CARERULEBOOK SCOTLAND CARE INSPECTORATE REGISTRATION PACK

Intake questionnaire

This questionnaire lists every question the CareRulebook Scotland Care Inspectorate registration pack builder asks: 21 decisions and 33 details, 54 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/scotland/care-at-home/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 (staff base)]) 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:

- Manager
- Who handles complaints about the manager

- Adult protection lead
- Umbrella body

PART 1

Part 1. Decisions to settle first

These 21 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?

The Care Inspectorate asks for different documents and declarations for each. It goes in your statement of aims and objectives.

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

What it changes:

- Changes the wording of 10 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 1.3 Provider, premises, fire safety and insurance documents: what to send and keep
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.3 Service agreement
  - Document 4.8 Records and notifications procedure
  - Document 4.9 Duty of candour procedure
  - Document 4.10 Contingency plan for sudden closure
  - Document 4.11 Quality assurance and self-evaluation
  - Document 4.12 Staffing method, structure and the manager’s hours
- Decides whether the builder asks Q2, Q7, Q8 and Q9.
- 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 have to appoint a manager. The pack then names you as the provider where it would name the manager.

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

What it changes:

- Changes the wording of 12 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 1.3 Provider, premises, fire safety and insurance documents: what to send and keep
  - Document 2.7 Safer recruitment policy and procedure
  - Document 2.8 Induction and training programme
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service
  - Document 4.8 Records and notifications procedure
  - Document 4.9 Duty of candour procedure
  - Document 4.10 Contingency plan for sudden closure
  - Document 4.11 Quality assurance and self-evaluation
  - Document 4.12 Staffing method, structure and the manager's hours
- When Q2 is "Yes, I will be in full-time day-to-day charge", job titles change throughout: "the manager" reads "the provider".

Q3. Which services are you applying to register?

A housing support service needs its own application, even if you run it with care at home as a combined service. With both, the pack adds a second statement of aims and objectives for the housing support application.

☐ Support service: care at home (builder default)
☐ Support service: care at home, and a housing support service

What it changes:

- Document 3.1 Statement of aims and objectives: housing support service applies only when Q3 is "Support service: care at home, and a housing support service". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 18 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 1.3 Provider, premises, fire safety and insurance documents: what to send and keep
  - Document 2.1 Complaints procedure
  - Document 2.2 Adult support and protection policy and procedure
  - Document 2.7 Safer recruitment policy and procedure

    - Document 2.8 Induction and training programme
    - Document 4.1 Personal planning policy and procedure
    - Document 4.2 Information for people who use the service
    - Document 4.3 Service agreement
    - Document 4.5 Equality, diversity and human rights
    - Document 4.6 Missed and late visits procedure
    - Document 4.7 Risk assessment and emergency procedure
    - Document 4.8 Records and notifications procedure
    - Document 4.10 Contingency plan for sudden closure
    - Document 4.11 Quality assurance and self-evaluation
    - Document 4.12 Staffing method, structure and the manager's hours
    - Document 4.13 Whistleblowing policy
- Printed on the pack's cover or document headers.

Q4. Is your office also someone's home?

Care at home is provided in people's own homes. The pack describes your office, and the fire safety steps depend on it.

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

What it changes:

- Changes the wording of 2 documents:
    - Document 1.3 Provider, premises, fire safety and insurance documents: what to send and keep
    - Document 4.7 Risk assessment and emergency procedure

Q5. How do you hold your office?

The Care Inspectorate asks services to keep the lease and the landlord's permission on record for rented property.

☐ We rent it (lease) (builder default)
☐ We own it
☐ We use it under a licence or serviced office agreement
☐ It belongs to someone else, such as a director's partner

What it changes:

- Changes the wording of Document 1.3 Provider, premises, fire safety and insurance documents: what to send and keep.

Builder step: People and dates

Q19. Will the service run from more than one base or with separate teams under one manager?

The Care Inspectorate calls this a dispersed service and has guidance on how it is managed.

