Team Care Compliance



INDEPENDENT QUALITY ASSURANCE, LEADERSHIP & IMPROVEMENT PARTNERS

Building Better Care Together

Helping organisations thrive. Empowering people to live better lives.

OUR PURPOSE

Building Better Care Through Stronger Leadership

Health and social care is about people. Every organisation has the opportunity to create safer services, stronger leadership and better outcomes for the people they support.

At Team Care Compliance, our purpose is to strengthen organisations through independent quality assurance, effective governance and practical operational expertise. We believe lasting improvement comes from developing confident leaders, resilient systems and a culture where quality is embedded every day.



- **We work alongside organisations, not above them.**
- **We provide independent, honest and practical advice.**
- **We build long-term partnerships, not one-off reports.**
- **We stay with organisations until meaningful improvements are embedded.**

Through our Team Care Training Academy, we provide CPD-accredited Advanced Safeguarding Training and specialist mentoring for Registered Managers, Nominated Individuals and Responsible Individuals, supporting leaders to strengthen governance, build confidence and prepare for inspections. See page 12.

- **To build stronger organisations.**
- **To develop confident leaders.**
- **To protect the people who rely upon care.**

Because better leadership creates better organisations. Better organisations deliver better care.

WHO WE SUPPORT

Who We Work With

From newly registered providers to national care groups - regulated by the CQC, Ofsted, the Care Inspectorate and CIW - every organisation faces different challenges, and we tailor our support to each one.

Local Authorities

Independent quality assurance, provider improvement, governance reviews and market oversight for commissioning teams.

Integrated Care Boards

Independent assurance, quality improvement and strategic support across integrated health and care systems.

NHS Organisations

Strengthening governance, leadership, operational performance and quality improvement across healthcare services.

Housing Associations

Supported living, extra care and specialist housing - governance reviews, compliance and service improvement.

Independent Care Providers

Domiciliary care, residential care, nursing homes, supported living and complex care providers.

Corporate Care Groups

Independent assurance, governance frameworks, operational reviews and leadership support across multi-site groups.

Children's Services

Children's homes, supported accommodation, fostering agencies and education providers regulated by Ofsted, including Regulation 44 & 45 support.

Mental Health, LD & Autism

Specialist governance, PBS, safeguarding and leadership support tailored to complex care environments.

Solicitors, Legal Teams & Regulatory Enforcement

Independent regulatory expertise, governance reviews and urgent improvement support for providers facing investigations, safeguarding concerns, CQC enforcement action, Notices of Proposal or Notices of Decision.

Together, we are building stronger organisations, stronger leadership and better outcomes across health and social care.

MEET OUR SPECIALISTS

A Multidisciplinary Team Supporting Better Care

Former regulators, operational leaders, clinical professionals, governance specialists, accredited trainers, tender writers and business consultants - together bringing more than 100 years of combined experience. Rather than offering generic consultancy, we carefully match the expertise of our specialists to the unique needs of every organisation.

DIRECTORS



Kerry Dean

FOUNDER & DIRECTOR

As Founder & Director of Team Care Compliance, Kerry brings over 20 years' experience across CQC and Ofsted regulated services. She is recognised for her critical eye, operational expertise and ability to transform organisations through strong governance, leadership and quality improvement.



Kayleigh Foster

DIRECTOR & HEAD OF QUALITY ASSURANCE AND GOOD GOVERNANCE

As Director and Head of Quality Assurance and Good Governance, Kayleigh leads our quality assurance and governance programmes, helping organisations strengthen compliance, drive operational excellence and embed sustainable improvement that delivers safer services and better outcomes.

SENIOR LEADERSHIP TEAM



Judith Milburn

LEAD CARE INSPECTORATE CONSULTANT

Former nurse with extensive experience in quality assurance, care planning, and risk assessment. Skilled in supporting TDDI registration, with a strong understanding of the care sector, regulatory compliance, and delivering high-quality, person-centred services.

OUR SPECIALIST NETWORK

- Former CQC Inspectors
- Registered Managers
- Regional Managers
- Clinical Leads
- Governance Specialists
- Safeguarding Experts
- Accredited Trainers
- Tender & Bid Writers
- Financial & Business Consultants
- Digital & Technology Specialists

Our consultants haven't only advised services - they have led them, regulated them, improved them and supported them through their most challenging periods.

WHAT WE CAN DO

Practical Expertise. Independent Assurance. Lasting Improvement.

Every organisation is unique, which is why we never deliver a one-size-fits-all approach. Whether you're a commissioner seeking assurance, a provider preparing for inspection or a board strengthening governance, we provide practical solutions that deliver measurable improvements.

Independent Quality Assurance

Objective, evidence-based reviews that give commissioners, boards and providers confidence - identifying strengths and supporting informed decision-making.

