



Statement of Purpose

Care Solutions (St Helens) Ltd trading as TogetherCare

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This statement outlines the aims, objectives, philosophy, and range of services offered by Care Solutions (St Helens) Ltd trading as TogetherCare.

Provider Name: Care Solutions (St Helens) Ltd

Trading Name: TogetherCare

Provider ID: 1-488103802

Current Type of Service: Homecare agencies

Main Registered Location: TogetherCare, St Helens Chamber, Salisbury Street, St Helens WA10 1FY

Main Location ID: 1-527197208

Registered Manager / Nominated Individual: Michael Burke

Current Regulated Activity: Personal Care

Current Service Specialisms: Caring for adults over 65 years, caring for adults under 65 years, dementia, learning disabilities, mental health conditions, physical disabilities and sensory impairments.

Application Submitted: Treatment of Disease, Disorder or Injury (RA5) at the main TogetherCare registered location only. RA5 will not be delivered until CQC has formally approved the application and updated the provider registration.

1. Aims and Objectives

TogetherCare aims to deliver exceptional personal care and support within the St Helens community. Our objectives are to:

- Promote independence, dignity, and wellbeing for every individual we support.
- Provide safe, high-quality, person-centred care that meets or exceeds CQC's Fundamental Standards.
- Work collaboratively with St Helens Council, health partners, families, and advocates.
- Employ, train, and retain competent staff who demonstrate compassion, integrity, and respect.
- Develop a safe, clinically governed complex community care model for adults with complex health, learning disability, autism, mental health, ABI and behavioural support needs.
- Ensure any treatment-related activity is delivered only within the provider's approved CQC registration scope, with appropriate clinical governance, staff competency, professional guidance and escalation arrangements.

2. Philosophy of Care

Our philosophy centres on individualised, outcome-focused support.

We involve people and those important to them in all care decisions, respecting their lifestyle, culture, and preferences.

TogetherCare believes that consistent, skilled, and empathetic support enables people to lead fulfilling lives in their own homes and communities.

3. Range of Service Users / Bands

Care Solutions (St Helens) Ltd trading as TogetherCare is currently registered as a homecare agency to provide the regulated activity of Personal Care to adults aged 18 and over. The current CQC service specialisms for the TogetherCare location include caring for adults over 65 years, caring for adults under 65 years, dementia, learning disabilities, mental health conditions, physical disabilities and sensory impairments:

- Personal care
- Caring for adults over 65 years
- Caring for adults under 65 years
- Adults with physical disabilities
- Adults with sensory impairment
- Adults with dementia and Alzheimer's disease
- Adults with terminal illness and palliative care needs
- Adults with mental health needs
- Adults with learning disabilities, including autistic people where this falls within assessed need, service model and registration scope
- Vulnerable adults who require support to live independently

TogetherCare is applying to add Treatment of Disease, Disorder or Injury (RA5) to the main TogetherCare registered location to support adults with complex community care needs where treatment-related support may be required. This application does not change the existing service type of homecare agency or the existing service specialisms. It extends the regulated activities at the main TogetherCare location to include RA5, subject to CQC approval.

Treatment-related support may include support linked to complex physical health needs, epilepsy, dysphagia-related support needs, wound care support where appropriate, palliative or end-of-life needs, mental health needs, acquired brain injury, learning disability, autism-related support needs and behaviours that challenge.

Treatment-related support will only be delivered once CQC approval has been granted and where the activity falls within TogetherCare's approved registration scope, professional guidance, care planning, staff training, competency sign-off and clinical governance arrangements.

4. Services Offered

TogetherCare provides regulated personal care through domiciliary and extra-care services designed to help people maintain independence and safety at home or within their tenancy.

Typical services include:

- Personal care – washing, dressing, grooming, continence care.
- Medication prompting or administration.
- Meal planning and preparation.

- Domestic tasks and shopping assistance.
- Support with appointments and community access.
- Companionship and emotional support.
- Night and sitting services.
- Support for people living with dementia and age-related conditions, in line with the approved registration for the location delivering the service.

Services delivered at each location reflect the approved regulated activity and service-user groups for that location.

TogetherCare has applied to add Treatment of Disease, Disorder or Injury to the main TogetherCare registered location. Once approved by CQC, this regulated activity will support the safe governance of complex community care packages where treatment-related support is required.

The service may include treatment-related support linked to complex health needs such as epilepsy support, dysphagia-related support, medication-related clinical governance, wound care support where appropriate, physical health monitoring, palliative or end-of-life support where commissioned and clinically directed, and other treatment-related support that is assessed and agreed by relevant health professionals.

TogetherCare will maintain clear boundaries between personal care, delegated healthcare tasks and Treatment of Disease, Disorder or Injury. Diagnosis, prescribing and specialist clinical treatment planning will remain with suitably qualified professionals unless the activity is clearly within TogetherCare's approved CQC registration scope and governance arrangements.

TogetherCare will not commence any activity requiring Treatment of Disease, Disorder or Injury until CQC has formally approved the regulated activity and updated the provider registration.

5. Training and Staff Development

We invest heavily in workforce competence and professional growth.

