CARERULEBOOK WALES CIW REGISTRATION PACK

Intake questionnaire

This questionnaire lists every question the CareRulebook Wales CIW registration pack builder asks: 23 decisions and 39 details, 62 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/wales/domiciliary-support-service/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 [Registered office or correspondence 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:

- Responsible individual

- Manager
- Safeguarding lead
- Who handles complaints about the manager

PART 1

Part 1. Decisions to settle first

These 23 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?

CIW asks for different documents for each. An individual provider is also the responsible individual, and does not upload a structural plan of the organisation.

☐ Limited company (builder default)
☐ Partnership
☐ Individual (sole trader)

What it changes:

- Document 1.3 Structural plan of the organisation applies only when Q1 is not "Individual (sole trader)". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 24 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 1.4 Application documents: what to upload, what CIW checks, and the premises checklist
  - Document 2.2 Safeguarding adults and children at risk
  - Document 2.3 Supporting individuals to manage their money
  - Document 2.4 Use of control or restraint
  - Document 2.5 Staff support and development
  - Document 2.6 Staff discipline
  - Document 2.9 Complaints
  - Document 2.10 Whistleblowing
  - Document 3.1 Safer recruitment and fitness of staff
  - Document 3.3 Written guide to the service
  - Document 3.4 Service agreement
  - Document 3.5 Visit scheduling, travel time, 30-minute visits and missed visits

    - Document 3.6 Offering contracts to non-guaranteed hours workers
    - Document 3.7 Welsh language and the Active Offer
    - Document 3.9 Equality, diversity and rights
    - Document 3.10 Openness and duty of candour
    - Document 3.11 Health and safety, risk assessment, emergencies and lone working
    - Document 3.12 Records and retention
    - Document 3.13 Notifications to CIW
    - Document 3.14 Conflicts of interest, gifts and wills
    - Document 4.1 The responsible individual: role, CIW interview preparation and duties calendar
    - Document 4.2 RI visits, quarterly reports and the six-monthly quality of care review
- When Q1 is "Individual (sole trader)", job titles change throughout: "the responsible individual" reads "the provider".
- When Q1 is "Individual (sole trader)" and Q2 is "Yes, I will manage it myself", job titles change throughout: "the manager" reads "the provider".
- Decides whether the builder asks Q2, Q3, Q8, Q9, Q10, Q20, Q21, Q22 and Q23.
- Printed on the pack's cover or document headers.

Q2. If you are an individual provider, will you manage the service yourself?

Only asked if Q1 is "Individual (sole trader)".

You can manage the service yourself only if you are fit to, you are registered with Social Care Wales as a social care manager, and CIW agrees. 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 manage it myself

What it changes:

- Changes the wording of 22 documents:
    - Document 1.1 Statement of purpose
    - Document 1.2 Business plan for the first two years and projected cash flow
    - Document 1.4 Application documents: what to upload, what CIW checks, and the premises checklist
    - Document 2.2 Safeguarding adults and children at risk
    - Document 2.3 Supporting individuals to manage their money
    - Document 2.4 Use of control or restraint
    - Document 2.5 Staff support and development
    - Document 2.6 Staff discipline
    - Document 2.9 Complaints
    - Document 2.10 Whistleblowing
    - Document 3.1 Safer recruitment and fitness of staff

  - Document 3.3 Written guide to the service
  - Document 3.5 Visit scheduling, travel time, 30-minute visits and missed visits
  - Document 3.6 Offering contracts to non-guaranteed hours workers
  - Document 3.7 Welsh language and the Active Offer
  - Document 3.9 Equality, diversity and rights
  - Document 3.10 Openness and duty of candour
  - Document 3.11 Health and safety, risk assessment, emergencies and lone working
  - Document 3.12 Records and retention
  - Document 3.13 Notifications to CIW
  - Document 3.14 Conflicts of interest, gifts and wills
  - Document 4.1 The responsible individual: role, CIW interview preparation and duties calendar
- When Q1 is "Individual (sole trader)" and Q2 is "Yes, I will manage it myself", job titles change throughout: "the manager" reads "the provider".

Q3. Will the responsible individual also manage the service?

Only asked if Q1 is not "Individual (sole trader)".

Allowed only if the provider is registered for no more than two areas, the responsible individual is fit to manage and registered with Social Care Wales as a social care manager, and CIW agrees.

