CARERULEBOOK ENGLAND CQC REGISTRATION PACK

Intake questionnaire

This questionnaire lists every question the CareRulebook England CQC registration pack builder asks: 19 decisions and 31 details, 50 questions in all, including the ones the builder only asks after certain answers. Use it to collect everything from the provider before you open the builder. You do not need to buy the pack first.

How to use it

1. Settle the decisions in Part 1 with the provider first. They change what the pack says, not just the names in it.
2. Collect the details in Part 2. Questions marked "Only asked if" depend on an earlier answer; skip them when that answer does not apply.
3. Type the answers into the builder at https://www.carerulebook.com/uk/england/domiciliary-care/registration-pack. The builder asks the questions in the same order, step by step: each step asks its decisions first, then its details. The question numbers (Q1, Q2 and so on) are this questionnaire's own, to help you keep track.
4. Part 3 shows a completed example for a fictional service and what those answers do to the pack.

Good to know

- Every question carries the same help text as the builder, including the rule references the builder gives.
- You can pay before every answer is in. Only the provider's name is needed, and the builder checks a few things first: Choose at least one age group you will support. Type phone numbers in full, with the area code. Any other required answer left blank prints as a gap in square brackets (for example [Office address]) for you to fill in later, and the order page lists them. A question that says what prints if left blank is never a gap.
- After buying, you can change your answers and download again for 12 months, so a new manager or phone number does not mean buying again. One purchase covers one provider, so its name, company number and address can only take small corrections, such as a typo.
- Whatever the pack says, the provider is expected to do. Choose what the provider will really do, not what sounds best.
- This questionnaire and the pack are not legal advice.

Names to have ready

The pack names these people, so agree who they are before you start:

- Registered manager
- Nominated individual (companies only)

- Who handles complaints about the registered manager
- Safeguarding lead

PART 1

Part 1. Decisions to settle first

These 19 questions change what the pack says. Each one shows the options the builder offers (the builder's default is marked), when it is asked, and which documents it changes. Tick one option for each. The question numbers follow the builder, so they skip where a step asks its details (Part 2) between its decisions and the next step's.

Builder step: Your business

Q1. How is the business set up?

Your legal status goes in the statement of purpose. Companies also name a nominated individual.

☐ Limited company (builder default)
☐ Partnership
☐ Sole trader

What it changes:

- Changes the wording of 11 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 1.4 Public and employer liability insurance
  - Document 1.5 Governance and quality assurance policies
  - Document 2.2 Complaints policy
  - Document 3.1 Safeguarding policy and procedure
  - Document 5.1 Duty of candour policy
  - Document 5.2 Freedom to speak up and whistleblowing policy
  - Document 5.6 Sample care contract and care plan
  - Document 5.7 Staffing structure and rotas
  - Document 6.2 Restraint policy
- Decides whether the builder asks Q2, Q7, Q8, Q9 and Q22.
- Printed on the pack's cover or document headers.

Q2. If you are a sole trader, will you manage the service full time yourself?

Only asked if Q1 is "Sole trader".

A sole trader who is in full-time day-to-day charge does not need a registered manager, and the pack names you as the registered provider instead. Companies and partnerships always need a registered manager.

☐ No, I will appoint a registered manager (builder default)
☐ Yes, I will be in full-time day-to-day charge

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 1.5 Governance and quality assurance policies
  - Document 5.4 Reportable incidents policy
  - Document 5.7 Staffing structure and rotas
- When Q2 is "Yes, I will be in full-time day-to-day charge", job titles change throughout: "the registered manager" reads "the registered provider" and "registered manager" reads "registered provider".

Q3. Is your office also someone's home?

CQC asks you to describe each location, including any other use of the property, such as being a domestic dwelling.

☐ No, it is business premises (builder default)
☐ Yes, it is a home

What it changes:

- Changes the wording of 3 documents:
  - Document 1.1 Statement of purpose
  - Document 1.3 Evidence of legal occupancy
  - Document 5.3 Risk management policy and list of risk assessments

Q4. How do you hold your office?

