

# Statement of purpose

Health and Social Care Act 2008



## Part 1

The provider's name, legal status, address,  
and other contact details

Including address for service of notices and other documents

## Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

### 1. Provider's name and legal status

<b>Full name<sup>1</sup></b>	Helping Hands Domiciliary Care Services Limited					
<b>CQC provider ID</b>	1-1204940149					
<b>Legal status<sup>1</sup></b>	Individual	<input type="checkbox"/>	Partnership	<input checked="" type="checkbox"/>	Organisation	<input type="checkbox"/>

### 2. Provider's address, including for service of notices and other documents

<b>Business address<sup>2</sup></b>	58 Market Street Oakengates
<b>Town/city</b>	Telford
<b>County</b>	Shropshire
<b>Post code</b>	TF2 6DU
<b>Business telephone</b>	01952 872530
<b>Electronic mail (email)<sup>3</sup></b>	info@helpinghandsdcs.co.uk

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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- <sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below
- <sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.
- <sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

<b>3. The full names of all the partners in a partnership</b>	
<b>Names:</b>	Mrs Davina Margaret Evans Miss Samantha Jane Dyke

# Statement of purpose

Health and Social Care Act 2008



## Part 2

Aims and objectives.

***Helping Hands Domiciliary Care Services Limited is a privately owned Domiciliary Care Service, based in Telford Shropshire, that provides compassionate care to:***

- *People aged 65 and older.*
- *People with Dementia*
- *People at the end of life.*
- *Physical disabilities*
- *Enablement Care Services*



*Our personalised home care service gives our service users the choice to remain independent in their own homes, without compromising on quality of care. We are based in Oakengates Telford Shropshire and our geographical area covers all surrounding areas including Ironbridge and Newport. Helping Hands Domiciliary Care Services Limited is regulated and inspected by the Care Quality Commission. We strive to exceed the national minimum standards as required under The New Single Assessment Framework. Everyone using our service, has the right to expect:*

- *Person-centred care*
- *Dignity and respect*
- *Consent*
- *Safety*
- *Safeguarding from abuse*
- *Food & Drinks*
- *Premises and equipment*
- *Complaints*
- *Good governance*
- *Staffing*
- *Fit and proper staff*
- *Duty of candour*
- *Clearly displayed ratings.*

### **How will Helping Hands Domiciliary Care Services Ltd be caring?**

- *Helping Hands Domiciliary Care Services Limited staff understand the cultural, social, and religious needs of service users.*
- *Staff take time to interact with people and centre the care around the individual.*
- *Staff are respectful and considerate towards the service user and their home.*
- *Service users are empowered to make decisions.*
- *Service users are supported to take positive risks.*
- *Privacy, confidentiality, and dignity is always maintained.*
- *Employing passionate teams*

### **How will Helping Hands Domiciliary Care Services Ltd be safe?**

- *Strict safeguarding policies & procedures*
- *Robust recruitment processes*
- *Staff training in safeguarding & safety*
- *Correct management of waste*
- *Safe staffing levels and skilled staff*
- *Comprehensive risk assessments & positive risk management*
- *Care records and data managed by those actively caring for the service user.*
- *Appropriate and efficient information sharing*
- *Care Management Systems to ensure information can be easily transferred and accessed by emergency medical professionals.*
- *Safe storage and recording of medications.*
- *Continuous monitoring of accident/incidents/ near misses*
- *Identifying lessons learned*
- *Safety audits*

### **How will Helping Hands Domiciliary Care Services Ltd be effective?**

- *Care needs wholly and holistically assessed.*
- *Protecting the rights of those subject to the MHA*
- *Assessments on meeting the needs and preferences of each service user.*
- *Identifying training opportunities for staff*
- *Staff development plans*
- *Staff coaching, mentoring, appraisals, meetings, supervisions.*
- *Staff spot checks to ensure care is delivered to the desired standards.*
- *Involving different teams in care*
- *Delivering consistent, person-centred care*
- *On call systems*
- *Involving people in their packages*
- *People are supported to make decisions.*

### **How will Helping Hands Domiciliary Care Services Ltd be responsive?**

- Meeting everyone's different needs.
- Reducing barriers
- People are encouraged to develop relationships.
- Responding to positive and negative feedback from public, service users & staff
- Supporting people to make informed choices.
- Future preferences pre-discussed
- People with urgent care needs prioritised in urgent events.
- Alert System to notify any late visits - to ensure visits are not missed.
- Responding to complaints - everyone can easily access.