☐ No, one base and one team (builder default)
☐ Yes, several bases or teams

What it changes:

- Changes the wording of 2 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 4.12 Staffing method, structure and the manager's hours

Builder step: Your service

Q32. Will you support adults aged 18 to 64?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service

Q33. Will you support adults aged 65 and over?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service

Q34. People living with dementia?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.8 Induction and training programme
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service

Q35. People with a physical disability?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.8 Induction and training programme
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service

Q36. People with a learning disability?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.8 Induction and training programme
  - Document 3.1 Statement of aims and objectives: housing support service
  - Document 4.2 Information for people who use the service

Q37. People with mental health needs?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.8 Induction and training programme

- Document 3.1 Statement of aims and objectives: housing support service
- Document 4.2 Information for people who use the service

Q38. Will you support people whose distress may lead to behaviour that needs a planned response, or where some restriction may be needed?

Every service gets the restraint rule and recording steps. With yes, the pack adds positive behaviour support and planned restriction sections.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 2.6 Promoting positive behaviour and restrictive practice
  - Document 2.8 Induction and training programme
  - Document 4.1 Personal planning policy and procedure
  - Document 4.2 Information for people who use the service

Q39. What help with medication will you give?

The Care Inspectorate expects your medication policy to say what you mean by prompting, assisting and administering.

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

What it changes:

- Changes the wording of 11 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.3 Medication policy and procedure
  - Document 2.6 Promoting positive behaviour and restrictive practice
  - Document 2.8 Induction and training programme
  - Document 4.1 Personal planning policy and procedure
  - Document 4.2 Information for people who use the service
  - Document 4.3 Service agreement
  - Document 4.7 Risk assessment and emergency procedure
  - Document 4.8 Records and notifications procedure
  - Document 4.11 Quality assurance and self-evaluation

Q40. Will support workers carry out tasks delegated by a health professional?

Tasks such as giving insulin by pen, delegated for a named person by a registered healthcare professional who trains the support worker.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 10 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 1.2 Business plan, three-year financial forecast and financial declaration notes
  - Document 2.3 Medication policy and procedure
  - Document 2.4 Infection prevention and control policy
  - Document 2.8 Induction and training programme
  - Document 4.1 Personal planning policy and procedure
  - Document 4.2 Information for people who use the service
  - Document 4.4 Consent, capacity and adults with incapacity
  - Document 4.7 Risk assessment and emergency procedure
  - Document 4.9 Duty of candour procedure

Q41. Will you help people with meals, eating or drinking?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 6 documents:
  - Document 1.1 Statement of aims and objectives
  - Document 2.5 Food, fluids and nutrition policy
  - Document 2.8 Induction and training programme
  - Document 4.1 Personal planning policy and procedure
  - Document 4.2 Information for people who use the service
  - Document 4.7 Risk assessment and emergency procedure

Q42. How will you check visits happen on time?

☐ An electronic call monitoring system (support 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 4.2 Information for people who use the service
  - Document 4.6 Missed and late visits procedure
  - Document 4.7 Risk assessment and emergency procedure

Builder step: Staff

Q49. Who will countersign your staff PVG applications?

If you register with Disclosure Scotland yourself, the pack adds the written policy on handling disclosure information that it requires.

☐ An umbrella body (builder default)
☐ We will register with Disclosure Scotland ourselves

What it changes:

- Document 4.14 Handling disclosure information applies only when Q49 is "We will register with Disclosure Scotland ourselves". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 3 documents:
  - Document 2.2 Adult support and protection policy and procedure
  - Document 2.7 Safer recruitment policy and procedure
  - Document 4.15 Health and Social Care Standards crosswalk
- Decides whether the builder asks Q53.

Q50. Will you recruit support workers from overseas?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 documents:
  - Document 2.7 Safer recruitment policy and procedure
  - Document 2.8 Induction and training programme

Q51. Will you have volunteers?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 documents:
  - Document 2.7 Safer recruitment policy and procedure
  - Document 2.8 Induction and training programme

Q52. Include recommended practice sections?

Steps beyond what the law and the Care Inspectorate's guidance ask for. Anything you include, you must do.

☐ Include (builder default)
☐ Omit

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 24 documents. Once adopted, recommended practices are the provider's own commitments, so only keep them if the provider will follow them.
- Changes the wording of Document 4.15 Health and Social Care Standards crosswalk.

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.

- Q13. Office hours (pre-filled: Monday to Friday, 9am to 5pm)
- Q43. Hours you will provide visits (pre-filled: 7am to 10pm, seven days a week)
- Q45. How you invoice (pre-filled: monthly in arrears, payable within 14 days)
- Q46. Notice to cancel a visit without charge (pre-filled: 24 hours)
- Q47. Notice to end the service (pre-filled: 7 days)

PART 2

Part 2. Provider details

These 33 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 Care Inspectorate application and at Companies House if you are a company. It goes at the top of every document.