CQC asks for different evidence of legal occupancy, and a signed permission letter if you do not fully own it.

☐ We own it outright
☐ We own it with a mortgage or equity release
☐ We rent it (tenancy) (builder default)
☐ We use it under a licence agreement
☐ It belongs to someone else, such as a director's spouse

What it changes:

- Changes the wording of Document 1.3 Evidence of legal occupancy.

Q5. Can CQC send formal notices to your office email?

The statement of purpose gives an email for notices only if you agree to CQC serving them that way.

☐ Yes (builder default)
☐ No, by post only

What it changes:

- Changes the wording of Document 1.1 Statement of purpose.

Builder step: People and dates

Q17. Will two or more people share the registered manager role?

CQC asks for any job share arrangements in the statement of purpose.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 documents:
  - Document 1.1 Statement of purpose
  - Document 5.7 Staffing structure and rotas

Builder step: Your service

Q33. How will you check visits happen on time?

CQC asks your service user guide to say how you monitor calls.

☐ An electronic call monitoring system (care workers log in and out) (builder default)
☐ The office checks visit records and calls people

What it changes:

- Changes the wording of 3 documents:
  - Document 2.1 Service user guide
  - Document 5.5 Person-centred care planning policy
  - Document 5.7 Staffing structure and rotas

Q34. Will you support adults aged 18 to 65?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 3 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 2.1 Service user guide

Q35. Will you support adults aged 65 and over?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 3 documents:

    - Document 1.1 Statement of purpose
    - Document 1.2 Business plan and 12-month financial forecast
    - Document 2.1 Service user guide

Q36. People living with dementia?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 documents:
    - Document 1.1 Statement of purpose
    - Document 1.2 Business plan and 12-month financial forecast
    - Document 2.1 Service user guide
    - Document 4.2 Staff training plan

Q37. People with a physical disability?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 documents:
    - Document 1.1 Statement of purpose
    - Document 1.2 Business plan and 12-month financial forecast
    - Document 2.1 Service user guide
    - Document 4.2 Staff training plan

Q38. People with a sensory impairment?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 documents:
    - Document 1.1 Statement of purpose
    - Document 1.2 Business plan and 12-month financial forecast
    - Document 2.1 Service user guide
    - Document 4.2 Staff training plan

Q39. People with mental health needs?

☐ Yes
☐ No (builder default)

What it changes:

- Changes the wording of 4 documents:
    - Document 1.1 Statement of purpose

- Document 1.2 Business plan and 12-month financial forecast
- Document 2.1 Service user guide
- Document 4.2 Staff training plan

Q40. A specialist service for people with a learning disability or autistic people?

If not, you agree to CQC's routine condition. If yes, the pack adds a positive behaviour support policy and a restraint policy, which CQC requires.

☐ No (builder default)
☐ Yes

What it changes:

- Document 6.1 Positive behaviour support policy applies only when Q40 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Document 6.2 Restraint policy applies only when Q40 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 12 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 1.5 Governance and quality assurance policies
  - Document 2.1 Service user guide
  - Document 2.2 Complaints policy
  - Document 2.3 Consent policy and procedure
  - Document 2.4 Equality, diversity and human rights policy
  - Document 3.1 Safeguarding policy and procedure
  - Document 3.2 Medicines management policy
  - Document 3.3 Infection prevention and control policy
  - Document 4.1 Recruitment policy and procedures
  - Document 4.2 Staff training plan

Q41. What help with medicines will you give?

Your medicines policy must describe the levels of support you offer.

☐ None
☐ Prompting and reminding only
☐ Prompting, assisting and administering (builder default)

What it changes:

- Changes the wording of 10 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 1.5 Governance and quality assurance policies
  - Document 2.1 Service user guide

- Document 3.2 Medicines management policy
- Document 4.2 Staff training plan
- Document 5.3 Risk management policy and list of risk assessments
- Document 5.5 Person-centred care planning policy
- Document 5.6 Sample care contract and care plan
- Document 6.2 Restraint policy

Q42. Will care workers carry out delegated healthcare tasks?