☐ No, we will appoint a manager (builder default)
☐ Yes, the responsible individual will also manage it

What it changes:

- Changes the wording of 13 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 1.3 Structural plan of the organisation
  - Document 2.2 Safeguarding adults and children at risk
  - Document 2.5 Staff support and development
  - Document 2.6 Staff discipline
  - Document 2.9 Complaints
  - Document 2.10 Whistleblowing
  - Document 3.1 Safer recruitment and fitness of staff
  - Document 3.9 Equality, diversity and rights
  - Document 3.14 Conflicts of interest, gifts and wills
  - Document 4.1 The responsible individual: role, CIW interview preparation and duties calendar
  - Document 4.2 RI visits, quarterly reports and the six-monthly quality of care review

Q4. Which regional partnership board area is this service for?

CIW registers a domiciliary support service for each area, and each needs its own statement of purpose. This pack is written for one area; the guide explains how to copy the statement of purpose for a second.

☐ Gwent regional partnership board (builder default)
☐ North Wales regional partnership board
☐ Cardiff and Vale regional partnership board
☐ West Glamorgan regional partnership board
☐ Cwm Taf Morgannwg regional partnership board
☐ West Wales regional partnership board
☐ Powys regional partnership board

What it changes:

- Changes the wording of Document 1.1 Statement of purpose.
- Printed on the pack's cover or document headers.

Q5. Is your office also someone's home?

CIW lists a registration visit as less likely for a commercial unit and as required for a personal address.

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

What it changes:

- Changes the wording of 4 documents:
  - Document 1.1 Statement of purpose
  - Document 1.4 Application documents: what to upload, what CIW checks, and the premises checklist
  - Document 3.11 Health and safety, risk assessment, emergencies and lone working
  - Document 4.3 Annual return, website publication and ratings display

Q6. How do you hold your office?

CIW lists the lease agreement among what it considers for a domiciliary support service's premises.

☐ 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 1.4 Application documents: what to upload, what CIW checks, and the premises checklist.

Builder step: Your service

Q38. 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 purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 3.3 Written guide to the service

Q39. 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 purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 3.3 Written guide to the service

Q40. People living with dementia?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 2.5 Staff support and development
  - Document 3.3 Written guide to the service

Q41. People with a physical disability?

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow

- Document 2.1 Admissions and commencement of the service
- Document 2.5 Staff support and development
- Document 3.3 Written guide to the service

Q42. People with a learning disability?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 2.5 Staff support and development
  - Document 3.3 Written guide to the service

Q43. People with mental health needs?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 2.5 Staff support and development
  - Document 3.3 Written guide to the service

Q44. Average care hours a week you expect to deliver

The statement of purpose template asks you to tick a band for the average number of care hours delivered per week.

☐ 0 to 250 (builder default)
☐ 251 to 500
☐ 501 to 750
☐ 751 to 1,000
☐ 1,001 to 1,500
☐ 1,501 to 2,000
☐ 2,001 to 3,000
☐ More than 3,000

What it changes:

- Changes the wording of Document 1.1 Statement of purpose.

Q45. What help with medicines will care workers give?

These are the levels in the All Wales medicines guidance (AWTTC, October 2025). Your medication policy is written to the level you choose.

☐ Level 2: care workers administer medicines (and give Level 1 support) (builder default)
☐ Level 1 only: reminders or help such as opening containers
☐ None

What it changes:

- Changes the wording of 11 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.1 Admissions and commencement of the service
  - Document 2.4 Use of control or restraint
  - Document 2.5 Staff support and development
  - Document 2.8 Medication policy and procedure
  - Document 3.2 Provider assessment, personal plans and reviews
  - Document 3.3 Written guide to the service
  - Document 3.4 Service agreement
  - Document 3.8 Consent, mental capacity and deprivation of liberty
  - Document 3.11 Health and safety, risk assessment, emergencies and lone working

Q46. Will care workers carry out medicines or health tasks that need enhanced skills?

Level 3 in the All Wales medicines guidance, and other tasks a health professional delegates for a named person, such as insulin by pen. Only after training and a competency check.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 9 documents:
  - Document 1.1 Statement of purpose
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.5 Staff support and development
  - Document 2.7 Infection prevention and control
  - Document 2.8 Medication policy and procedure
  - Document 3.2 Provider assessment, personal plans and reviews
  - Document 3.3 Written guide to the service
  - Document 3.8 Consent, mental capacity and deprivation of liberty
  - Document 3.11 Health and safety, risk assessment, emergencies and lone working

Q47. 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 regulation 29 rules 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 purpose
  - Document 2.4 Use of control or restraint
  - Document 2.5 Staff support and development
  - Document 3.2 Provider assessment, personal plans and reviews
  - Document 3.3 Written guide to the service

Q48. Will care workers handle people's money, for example shopping?