### **How will Helping Hands Domiciliary Care Services Ltd be well led?**

- The manager having relevant skills, knowledge, and qualifications.
- Monitoring sustainability and quality of the service
- Management being present and approachable.
- A planned structure on the day to day running - to ensure compliance is always reached.
- Staff feel respected, supported, and valued.
- Staff risk assessments and safety monitored and identified as individuals.
- Following the Good Governance policy
- Quality assurance systems
- All staff and public having access to all policies & procedures online.
- Rewarding staff and noticing hard work
- Measures to improve company and staff performance.

*We believe that each individual should be in control of their own life and their own decisions on how care is delivered, how it should be and centred around the service user.*

### **Nature of Services Provided**

*Helping Hands Domiciliary Care Services Ltd provides a range of personal care and essential domestic support services. The exact nature of service provided to each service user will vary as each care package is tailored to their needs, the following examples of services that are offered:*

- Assistance with dressing/grooming/bathing
- Help with personal cleanliness.
- Assisting with getting in and out of bed
- Preparation of meals and drinks
- Support with continence care.
- Assistance with mobility needs
- Administration/ Support of medication

- *Support with home from hospital.*
- *Assistance with domestic tasks*
- *Accompanying to appointments*
- *Assistance to arrange appointments with other professionals such as doctors, dentists, opticians etc.*
- *Providing companionship*
- *Providing respite for families and personal carers*
- *End of life care*
- *Dementia care*

### **Registered Managers**

*The registered manager and accountable persons are Davina Evans & Samantha Dyke both have worked in Health & Social Care for 25 plus years and completed specialist training as well as:*

- *Health & Social Care Diploma Level 2*
- *Health & Social Care Diploma Level 3*
- *Health & Social Care Diploma Level 4*
- *Health & Social Care Diploma in Leadership Level 5*
- *Train the Trainer*
- *Moving & Handling Train the Trainer*
- *Customer Services Level 3*

### **Registered Provider**

*The registered provider is: Helping Hands Domiciliary Care Services Ltd*

*Registered Address is: 58 Market Street, Oakengates, Telford, TF2 6DU*

### **Staffing:**

*All staff under the employment of Helping Hands Domiciliary Care Services Ltd will be expected to enrol onto the Health & Social Care Level 2. All staff will have full support and encouragement in growth and career development.*

*The numbers of staff change frequently due to the growing needs of the business. As the level of service grows, so will the staff. The manager will contribute to work on “the front line” of the business alongside the other employees and will always be available as “back up” in the event of staff being absent. This is to ensure our service users’ needs are always met and things are running as smoothly as can be.*

*All members of our team will receive the full range of training in line with the statutory requirements which include training on*



*Moving & Handling*  
*First Aid*  
*Communication*  
*Dignity, Equality, Diversity*  
*Fire Safety*  
*Food Hygiene*  
*Health & Safety Awareness*  
*Infection Prevention Control*  
*Medication Management*  
*Mental Capacity and DOLs*  
*Assisting & Moving People*  
*Nutrition & Hydration*  
*Lone work awareness*  
*End of life care*  
*Dementia care*  
*Prevention of abuse & Safeguarding*  
*Challenging behaviour*  
*People have had a stroke.*  
*Care planning.*  
*Quality Assurance*  
*The Care Certificate*  
*Oliver McGowan*

*All our staff undergo a well-structured induction period and are required to apply for a DBS check. New staff members are required to have completed our competency framework, which ensures they have read care plans, are aware of our policies and experience/understand typical duties whilst under the supervision of an allocated team member or manager.*

*After the induction period is completed, the manager will invite them to the office for a discussion of competence and ensure all staff are competent and comfortable before commencing work alone.*

*Random spot checks will be carried out to ensure staff are staying their allocated time, following uniform policy and to ensure quality care is always being delivered. Self-assessments and audits will also be carried out covering, service user tasks, medication, care plans, staff uniform, policy & procedures, complaints, dignity & respect, record keeping, inspection reports.*

## **Philosophy of Care**

*Helping Hands Domiciliary Care Services Ltd aims to safeguard and promote the health, well-being and quality of life of vulnerable people living in their own homes. Our objective is to provide care services which:*

- *Are reliable, dependable, and responsive.*
- *Are dignified and respectable.*
- *Are consistent.*
- *Recognise individuality and diversity.*
- *Maximise independence.*
- *Employ competent, well-trained, and kind natured staff.*
- *Have accurate and precise record keeping and reporting procedure.*
- *Enable service users to make choices about how the care is to be provided.*

*Helping Hands Domiciliary Care Services Ltd values each individual and takes great lengths to ensure each service user receives quality of care and each service user is happy with the service they receive.*