Tasks a registered nurse or other health professional delegates to trained care workers, such as giving insulin or PEG feeds. CQC asks your medicines policy to cover them if you do.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 6 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan and 12-month financial forecast
  - Document 2.1 Service user guide
  - Document 3.2 Medicines management policy
  - Document 4.2 Staff training plan
  - Document 5.3 Risk management policy and list of risk assessments

Q43. Will you recruit care workers from overseas?

CQC asks your recruitment policy and training plan to cover overseas workers if you do.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 3 documents:
  - Document 3.3 Infection prevention and control policy
  - Document 4.1 Recruitment policy and procedures
  - Document 4.2 Staff training plan

Q44. Will you take on volunteers or apprentices?

CQC asks your recruitment policy to cover them if you do.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of Document 4.1 Recruitment policy and procedures.

Q45. Include recommended practice sections?

Steps beyond what CQC and the regulations require. Anything you include, you must do.

☐ Include (builder default)
☐ Omit

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 15 documents. Once adopted, recommended practices are the provider's own commitments, so only keep them if the provider will follow them.

Also decide: commitments you write in Part 2

These details are commitments too: the pack prints them as what the provider will do, and the regulator can check that it does. Agree them at the same time.

- Q14. Office hours (pre-filled: Monday to Friday, 9am to 5pm)
- Q47. How you invoice (pre-filled: monthly in arrears, payable within 14 days)
- Q48. Notice to cancel a visit without charge (pre-filled: 24 hours)
- Q49. Notice to end the service (pre-filled: 7 days)

PART 2

Part 2. Provider details

These 31 answers fill in the names, contacts, dates and numbers the pack prints. Write each answer exactly as it should appear.

Builder step: Your business

Q6. Business name

Required.

Your business's full legal name, as on your CQC application and at Companies House if you are a company. CQC wants it on every document.

Example: Sample Home Care Ltd
Prints in: 23 documents (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q7. Company number (if a company)

Only asked, and then required, if Q1 is "Limited company".

Your Companies House number, if you are a limited company. Leave blank if you are a sole trader or partnership.

Example: 01234567
Prints in: documents 1.1, 1.2, 1.5 and 5.6

Answer: _____

Q8. Partners' names (if a partnership)

Optional; only asked if Q1 is "Partnership".

CQC asks the statement of purpose to name every partner. Leave blank if you are not a partnership.

Example: Sam Sample and Alex Sample
Prints in: documents 1.1, 1.2, 1.5, 5.7 and 6.2

Answer: _____

Q9. Your full name (sole traders)

Only asked, and then required, if Q1 is "Sole trader".

As a sole trader, you are the registered provider. CQC needs your full name in the statement of purpose.

Example: Sam Sample
Prints in: the document headers or cover and documents 1.1, 1.2, 1.5 and 5.7

Answer: _____

Q10. Office address

Required.

The location you will register with CQC: the office the service is managed from. It must be in England; a PO box is not allowed.

Example: 1 Sample Street, Leeds LS1 1AA
Prints in: the document headers or cover and 7 documents (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q11. Address for CQC notices

Required.

Where CQC can send formal notices and documents. Often the same as your office. It goes in your statement of purpose.

Example: 1 Sample Street, Leeds LS1 1AA
Prints in: document 1.1

Answer: _____

Q12. Office phone

Required.

Your main business phone number. It goes in your statement of purpose and service user guide.

Format: a full phone number, with area code
Example: 0113 496 0000
Prints in: documents 1.1, 2.1, 2.4, 3.2, 3.3 and 5.6

Answer: _____

Q13. Office email

Required.

Your main business email address, used in your statement of purpose and for complaints.

Example: office@example.com
Prints in: documents 1.1, 2.1 and 5.6

Answer: _____

Q14. Office hours

Pre-filled if left blank.

When the office is staffed. Out-of-hours arrangements are asked for separately.

