Comfort Care Recruitment and Training Limited
"Caring And Comforting"
W2 Business Centre, Wellington House, Wellington Street, Clare Road
Suite, First Floor, Cardiff, CF11 9BE.
Tel: 0292 267 6695 **Mob:** 0741 937 2241
E-mail: cardiff.recruitment@comfortrecruitmentltd.com
Website: https://comfortcarerecruitmentandtrainingltd.com/

Review Sheet

Last Reviewed 19 Oct 2026 | Last Amended 8 Mar 2026 | This policy will be reviewed as needs require or at the following interval: Annual

Business Impact:	Low — Minimal action required. Circulate information amongst relevant parties.
Reason for this Review:	Improve usability
Changes Made:	No
Summary:	This policy will support staff with completing a statement of purpose and includes a template to use. It has been reviewed with no significant changes. References have also been checked to ensure they remain current.
Relevant Legislation:	• The Regulated Services (Registration) (Wales) Regulations 2017. • The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 • Regulation and Inspection of Social Care (Wales) Act 2016
Underpinning Knowledge:	• Author: Care Inspectorate Wales, (2026), Register a Service - Statement of Purpose Guidance and Templates [Online] Available from: https://careinspectorate.wales/register-service [Accessed: 19/10/2026] • Author: Welsh Government, (2016), Regulation and Inspection of Social Care (Wales) Act 2016 [Online] Available from: https://www.legislation.gov.uk/anaw/2016/2/pdfs/anaw_20160002_en.pdf [Accessed: 19/10/2026] • Author: Social Care Legislation in Wales, (2025), Statement of Purpose - Training Resources [Online] Available from: https://socialcare.wales/hub/hub-resource-sub-categories/statement-of-purpose [Accessed: 19/10/2026]
Suggested Action:	• Encourage sharing the policy using the QCS App • Ensure relevant staff are aware of the content of the whole policy
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to

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	the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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1. Purpose

1.1

About Comfort Care Recruitment and Training Limited

Comfort Care Recruitment & Training (CCRT) is a care provider delivering high-quality, person-centred domiciliary and supported living services. We are committed to enabling individuals to maintain their independence, dignity, and wellbeing while living safely within their own homes and communities. Our services include personal care, medication support, companionship, welfare checks, domestic assistance, community access, supported living, and flexible support tailored to individual needs. We also provide recruitment, training, and development for care professionals, ensuring our workforce delivers safe, compassionate, and effective care. CCRT works collaboratively with individuals, families, local authorities, and healthcare professionals to provide reliable, responsive, and outcome-focused support that promotes choice, independence, inclusion, and quality of life.

What are the values of Comfort Care Recruitment and Training Limited?

At Comfort Care Recruitment and Training Limited, our values underpin everything we do. They guide our decisions, shape our culture, and ensure that the people we support remain at the centre of our services. Our approach is aligned with the principles of person-centred care, dignity, respect, wellbeing, and professional accountability that are fundamental to high-quality health and social care practice.

• Compassion We are caring, kind, and responsive in all our interactions. We place the wellbeing of those we support, their families, and our colleagues at the heart of everything we do. We seek to understand individual experiences, show empathy, and provide support that promotes comfort, confidence, and quality of life.

• Excellence We are committed to delivering the highest standards of care, recruitment, and training. We continually review, learn, and improve our practices to ensure safe, effective, and person-centred services. We encourage innovation, continuous professional development, and a culture of learning to achieve the best outcomes for the people we support.

• Professionalism We act with accountability, competence, and integrity in all aspects of our work. We take responsibility for our actions, maintain professional standards, uphold confidentiality, and demonstrate reliability and respect in every interaction. We are committed to providing services that inspire trust and confidence.

• Partnership We recognise that positive outcomes are achieved through collaboration. We work openly and constructively with individuals, families, advocates, healthcare professionals, local authorities, commissioners, and other stakeholders to ensure coordinated, effective, and person-centred support.

• Integrity We act honestly, ethically, and transparently in all that we do. We are committed to openness, fairness, and equality, ensuring that decisions are made in the best interests of the people we support and

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that our actions reflect the values and standards expected of a trusted care provider.

