

## Changing or amending your details on the digital portal

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There are two main processes for changing detail in the portal:

- **Amend contact details and staffing information**
- **Amend manager, provider or service details.**

The form you need to select depends on the change you are making.

You can only have one request in progress at a time, either amend contact details and staffing information or amend manager, provider or service details. This is to prevent conflicts in the information provided. While an application is in progress or being assessed, you will find the link to the other process is not available. If you need to access another form, you should wait until the existing one is complete. Alternatively, you can withdraw the existing application and submit a new one.

The screenshot shows the 'CI Digital Registration' portal for 'Cherrytree Care Home'. The page includes a header with the 'care inspectorate' logo, a 'BETA' notice, and user links for 'Your account' and 'Log off'. The main content area is divided into two columns. The left column, titled 'Care home service', lists details such as 'Registration number: CS2000000079', 'Status: ACTIVE', 'Registration date: 08 February 2021', 'Manager: Jacqueline Harris', and 'Address: Rosewood House, 111 West Park Road, Anytown, DD1 4NY'. The right column, titled 'Actions', contains several links: 'Download registration certificate', 'Amend contact details and staffing information', 'Amend manager, provider or service details', 'Apply to vary my conditions', 'Apply to become inactive or active', and 'Apply to cancel the registration'. Below these columns are tabs for 'Full service details', 'Applications', and 'Conditions'. The 'Full service details' tab is active. Underneath, there are sections for 'Application Stages' with links to 'Details of provider', 'Principle person for correspondence', and 'Details of relevant individuals', and 'Details of provider' with fields for 'Organisation name' (Blossom Care Ltd) and 'Company or charity number (where applicable)'. The 'Application Stages' section is currently empty.

## Amend contact details and staffing information

You can amend some basic contact information here, such as telephone numbers and email addresses. You can also update the whole-time equivalent number of staffing. Once submitted, your service record will be updated automatically with your changes. If applicable, the changes will be reflected on the website from the next day, for example and update to the service telephone number.

The table below lists the areas that can be updated using the 'Amend contact details and staffing information' form and details the page where the change can be made.

Change	Page name
Invoicing contact details	Invoicing contact details
Principal office address (Organisation only)	Details of provider
Principal person for correspondence (Organisation only)	Principal person for correspondence
Provider email address	Details of provider
Provider telephone number	Details of provider
Service email address	Service name and contact details
Service telephone number	Service name and contact details
Whole-time equivalent (WTE) number of staff	Staffing

## Amend manager, provider or service details

This form is made up of three sections:

- manager details
- provider details
- service details.

The first page asks you to indicate the sections that you would like to make an update to. This is so that the form can be tailored to the areas relevant to your update.

**Which sections would you like to make an update to?**

Select all that apply.

Provider details

Service details

Manager details

The table below lists the changes that can be requested. Please check the list and then choose the section(s) your amendments fall into.

**Note:** Once you select the section(s) you would like to update, you will not be able to submit a change in any section you didn't select, until your request has been processed or withdrawn.

Once submitted, the changes will be reviewed by your inspector who may contact you for more information before the details are updated.

Change	Section	Page
Manager details (including change of manager)	Manager details	Change of a manager
People living on the premises	Service details	Other people living at the premises
Provider address	Provider details	Details of a provider
Provider name	Provider details	Details of a provider
Relevant individuals / change of board or committee members	Provider details	Details of relevant individuals
Service address* ( <b>non premises based service only</b> , for instance care at home/housing support service)  *premises based services, for instance care home or childminder should apply to vary conditions	Service details	Service name and contact details
Service name	Service details	Service name and contact details

**Note:**

If this is the first time you are making a change via the portal, you may find that some of the fields are blank. This is because at the point of transfer we did not have full accurate data that was current in our older systems. By asking you to complete this information we are making sure we capture the most up to date details.

Once full details are captured, future forms will be populated with the information, meaning you should only need to provide details relevant to the change(s) you are making.

## Accessing an existing application or request

Existing requests are listed in 'Applications' tab on the service overview.

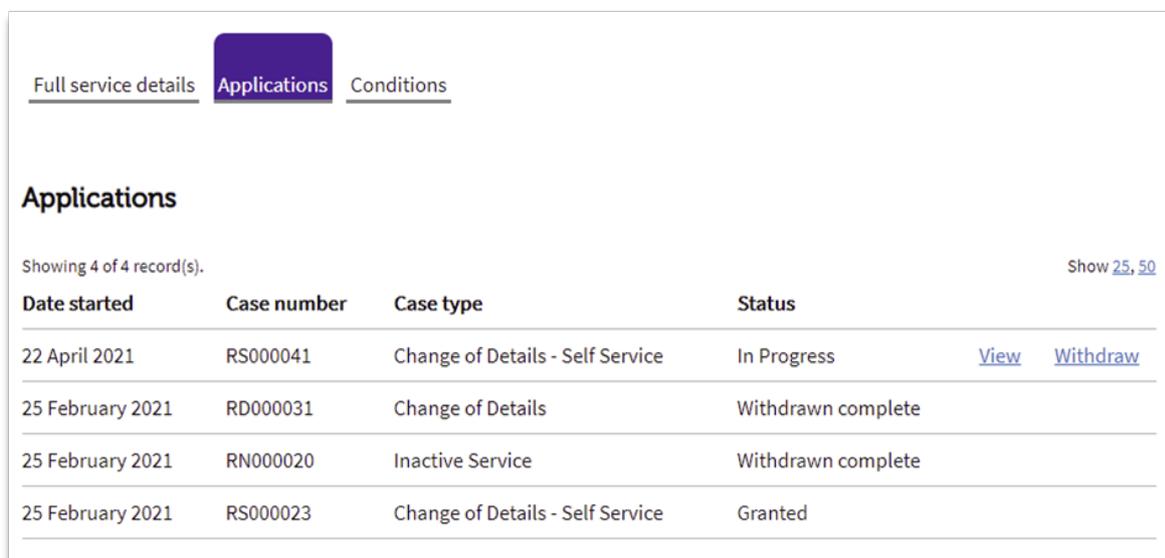
You can use 'View' link next to a case to open the application and continue it or make further updates. The 'Withdraw' link allows you to withdraw an application, if you no longer want to go ahead with the changes.

Amend contact details and staffing information cases are listed as Change of Details – Self Service and have a case number starting RS.

Amend manager, provider or service details cases are listed as Change of Details and have a case number starting RD.

Your case will have one of the following statuses:

Status	Description
In progress	The application has been started but not yet submitted
Assessing	The application is being reviewed by Care Inspectorate staff
Granted	The changes have been approved and the records updated
Withdrawn complete	The application has been withdrawn



<a href="#">Full service details</a>	<b>Applications</b>	<a href="#">Conditions</a>	
<b>Applications</b>			
Showing 4 of 4 record(s). <span style="float: right;">Show <a href="#">25</a>, <a href="#">50</a></span>			
Date started	Case number	Case type	Status
22 April 2021	RS000041	Change of Details - Self Service	In Progress <a href="#">View</a> <a href="#">Withdraw</a>
25 February 2021	RD000031	Change of Details	Withdrawn complete
25 February 2021	RN000020	Inactive Service	Withdrawn complete
25 February 2021	RS000023	Change of Details - Self Service	Granted

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

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