Example: Monday to Friday, 9am to 5pm
If left blank, prints as: Monday to Friday, 9am to 5pm
Prints in: 7 documents (including 1.1, 1.3, 2.1 and 2.4)

Answer: _____

Q15. Out-of-hours on-call phone

Required.

The number people who use your service, families and staff ring outside office hours.

Format: a full phone number, with area code
Example: 07700 900000
Prints in: documents 1.1, 2.1, 2.4, 3.1, 3.2 and 5.7

Answer: _____

Q16. Local authority area you serve

Required.

The council area where you will provide care. CQC says your safeguarding team contact must be for the same area.

Example: Leeds City Council
Prints in: documents 1.1, 1.2, 2.1 and 3.1

Answer: _____

Builder step: People and dates

Q18. Registered manager

Required.

The person registering with CQC to manage the service day to day. If you are a sole trader managing it full time yourself, enter your own name: the pack then names you as the registered provider instead of a registered manager.

Example: Sam Sample
Prints in: the document headers or cover and 23 documents (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q19. Registered manager phone

Required.

Their direct contact number, for the statement of purpose and the complaints procedure.

Format: a full phone number, with area code
Example: 0113 496 0001
Prints in: documents 1.1, 2.2 and 5.2

Answer: _____

Q20. Registered manager email

Required.

Their direct email, for the statement of purpose and the complaints procedure.

Example: manager@example.com
Prints in: documents 1.1, 2.2, 4.1 and 5.2

Answer: _____

Q21. Registered manager's address for CQC notices

Required.

Where CQC can serve notices on the registered manager. Often the office address.

Example: 1 Sample Street, Leeds LS1 1AA
Prints in: document 1.1

Answer: _____

Q22. Nominated individual (companies only)

Only asked, and then required, if Q1 is "Limited company".

A director, manager or secretary who supervises the management of the service. Leave blank if you are not a company.

Example: Alex Sample
Prints in: the document headers or cover and 8 documents (including 1.1, 1.2, 1.5 and 3.1)

Answer: _____

Q23. Who handles complaints about the registered manager

Required.

Someone other than the registered manager: for a company, often the nominated individual or another director (but not if they are also the registered manager); otherwise an independent person you have arranged, such as a care consultant. CQC asks for this.

Example: Alex Sample, Director
Prints in: documents 1.2, 2.1, 2.2, 4.1 and 5.2

Answer: _____

Q24. Their phone or email

Required.

How people contact them to complain about the registered manager.

Example: director@example.com
Prints in: documents 2.1, 2.2, 4.1 and 5.2

Answer: _____

Q25. Safeguarding lead

Required.

The person who receives and acts on safeguarding concerns. Often the registered manager. CQC asks for their name and role.

Example: Sam Sample
Prints in: documents 1.2, 1.5, 2.1, 3.1, 5.7 and 6.2

Answer: _____

Q26. Safeguarding lead's job title

Required.

Their role in your service, as CQC asks for it in the safeguarding policy.

Example: Registered Manager
Prints in: documents 1.2, 1.5, 3.1 and 5.7

Answer: _____

Q27. Safeguarding lead phone (including out of hours)

Required.

CQC asks for the lead's contact details including emergency and out-of-hours contacts.

Format: a full phone number, with area code
Example: 07700 900001
Prints in: documents 2.1 and 3.1

Answer: _____

Q28. Local authority safeguarding team

Required.

The adult safeguarding team for the area you serve, from your council's website. CQC says it must be in the same area you provide services in.

Example: Leeds Adult Social Care, safeguarding
Prints in: documents 2.1, 3.1, 5.2 and 5.4

Answer: _____

Q29. Safeguarding team phone

Required.

The number your council publishes for reporting adult safeguarding concerns.

Format: a full phone number, with area code
Example: 0113 496 0002
Prints in: documents 2.1, 3.1, 5.2 and 5.4

Answer: _____

Q30. Council out-of-hours number

Required.

Your council's emergency duty or out-of-hours social care number, for concerns at night and weekends.

