DYING FOR A CUPPA®

END-OF-LIFE CARE & CQC EXPECTATIONS

A practical alignment guide for care providers, managers and learning & development teams

If people may die in your care, how are you preparing your staff to support them?

CQC expects providers to deliver safe, person-centred care through staff who have the appropriate skills, knowledge and support. The links below show how death and dying education can contribute to those expectations.

CQC regulation / quality statement	How Dying for a Cuppa® training contributes
Regulation 18 · Staffing	**MASTERCLASS**
Relevant training, development and competence for staff roles.	Awareness of dying, communication, emotional support and recognising when to escalate concerns.
Safe and effective staffing	**BOTH COURSES**
Staff have the skills and development needed for safe care.	Practical learning, reflection and confidence-building; evidence of CPD participation.
Planning for the future	**MASTERCLASS**
Sensitive planning and informed choices, including at end of life.	Communication skills, understanding changes towards death and supporting conversations.
Regulation 9 · Person-centred care	**FAITH & SPIRITUALITY**
Care meets individual needs and preferences, including spiritual and cultural needs.	Respectful curiosity, spiritual and religious awareness, and individualised approaches.
Treating people as individuals / Regulation 10	**BOTH COURSES**
Dignity, cultural and religious needs, communication and respect.	Supporting the person and those close to them with sensitivity and respect.

WHAT CAN PROVIDERS EVIDENCE?

A training needs review • attendance and CPD records • learner feedback and reflection • improvements to communication and care practice • ongoing supervision and refresher learning.

OUR TWO CPD-ACCREDITED COURSES

Masterclass – Dying for a Cuppa®: communication; emotions; eating and drinking in a dying body; what dying looks like. Faith, Spirituality and Person-Centred End-of-Life Care: respectful curiosity; diverse beliefs and practices; dignity and individual preferences.

I support the dying, honour the dead, and educate the living.

Explore in-house team training, live learning and organisational education with Dying for a Cuppa®.

OFFICIAL CQC SOURCES

Regulation 18 · Regulation 9 · Safe and effective staffing · Planning for the future · Treating people as individuals

Important: This is an independent training alignment resource, not CQC guidance or endorsement. No single course guarantees compliance; providers must assess staff needs, roles and competency. CQC requirements vary by service. Sources checked 11 November 2026.