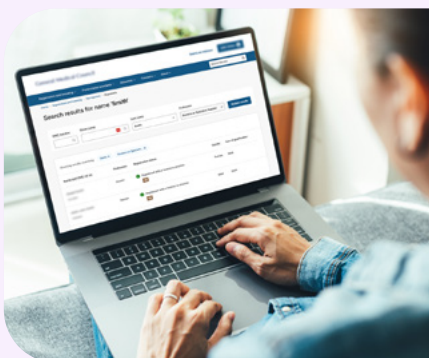


Information about who **cannot** be on the list is easy to understand.



#### Why it is important

It should be easy for patients and the public to check if someone working in healthcare is qualified to do their job.



#### This means

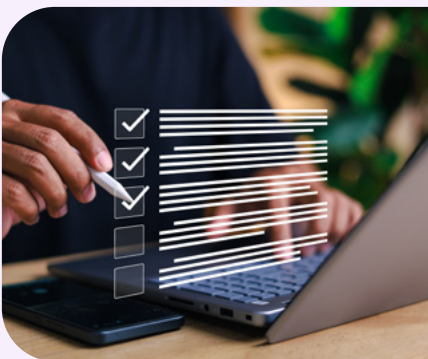
- information about people on the list is up-to-date, easy to find and easy to understand



- the list includes information that helps to protect the public



- the list makes it clear what people working in healthcare are allowed to do



- a system is in place to update and check the quality of the list.



## Standard 9

### How to register



#### What we expect

The organisation makes sure that:

- only the right people working in healthcare can be on the list



- only healthcare businesses that are run well can be on the list.



#### Why it is important

Everyone knows:

- how to join the list



- that the list is run fairly



- that only people with the right healthcare training and skills can be on the list



- that only healthcare businesses that are run well can be on the list.



### This means

- only people with the right training and skills can be on the list



- only well-run healthcare businesses can be on the list



- everyone knows how to:
  - join the list
  - appeal if you are not allowed to join the list



- the way to join the list and appeal is fair and it works well



- decisions about joining the list and appealing are easy to understand.



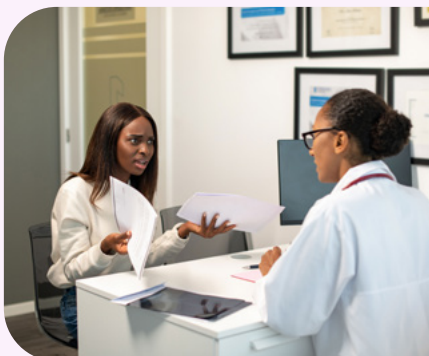
## Standard 10

Protecting the public with the correct and up-to-date information about those on the list



### What we expect

The organisation stops people working in healthcare from giving patients and the public the wrong information about themselves.



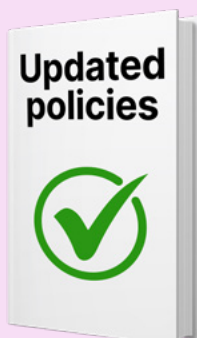
### Why it is important

There is less risk of patients and the public getting treatment or services from people that do not have the right training or skills.



### This means

- The organisation has policies:
  - to manage people working in healthcare who give the wrong information



- that are updated when needed.



## Standard 11

Checking that someone working in healthcare can stay on the list



### What we expect

The organisation makes sure people working in healthcare on the list continue to have the right skills and can do their job well.



### Why it is important

The skills of people working in healthcare are kept up-to-date, so they always offer safe and good care.



The checks make sure that only people with the right training and skills are on the list.