Format: a full phone number, with area code
Example: 0113 496 0003
Prints in: documents 2.1, 3.1 and 5.2

Answer: _____

Q31. Date created

Required.

CQC wants the date each document was created. Use the date you finish preparing your application.

Format: a date
Example: 1 November 2026
Prints in: the document headers or cover

Answer: _____

Q32. Review date

Required.

CQC wants the date each document will be reviewed. A year after the date created is common.

Format: a date
Example: 1 November 2027
Prints in: the document headers or cover

Answer: _____

Builder step: Your service

Q46. Your charges

Required.

In plain words: your hourly rate, how you charge for shorter visits, and any different rates for evenings, weekends, bank holidays or two care workers. It goes in your service user guide and contract, and must match your business plan.

Example: £32 an hour, charged per 15 minutes with a 30-minute minimum visit; £40 an hour on bank holidays; two care workers charged at twice the hourly rate
Prints in: documents 1.2, 2.1 and 5.6

Answer: _____

Q47. How you invoice

Pre-filled if left blank.

When you send invoices and when payment is due. For council-funded care, the council's terms apply to its share.

Example: monthly in arrears, payable within 14 days
If left blank, prints as: monthly in arrears, payable within 14 days
Prints in: documents 1.2, 2.1 and 5.6

Answer: _____

Q48. Notice to cancel a visit without charge

Pre-filled if left blank.

How much notice someone must give to cancel a visit without paying for it.

Example: 24 hours
If left blank, prints as: 24 hours
Prints in: documents 1.2, 2.1 and 5.6

Answer: _____

Q49. Notice to end the service

Pre-filled if left blank.

How much notice either side gives to end the service. It goes in your guide and contract.

Example: 7 days
If left blank, prints as: 7 days
Prints in: documents 2.1 and 5.6

Answer: _____

Q50. Your main training provider

Required.

The company or college that will deliver most of your staff training. CQC asks for the provider for each topic; anything you deliver yourself is shown as in-house.

Example: Sample Care Training Ltd
Prints in: document 4.2

Answer: _____

PART 3

Part 3. Sample completed questionnaire

This is the questionnaire filled in for Sample Home Care Ltd, a fictional service, with the builder's example answers and default choices. It is an illustration of the format, not a recommendation: every provider's answers will differ.

Builder step: Your business

	Question	Sample answer
Q1	How is the business set up?	Limited company
Q2	If you are a sole trader, will you manage the service full time yourself?	Not asked with these answers
Q3	Is your office also someone's home?	No, it is business premises
Q4	How do you hold your office?	We rent it (tenancy)
Q5	Can CQC send formal notices to your office email?	Yes
Q6	Business name	Sample Home Care Ltd
Q7	Company number (if a company)	01234567
Q8	Partners' names (if a partnership)	Not asked with these answers
Q9	Your full name (sole traders)	Not asked with these answers
Q10	Office address	1 Sample Street, Leeds LS1 1AA
Q11	Address for CQC notices	1 Sample Street, Leeds LS1 1AA
Q12	Office phone	0113 496 0000
Q13	Office email	office@example.com
Q14	Office hours	Monday to Friday, 9am to 5pm
Q15	Out-of-hours on-call phone	07700 900000
Q16	Local authority area you serve	Leeds City Council

Builder step: People and dates

	Question	Sample answer
Q17	Will two or more people share the registered manager role?	No
Q18	Registered manager	Sam Sample
Q19	Registered manager phone	0113 496 0001
Q20	Registered manager email	manager@example.com

	Question	Sample answer
Q21	Registered manager's address for CQC notices	1 Sample Street, Leeds LS1 1AA
Q22	Nominated individual (companies only)	Alex Sample
Q23	Who handles complaints about the registered manager	Alex Sample, Director
Q24	Their phone or email	director@example.com
Q25	Safeguarding lead	Sam Sample
Q26	Safeguarding lead's job title	Registered Manager
Q27	Safeguarding lead phone (including out of hours)	07700 900001
Q28	Local authority safeguarding team	Leeds Adult Social Care, safeguarding
Q29	Safeguarding team phone	0113 496 0002
Q30	Council out-of-hours number	0113 496 0003
Q31	Date created	1 November 2026
Q32	Review date	1 November 2027