Governance & Board Assurance

Reviews of governance frameworks, quality assurance systems, risk management and organisational oversight to strengthen accountability.

Operational Improvement

Working alongside leadership teams to streamline systems, strengthen processes and embed sustainable improvements.

Inspection Readiness

Simulations reflecting current regulatory expectations, with detailed evidence reviews and professional feedback - know exactly where you stand.

Turnaround & Recovery

Practical leadership and structured programmes that stabilise services, rebuild confidence and support long-term recovery.

Interim Leadership

Experienced Registered Managers, Regional Managers, NIs and Governance Specialists - deployed rapidly during transition or risk.

Leadership Development

Accredited programmes, mentoring and coaching through our Training Academy for Registered Managers, NIs, RIs and senior leaders.

Clinical Governance & Safeguarding

Strengthening medication management, safeguarding practice, clinical oversight and risk - keeping safe, effective care at the centre.

Organisational Transformation

Supporting growth, mobilisation, restructuring and strategic change - building resilient services ready for future challenges.

More than consultancy - trusted partners in lasting improvement. Explore our specialist services on pages 9–13.

THE TEAM CARE DIFFERENCE

More Than Compliance. More Than Consultancy. A True Quality Improvement Partner.

Outstanding care is not achieved through inspections alone. It is built every day through strong leadership, effective governance, supported teams and a culture that places people at the centre of every decision.



Every organisation deserves access to experienced professionals who genuinely understand the challenges of health and social care.

Every commissioner deserves confidence that commissioned services are safe, effective and well governed.

Every provider deserves practical support that strengthens leadership, improves quality and protects the people they support.

"Everything we do starts and ends with improving the lives of the people who rely on health and social care."

Stronger leadership creates stronger organisations. Stronger organisations deliver safer, more compassionate care. **Better care changes lives.**

OUR PARTNERSHIP APPROACH

Working Alongside You to Deliver Lasting Improvement

Collaborative, evidence-based and focused on measurable improvement - combining independent professional judgement with practical operational experience.

THE TEAM CARE IMPROVEMENT FRAMEWORK:

01 Understand

Every successful partnership begins with listening - to your organisation, your people, your culture and your strategic objectives. By reviewing key information and engaging with leadership teams, we build a clear picture of your service before any review begins.

02 Review

A comprehensive review using observation, document analysis, stakeholder engagement and structured professional judgement - not checklists - identifying both areas of excellence and opportunities for improvement.

03 Evaluate

Evidence is carefully triangulated for an objective assessment of governance, leadership, quality and operational performance - focusing not only on compliance but on understanding why issues occur.

04 Improve

Practical, prioritised improvement plans developed collaboratively with your leadership team - strengthening governance, developing leadership capability and supporting operational excellence rather than short-term compliance.

05 Support

We stay alongside you through leadership mentoring, governance reviews, interim management, accredited development, validation visits and ongoing quality assurance - until positive changes are embedded in everyday practice.

“We don't walk away after the report. We stay alongside our partners until meaningful improvements are embedded and sustained.”

INDEPENDENT ASSURANCE PRACTICAL LEADERSHIP SUSTAINABLE IMPROVEMENT

WHEN SHOULD YOU CALL TEAM CARE COMPLIANCE?

Supporting Organisations at Every Stage of Their Journey

Every organisation faces challenges - some are preparing for growth, others responding to regulatory change or navigating uncertainty. Whatever stage your organisation is at, we provide the independent expertise, practical support and experienced leadership to move forward with confidence.

Starting a New Service?

End-to-end support to build strong foundations - from registration and policies through to branding, recruitment and launch.

Preparing for Inspection?

Mock inspections, governance reviews and readiness programmes that highlight strengths, identify risks and build team confidence.

Need Independent Assurance?

Objective, evidence-based reviews of quality and governance, including Regulation 44 & 45 support, for commissioners, boards and senior leaders.

Experiencing Leadership Challenges?

Interim leadership, mentoring and governance support to maintain continuity during recruitment, transition or instability.

Requiring Improvement?

Turnaround specialists working alongside providers to stabilise services, strengthen leadership and embed sustainable improvement.

Growing Your Organisation?

Support through acquisitions, mobilisation, multi-site governance and commissioning opportunities - growth underpinned by assurance.

Developing Your Leaders?

Accredited leadership development, mentoring and coaching through our Training Academy for Registered Managers, NIs and RIs.

Whatever your challenge, we're ready to help.

From registration to recovery, inspection readiness to organisational transformation - **the trusted partner organisations turn to when quality matters most.**

OUR SPECIALIST SERVICES

Independent Expertise. Stronger Leadership. Lasting Improvement.

At Team Care Compliance, we provide more than consultancy. We work alongside health and social care organisations to strengthen leadership, improve governance, maintain regulatory compliance and deliver safer, more effective services.