• Person-Centred Care We recognise that every person is unique, with their own strengths, preferences, aspirations, and support needs. We place individuals at the centre of decision-making and tailor support to promote choice, independence, rights, and meaningful involvement in their care and support.

• Respect and Dignity We treat all individuals with dignity, respect, and compassion. We value diversity, promote equality, and uphold the rights, privacy, beliefs, and individuality of every person. We are committed to creating an environment where people feel valued, listened to, and empowered.

•Promoting Wellbeing We are dedicated to enhancing the overall wellbeing and quality of life of the people we support. This includes supporting physical health, emotional resilience, mental wellbeing, social inclusion, independence, and meaningful participation in community life. We focus on enabling individuals to achieve outcomes that matter most to them and to live as independently and fulfilled as possible.

• Safeguarding and Rights We are committed to protecting people from abuse, neglect, discrimination, and harm. We promote the rights, voice, and independence of individuals and ensure that safeguarding is everyone's responsibility. We foster a culture where concerns are raised, listened to, and acted upon appropriately.

• Equality, Diversity and Inclusion We embrace diversity and are committed to creating an inclusive environment where everyone is treated fairly and with respect. We celebrate differences and ensure that our services are accessible, equitable, and responsive to the diverse needs of individuals, staff, and communities.

What are the Aims and Objectives of Comfort Care Recruitment and Training Limited?

Comfort Care Recruitment and Training Limited is committed to providing high-quality, safe, effective, and person-centred care and support that enables individuals to achieve the outcomes that matter most to them. Our services are delivered in line with our core values of Compassion, Excellence, Professionalism, Partnership, Integrity, Respect, Dignity, and Promoting Wellbeing. To achieve this, the Company aims to:

• Ensure that every individual has a strong voice in decisions relating to their care and support and is enabled to exercise choice, control, and independence in all aspects of their daily life.

• Deliver person-centred care that reflects everyone's needs, preferences, strengths, aspirations, cultural background, beliefs, and personal circumstances.

• Promote independence, self-determination, and active participation, supporting individuals to maintain as much control as possible over their daily routines and lifestyle choices.

• Uphold and protect the dignity, rights, privacy, and wellbeing of every person we support, ensuring they

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are treated with compassion, respect, and kindness always.

• Foster positive partnerships with families, advocates, healthcare professionals, commissioners, and other stakeholders to achieve the best possible outcomes for individuals.

• Provide a safe, inclusive, and empowering environment that promotes equality, diversity, and human rights.

• Enhance individuals' quality of life through responsive physical, emotional, social, and practical support that promotes wellbeing and community participation.

Continuously improve the quality of our care, recruitment, and training services through effective governance, learning, innovation, and professional development.

1.2
This policy provides all the required detail of why a Statement of Purpose is needed by Comfort Care Recruitment and Training Limited.

1.3
The policy provides the necessary detail on the required content of the Statement of Purpose for Comfort Care Recruitment and Training Limited and includes the appropriate template to complete.

1.4

Theme	Line of Enquiry
Care-and-Support	5 - People receive the quality of care and support they need to achieve their personal outcomes.
Leadership-and-management	10 - People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care.
Leadership-and-management	11 - People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs.

1.5 Relevant Legislation

- The Regulated Services (Registration) (Wales) Regulations 2017.
- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017
- Regulation and Inspection of Social Care (Wales) Act 2016

2. Scope

2.1 Roles Affected:

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- Manager

2.2 People Affected:

- Citizens

2.3 Stakeholders Affected:

- Representatives
- Commissioners

3. Objectives

3.1
To ensure that Comfort Care Recruitment and Training Limited have the required guidance and templates to complete and keep the Statement of Purpose updated.

4. Policy

4.1
Comfort Care Recruitment and Training Limited recognises that the Statement of Purpose is a key document, and that it sets out the vision for Comfort Care Recruitment and Training Limited and our aspirations for meeting the needs of the people that Comfort Care Recruitment and Training Limited supports. The Statement of Purpose is fundamental to the service.
It must:

- Accurately describe the service provided
- State where and how this service will be provided; and
- State the arrangements to support the delivery of the service

It must include the information set out in The Regulated Services (Registration) (Wales) Regulations 2017.