### This means

- Organisations have quality checks that are fair



- Organisations make sure people working in healthcare have the right skills to carry on doing their job well



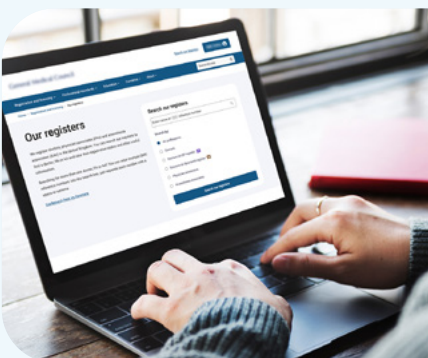
- The organisation is clear about what people working in healthcare:
  - need to do to stay on the list



- need to do to update their training and skills.



The organisation supports people working in healthcare to do the right training.



All people working in healthcare know what they need to do to stay on the list.



## Standard 12

### Raising complaints about someone on a list



#### What we expect

The organisation:

- makes sure it is easy for patients and the public to make a complaint



- makes it clear about the type of complaint patients and the public can make



- makes it clear who deals with complaints.



### Why it is important

Patients and the public should be able to make serious complaints about people on the list.



Less serious complaints can be made to other organisations such as a hospital.



### This means

- Anyone can get information about:
  - how to raise a complaint about someone on the list
  - the type of complaints they can make
  - how their complaint will be dealt with





- Anyone can raise a complaint about someone on the list



- Complaints about people on the list will be dealt with by the right organisation.



## Standard 13

### Looking into and dealing with complaints on time



#### What we expect

The organisation looks into and deals with complaints about people on the list as soon as they can.



#### Why it is important

To make sure:

- complaints are sorted out on time
- patients and the public are protected from the person being complained about as soon as possible.



The complaint is dealt with as soon as possible to support people's health and wellbeing.



### **This means**

All complaints are dealt with as quickly as possible.



## Standard 14

### Looking into and dealing with complaints in a fair way



#### What we expect

The organisation's policies for checking and dealing with complaints about people on the list are fair and easy to understand.



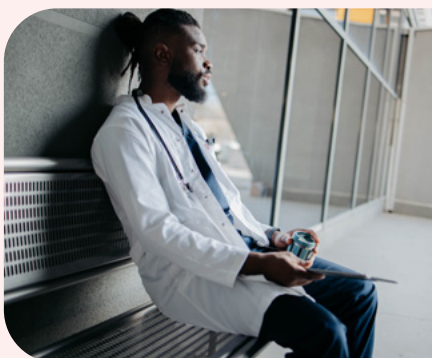
The organisation also makes patients and the public feel confident that they will be protected.



#### Why it is important

To make sure all decisions about complaints:

- protect patients and the public
- are fair to the person on the list being complained about.





### This means

How an organisation **deals with complaints** about people on the list is fair and protects patients and the public.



The **decisions** made about complaints are fair and protect patients and the public.



The organisation **explains clearly** how it makes decisions about complaints.



## Standard 15

Complaints about people on the list who could be a risk



### What we expect

The organisation always finds and manages people on the list who could be a **serious risk** to public safety and confidence.



The organisation takes action to stop people doing unsafe things as quickly as possible.



### Why it is important

Patients and the public are protected as soon as possible if the person working in healthcare being complained about could be a risk.



### This means

The organisation can always work out how much risk there is for each complaint.



If a person on the list is a high risk to patients and the public, the organisation should **act quickly**.



Then the person on the list can only do certain jobs while the complaint is dealt with.



## **Standard 16**

### **Support for everyone who complains**



#### **What we expect**

The organisation supports anyone who makes a complaint while it is being dealt with.



The organisation keeps people who complain updated and does this as soon as possible and in a respectful way.



#### **Why it is important**

Everyone affected can take part in the complaint.



Anyone involved in the complaint gets the support they need.



Everyone is supported to give the best possible information about the complaint to the organisation.