With yes, the money policy adds transaction records and receipts.

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 documents:
  - Document 1.1 Statement of purpose
  - Document 2.3 Supporting individuals to manage their money
  - Document 3.2 Provider assessment, personal plans and reviews
  - Document 3.3 Written guide to the service
  - Document 3.4 Service agreement

Q49. How will you check visits happen on time?

☐ 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 3.3 Written guide to the service
  - Document 3.5 Visit scheduling, travel time, 30-minute visits and missed visits
  - Document 3.11 Health and safety, risk assessment, emergencies and lone working

Q50. Will any of your staff speak Welsh?

The statement of purpose must say how you will meet language needs, including through the medium of Welsh. The pack sets out a plan either way.

☐ Not at the start (builder default)
☐ Yes, some staff

What it changes:

- Changes the wording of 4 documents:
  - Document 1.1 Statement of purpose
  - Document 2.9 Complaints
  - Document 3.3 Written guide to the service
  - Document 3.7 Welsh language and the Active Offer

Builder step: Staff

Q57. Will you employ care workers on non-guaranteed hours (zero hours) contracts?

After three months, regulation 42 requires you to offer these workers a choice of contract. With yes, the pack adds that policy.

☐ Yes (builder default)
☐ No

What it changes:

- Document 3.6 Offering contracts to non-guaranteed hours workers applies only when Q57 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 3 documents:
  - Document 1.2 Business plan for the first two years and projected cash flow
  - Document 2.5 Staff support and development
  - Document 4.2 RI visits, quarterly reports and the six-monthly quality of care review

Q58. Will you recruit care workers from overseas?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 documents:
  - Document 2.5 Staff support and development
  - Document 3.1 Safer recruitment and fitness of staff

Q59. Will you have volunteers?

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 documents:
  - Document 2.2 Safeguarding adults and children at risk
  - Document 2.5 Staff support and development
  - Document 2.6 Staff discipline
  - Document 2.10 Whistleblowing

- Document 3.1 Safer recruitment and fitness of staff

Q60. Include recommended practice sections?

Steps beyond what the law and CIW'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 25 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.

- Q18. Office hours (pre-filled: Monday to Friday, 9am to 5pm)
- Q52. Hours you will provide visits (pre-filled: 7am to 10pm, seven days a week)
- Q54. How you invoice (pre-filled: monthly in arrears, payable within 14 days)
- Q55. Notice to cancel a visit without charge (pre-filled: 24 hours)
- Q56. Notice to end the service (pre-filled: 7 days)

PART 2

Part 2. Provider details

These 39 answers fill in the names, contacts, dates and numbers the pack prints. Write each answer exactly as it should appear.

Builder step: Your business

Q7. Business name

Required.

Your business's full legal name, as on CIW Online and at Companies House if you are a company. It goes at the top of every document.

Example: Sample Care Ltd
Prints in: 32 documents (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q8. Company number

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

Your Companies House number. CIW checks that the directors on your application are registered with Companies House.

Example: 12345678
Prints in: documents 1.1, 1.2, 1.3 and 3.4

Answer: _____

Q9. Partners' names

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

Every partner. Each partner is listed in the conditions of registration and signs a declaration about the responsible individual's duties.

Example: Sam Sample and Alex Sample
Prints in: documents 1.1, 1.2, 1.3 and 3.4

Answer: _____

Q10. Your full name (individual providers)

Only asked, and then required, if Q1 is "Individual (sole trader)".

As an individual provider you register in your own name, and you are also the responsible individual for the service.

Example: Sam Sample
Prints in: the document headers or cover and 22 documents (including 1.1, 1.2, 2.2 and 2.4)

Answer: _____

Q11. Registered office or correspondence address

Required.

For a company, its registered office (or principal office if different); for a partnership, its principal office; for an individual provider, your correspondence address. It can be the same as your office address. It goes in section 1 of the statement of purpose.

