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STATEMENT OF PURPOSE

Health and Social Care Act 2008

Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009

ML CARE GROUP LTD

Office 2, First Floor, The Tube, 86 North Street,
Cheetham Hill, Manchester, M8 8RA
Tel [redacted]
Email: [redacted]
Company No: 17342215

The person responsible for fulfilling this Statement of Purpose is: **Fareen Hussain** (Nominated Individual and Registered Manager).

This Statement of Purpose has been prepared in accordance with Schedule 3 of the Care Quality Commission (Registration) Regulations 2009 (as amended), the Health and Social Care Act 2008, the Care Act 2014, the Mental Capacity Act 2005, and associated CQC guidance. It describes the regulated activity of personal care delivered by ML Care Group Ltd within a supported living model for adults aged 18–65 and adults aged 65 and over. The service is designed for people with a learning disability, autistic people, people with a physical disability, people with a sensory impairment, and people with mental health needs. It sets out the organisation's aims, objectives, locations, management arrangements and commitment to safe, effective, compassionate and well-led care in line with the CQC Fundamental Standards and CQC's Right Support, Right Care, Right Culture guidance.

1. Provider details

1.1 Provider's name and legal status

Full name	ML Care Group Ltd
CQC provider ID	N/A (new registration application)
Legal status	Organisation — Private limited company
Company registration number	17342215

1.2 Details of the organisation, including for service of notices and other documents

Business address	Office 2, First Floor, The Tube, 86 North Street
Town / city and county	Cheetham Hill, Manchester
Postcode	M8 8RA
Business telephone	[redacted]
Business email	
Address for service of notices	Office 2, First Floor, The Tube, 86 North Street, Manchester, M8 8RA

1.3 Nominated Individual's contact details

Title, name and surname	Ms Fareen Hussain
Address	Office 2, First Floor, The Tube, 86 North Street
Town / city and county	Cheetham Hill, Manchester
Postcode	M8 8RA
Business telephone	[redacted]
Business email	

By submitting this statement, ML Care Group Ltd confirms its willingness for the Care Quality Commission to use the email address supplied above for service of documents and for sending all other correspondence.

2. Location details

2.1 CQC location

Location / service type	Single-location service (office from which supported living personal care is managed)
Name of location	ML Care Group Ltd – Registered Office
Address	Office 2, First Floor, The Tube, 86 North Street
Town / city and county	Cheetham Hill, Manchester
Postcode	M8 8RA
Business telephone	[redacted]
Business email	
Property status	Leased commercial office. Care is not delivered at this address.

2.2 CQC service user bands at this location

The service is designed for the following groups:

Adults aged 18–65	X
Adults aged 65 and over	X
People with a learning disability	X
Autistic people	X
People with a physical disability	X
People with a sensory impairment	X
People with mental health needs	X

The service is intended to meet the needs of adults in both age bands whose presenting needs arise from a learning disability, autism, a physical disability, a sensory impairment, a mental health need, or a combination of these. Staff will assess the full range of a person's needs before a service starts and will only accept a package where the team has the skills, training and commissioned hours to support the person safely. The service is not a registered mental health hospital, nursing service or specialist dementia care home.

2.3 CQC service type(s) provided at this location

Supported Living Services (SLS)	Yes

2.4 CQC regulated activity provided at this location

Personal care	Yes

Personal care includes support with washing, bathing, dressing, oral care, toileting, continence, eating and drinking, and support with medicines where this is required. Care is delivered in people's own homes under their own tenancy or licence, within a supported living arrangement. Housing and care are kept separate. ML Care Group Ltd does not provide accommodation and staff do not live in people's homes unless a commissioned live-in or waking-night arrangement has been agreed as part of the support package.

2.5 Description of the location

ML Care Group Ltd's registered office is Office 2, First Floor, The Tube, 86 North Street, Cheetham Hill, Manchester, M8 8RA. The premises are a leased commercial office within a multi-occupancy business building in North Manchester. The office is used for management, coordination of the regulated activity, staff meetings, secure record storage, recruitment, training administration and as the address for service of legal notices. Direct personal care is not provided at the office and the building is not used as residential accommodation.