4.2
The Statement of Purpose will clearly demonstrate that Comfort Care Recruitment and Training Limited fully understand the needs of the people who are supported by the service. In preparing a Statement of Purpose, Comfort Care Recruitment and Training Limited will take account of any Statement of Purpose guidance on the CIW's website.

- For accommodation-based services, a Statement of Purpose is provided for each place/location at which a service will be provided
- For domiciliary support services, a Statement of Purpose is provided for each place from, or in relation to which, services are provided

4.3
The information in the Statement of Purpose will be accurate, kept up to date and will always reflect the range of needs that Comfort Care Recruitment and Training Limited is able to meet, including any specialist services. It will be therefore reviewed at least annually or when changes are being made to the service.

4.4

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In preparing or updating a Statement of Purpose, Comfort Care Recruitment and Training Limited will consider all aspects of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act).

4.5
The Statement of Purpose will be used to provide information to anyone who may have an interest in Comfort Care Recruitment and Training Limited. Where there is an intention to change the service being provided, the Statement of Purpose is updated to reflect the change. Comfort Care Recruitment and Training Limited will notify those persons set out in Regulation 7(6) 28 days prior to the changes being made. Examples of this include:

- Where a service which does not provide nursing care intends to provide nursing care
- The provision of additional specialist services
- Where a specific service referred to in the Statement of Purpose is to be withdrawn; or
- Where there are changes to the normal staffing arrangements or levels as set out in the existing Statement of Purpose

Persons set out in Reg 7 (6) are:

- The service regulator, CIW
- The Citizens
- The placing authority (where relevant), and
- Any representative, unless it is not appropriate to do so or would be inconsistent with the well-being of the Citizens

Where there is an intention to change the service being provided with immediate effect, i.e. within the 28 days' notification period (required by regulation 7(3)), for example, in response to an urgent request, Comfort Care Recruitment and Training Limited will:

- Notify the service regulator (CIW) immediately (and where practicable, prior to implementing the change); and
- Update the Statement of Purpose to reflect the change without delay and provide a copy to the CIW

Where a change to the Statement of Purpose is proposed, Comfort Care Recruitment and Training Limited must satisfy the service regulator (CIW) of their ability to provide the services proposed by, for example, providing additional information or receiving a visit from the CIW to the service (where appropriate).
Where the Statement of Purpose is updated, a record is maintained of the version and date of amendment.

4.6
The Statement of Purpose at Comfort Care Recruitment and Training Limited will be updated when there are changes to the service and when it no longer accurately describes the service provided.

4.7
Comfort Care Recruitment and Training Limited will make a copy of the Statement of Purpose readily available to Citizens, staff and any representative who may request it unless it is not appropriate to do so or would be inconsistent with the well-being of the Citizens.

5. Procedure

5.1

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The Statement of Purpose template provided by the Care Inspectorate Wales will be used to record all information within the Statement of Purpose.

5.2
The Care Inspectorate Wales has provided guidance to support the completion of the Statement of Purpose. This can be found in the 'Underpinning Knowledge' section of the review sheet on the front of this policy.

5.3
The Statement of Purpose is in seven sections, and each section will be explained in a separate procedure as part of this policy. If certain sections are not relevant for Comfort Care Recruitment and Training Limited, they will be left blank and not completed. Guidance that may not apply to Comfort Care Recruitment and Training Limited is still provided in this policy to allow for if, or when, the services provided by Comfort Care Recruitment and Training Limited change, easily allowing the Statement of Purpose to be adapted.