Example: 1 Sample Street, Cardiff CF10 1AA
Prints in: documents 1.1 and 1.2

Answer: _____

Q12. Office address

Required.

The office the service will be provided from. It goes in the statement of purpose, and CIW may visit it.

Example: 1 Sample Street, Cardiff CF10 1AA
Prints in: the document headers or cover and 8 documents (including 1.1, 1.2, 1.4 and 2.9)

Answer: _____

Q13. Name of the service

Required.

The name of this domiciliary support service as you will enter it on CIW Online. CIW registers a domiciliary support service for each regional partnership board area.

Example: Sample Care Ltd: Cardiff and Vale
Prints in: 7 documents (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q14. Local authority areas you will serve

Required.

The council areas, within your regional partnership board area, where you will provide care. It goes in the statement of purpose and the business plan.

Example: Cardiff and the Vale of Glamorgan
Prints in: documents 1.1, 1.2, 2.1 and 3.3

Answer: _____

Q15. Website address

Required.

From 2026 you must publish your annual return on your own website, and show your CIW rating there once you have one.

Example: www.example.com
Prints in: documents 1.1, 3.3, 4.1 and 4.3

Answer: _____

Q16. Office phone

Required.

Your main business number.

Format: a full phone number, with area code
Example: 029 2018 0000
Prints in: 8 documents (including 1.1, 2.2, 2.4 and 2.8)

Answer: _____

Q17. Office email

Required.

Your main business email address.

Example: office@example.com
Prints in: documents 1.1, 2.9, 3.3 and 3.4

Answer: _____

Q18. 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: documents 1.1, 1.3, 2.2, 2.4, 2.8 and 3.3

Answer: _____

Q19. 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, 1.3 and 2.2)

Answer: _____

Q20. Responsible individual

Only asked, and then required, if Q1 is not "Individual (sole trader)".

The person you designate as responsible individual (RI): for a company, a director (or a similar officer, with a reason); for a partnership, one of the partners. CIW interviews them before registration.

Example: Alex Sample
Prints in: the document headers or cover and 11 documents (including 1.1, 1.2, 1.3 and 2.2)

Answer: _____

Q21. Responsible individual's position

Only asked, and then required, if Q1 is not "Individual (sole trader)".

Their position in the organisation, for example director or partner.

Example: Director
Prints in: documents 1.1, 1.2, 1.3 and 4.1

Answer: _____

Q22. Responsible individual's phone

Only asked, and then required, if Q1 is not "Individual (sole trader)".

Their direct number.

Format: a full phone number, with area code
Example: 07700 900002
Prints in: documents 2.2, 2.10 and 3.11

Answer: _____

Q23. Responsible individual's email

Only asked, and then required, if Q1 is not "Individual (sole trader)".

The email address they will use on CIW Online. It must match the address on the application.

Example: ri@example.com
Prints in: documents 1.4, 2.10, 3.3 and 3.11

Answer: _____

Q24. Local authority for your main area

Required.

Safeguarding reports go to the local authority where the person is. Use the council where most of your work will be.

Example: Cardiff Council
Prints in: documents 2.2, 2.9, 3.3 and 3.11

Answer: _____

Q25. Local authority safeguarding phone

Required.

The number your council publishes for reporting an adult or child at risk. Find it on the council's website.

Format: a full phone number, with area code
Example: 029 2018 0002
Prints in: documents 2.2, 2.10, 3.3 and 3.11

Answer: _____

Q26. Local authority out-of-hours number

Required.

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

Format: a full phone number, with area code
Example: 029 2018 0003
Prints in: documents 2.2, 2.10, 3.3 and 3.11

Answer: _____

Builder step: People and dates

Q27. Manager

Required.

The person who will manage the service day to day. They must be registered with Social Care Wales as a social care manager before their first day. If you are an individual provider managing the service yourself, or the responsible individual will also manage it, enter that name.

Example: Sam Sample
Prints in: the document headers or cover and 28 documents (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q28. Manager's phone

Required.

Their direct number.

Format: a full phone number, with area code
Example: 029 2018 0001
Prints in: documents 2.9, 2.10, 3.3 and 3.11

Answer: _____

Q29. Manager's email

Required.

Their direct email.

Example: manager@example.com
Prints in: documents 2.9, 2.10 and 3.1

Answer: _____

Q30. Manager's Social Care Wales registration number

Optional.

Leave blank if it is not issued yet. It then prints as a gap for you to fill in later.