Cheetham Hill sits within the City of Manchester and is well connected by local bus routes and by rail via Manchester Victoria and nearby stations. The area provides access to shops, places of worship, healthcare, leisure and community facilities. People using the service live in their own tenancies in the community. Properties are selected so that people can reach local amenities and public transport wherever this is safe and consistent with their wishes.

The registered office is the official point for receiving legal notices, operational correspondence and formal communications addressed to ML Care Group Ltd. All enquiries and documents should be directed to this address unless another address is later notified to CQC.

3. Registered Manager details

Title, name and surname	Ms Fareen Hussain
Address for service of notices	Office 2, First Floor, The Tube, 86 North Street, Manchester, M8 8RA
Town / city and county	Cheetham Hill, Manchester
Postcode	M8 8RA
Business telephone	[redacted]
Business email	
Location managed	ML Care Group Ltd – Registered Office
Time spent managing this location	The Registered Manager spends 100% of their working time managing the regulated activity at this location.
Regulated activity managed	Personal care
Job-share arrangements	None

4. Aims and objectives

The regulated activity carried on by ML Care Group Ltd is personal care, as defined by the Health and Social Care Act 2008, delivered within a supported living model for adults aged 18–65 and adults aged 65 and over. The people we support may have a learning disability, be autistic, have a physical disability, have a sensory impairment, have mental health needs, or have a combination of these needs. Our values and objectives are centred on dignity, independence, safety, respect and an ordinary life. We place each person at the heart of their support so they can live with genuine choice and control in their own home.

We treat every person as a tenant and a citizen first. Support is built around the individual, not around a building or a fixed routine. We work to CQC's Right Support, Right Care, Right Culture guidance: the right

home in the community, care that promotes choice and independence, and a culture that values people and does not restrict them.

Core values, aims and commitments

Supporting people to live well in their own homes

- We support adults to obtain, keep and enjoy their own tenancies and to live safely and independently in supported living settings.
- Housing and care are kept separate. People hold their own tenancy or licence, and ML Care Group Ltd does not provide accommodation.
- Personal care is delivered respectfully and sensitively, protecting dignity, privacy and autonomy.
- Staff help people to keep their homes clean, safe and personal, and to meet tenancy responsibilities without taking those responsibilities away from them.
- Where 24-hour or waking-night support is commissioned, it is planned around the person and reviewed so that it does not become more restrictive than needed.

Providing person-centred support

- Care is tailored to each person's needs, preferences, communication style, sensory profile, physical support needs, mental health and daily routines.
- People are involved in decisions about who supports them, how support is given, and how they spend their day.
- Every person has a co-produced support plan, communication profile and risk assessment that start from what matters to them.
- Support focuses on maintaining and increasing independence, confidence and quality of life.
- We use accessible information, including easy read, visual supports, social stories and other adjustments under the Accessible Information Standard.
- Where a person may lack capacity for a specific decision, we follow the Mental Capacity Act 2005, including best-interest decision making and community DoLS / Liberty Protection Safeguards where they apply.

Working within legislation and best practice

- The service operates in line with the Health and Social Care Act 2008, the Regulated Activities Regulations 2014, the Care Act 2014, the Mental Capacity Act 2005, the Equality Act 2010, the Accessible Information Standard, and CQC guidance for services for autistic people and people with a learning disability.
- Practice is informed by NICE guidance, positive behaviour support principles and the least restrictive approach.
- Policies and procedures are reviewed at least annually, or sooner when legislation or best practice changes.

Continuous improvement and strong governance

- We are committed to learning, improvement and service development.
- Feedback from people who use the service, families, staff and professionals informs how the service evolves.
- Governance systems include audits, supervision, training, incident learning and quality monitoring to keep care safe and effective.
- We maintain an open culture. Staff are encouraged to raise concerns, and the service is honest when things go wrong.

Promoting equality, inclusion and human rights

- We promote equality, diversity and inclusion in all areas of support.

