

1. Purpose

1.1 To make clear the duties of Smart Arrow Agency in relation to having a Statement of Purpose as defined by the Registration Regulations 2009, Schedule 3.

1.2 To support Smart Arrow Agency in meeting the following Key Lines of Enquiry:

| Key Question | Key Line of Enquiry (KLOE) |
|--------------|---|
| WELL-LED | W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people? |

1.3 To meet the legal requirements of the regulated activities that Smart Arrow Agency is registered to provide:

- Care Quality Commission (Registration) Regulations 2009

2. Scope

2.1 The following roles may be affected by this policy:

- Registered Manager
- Registered Provider

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS

3. Objectives

3.1 The Statement of Purpose will clearly outline the information required within Schedule 3 of the Registration Regulations 2009.

4. Policy

4.1 Smart Arrow Agency will have an up-to-date Statement of Purpose which complies with the regulations.

4.2 Where changes are made, Smart Arrow Agency will ensure that the Care Quality Commission is notified within 28 days through the correct procedure.

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5. Procedure

5.1 Smart Arrow Agency, as a registered provider with the Care Quality Commission, must have an up-to-date Statement of Purpose.

5.2 The Statement of Purpose will contain specific information which is found in Schedule 3 of the Health and Social Care Act, Registration Regulations 2009. This is a description of:

- The aims and objectives of Smart Arrow Agency in providing the service
- Details of the services provided by Smart Arrow Agency including the service types (for example, hospice services) and the service user bands (for example, adults aged 65+)
- The health or care needs that the service sets out to meet
- Our provider's and any Registered Managers' full name(s), business address(es), telephone number(s) and (where available) email address(es)
- Details about our legal status (for example, whether Smart Arrow Agency is an individual, a company, a charity or a partnership)
- The address that the CQC must use to send formal documents to registered providers and managers. Formal documents include legally required notices and inspection reports. ('Addresses for service' can be email addresses where a provider or manager consents to receiving documents in this way)
- All of the locations where regulated activities are actually provided, or where they are provided from (listed as 'locations' on your certificate of registration together with any service branches not listed as locations)

5.3 The Statement of Purpose must be supplied to the Care Quality Commission with the application form of Heaven-Sent Health Care Limited at the point of registration.

5.4 Smart Arrow Agency must keep the information within the Statement of Purpose under review.

5.5 Any changes to the content of the Statement of Purpose (as outlined above) must be notified to the Care Quality Commission within 28 days of the changes, along with an updated Statement of Purpose.

5.6 Drafting and Submitting your Statement of Purpose

Smart Arrow Agency will download the [CQC Statement of Purpose template](#). The template is in four parts:

- Part 1 includes contact and other details for Smart Arrow Agency, including Smart Arrow Agency's address for service
- Part 2 describes the aims and objectives of Smart Arrow Agency in providing the service
- Part 3 is for details of all the location(s) where the regulated activities of Smart Arrow Agency are carried on or carried on from, the services provided, and the kinds of health or social care needs that the service meets. The template uses the same service user groups that are used in the CQC's application forms to show the needs that the service meets. Smart Arrow Agency should complete a separate part 3 for each of its locations
- Part 4 is for details of the Registered Manager working for the service. This includes the address for service for the manager(s). Smart Arrow Agency should complete a separate part 4 for each of the managers
- Smart Arrow Agency understands that it doesn't have to use the CQC's Statement of Purpose templates, but using them will help to make sure that Smart Arrow Agency's Statement includes all of the information the law requires
- Smart Arrow Agency will follow the CQC's [Guidance on Statement of Purpose](#)

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6. Definitions

6.1 Statement of Purpose

- A document required by law (Registration Regulation 12) to be submitted to The Care Quality Commission with the information outlined in Schedule 3 of the Registration Regulations 2009

6.2 Notification

- In this case, a form sent to the Care Quality Commission to inform them of a change or incident in relation to a regulated activity

6.3 Address for Service

- An address provided by the Registered Provider and Registered Manager for the CQC to send communications to, such as statutory notifications. This must be up to date within the Statement of Purpose so that communications are received



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- A Statement of Purpose should be made available to view by the provider and contain key information about the service location, the type of service, who it is for, what takes place, details of who the Registered Manager and Provider are and their registered addresses



Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- You can ask Smart Arrow Agency to see a copy of the Smart Arrow Agency Statement of Purpose. We will make sure that it is shared with you in a way that you can understand.



Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Accessible formats of the Statement of Purpose are readily available for Service Users
- The wide understanding of the policy is enabled by proactive use of the QCS App

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