*Helping Hands Domiciliary Care Services Ltd customers will receive a follow up telephone call after care services have commenced, feedback surveys every 6 months to allow the organisation to grow and improve services where possible, as well as identifying that they feel their needs are still being met. Everyone involved with the service is fully supported with a clear complaints procedure and is readily accessible for anyone who wishes to make a complaint. The management is approachable and deals with complaints very seriously and constructively.*

## **Number of Service User Accommodated or Provided with Services**

*The number of service users under the care of Helping Hands Domiciliary Care Services Ltd will gradually grow throughout time. Helping Hands Domiciliary Care Services Ltd intends to adapt its facilities to meet demand in the future and will not accept admissions unless there are the required staffing levels available to meet their needs.*

*The categories of care which moral care cover are as follows.*

- *Personal Care*
- *Dementia Care*
- *End of life*
- *Assisted Living*
- *Respite Care*
- *Elderly Care*

*Admissions Criteria including the Organisations Policies & Procedures for emergency admissions.*

### **Planned Admissions**

- *The manager or allocated assessor will arrange a visit to the home address of the potential admission. This is when the care planning, Risk assessments, needs assessment, contracts, consent, etc will take place and be discussed with the service user or representative. The responsible person will then ensure we have the facilities to care for the individual.*

### **Emergency Care**

- *During the pre-assessment process, there is terms included in the contract which state that if Helping Hands Domiciliary Care Services Ltd receive information that suggests the service user needs urgent or emergency care, Helping Hands Domiciliary Care Services Ltd will provide an Enablement Practitioner on an emergency care basis to handle the situation and the time will subsequently be charged onto the users following bill at the usual rate.*

### **Arrangements in place for consultation with service users about the operation of the organisation**

*Helping Hands Domiciliary Care Services Ltd operates an “open door policy.” This is where relatives, service users and staff members can approach the management with enquiries or complaints without appointment or any barriers. Feedback surveys are issued every 6 months and care management reviews are held every 6 months with each service user. Alternatively, anyone is welcome to arrange a home visit from the manager.*

### **Arrangements in Place for Meeting Service User’s Spiritual needs / Attendance at Religious Services of their choice.**

*During the assessment process, service users are asked about which religion they support and if care workers need to take any measures to respect their spiritual/religious needs, all of which, our staff will be respectful of. Helping Hands Domiciliary Care Services Ltd can provide care staff to escort service users to religious services.*

### **The Arrangements for Dealing with Complaints**

*In brief, Helping Hands Domiciliary Care Services Ltd aims to resolve concerns and complaints swiftly and effectively. The complainant will always receive acknowledgement of their complaint within 48 hours. The manager will initially try to resolve the complaint*

*informally by discussing the matter with the service user or their representative (the complaint will always be documented). The focus at this stage will be to “Problem solve” and agree a way forward which is acceptable to all parties involved. It is expected that this will take up to 5 working days.*

*If the complaint cannot be resolved informally, it will be enhanced to an investigation. The manager will investigate the matter and discuss the outcome with the service user, some details may be withheld if confidentiality is compromised. It is expected at this stage of the procedure will take no longer than 14 working days. All service users will have access to complaints form in the welcome pack issued.*

*Helping Hands Domiciliary Care Services Ltd endeavours to resolve any complaint within a 28-day period and will always listen to complaints without prejudice.*

*During any stage of the procedure, the service user has the right to escalate the complaint to the care quality commissions. CQC is the body responsible for registering, inspecting, and regulating domiciliary care agencies.*

**To contact CQC directly, please use the following details:**

CQC National Correspondence  
City Gate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA  
TEL: 03000616161  
FAX: 03000616171

*Where a local authority or primary care trust is commissioning the care, a complaint can also be taken to them.*

**The Arrangement Made for Dealing with Reviews of the Service Users Care Plan**

*Each service user/ representative has the right to amend their care plan at any stage. As carers see the service users on a daily basis and form close working relationships, they are assigned responsibility to review the care plans, risk assessments and medication plans for any changes. To ensure this is completed each month, all trained carers will receive notification from the office and management will actively track confirmation from the front-line staff. If any changes are required, a member of office staff will visit the service user personally and discuss the changes to implement with the service user.*

*The office team will visit every service user’s home and review the care plan with the service user to ensure the plan is effective and the quality of service is maintained throughout.*

## ***The Arrangements Made for Respecting Privacy and Dignity of Service Users***

*Each service user is always treated with dignity and respect within their homes.*

### ***Privacy***

- Staff will always knock entering a service users' home, regardless of if a key safe is in place or not.*
- Service users will always be offered privacy with personal care or toilet needs.*
- Staff will allow service users to speak to their family or friends without their presence.*
- Service users' details will always be dealt with on a strictly confidential basis.*
- Personal mail and phone calls will be respected.*
- If a staff member is asked to leave the premises, we will respect this and do so, unless under exceptional circumstances where the service user is at risk.*

