

# Statement of purpose

Health and Social Care Act 2008

## 4Life Healthcare Services Private Limited.

18 Premier Way  
Kemsley  
Sittingbourne  
Kent  
ME10 2GU

Email: [admin@4lifehealthcare.co.uk](mailto:admin@4lifehealthcare.co.uk)  
Website:  
Tel: 01795485909 / 07532485909

### 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

<b>Full name<sup>1</sup></b>	4Life Healthcare Services Private Limited						
<b>CQC provider ID</b>							
<b>Legal status<sup>1</sup></b>	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	
<b>Business address<sup>2</sup></b>	18 Premier Way Kemsley
<b>Town/city</b>	Sittingbourne
<b>County</b>	Kent
<b>Post code</b>	ME10 2GU
<b>Business telephone</b>	01795485909
<b>Electronic mail (email)<sup>3</sup></b>	admin@4lifehealthcare.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 <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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<sup>1</sup> 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

<sup>2</sup> 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.

<sup>3</sup> 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.

Partners in a partnership		
<b>Names:</b>	Managing Director	Hannah Streatfield
	Operations Director	Caleb Chikoto
	Registered Manager	Sandra Chikoto
	Responsible Person	Sandra Chikoto

## Part 2

### Aims and objectives

**Aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose**

#### **4Life Healthcare aims and objectives:**

- ❖ To provide a seamless person centered care and support in a client's home, hospital or clinic setting ensuring that service delivery has positive outcomes for the service users.
- ❖ We aim to provide a service that is safe, caring, effective and responsive to the needs of the client, safeguarding and supporting health and well-being to a high standard.
- ❖ We pride ourselves in ensuring that service users are healthy, happy and achieve their full potential, enjoying their day to day activities and promoting their social and emotional wellbeing ensuring that despite their age, changing needs or disability, promoting independence, and an opportunity to contribute to society.
- ❖ We aim to offer highly trained staff who are committed to using innovative evidence based care, and offer flexible hours.
- ❖ We aim to work in partnership with service users offering informed choice, inclusivity in decision making, enhancing quality and maximizing client satisfaction.
- ❖ Safeguarding vulnerable adults and young people is a priority and we ensure that patient safety is of paramount importance and that service users are protected from abuse and avoidable harm
- ❖ Ethical considerations are upheld at all times and we value the client's privacy, confidentiality, informed choice, autonomy, dignity, respect their values and beliefs despite age, race, nationality, language, religion, age, sex or sexual orientation, without any discrimination. Recognise and support a client's individuality and diversity of each service user

#### **We aim to achieve the above by:**

- ❖ Employing a team of highly trained qualified nurses, healthcare assistants and support workers who should aim to have a minimum of NVQ level 3 within 12 months of employment; and are committed to providing the best possible care, delivering exceptional clinical standards.
- ❖ Each service user will have a named key worker.
- ❖ Providing integrated care service that meets the needs of the community, within a client's home or within a hospital or clinical setting.
- ❖ 4Life Healthcare Services has embraced the 6 C's recommended by NHS England. Therefore our service is delivered and underpinned by the 6 C's ensuring that our staff deliver exceptional **care**, with **compassion**, highly **competent**, excellent **communication**, with **courage** and **committed** to excellence.
- ❖ Developing robust policies and procedures that are in conjunction with the relevant legislation
- ❖ Offering a patient centered care by providing inclusive care by conducting a full assessment of needs, developing an individualized care plan according to identified needs and also allowing clients to be fully informed and participate in the decisions concerning their care.
- ❖ Supporting service users to be healthy, happy and achieve their full potential, enjoying their day to day activities and promoting their social and emotional wellbeing ensuring that despite their age, changing needs or disability, we promote independence, and an opportunity to contribute to society.
- ❖ On-going Quality Assurance system ensuring that high standards of care is maintained through regular audits, risk management, staff education, training and

development, using evidence based practice, openness, listening to feedback, monitoring and evaluating care provision

- ❖ Regular staff quarterly supervision and annual appraisals.
- ❖ Partnership working with service users and commissioners.
- ❖ To ensure that the care and support provided is flexible to respond to the changing needs or requirements of the clients.
- ❖ Service Users have a right to make any formal complaint against 4Life Healthcare Services, management and staff. A company procedure and guidelines is available.
- ❖ The Service User has the right to request for an advocate and an interpreter if required.