- Support is non-discriminatory and respects identity, culture, faith, language, gender, sexuality, disability and age.
- Reasonable adjustments are made as a matter of course, not as an exception.
- Practice aligns with the Equality Act 2010 and human rights principles, including the right to a private and family life and the right to live independently in the community.

Supporting independence and personalisation

Empowering people to achieve their goals

- Support plans are co-produced and reflect personal aspirations, communication needs, sensory needs and preferred routines.
- People are supported to build confidence, try new things and maintain daily living skills.
- Goals are written in plain language and reviewed with the person so progress is visible and celebrated.

Promoting independence and daily living skills

- Staff enable participation in everyday activities such as meal preparation, personal care choices, shopping, budgeting, housework and community access.
- We encourage positive risk-taking while keeping people safe. Risk assessments describe how a person can do more, not only what they cannot do.
- Travel training, money skills and household routines are taught at a pace that is right for the person.

Specialist support for people with a learning disability

- Support is paced, consistent and explained in a way the person understands.
- Staff use the person's preferred communication methods and do not rely on spoken language alone.
- Health action plans and hospital passports are kept up to date so that annual health checks and other healthcare are not missed.
- We support people to understand their rights as tenants and as citizens, including how to say no and how to ask for help.

Tailored support for physical disabilities

- Reasonable adjustments, assistive equipment and mobility support are used so that people can do as much as possible for themselves.
- Staff are trained in moving and handling and follow individual handling plans. Equipment is used only as assessed and agreed.
- Support with washing, dressing, continence, eating and drinking is planned around the person's physical needs, fatigue and preferred routine.
- We work with occupational therapy, physiotherapy and district nursing so that changing physical health needs are met promptly.
- Homes and community access are reviewed for accessibility. Staff support people to use mobility aids, adapted transport and local accessible facilities.

Inclusive support for sensory impairments

- Communication is adapted in line with the Accessible Information Standard for people with sight loss, hearing loss or dual sensory loss.
- Support plans record preferred communication methods, including British Sign Language, lip-reading, large print, audio, easy read, objects of reference or tactile approaches.
- Environments and routines are arranged to reduce barriers, keep familiar layouts, and promote safe movement around the home and community.
- Staff receive training relevant to sensory impairment and do not rely on spoken or written information alone.

- We support people to access specialist sensory services, equipment and community groups where this is their choice.

Compassionate support for mental health needs

- Support focuses on emotional wellbeing, consistency, reassurance and the person's own recovery or maintenance goals.
- Staff are trained to recognise changes in mood, anxiety, distress or mental health and to escalate concerns to the Registered Manager and relevant health professionals.
- Plans include early warning signs, what helps the person feel safe, and how staff should respond during a period of poorer mental health.
- We work with GPs, community mental health teams, crisis services and advocates. We do not provide inpatient mental health treatment.
- Restrictive practice is not used as a response to mental distress. The least restrictive, person-centred approach is followed at all times.

Specialist support for autistic people

- Staff are trained in autism, sensory processing and low-arousal approaches.
- Environments, routines and staffing patterns are adapted to reduce sensory overload and to give predictability where this helps the person.
- We look for the meaning behind distressed behaviour and treat it as communication, not as a problem to be managed.
- Positive behaviour support plans, where used, are based on assessment, are least restrictive, and are reviewed with the person and those who know them well.
- We will not operate large or congregate models of support. Shared living is only considered where people choose it, compatibility has been assessed, and the arrangement remains small-scale and domestic.

Partnership, relationships and wellbeing

- We recognise the importance of family, friends, advocates and natural support networks, and involve them with the person's consent.
- People are supported to maintain relationships and to take part in community life, including faith, leisure, education, volunteering and employment.
- Support considers the whole person — physical health, emotional wellbeing, communication and social life.
- A compassionate, structured approach supports people through change, including moving home, health appointments and periods of distress.