### ***Dignity***

- Service users will be addressed by their preferred name.*
- All personal care will be carried out in a professional manner.*
- All service users will be spoken to with respect and dignity.*
- Personal care will be carried out with privacy and dignity.*

***Service User Guide Available in-service user file.***

### ***Dates of Review and Record Changes Made***

*Statement of Purpose to be reviewed annually and any changes submitted to the Care Quality Commission.*

***Dated 8<sup>th</sup> March 2024***

## **MISSION STATEMENT**

*Helping Hands Domiciliary Care Services Ltd is committed to the vision of supporting people to 'live a better life' which is achieved through the delivery of an enabling service that meets the highest standards and supports individuals to exercise personal choice and control, maintain their independence, dignity, and quality of life in the comfort of their own home.*

*Our Values are central to everything we do and will be upheld by our trained staff team:*

- We are committed to offering high quality care and support services delivered with dedication, compassion, and sensitivity.*
- We recognise that the little things are important, and we will work with our customers and their families/carers to ensure that support is tailored to meet their specific needs and requirements.*
- Working together, we actively respect and encourage the right to independence and support people to achieve their aspirations and live full and meaningful lives.*
- We actively listen and respond to the people we support, promoting a culture of involvement and participation.*
- We strive to create a safe, friendly, and caring environment, where people are treated with courtesy, dignity, and respect.*
- We treat people fairly and behave with honesty, integrity, and openness at all times.*
- We recognise that our staff are our greatest asset. We actively promote a culture of learning and development – supporting our staff to be the best that they can be.*

*We strive to provide the highest quality Domiciliary Care Service in Telford and surrounding areas.*

*We strive to exceed the expectations to be Safe, Well Led, Effective, Caring and Responsive.*

# Statement of purpose

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## Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

The information below is for location no.:	1	of a total of:	1	locations
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<b>Name of location</b>	Helping Hands Domiciliary Care Services Limited
<b>Address</b>	58 Market Street Oakengates Telford
<b>Postcode</b>	TF2 6DU
<b>Telephone</b>	01952 872530
<b>Email</b>	info@helpinghandsdcs.co.uk

<b>Description of the location</b>	
(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
The office is on a high street with limited parking however disabled parking is available directly in front of the building, it is easily accessible, all on one level without the need for adaptations.	
<b>No of approved places / overnight beds (not NHS)</b>	

<b>CQC service user bands</b>				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/> <input type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Mental health	<input checked="" type="checkbox"/> <input type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Physical disability	<input checked="" type="checkbox"/> <input type="checkbox"/>	People detained under the Mental Health Act	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Dementia	<input checked="" type="checkbox"/> <input type="checkbox"/>	People who misuse drugs or alcohol	<input checked="" type="checkbox"/> <input type="checkbox"/>	
People with an eating disorder	<input checked="" type="checkbox"/> <input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18 <input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>	



<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input checked="" type="checkbox"/> <input type="checkbox"/>
Long-term conditions services (LTC)	<input checked="" type="checkbox"/> <input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input checked="" type="checkbox"/> <input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Davina Evans & Samantha Dyke		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		

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## Part 4

### Registered manager details

Including address for service of notices and other document

The information below is for manager number:	<b>1</b>	of a total of:	<b>2</b>	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Mrs Davina Evans
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<b>2. Manager's contact details</b>	
<b>Business address</b>	58 Market Street Oakengates
<b>Town/city</b>	Telford
<b>County</b>	Shropshire
<b>Post code</b>	TF2 6DU
<b>Business telephone</b>	01952 872530
<b>Manager's email address<sup>1</sup></b>	
davinaevans@helpinghandsdcs.co.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b>	
(Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
58 Market Street Oakengates Telford TF2 6DU	100%

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input checked="" type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

**5. Locations, regulated activities and job shares**

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

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## Part 4

### Registered manager details

Including address for service of notices and other documents

The information below is for manager number:	2	of a total of:	2	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Miss Samantha Dyke
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<b>2. Manager's contact details</b>	
<b>Business address</b>	58 Market Street Oakengates
<b>Town/city</b>	Telford
<b>County</b>	Shropshire
<b>Post code</b>	TF2 6DU
<b>Business telephone</b>	01952 872530
<b>Manager's email address<sup>1</sup></b>	
samanthadyke@helpinghandsdcs.co.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b>	
(Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
58 Market Street Oakengates Telford TF2 6DU	100%

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input checked="" type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

<b>5. Locations, regulated activities and job shares</b>
<p>Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.</p> <p>Please also describe below any job share arrangements that include or affect this manager.</p>