Example: Sample Care Ltd
Prints in: 27 documents (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q7. Company number

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

Your Companies House number. The Care Inspectorate checks every director listed at Companies House.

Example: SC123456
Prints in: documents 1.1, 1.2, 3.1 and 4.3

Answer: _____

Q8. Partners' names

Only asked, and then required, if Q1 is "Partnership".

Every partner. The Care Inspectorate takes a fitness declaration from each member of the organisation.

Example: Sam Sample and Alex Sample
Prints in: 7 documents (including 1.1, 1.2, 3.1 and 4.3)

Answer: _____

Q9. Your full name (sole traders)

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

As a sole trader, you are the provider. Your full name goes in the statement of aims and objectives.

Example: Sam Sample
Prints in: the document headers or cover and 9 documents (including 1.1, 1.2, 2.7 and 3.1)

Answer: _____

Q10. Office address (staff base)

Required.

The office the service is managed from. Your registration certificate must be displayed at the principal office.

Example: 1 Sample Street, Edinburgh EH1 1AA
Prints in: the document headers or cover and 10 documents (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q11. Office phone

Required.

Your main business number, for the aims and objectives and the information you give people.

Format: a full phone number, with area code
Example: 0131 496 0000
Prints in: 10 documents (including 1.1, 2.1, 2.3 and 2.6)

Answer: _____

Q12. Office email

Required.

Your main business email address.

Example: office@example.com
Prints in: documents 1.1, 2.1, 3.1, 4.2 and 4.3

Answer: _____

Q13. Office hours

Pre-filled if left blank.

When the office is staffed. Out-of-hours cover is 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, 2.3, 2.6 and 3.1)

Answer: _____

Q14. Out-of-hours phone

Required.

The number people, families and staff ring outside office hours.

Format: a full phone number, with area code
Example: 07700 900000
Prints in: 13 documents (including 1.1, 1.2, 2.2 and 2.3)

Answer: _____

Q15. Areas you will serve

Required.

The council areas where you will provide care at home.

Example: City of Edinburgh and Midlothian
Prints in: documents 1.1, 1.2, 3.1, 4.2 and 4.12

Answer: _____

Q16. Council for your main area

Required.

Adult support and protection referrals go to the council for the area where the adult is. Use the council where most of your work will be.

Example: City of Edinburgh Council
Prints in: documents 2.2, 4.2 and 4.10

Answer: _____

Q17. Council adult protection phone

Required.

The number your council publishes for reporting concerns about an adult at risk of harm. Find it on the council's website.

Format: a full phone number, with area code
Example: 0131 496 0002
Prints in: documents 2.2, 4.2 and 4.13

Answer: _____

Q18. Council out-of-hours social work number

Required.

Your council's emergency or out-of-hours social work service, for concerns at night and at weekends.

Format: a full phone number, with area code
Example: 0800 000 0000
Prints in: documents 2.2, 4.2 and 4.13

Answer: _____

Builder step: People and dates

Q20. Manager

Required.

The person in full-time day-to-day charge of the service. If you are a sole trader managing the service yourself, enter your own name.

Example: Sam Sample
Prints in: the document headers or cover and 26 documents (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q21. Manager's phone

Required.

Their direct number, for the aims and objectives and the complaints procedure.

Format: a full phone number, with area code
Example: 0131 496 0001
Prints in: documents 1.1, 2.1, 4.2, 4.10 and 4.13

Answer: _____

Q22. Manager's email

Required.

Their direct email.

Example: manager@example.com
Prints in: documents 1.1, 2.1, 2.7, 4.2, 4.10 and 4.13

Answer: _____

Q23. Manager's SSSC registration number

Optional.

Leave blank if the manager's SSSC application is still in progress. It then prints as a gap for you to fill in later.

Example: 1234567
Prints in: document 1.1

Answer: _____

Q24. Hours a week the manager spends on management

Required.

The Care Inspectorate asks for the number of hours given to the manager specifically to carry out management tasks. Count only management time, not time spent providing care.

Example: 37.5 hours a week
Prints in: documents 1.1, 1.2, 3.1 and 4.12

Answer: _____

Q25. Who handles complaints about the manager

Required.