Builder step: Your service

	Question	Sample answer
Q33	How will you check visits happen on time?	An electronic call monitoring system (care workers log in and out)
Q34	Will you support adults aged 18 to 65?	Yes
Q35	Will you support adults aged 65 and over?	Yes
Q36	People living with dementia?	Yes
Q37	People with a physical disability?	Yes
Q38	People with a sensory impairment?	Yes
Q39	People with mental health needs?	No
Q40	A specialist service for people with a learning disability or autistic people?	No
Q41	What help with medicines will you give?	Prompting, assisting and administering
Q42	Will care workers carry out delegated healthcare tasks?	No
Q43	Will you recruit care workers from overseas?	No

	Question	Sample answer
Q44	Will you take on volunteers or apprentices?	No
Q45	Include recommended practice sections?	Include
Q46	Your charges	£32 an hour, charged per 15 minutes with a 30-minute minimum visit; £40 an hour on bank holidays; two care workers charged at twice the hourly rate
Q47	How you invoice	monthly in arrears, payable within 14 days
Q48	Notice to cancel a visit without charge	24 hours
Q49	Notice to end the service	7 days
Q50	Your main training provider	Sample Care Training Ltd

What these answers do to the pack

- Document 6.1 Positive behaviour support policy prints as "Not applicable", because it applies only when Q40 is "Yes".
- Document 6.2 Restraint policy prints as "Not applicable", because it applies only when Q40 is "Yes".
- In 22 documents, passages written for other answers are left out and the ones that match these answers are kept, so the pack describes only the services and arrangements this provider chose.
- Every name, phone number, address and date above prints where the pack needs it. Part 2 shows where each one prints.

How answers become document text

Examples from the pack itself, with the sample answers filled in.

Q1. How is the business set up?

In Document 1.2 Business plan and 12-month financial forecast, the sample answer "Limited company" prints:

> **Ownership.** Sample Home Care Ltd is a limited company, company number 01234567. [List each shareholder and their shareholding, and any investors and what they have invested.]
> **Structure.** The directors are [names]. The nominated individual, Alex Sample, supervises the management of the service. The registered manager, Sam Sample, manages it day to day, supported by care workers [and senior care workers or coordinators].
> `Document 1.2 Business plan and 12-month financial forecast, sample answer`

The answer "Partnership" prints this instead:

> **Ownership.** Sample Home Care Ltd is a partnership of Sam Sample and Alex Sample. [Give each partner's share and any investors.]
> **Structure.** The partners own the business. The registered manager, Sam Sample, manages it day to day, supported by care workers [and senior care workers or coordinators].
> `Document 1.2 Business plan and 12-month financial forecast, other answer`

Q41. What help with medicines will you give?

In Document 1.1 Statement of purpose, the sample answer "Prompting, assisting and administering" prints:

> We also support people with their medicines, including prompting, assisting and administering, as set out in our medicines policy.
> `Document 1.1 Statement of purpose, sample answer`

The answer "Prompting and reminding only" prints this instead:

> We also prompt and remind people to take their medicines, as set out in our medicines policy.
> `Document 1.1 Statement of purpose, other answer`

Q40. A specialist service for people with a learning disability or autistic people?

Document 6.1 Positive behaviour support policy prints in full only when Q40 is "Yes". With any other answer, the document keeps its number and prints this one statement instead:

> Sample Home Care Ltd does not provide a specialist service for people with a learning disability or autistic people.
> `Document 6.1 Positive behaviour support policy, when it does not apply`

See it printed. The free sample document uses exactly these answers: Document 3.1, Safeguarding policy and procedure, as it prints in the England CQC registration pack: https://www.carerulebook.com/samples/uk-england-domiciliary-care.pdf