Example: 1234567
Prints in: document 1.3

Answer: _____

Q31. Safeguarding lead

Required.

The person who receives and acts on safeguarding concerns. Often the manager.

Example: Sam Sample
Prints in: document 2.2

Answer: _____

Q32. Safeguarding lead's job title

Required.

Their role in your service.

Example: Manager
Prints in: document 2.2

Answer: _____

Q33. Safeguarding 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: document 2.2

Answer: _____

Q34. Who handles complaints about the manager

Required.

Someone other than the manager: usually the responsible individual, or another director or partner. If the responsible individual also manages the service, name someone else.

Example: Alex Sample, Director
Prints in: documents 1.1, 2.9, 3.1 and 3.3

Answer: _____

Q35. Their phone or email

Required.

How people contact them about a complaint about the manager.

Example: director@example.com
Prints in: documents 2.9, 3.1 and 3.3

Answer: _____

Q36. 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 and documents 1.1, 1.3 and 3.3

Answer: _____

Q37. Review date

Required.

When each document will next be reviewed. A year after the date created is common; CIW expects the statement of purpose to be reviewed at least annually.

Format: a date
Example: 1 December 2027
Prints in: the document headers or cover and documents 1.1, 1.3 and 3.3

Answer: _____

Builder step: Your service

Q51. Average number of adults you expect to support

Required.

CIW's statement of purpose template asks for the average number of people the service supports. Use your plan for the end of the first year.

Example: 20
Prints in: document 1.1

Answer: _____

Q52. Hours you will provide visits

Pre-filled if left blank.

When care workers will visit people. It goes in the statement of purpose, the written guide and the service agreement, and your staffing 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, 3.3 and 3.4

Answer: _____

Q53. 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 care workers. It goes in your business plan, the written guide and the service agreement, which must match.

Example: £28 an hour, charged per 15 minutes with a 30-minute minimum visit; £35 an hour on public holidays; two care workers charged at twice the hourly rate
Prints in: documents 1.2, 3.3 and 3.4

Answer: _____

Q54. How you invoice

Pre-filled if left blank.

When you send invoices and when payment is due. For care a local authority arranges and pays for, its 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, 3.3 and 3.4

Answer: _____

Q55. 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, 3.3 and 3.4

Answer: _____

Q56. 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, 3.3 and 3.4

Answer: _____

Builder step: Staff

Q61. Care workers you expect to employ in year 1

Required.

The number of care workers you plan to have by the end of the first year. It goes in the statement of purpose staffing section and the business plan.

Example: 8
Prints in: documents 1.1 and 1.2

Answer: _____

Q62. 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: documents 1.1 and 2.5

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 an individual provider, will you manage the service yourself?	Not asked with these answers
Q3	Will the responsible individual also manage the service?	No, we will appoint a manager
Q4	Which regional partnership board area is this service for?	Gwent regional partnership board
Q5	Is your office also someone's home?	No, it is business premises
Q6	How do you hold your office?	We rent it (lease)
Q7	Business name	Sample Home Care Ltd
Q8	Company number	12345678
Q9	Partners' names	Not asked with these answers
Q10	Your full name (individual providers)	Not asked with these answers
Q11	Registered office or correspondence address	1 Sample Street, Cardiff CF10 1AA
Q12	Office address	1 Sample Street, Cardiff CF10 1AA
Q13	Name of the service	Sample Home Care Ltd: Cardiff and Vale
Q14	Local authority areas you will serve	Cardiff and the Vale of Glamorgan
Q15	Website address	www.example.com
Q16	Office phone	029 2018 0000
Q17	Office email	office@example.com
Q18	Office hours	Monday to Friday, 9am to 5pm
Q19	Out-of-hours phone	07700 900000
Q20	Responsible individual	Alex Sample
Q21	Responsible individual's position	Director
Q22	Responsible individual's phone	07700 900002
Q23	Responsible individual's email	ri@example.com
Q24	Local authority for your main area	Cardiff Council

	Question	Sample answer
Q25	Local authority safeguarding phone	029 2018 0002
Q26	Local authority out-of-hours number	029 2018 0003