From independent assurance and specialist regulatory support to leadership mentoring and long-term quality partnerships, our experienced professionals provide practical, evidence-based solutions tailored to each organisation.

MONTHLY QUALITY ASSURANCE PARTNERSHIPS

More Than Consultancy. Your Long-Term Quality & Improvement Partner.

Quality improvement should be continuous, not something organisations only consider when an inspection approaches.

Our Monthly Quality Assurance Partnerships provide ongoing independent oversight, professional guidance and practical support to help care organisations maintain high standards and achieve sustainable improvement.

OUR PARTNERSHIP SUPPORT INCLUDES

- Regular independent quality assurance audits and reviews
- Governance and regulatory compliance monitoring
- Leadership mentoring and management oversight
- Quality improvement plans and action tracking
- Safeguarding, risk management and operational assurance
- Inspection readiness and regulatory preparation
- Support with embedding sustainable improvements
- Independent reporting and recommendations for senior leaders and directors

We work collaboratively with providers, becoming an extension of their quality and governance arrangements while maintaining independent professional judgement.

Our partnerships are tailored to the size, complexity, regulatory requirements and individual challenges of each organisation.

We don't just identify what needs to improve. We work alongside organisations to make improvement happen.

INDEPENDENT GOVERNANCE REVIEWS

Providing Independent Assurance to Boards, Executive Teams and Commissioners

Strong governance is the foundation of safe, effective and sustainable care. Our reviews provide objective, evidence-based assurance over leadership, governance, quality systems and organisational performance - going beyond compliance to identify the strengths, vulnerabilities and opportunities that shape regulatory confidence.

Governance
Strengthening leadership, oversight and accountability.

Assurance
Independent evaluation of quality, performance and risk.

Improvement
Evidence-based recommendations and measurable outcomes.

Impact
Safer services, stronger organisations and better lives.

Every review concludes with a comprehensive Governance Assurance Report - executive findings, risk ratings, prioritised recommendations and a practical improvement roadmap designed to support lasting organisational change.

WHAT WE EVALUATE

- **Leadership & Governance** - Board effectiveness, strategic oversight, accountability, decision-making and culture.
- **Quality Assurance** - Audit systems, governance frameworks, performance monitoring and continuous improvement.
- **Risk & Compliance** - Risk management, safeguarding, regulatory compliance and incident oversight.
- **Operational Performance** - Service quality, workforce governance, documentation and clinical effectiveness.
- **Improvement & Assurance** - Governance maturity assessment and strategic improvement planning.

THE VALUE WE DELIVER

- Independent governance assurance
- Enhanced Board & Executive confidence
- Stronger quality assurance systems
- Improved organisational oversight
- Better regulatory readiness
- Reduced organisational risk
- Sustainable quality improvement
- Better outcomes for the people you support

WHO WE SUPPORT

NHS Trusts & Organisations · Integrated Care Boards · Local Authorities · Independent Care Providers · Corporate Care Groups · Residential & Nursing Homes · Domiciliary Care · Supported Living · Children's Residential Services · Specialist & Complex Care

OFSTED REGULATION 44 & 45 SUPPORT

Independent Oversight. Stronger Safeguarding. Better Outcomes.

We support children's residential providers to strengthen quality, safeguard children and maintain effective regulatory oversight.

Regulation 44 Independent Visits

Independent monitoring of safeguarding and care quality, with clear reports and recommendations.

Regulation 45 Quality of Care Reviews

Support with reviewing the quality of care, evaluating children's experiences and outcomes, and developing meaningful improvement plans.

Ofsted Inspection Readiness

Independent audits, mock inspections and preparation for regulatory scrutiny.

Service Improvement & Recovery

Targeted support following inspection findings, compliance concerns or operational challenges.

Our approach combines **independent professional judgement** with **practical recommendations** that help providers deliver **safe**, **consistent** and **high-quality care.**



Independent assurance that strengthens services and improves outcomes for children.

TEAM CARE TRAINING ACADEMY

Developing Confident Leaders. Building Stronger Organisations.

Great care starts with great leadership.

Our Training Academy provides specialist training, mentoring and professional development for existing and aspiring leaders across CQC and Ofsted-regulated services.

WHO WE SUPPORT

Registered Managers (RM)

Leadership development, regulatory responsibilities, governance, inspection preparation and operational management.

Nominated Individuals (NI)

Regulatory accountability, organisational oversight, governance and effective leadership.

Responsible Individuals (RI)

Ofsted regulatory responsibilities, monitoring, safeguarding oversight and organisational leadership.

Aspiring Care Leaders

Preparing emerging managers for greater responsibility and career progression.

OUR ACADEMY OFFERS

- Structured leadership mentoring and coaching
- CQC and Ofsted interview preparation
- Management and regulatory compliance training
- Governance, safeguarding and quality assurance development
- CPD-accredited training opportunities
- Ongoing professional mentoring and development

Whether preparing for a first management role or strengthening an established leadership team, our Academy provides the knowledge, confidence and practical skills needed to lead effectively.