5.4
About the Provider - Section 1
Where basic information about Comfort Care Recruitment and Training Limited is added into the template:

- Registered Provider Name
- Address
- Legal Entity
- Responsible Individual
- Manager of Service Name
- Name of Service
- Address of Service
- Other Relevant Address'

5.5
Description of the Location of the Service - Section 2
The description of the location of the service. In this section Comfort Care Recruitment and Training Limited will include information about where we are located and will include a description of the area, any community facilities and services available to support the range of needs of the Citizens as described in Section 3.
If Comfort Care Recruitment and Training Limited are a community-based organisation, the regional partnership area in which the service is provided will be included on the Statement of Purpose. Comfort Care Recruitment and Training Limited can refer to the Statement of Purpose guide for a full breakdown of each partnership area.

5.6
About the Service Provided - Section 3
This section is about the range of services provided by Comfort Care Recruitment and Training Limited. It is broken down into areas covering:

- The range of needs

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- The age range of Citizens
- Gender of people using the service
- Maximum numbers of Citizens accommodated, where it is an accommodation-based service
- Or the hours provided for Citizens if Comfort Care Recruitment and Training Limited is a community-based organisation

More specifically, it is important that Comfort Care Recruitment and Training Limited fully includes the range of health or care needs that it will provide support for, including any specialist services/care provision.

5.7

How the Service is Provided - Section 4

This section is about how Comfort Care Recruitment and Training Limited provides the service to Citizens. In this section, Comfort Care Recruitment and Training Limited can describe how Citizens will be supported to achieve their best possible outcomes and how the service will provide care and support in a way that protects, promotes and maintains Citizens independence, safety and well-being.

Specialist Care

If specialist care is offered, Comfort Care Recruitment and Training Limited will use this section to detail what makes it a specialist service. Details should be included of any specific models of care being used by Comfort Care Recruitment and Training Limited and the involvement of any external specialist agencies that will provide help and support in areas of expertise.

Admitting, Assessing, Planning and Reviewing People's Care

Also, under Section 4, the arrangements for admitting, assessing, planning and reviewing Citizens' care should be included in the Statement of Purpose. This will include:

- Arrangements for managing planned, urgent and respite admissions
- Arrangements for initial and ongoing assessment of care and support needs
- How the Personal Plan will be developed and reviewed in consultation with the Citizens and/or their representative

Standard of Care and Support

Section 4 of the Statement of Purpose will include information about the standard of care and support provided by Comfort Care Recruitment and Training Limited. Where appropriate, this needs to describe how Comfort Care Recruitment and Training Limited will support Citizens to:

- Be as physically, mentally and emotionally healthy as possible
- Be safe
- Be involved in activities, hobbies or individual interests
- Access education, learning and development opportunities
- Have control over everyday life and, where relevant, participation in work
- Maintain their linguistic, cultural and/or religious identities
- Maintain family and personal relationships
- Develop their potential, learn and practice life skills

Language and Communication Needs

Finally, Section 4 of the Statement of Purpose will describe how Comfort Care Recruitment and Training Limited will address the language and communication needs for Citizens. This section will also describe the

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extent to which Comfort Care Recruitment and Training Limited makes provisions for the Welsh language offer. See the Further Reading section for more information on the offer.

5.8

Staffing Arrangements - Section 5

This section should describe how the staffing arrangements are appropriate for the range of needs and specialist services to be provided as described in Section 3. It will demonstrate how Carers will be deployed to provide reliable and safe care to Citizens by Comfort Care Recruitment and Training Limited.

Numbers and Qualifications of Staff

This section of the Statement of Purpose at Comfort Care Recruitment and Training Limited will include the numbers and qualifications of the following staff:

- Manager and their specific qualifications
- Deputy manager and their specific qualifications
- Other supervisory staff and their specific qualifications
- Registered nurse and the nature of their registration, e.g. RGN, RMN, RNLD, etc.
- Senior social care staff providing direct care and a description of the qualification levels
- Other care staff providing direct care and a description of their qualification levels
- Other types of qualified staff not listed above and a description of their qualification levels
- Where specialist care, e.g. dementia, palliative care, etc. is provided, Comfort Care Recruitment and Training Limited must be able to demonstrate the staff qualifications, training and skills to provide this specialist care
- The number of care staff required must be sufficient to draw upon to sustainably and reliably meet the needs of a typical rota
- If Comfort Care Recruitment and Training provides a domiciliary support service, Comfort Care Recruitment and Training Limited can provide the total numbers of social care staff working in an average week, the total number of care hours per week and a description of the qualification levels