Someone other than the manager: often a director or partner, or an independent person you have arranged.

Example: Alex Sample, Director
Prints in: documents 2.1, 2.2, 2.7, 4.2 and 4.13

Answer: _____

Q26. Their phone or email

Required.

How people contact them about a complaint about the manager.

Example: director@example.com
Prints in: documents 2.1, 2.2, 2.7, 4.2 and 4.13

Answer: _____

Q27. Adult protection lead

Required.

The person who receives and acts on concerns that an adult may be at risk of harm. Often the manager.

Example: Sam Sample
Prints in: documents 2.2, 4.2 and 4.12

Answer: _____

Q28. Adult protection lead's job title

Required.

Their role in your service.

Example: Manager
Prints in: documents 2.2, 4.2 and 4.12

Answer: _____

Q29. Adult protection lead's phone (including out of hours)

Required.

A number staff can use at any time to raise a concern.

Format: a full phone number, with area code
Example: 07700 900001
Prints in: documents 2.2 and 4.2

Answer: _____

Q30. Date created

Required.

The date each document is created. Use the date you finish preparing your application.

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

Answer: _____

Q31. Review date

Required.

When each document will next be reviewed. A year after the date created is common.

Format: a date
Example: 1 December 2027
Prints in: the document headers or cover and documents 1.1 and 3.1

Answer: _____

Builder step: Your service

Q43. Hours you will provide visits

Pre-filled if left blank.

When support workers will visit people. It goes in your aims and objectives, the information for people and the service agreement, and your staffing plan must cover it.

Example: 7am to 10pm, seven days a week
If left blank, prints as: 7am to 10pm, seven days a week
Prints in: documents 1.1, 1.2, 4.2, 4.3 and 4.12

Answer: _____

Q44. Your charges

Required.

In plain words: your hourly rate, how you charge for shorter visits, and any different rates for evenings, weekends, public holidays or two support workers. It goes in your business plan, the information for people and the service agreement, which must match.

Example: £30 an hour, charged per 15 minutes with a 30-minute minimum visit; £37.50 an hour on public holidays; two support workers charged at twice the hourly rate
Prints in: documents 1.1, 1.2, 4.2 and 4.3

Answer: _____

Q45. How you invoice

Pre-filled if left blank.

When you send invoices and when payment is due. For council-funded support, 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, 4.2 and 4.3

Answer: _____

Q46. 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, 4.2 and 4.3

Answer: _____

Q47. Notice to end the service

Pre-filled if left blank.

How much notice either side gives to end the service.

Example: 7 days
If left blank, prints as: 7 days
Prints in: documents 1.2, 4.2 and 4.3

Answer: _____

Q48. Staff whole-time equivalent (WTE) at registration

Required.

For the application, 40 hours a week counts as 1 WTE. Count everyone who provides and manages the service. The number sets the Care Inspectorate's fee band, which the business plan uses.

Example: 6
Prints in: documents 1.1, 1.2, 3.1 and 4.12

Answer: _____

Builder step: Staff

Q53. Umbrella body

Only asked, and then required, if Q49 is "An umbrella body".

The organisation registered with Disclosure Scotland that countersigns your staff PVG applications.

Example: Sample Disclosure Services
Prints in: documents 2.2, 2.7 and 4.14

Answer: _____

Q54. Main training provider

Required.

The company or college that will deliver most of your staff training. Anything you deliver yourself is shown as in-house.

Example: Sample Care Training Ltd
Prints in: document 2.8

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	Which services are you applying to register?	Support service: care at home
Q4	Is your office also someone's home?	No, it is business premises
Q5	How do you hold your office?	We rent it (lease)
Q6	Business name	Sample Home Care Ltd
Q7	Company number	SC123456
Q8	Partners' names	Not asked with these answers
Q9	Your full name (sole traders)	Not asked with these answers
Q10	Office address (staff base)	1 Sample Street, Edinburgh EH1 1AA
Q11	Office phone	0131 496 0000
Q12	Office email	office@example.com
Q13	Office hours	Monday to Friday, 9am to 5pm
Q14	Out-of-hours phone	07700 900000
Q15	Areas you will serve	City of Edinburgh and Midlothian
Q16	Council for your main area	City of Edinburgh Council
Q17	Council adult protection phone	0131 496 0002
Q18	Council out-of-hours social work number	0800 000 0000