Builder step: People and dates

	Question	Sample answer
Q27	Manager	Sam Sample
Q28	Manager's phone	029 2018 0001
Q29	Manager's email	manager@example.com
Q30	Manager's Social Care Wales registration number	1234567
Q31	Safeguarding lead	Sam Sample
Q32	Safeguarding lead's job title	Manager
Q33	Safeguarding lead's phone (including out of hours)	07700 900001
Q34	Who handles complaints about the manager	Alex Sample, Director
Q35	Their phone or email	director@example.com
Q36	Date created	1 December 2026
Q37	Review date	1 December 2027

Builder step: Your service

	Question	Sample answer
Q38	Will you support adults aged 18 to 64?	Yes
Q39	Will you support adults aged 65 and over?	Yes
Q40	People living with dementia?	Yes
Q41	People with a physical disability?	Yes
Q42	People with a learning disability?	No
Q43	People with mental health needs?	No
Q44	Average care hours a week you expect to deliver	0 to 250
Q45	What help with medicines will care workers give?	Level 2: care workers administer medicines (and give Level 1 support)
Q46	Will care workers carry out medicines or health tasks that need enhanced skills?	No
Q47	Will you support people whose distress may lead to behaviour that needs a planned response, or where some restriction may be needed?	No

	Question	Sample answer
Q48	Will care workers handle people's money, for example shopping?	Yes
Q49	How will you check visits happen on time?	An electronic call monitoring system (care workers log in and out)
Q50	Will any of your staff speak Welsh?	Not at the start
Q51	Average number of adults you expect to support	20
Q52	Hours you will provide visits	7am to 10pm, seven days a week
Q53	Your charges	£28 an hour, charged per 15 minutes with a 30-minute minimum visit; £35 an hour on public holidays; two care workers charged at twice the hourly rate
Q54	How you invoice	monthly in arrears, payable within 14 days
Q55	Notice to cancel a visit without charge	24 hours
Q56	Notice to end the service	7 days

Builder step: Staff

	Question	Sample answer
Q57	Will you employ care workers on non-guaranteed hours (zero hours) contracts?	Yes
Q58	Will you recruit care workers from overseas?	No
Q59	Will you have volunteers?	No
Q60	Include recommended practice sections?	Include
Q61	Care workers you expect to employ in year 1	8
Q62	Main training provider	Sample Care Training Ltd

What these answers do to the pack

- In 31 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.

Q3. Will the responsible individual also manage the service?

In Document 1.3 Structural plan of the organisation, the sample answer "No, we will appoint a manager" prints:

> **Responsible individual:** Alex Sample, Director. Supervises the management of the service on behalf of Sample Home Care Ltd, oversees its quality, safety and effectiveness, and reports to Sample Home Care Ltd.
> ↓
> **Manager:** Sam Sample, registered with Social Care Wales as a social care manager (registration number 1234567). Manages the service day to day and is accountable to the responsible individual.
> `Document 1.3 Structural plan of the organisation, sample answer`

The answer "Yes, the responsible individual will also manage it" prints this instead:

> **Responsible individual and manager:** Alex Sample, Director, registered with Social Care Wales as a social care manager (registration number 1234567). Supervises the management of the service on behalf of Sample Home Care Ltd and manages it day to day, subject to CIW's agreement.
> `Document 1.3 Structural plan of the organisation, other answer`

Q45. What help with medicines will care workers give?

In Document 1.2 Business plan for the first two years and projected cash flow, the sample answer "Level 2: care workers administer medicines (and give Level 1 support)" prints:

> We will support people with their medicines up to Level 2 of the All Wales medicines guidance, including administering medicines where a person's assessment shows they need it.
> `Document 1.2 Business plan for the first two years and projected cash flow, sample answer`

The answer "Level 1 only: reminders or help such as opening containers" prints this instead:

> We will give Level 1 support with medicines only, such as reminders. We will not administer medicines.
> `Document 1.2 Business plan for the first two years and projected cash flow, other answer`

Q1. How is the business set up?

Document 1.3 Structural plan of the organisation prints in full only when Q1 is not "Individual (sole trader)". With any other answer, the document keeps its number and prints this one statement instead:

> Sample Home Care Ltd is an individual provider. You are both the service provider and the responsible individual, so CIW does not ask for a structural plan of an organisation.
> `Document 1.3 Structural plan of the organisation, when it does not apply`

See it printed. The free sample document uses exactly these answers: Document 2.2, Safeguarding adults and children at risk, as it prints in the Wales CIW registration pack: https://www.carerulebook.com/samples/uk-wales-domiciliary-support-service.pdf