Core training includes:

- Care Certificate & Induction
- Moving and Handling and Health & Safety
- Medication Administration
- Safeguarding Adults (Level 2 and 3)
- Equality, Diversity and Human Rights
- Fire Safety and First Aid
- Infection Prevention and Control
- Mental Capacity Act & Deprivation of Liberty Safeguards
- Additional training relevant to service delivery and individual roles

Additional training and competency development for complex care and treatment-related support may include, depending on assessed need:

- Epilepsy awareness and seizure response
- Dysphagia and choking risk awareness
- Nutrition and hydration monitoring
- Wound care awareness and delegated wound care support, where appropriate
- Clinical observations and deterioration awareness

- Infection prevention and control linked to treatment-related support
- Positive Behaviour Support
- Autism-informed communication
- Mental health deterioration and crisis escalation
- Delegated healthcare tasks
- Medication risk and competency reassessment

Staff will not undertake treatment-related tasks unless they have received appropriate training, observed practice, competency sign-off and ongoing supervision. Competency will be reviewed routinely and following incidents, changes in need, safeguarding concerns, medication concerns or professional recommendations.

Staff receive regular supervision, observation, and competency checks, supported by a robust appraisal system and continuous professional development plan.

6. Governance and Quality Assurance

Quality and safety are overseen by the Registered Manager and senior team.

We maintain:

- Comprehensive policies covering safeguarding, the Mental Capacity Act, infection control, medication management, and incident reporting.
- Regular internal audits (care plans, MARs, training, feedback).
- Monthly quality reviews and lessons-learned meetings.
- Feedback channels for service users, families, and staff.
- Compliance monitoring through Birdie's digital care-management system.

Clinical Governance for Treatment of Disease, Disorder or Injury

Treatment-related support will be governed through a clear clinical governance framework. Oversight will include the Registered Manager, Nominated Individual, Clinical Nurse Lead and senior management team.

Clinical governance will include:

- clear scope of practice
- delegated healthcare task protocols
- treatment-related care planning
- medicines governance
- clinical risk assessment
- infection prevention and control
- competency assessment and reassessment
- care record audits
- medication audits
- incident reporting and learning
- safeguarding reporting

- clinical escalation pathways
- multidisciplinary liaison

Clinical governance will be supported by Pam Williams, Clinical Nurse Lead, who will provide clinical advice, staff training support, competency assurance, wound care training support, clinical risk awareness, audit input, reflective learning and escalation support.

The Registered Manager will retain day-to-day management responsibility for the regulated activity. Any deterioration, clinical concern, medication concern, safeguarding concern, incident or change in presentation will be escalated through the management structure and to relevant professionals, including GPs, district nurses, community nursing teams, mental health teams, learning disability teams, speech and language therapy, occupational therapy, commissioners or emergency services where required.

7. Locations

This Statement of Purpose covers all services operated by Care Solutions (St Helens) Ltd trading as TogetherCare. Each registered location delivers services in line with this overarching Statement of Purpose and its individual registration conditions.

Main Location

TogetherCare – St Helens Chamber, St Helens, WA10 1FY

Provides domiciliary (community) care services across the borough.

Registration/Location ID: 1-527197208

The current CQC registration for this location is Personal Care under the service type Homecare agencies. The location's existing service specialisms include adults over 65 years, adults under 65 years, dementia, learning disabilities, mental health conditions, physical disabilities and sensory impairments. This application is to add RA5 Treatment of Disease, Disorder or Injury to this existing location.

RA5 will be managed from the TogetherCare main registered location and delivered in people's own homes, supported living environments and community settings where appropriate, once CQC approval has been granted. This application does not apply to Heyeswood Extra Care Scheme or Foundry Wharf Extra Care Scheme.

Heyeswood Extra Care Scheme – TogetherCare

Heyes Avenue, Grange Valley, Haydock, St Helens WA11 0XG

Registration/Location ID: 1-25412285215

A separately registered location operating under its own registration.

Purpose: Provide on-site personal care within a purpose-built Extra Care housing scheme, enabling tenants to remain independent while accessing care and community activities.

Services and Approach:

Delivered in line with this Statement of Purpose and the specific registration conditions applicable to this location.

Foundry Wharf Extra Care Scheme – TogetherCare

Foundry Wharf, Atlas Street, St Helens WA9 1LQ

Registration/Location ID: 1-25410867845

A separately registered location operating under its own registration.

Purpose: Deliver 24-hour on-site care and support for tenants with assessed care needs, in line with the approved registration and service user groups for this location.

Services and Approach:

Delivered in line with this Statement of Purpose and the specific registration conditions applicable to this location.

8. Commitment to Quality and Compliance

TogetherCare operates in full compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission Fundamental Standards of Quality and Safety.

We are committed to delivering safe, effective, and responsive care through:

- Person-centred care that promotes dignity, choice, and independence
- Proportionate, least-restrictive support based on individual assessment and consent
- Robust governance arrangements, including audits, supervision, and quality monitoring
- Learning from feedback, incidents, and outcomes to support continuous improvement

All care is delivered strictly in line with the approved service user groups and conditions of each registered location.

TogetherCare understands that it must not carry on a regulated activity unless it is registered to do so. Treatment of Disease, Disorder or Injury will not be delivered until CQC has formally approved the application and updated the provider registration.

TogetherCare will ensure treatment-related support is delivered safely, lawfully and within scope through appropriate assessment, person-centred care planning, professional guidance, clinical governance, staff training, competency sign-off, medicines governance, safeguarding oversight, audit and escalation arrangements.

9. Contact Details

Registered Provider: Care Solutions (St Helens) Ltd

Trading Name: TogetherCare

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