Builder step: People and dates

	Question	Sample answer
Q19	Will the service run from more than one base or with separate teams under one manager?	No, one base and one team
Q20	Manager	Sam Sample
Q21	Manager's phone	0131 496 0001

	Question	Sample answer
Q22	Manager's email	manager@example.com
Q23	Manager's SSSC registration number	1234567
Q24	Hours a week the manager spends on management	37.5 hours a week
Q25	Who handles complaints about the manager	Alex Sample, Director
Q26	Their phone or email	director@example.com
Q27	Adult protection lead	Sam Sample
Q28	Adult protection lead's job title	Manager
Q29	Adult protection lead's phone (including out of hours)	07700 900001
Q30	Date created	1 December 2026
Q31	Review date	1 December 2027

Builder step: Your service

	Question	Sample answer
Q32	Will you support adults aged 18 to 64?	Yes
Q33	Will you support adults aged 65 and over?	Yes
Q34	People living with dementia?	Yes
Q35	People with a physical disability?	Yes
Q36	People with a learning disability?	No
Q37	People with mental health needs?	No
Q38	Will you support people whose distress may lead to behaviour that needs a planned response, or where some restriction may be needed?	No
Q39	What help with medication will you give?	Prompting, assisting and administering
Q40	Will support workers carry out tasks delegated by a health professional?	No
Q41	Will you help people with meals, eating or drinking?	Yes
Q42	How will you check visits happen on time?	An electronic call monitoring system (support workers log in and out)
Q43	Hours you will provide visits	7am to 10pm, seven days a week
Q44	Your charges	£30 an hour, charged per 15 minutes with a 30-minute minimum visit; £37.50 an hour on public holidays; two support workers charged at twice the hourly rate
Q45	How you invoice	monthly in arrears, payable within 14 days

	Question	Sample answer
Q46	Notice to cancel a visit without charge	24 hours
Q47	Notice to end the service	7 days
Q48	Staff whole-time equivalent (WTE) at registration	6

Builder step: Staff

	Question	Sample answer
Q49	Who will countersign your staff PVG applications?	An umbrella body
Q50	Will you recruit support workers from overseas?	No
Q51	Will you have volunteers?	No
Q52	Include recommended practice sections?	Include
Q53	Umbrella body	Sample Disclosure Services
Q54	Main training provider	Sample Care Training Ltd

What these answers do to the pack

- Document 3.1 Statement of aims and objectives: housing support service prints as "Not applicable", because it applies only when Q3 is "Support service: care at home, and a housing support service".
- Document 4.14 Handling disclosure information prints as "Not applicable", because it applies only when Q49 is "We will register with Disclosure Scotland ourselves".
- In 26 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.

Q39. What help with medication will you give?

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

> We support people with their medication at the level agreed in their personal plan: prompting, assisting or administering, as our medication policy defines each one.
> `Document 1.1 Statement of aims and objectives, sample answer`

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

> We prompt and assist people with their medication, as our medication policy defines these terms. We do not administer medication.
> `Document 1.1 Statement of aims and objectives, other answer`

Q1. How is the business set up?

In Document 1.1 Statement of aims and objectives, the sample answer "Limited company" prints:

> The directors of Sample Home Care Ltd are responsible for the service and for making sure it meets the law and the Standards. [Name each director, as listed at Companies House.]
> `Document 1.1 Statement of aims and objectives, sample answer`

The answer "Partnership" prints this instead:

> The partners, Sam Sample and Alex Sample, are responsible for the service and for making sure it meets the law and the Standards.
> `Document 1.1 Statement of aims and objectives, other answer`

Q3. Which services are you applying to register?

Document 3.1 Statement of aims and objectives: housing support service prints in full only when Q3 is "Support service: care at home, and a housing support service". With any other answer, the document keeps its number and prints this one statement instead:

> Sample Home Care Ltd is applying to register a care at home service only. Before it provides a housing support service it will apply to register that service separately.
> `Document 3.1 Statement of aims and objectives: housing support service, when it does not apply`

See it printed. The free sample document uses exactly these answers: Document 2.2, Adult support and protection policy and procedure, as it prints in the Scotland Care Inspectorate registration pack: https://www.carerulebook.com/samples/uk-scotland-care-at-home.pdf