Staff Levels

If Comfort Care Recruitment and Training Limited provides accommodation-based services, this section can include the daytime and nighttime care levels that will normally be in place. This is the planned number of Carers that the service will deploy on a day-to-day basis, i.e. the typical rota. If Comfort Care Recruitment and Training Limited is providing care where individuals are assessed as requiring 24-hour nursing care (due to the intensity, complexity and/or acuity of their needs), this section can describe the number of registered nurses that will be working at Comfort Care Recruitment and Training Limited at all times.

Specialist Staff

The number and details of all specialist staff at Comfort Care Recruitment and Training Limited will be recorded.

Deployment of Staff at Service (For Accommodation-Based Services Only)

In this section, describe how the Carers will be deployed across the care environment/accommodation design and layout to oversee and meet the needs of those individuals. In describing staffing levels, Comfort Care Recruitment and Training Limited may have fixed numbers or ratios. Comfort Care Recruitment and Training Limited should explain how dependency levels are factored into any determination. Comfort Care

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Recruitment and Training Limited can demonstrate the staff structure by use of a diagram to be included with the Statement of Purpose.

Arrangements for Delegated Tasks

In this section, Comfort Care Recruitment and Training Limited will detail the governance arrangements for the delegation of any specialist care tasks or decision making. It will demonstrate how staff will be deployed to provide reliable and safe care to Citizens.

Supervision Arrangements

In this section, detail the supervision and support arrangements provided by Comfort Care Recruitment and Training Limited, particularly for care and support staff.

Staff Training

The range and frequency of staff training provided by Comfort Care Recruitment and Training Limited should be included in this section of the Statement of Purpose to evidence that the Carers are fully skilled and have the required training to perform tasks allocated to them.

5.9

Facilities and Services - Section 6

This section of the Statement of Purpose only applies if Comfort Care Recruitment and Training Limited provides accommodation-based services. However, it does not apply to supported living arrangements. Comfort Care Recruitment and Training Limited should describe the design, layout, facilities and/or equipment available and how Citizens are supported as described in Section 3. If there are any unique or specific features about these, Comfort Care Recruitment and Training Limited should describe them in this section of the Statement of Purpose.

If Comfort Care Recruitment and Training provides **accommodation-based services**, the following descriptions should be included within the Statement of Purpose for Comfort Care Recruitment and Training Limited:

- Number of single and shared rooms
- Number of rooms with en suite facilities
- Number of dining areas
- Number of communal areas
- Specialist bathing facilities
- Specialist equipment
- Security arrangements in place and use of CCTV
- Access to outside space and facilities at this service

If Comfort Care Recruitment and Training provides **community-based services**, Comfort Care Recruitment and Training Limited will include details in the Statement of Purpose about their facilities to:

- Securely store records
- Meet with people using the service
- Provide staff training
- Meet with staff

5.10

Governance and Quality Monitoring Arrangements - Section 7

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This section details the governance and quality monitoring arrangements of Comfort Care Recruitment and Training Limited. In this section of the Statement of Purpose, Comfort Care Recruitment and Training Limited should describe the oversight and governance arrangements in place to establish and maintain a culture which ensures that the best possible outcomes are achieved for Citizens. This should include the arrangements for:

- How Stacy Vallis will maintain oversight of the management, quality, safety and effectiveness of Comfort Care Recruitment and Training Limited including frequency of visits to the service
- Management structure of the service, lines of accountability, delegation and responsibility
- Measures that will be used to monitor, review and improve the quality of care and support
- Arrangements for dealing with complaints
- Arrangements for consulting Citizens, staff and other stakeholders to affect the way in which the service is delivered and improved

6. Definitions

6.1 Community-Based Services

- Services that are provided to people that are living in their own home

6.2 Statement of Purpose

- Your statement of purpose describes what you do, where you do it and who you do it for

6.3 Accommodation-Based Services

- A service that is provided from a registered location, where people in receipt of services live, such as a care home