### **Insurance**

- ❖ 4Life Healthcare is fully insured to meet the requirements of Employers and Public Liability.
- ❖ Our Staff are fully trained in moving and handling and are aware not to engage in any unsafe manoeuvring of service users.
- ❖ We conduct ongoing risk assessment at the home of service users whilst staff members are in work, to ensure safety for both the clients and service users.
- ❖ The service users are expected to cover insurance for any accidental damage caused by any unsafe object or equipment that may cause damage to any objects in the service user's home, or an accident to any staff.

### **Nature of Services provided**

Our aims and objectives are to provide a seamless person centred care in a client's home, hospital or clinic setting ensuring that our services are caring, safe, effective and responsive to the needs of the client, safeguarding and supporting health and well-being to a high standard. We pride ourselves in ensuring that service users are healthy, happy and achieve their full potential, enjoying their day to day activities and promoting their social and emotional wellbeing. Promoting independence despite their age, changing needs or disability.

Please note that service provision will be tailor made to each service user and the exact nature of services vary according to the needs of each client, examples of services offered by 4Life Healthcare is as follows:

- ❖ Assistance with personal care, grooming and toileting
- ❖ Assisting with general mobility needs including getting in and out of bed
- ❖ Preparation of meals and drinks, assisting with feeding
- ❖ Prompting or administration of medication
- ❖ Assistance with domestic tasks including cleaning, washing, ironing, hovering, bed making
- ❖ Accompanying clients to access the local community, day centres, medical appointments, shopping or personal social interests that are within the agreed care package
- ❖ Providing companionship within agreed care package
- ❖ Provision of respite services
- ❖ Provision of live-in carers for service users

# Part 3

Locations and,

- The people who use the service there
- Their service types
- Their regulated activities

<b>Description of the location</b> (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
4Life Healthcare provides a seamless person centered care in a client's home, hospital or clinic setting, and therefore the provided address is only used for administration purposes not involving conducting regulated activities at the premises, as service delivery for clients is within the community	
<b>No of approved places / overnight beds (not NHS)</b>	

**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 checked="" type="checkbox"/>	Sensory impairment	<input 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"/>	

<b>The CQC service type(s) provided at this location</b>	
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 checked="" 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"/>



<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Sandra Chikoto		
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:		

# Statement of purpose

Health and Social Care Act 2008

## 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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<b>1. Manager's full name</b>	Sandra Chikoto
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<b>2. Manager's contact details : 079880466977</b>	
<b>Business address</b>	4Life Healthcare Services Private Limited. 18 Premier Way Kemsley  Email: <a href="mailto:admin@4lifehealthcare.co.uk">admin@4lifehealthcare.co.uk</a> Website: <a href="http://www.4lifehealthcare.co.uk">www.4lifehealthcare.co.uk</a> Tel: 07757379613
<b>Town/city</b>	Sittingbourne
<b>County</b>	Kent
<b>Post code</b>	ME10 2GU
<b>Business telephone</b>	077532720891 / 01795 485909
<b>Manager's email address<sup>1</sup></b>	
<a href="mailto:admin@4lifehealthcare.co.uk">admin@4lifehealthcare.co.uk</a>	

<sup>1</sup> 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.

<b>3. Locations managed by the registered manager at 1 above</b>	
(Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
4Life Healthcare Services Private Limited. 18 Premier Way Kemsley Sittingbourne Kent ME10 2GU  Email: <a href="mailto:admin@4lifehealthcare.co.uk">admin@4lifehealthcare.co.uk</a> Website: <a href="http://www.4lifehealthcare.co.uk">www.4lifehealthcare.co.uk</a>	50%

<b>4. Regulated activity(ies) managed by this manager</b>		
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**

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.

Please also describe below any job share arrangements that include or affect this manager.

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