

Statement of purpose

Health and Social Care Act 2008

Part 1

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

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

Statement of purpose, Part 1

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

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

1. Provider's name and legal status

Full name ¹	Eligible Hands Ltd					
CQC provider ID						
Legal status ¹	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

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

Business address ²	27 Old Gloucester Street
Town/city	London
County	Greater London
Post code	WC1 N3AX
Business telephone	02071 172646
Electronic mail (email) ³	enquiries@eligiblehands.co.uk

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

I/we do NOT wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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¹ Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

² Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

³ Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

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

3. The full names of all the partners in a partnership	
Names:	N/A

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Part 2

Aims and objectives

Please read the guidance document *Statement of purpose: Guidance for providers*.

Aims and objectives

What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose

The primary aim of Eligible Hands Ltd is to provide high-quality supported living services for adults aged 18 and over who are living with sensory impairments, physical disabilities, dementia, autism and learning disabilities. Our service is designed to support individuals who require varying levels of practical, emotional and personal assistance in order to live safely and as independently as possible within their own home environment and the wider community. Through a person-centred approach, we aim to empower the people we support to maintain control over their lives, make meaningful choices and achieve the best possible quality of life.

Eligible Hands Ltd recognises that the individuals accessing supported living services often have complex and diverse needs which may affect their mobility, communication, cognitive functioning, emotional wellbeing or ability to manage everyday activities. Our service is therefore structured to provide tailored support that responds to the specific needs of adults with physical disabilities, sensory impairments, dementia and autism or learning disabilities. This includes assistance with personal care, medication management, daily living activities, maintaining a safe home environment, communication support, mobility assistance and support to access education, employment opportunities and community resources.

A central objective of the service is to enable adults with these conditions to live as independently as possible while receiving the level of support required to remain safe and well. For individuals living with physical disabilities or sensory impairments, our focus is on promoting independence through practical assistance, environmental adaptations and support with mobility and daily routines. For individuals with autism or learning disabilities, we aim to provide structured, consistent and understanding support that recognises the importance of routine, communication preferences and emotional security. For individuals living with dementia, we aim to provide compassionate and respectful support that promotes familiarity, reassurance and dignity while maintaining independence for as long as possible.

All support delivered by Eligible Hands Ltd will be guided by detailed, person-centred support plans developed collaboratively with each individual, their families, advocates and relevant health or social care professionals. These plans will reflect the person's individual needs, preferences, cultural background, communication methods and personal goals. The service will place strong emphasis on supporting people to participate actively in their own care and in decisions that affect their daily lives.

Another key objective is to promote social inclusion and community engagement for adults who may otherwise be at risk of isolation. We will support individuals to access community activities, maintain relationships, pursue hobbies and develop life skills that strengthen confidence and independence. By encouraging participation in meaningful activities and supporting individuals to remain connected with their communities, we aim to enhance emotional wellbeing and overall quality of life.

Eligible Hands Ltd is also committed to ensuring that the service operates in a safe, effective and responsive manner in line with Care Quality Commission (CQC) standards. We will recruit staff who have the appropriate skills, values and understanding required to support adults with sensory impairments, physical disabilities, dementia, autism and learning disabilities. Through comprehensive recruitment processes, structured induction programmes, ongoing supervision and

continuous professional development, we will ensure that staff are well equipped to deliver compassionate and competent support.

The organisation also aims to maintain a sustainable and responsible service model. Our financial planning will ensure that the service remains viable while continuing to deliver high standards of care and support. As the service develops, any surplus income will be reinvested into staff development, service improvements and enhanced support resources for the individuals we support.

Finally, Eligible Hands Ltd is committed to continuous learning and improvement. We will actively seek feedback from the people who use our service, their families, staff and external professionals in order to evaluate and strengthen the quality of support we provide. Through regular monitoring, quality assurance processes and service reviews, we aim to ensure that the service continues to meet the needs of adults with sensory impairments, physical disabilities, dementia, autism and learning disabilities while maintaining the highest standards of person-centred care.

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Part 3

Location(s) and

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

Fill in a separate part 3 for each location

The information below is for location no:	1	of a total of:	1	locations
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Name of location	Eligible Hands Ltd
Address	77 Stratford Road, Thornton Heath, Surrey
Postcode	CR7 7QL
Telephone	02071 172646
Email	enquiries@eligiblehands.co.uk

Description of the location	
(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
<p>The premises at 77 Stratford Road, Thornton Heath, CR7 7QL are in a mixed residential and commercial area with excellent transport links and local amenities. The two-storey office serves as the registered office and operational base for the supported living service.</p> <p>The service supports adults with learning disabilities, autism, sensory impairments, dementia, and physical disabilities, promoting independence and inclusion. The building is accessible and compliant with health, fire, and data safety standards, providing a safe, professional environment for staff and service user's.</p>	
No of approved places / overnight beds (not NHS)	3

CQC service user bands

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>		
Mental health	<input type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>		
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>		
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>		
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>		
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18	<input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)		<input type="checkbox"/>	

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

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

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Part 4

Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Sylvia Ahenkorah
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2. Manager's contact details	
Business address	77 Stratford Road
Town/city	Thornton Heath
County	Surrey
Post code	CR7 7QL
Business telephone	02071 172646
Manager's email address¹	
enquiries@eligiblehands.co.uk	

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

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

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

3. Locations managed by the registered manager at 1 above	
(Please see part 3 of this statement of purpose for full details of the location(s))	
Name(s) of location(s) (list)	Percentage of time spent at this location
Eligible Hands Ltd	100%

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

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