7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- The Statement of Purpose is a very important document that will be regularly reviewed and updated
- The Statement of Purpose will be reviewed at least annually
- The Care Inspectorate Wales has provided guidance to support the completion of the Statement of Purpose
- The Care Inspectorate Wales has provided a template for the Statement of Purpose that should be used when the Statement of Purpose is completed

8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- You will be able to directly relate the services being provided by Comfort Care Recruitment and Training Limited to the content of the Statement of Purpose
- You will be aware of the content of the Statement of Purpose and have a copy
- A copy of the Statement of Purpose will be readily available for you, should you require it

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Further Reading

Welsh Government - Active Offer Information Pack:
https://www.gov.wales/sites/default/files/publications/2019-04/delivering-the-active-offer-information-pack-health_0.pdf

Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- The Statement of Purpose accurately reflects all services provided by Comfort Care Recruitment and Training Limited
- The Statement of Purpose is regularly reviewed and widely shared
- The Statement of Purpose is widely known by staff and Citizens
- The wide understanding of the policy is enabled by proactive use of the QCS App

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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
CIW Statement of Purpose Template - WAR21	When completing a Statement of Purpose	CIW

CIW Statement of Purpose Template - WAR21

Section 1: About the Provider	
Service provider	Comfort Care Recruitment and Training
Address of service provider	
Legal entity	Individual
	Limited company Public limited company Limited liability partnership Charitable company Charitable incorporated company Other corporate body
	Committee Charitable trust Other unincorporated body
	Local Authority
	Local Health Board
	Partnership
Responsible individual	Stacy Vallis
Manager of service	Sylvia Ademu
Name of service	Comfort Care Recruitment and Training Limited
Address of service	W2 Business Centre Wellington House, Wellington Street, Clare Road Suite First Floor, Cardiff, CF11 9BE.
Other relevant address	

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Section 2: Description of the Location of the Service
1. **Accommodation-based services (**as applicable)
1. **Community-based services, e.g. *domiciliary support services*** (as applicable)
(Tick the area where the service is provided)
Gwent Regional Partnership Board
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
c. Adoption, fostering, adult placement and advocacy services

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Section 3: Range of needs of the individual for whom the regulated service is to be provided	
a. Range of needs we can support	
b. Age range of people using the service	
c. Gender of people using the service	
d. **Accommodation-based services (**as applicable**)**	**Maximum capacity**
e. **Domiciliary support, fostering, adoptions, adult placement and advocacy services only**	Detail the average number of children and / or adults supported by the service
f. **Community-based services only (**as applicable**)**	**Number of care hours delivered** *Detail the average number of care hours delivered per week. (Tick the relevant range)* **0-250** **251 - 500** **501-750** **751-1000** **1001-1500** **1501-2000** **2001-3000** **3000+**

Comfort Care Recruitment and Training Limited
"Caring And Comforting"
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Section 4: How the Service is Provided
This section should also include:
1. **Arrangements for admitting, assessing, planning and reviewing people's care**
1. **Standard of care and support**
1. **Language and communication needs for people using the service**

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Section 5: Staffing Arrangements	
This should include the following:	
1. **Numbers and qualifications of staff**	
1. **Staff levels**	
1. **Specialist staff**	
1. **Deployment of staff at service (for accommodation-based services only)**	
1. **Arrangements for delegated tasks**	
1. **Supervision arrangements**	
1. **Staff training**	

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Section 6: Facilities and Services	
Accommodation-based services only (as applicable) *N.B. This section does not apply to supported living arrangements*	
You should provide information about:	
1. **Number of single and shared rooms**	
1. **Number of rooms with en suite facilities**	
1. **Number of dining areas**	
1. **Number of communal areas**	
1. **Specialist bathing facilities**	
1. **Specialist equipment**	
1. **Security arrangements in place and use of CCTV**	
1. **Access to outside space and facilities at this service**	

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Community-based services only (as applicable)**:**
In this section you should provide information about the facilities to:

- Securely store records
- Meet with individuals using the service
- Provide staff training and/or meet with staff (where relevant)

Section 7: Governance and Quality Monitoring Arrangements