Stronger leaders create stronger organisations. Stronger organisations deliver better care.

WORKING ALONGSIDE SOLICITORS

Independent Expertise When It Matters Most.

Team Care Compliance works alongside solicitors and legal professionals supporting health and social care organisations through complex regulatory, operational and governance matters.

We provide specialist care-sector knowledge, independent professional assessments and practical recommendations to assist organisations facing investigations, regulatory scrutiny or significant service concerns.

OUR SPECIALIST SUPPORT INCLUDES

- Independent quality and governance reviews
- Regulatory compliance assessments
- Safeguarding and risk management reviews
- Support with investigations into care quality and operational concerns
- Specialist care-sector advice to support legal professionals
- Regulatory improvement and recovery planning
- Independent examination of management systems and organisational oversight
- Practical support following enforcement action or adverse inspection findings

Our multidisciplinary team brings direct experience of managing, regulating, auditing and improving care services, enabling us to provide informed, evidence-based professional insight.

We work collaboratively with legal professionals while maintaining independence, confidentiality and a clear focus on quality, safety and regulatory compliance.



Independent professional insight. Practical regulatory expertise. Confidence when it matters most.

OUR PROMISE

Building Stronger Organisations. Delivering Better Outcomes.

Every organisation we support represents people whose lives depend on safe, effective care. That's why every review, recommendation and improvement we deliver is driven by one purpose - creating stronger organisations and better outcomes for the people they support.



"I founded Team Care Compliance because compliance alone doesn't improve lives. Strong leadership, effective governance and a relentless focus on quality do. Our role is to challenge, support and strengthen organisations so they can consistently deliver outstanding care."

Kerry Dean - Founder & Director

Integrity
Independent advice you can trust.

Partnership
Working alongside you, not just advising.

Excellence
Driving continuous quality improvement.

Compassion
People remain at the heart of every decision.

Innovation
Practical solutions for lasting change.

Accountability
Building confident leaders and resilient services.

THE OUTCOMES WE DELIVER

- Stronger governance
- Better quality assurance systems
- Clear strategic direction
- Safer services
- More confident leaders
- Improved regulatory confidence
- A supported workforce
- Better outcomes for people

We don't just prepare organisations for inspection. We help them build stronger leadership, safer services and lasting quality improvement. Because stronger leadership creates stronger organisations - and stronger organisations change lives.

WHY PROVIDERS TRUST US

Delivering Confidence, Quality and Measurable Outcomes

Our reputation has been built on the success of the organisations we support - from CQC and Ofsted registrations to governance reviews, leadership development and ongoing quality assurance.

200+
Care providers supported

97%
Registration success rate

★★★★★
26+ five-star Google reviews

Ongoing
Governance & quality assurance partnerships

WHAT OUR CLIENTS SAY

★★★★★
"Amazing help and support from Kerry and her team. They really helped in gaining our CQC registration. I would highly recommend them and I'm sure we will keep using their services going forward."

Lee Hart

★★★★★
"Professionals to the core. They followed our application through until it was approved. Judith was always there to help."

Joy Amuta
Director, Tehillah Shelter Foundation Ltd

★★★★★
"Kayleigh's knowledge and expertise were incredible. Her guidance was calm, reassuring and supportive throughout the whole process."

Sharlean Campbell

★★★★★
"My mentoring has been exceptional. I have learnt so much and have been supported in a way that works best for me."

Carlie Bolam

★★★★★
"Highly professional, organised and prompt. Excellent communication, with all the expertise, experience, tools and partnerships to get the job done under one roof."

Rajinder Bhaker

WHY ORGANISATIONS CHOOSE TEAM CARE COMPLIANCE

- Independent quality assurance & governance specialists
- Experienced operational & regulatory consultants
- Practical, honest & professional advice
- Inspection readiness & mock inspections
- Ofsted Regulation 44 & 45 support
- Expert CQC & Ofsted registration support
- Team Care Training Academy & leadership mentoring
- Long-term quality improvement partnerships
- Governance reviews & compliance audits
- Specialist support alongside solicitors



Team Care Compliance

Building Better Care Together

Independent Quality Assurance, Leadership & Improvement Partners

0115 845 0220

hello@teamcarecompliance.org.uk

www.teamcarecompliance.org.uk

Renewables House, 3 Foxhill Road East,
Carlton, Nottingham, NG4 1RZ

National Coverage - England, Scotland & Wales

Book a Discovery Call

KM Care & Compliance Limited, trading as Team Care Compliance
Company Registration No: 14505765

Trusted by Commissioners, NHS Organisations, Local Authorities and Health & Social Care Providers across the UK.