### **This means**

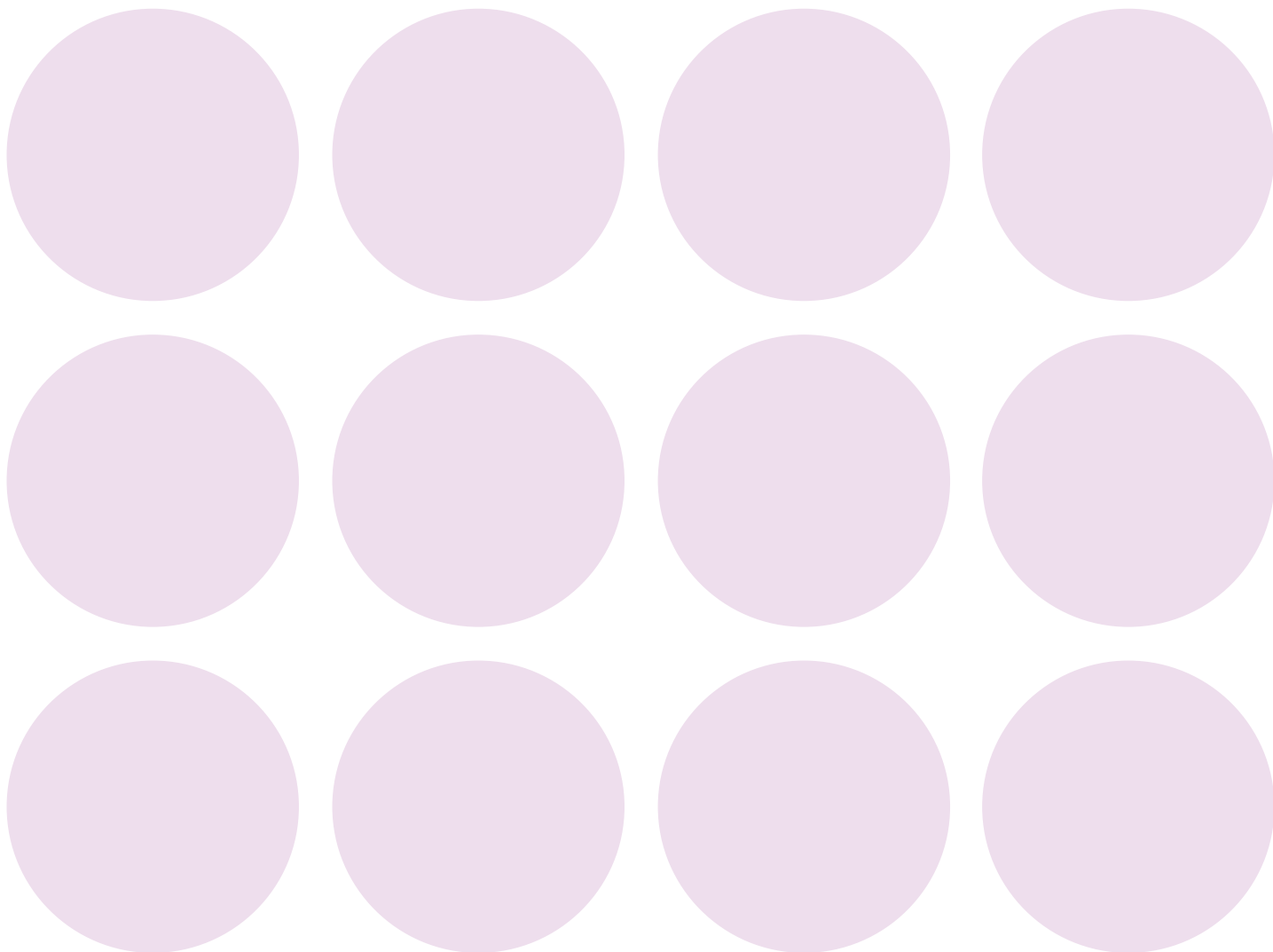
Everyone gets updates while a complaint is being dealt with.



Everyone is treated with respect.



The complaint is dealt with as soon as possible to support people's health and wellbeing.



This Easy Read document was co-produced by the **IC Works experts by experience** and **Professional Standards Authority**



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