Quality of support in daily practice

- Personal care is delivered respectfully, protecting dignity and privacy in the person's own home.
- Safe recruitment ensures staff are vetted and competent before they work alone.
- Staff receive training relevant to learning disability, autism, physical disability, sensory impairment and mental health, alongside safeguarding, medication, mental capacity and communication training.
- Robust safeguarding, whistleblowing, confidentiality and record-keeping systems protect people who use the service.
- The service complies with the CQC Fundamental Standards, including person-centred care, dignity and respect, consent, safeguarding, staffing and good governance.
- Open communication is maintained with professionals and partners so that care stays coordinated and safe.

Outcome-focused support

- The service is flexible, responsive and outcome-focused, so people have genuine choice and control over how they live each day.
- Support adapts as needs change, including changes in communication, mental health, mobility, sensory needs or physical health.
- We develop strengths-based support plans that enable people to achieve outcomes related to independence, wellbeing, community participation and meaningful relationships.
- We focus on improving quality of life, maintaining health, and building daily living skills.
- Our goal is that people feel valued, included and able to live safely and confidently in their own homes.

5. Service user rights

We ensure every person has:

- The right to independence and self-determination wherever possible.
- The right to dignity, privacy and respectful treatment.
- The right to be treated as an individual.
- The right to be addressed by their preferred name.
- The right to an anti-discriminatory service that responds to race, culture, religion, language, gender, sexuality, disability and age.
- The right to access their personal records and to be supported to understand them.
- The right to access healthcare professionals and external services of their choice.
- The right to personal privacy within their home.
- The right to raise concerns or complaints and to be supported by a representative or advocate if needed.
- The right to make everyday life choices, including routines and preferences.
- The right to manage their own medicines where safe and appropriate.
- The right to be involved in care planning and regular reviews.
- The right to take positive risks with appropriate support.
- The right to live in a small-scale, domestic setting and not in an institutional model of care.

6. Services we provide

Support is based on assessed need and commissioned hours. Packages may range from a small number of hours each week to one-to-one support and, where commissioned, 24-hour presence. Staff are matched, wherever possible, to the person's communication style, cultural needs, physical support needs and preferences. The same personal care service is available to people with a learning disability, autistic people, people with a physical disability, people with a sensory impairment and people with mental health needs.

Depending on the commissioned package, support may include:

- Personal care and support with daily routines.
- Medication prompting, administration and monitoring in line with policy and training.
- Meal planning, shopping and preparation, with the person involved as far as they wish.
- Help to keep a safe, clean and comfortable home.
- Support with tenancy tasks, bills and budgeting, without taking control of the person's money unless this is lawfully agreed.
- Community access, travel training, education, volunteering and employment support.
- Maintaining family and social relationships.

- Support to attend health appointments and to use hospital passports, health action plans and mental health or sensory passports where these are in place.
- Moving and handling and support with mobility, equipment and physical care needs.
- Adapted communication and environmental support for people with a sensory impairment.
- Support with emotional wellbeing and agreed mental health plans, in partnership with health services.
- Positive behaviour support and de-escalation, without reliance on restrictive practice.
- Overnight or 24-hour support where this has been assessed as necessary.

ML Care Group Ltd does not provide registered accommodation, nursing care, or treatment of disease, disorder or injury as a regulated activity. Where nursing or specialist health input is needed, we work with NHS and other professionals.

7. Referrals and starting the service

After a referral, usually from a local authority, integrated care board or existing professional network, the Registered Manager completes an assessment of need, risk, communication, physical support, sensory needs, mental health and desired outcomes. Assessment takes place in a setting that is comfortable for the person. Family, advocates and current professionals are involved with consent.

We only accept a package where we are confident we can meet the person's needs safely. Compatibility with any shared living arrangement is assessed before a move. People are supported to visit potential homes and to meet staff before they decide.

When funding is agreed, a transition plan is written so that the move is paced and familiar. A key worker is allocated. The person receives a service user guide in an accessible format. A support plan, risk assessment, communication passport and, where relevant, a hospital passport are completed before or at the start of the service and reviewed regularly.

8. How the service will be run

8.1 Leadership and governance

ML Care Group Ltd is a private limited company. Strategic oversight sits with the company directors. Operational leadership of the regulated activity sits with the Nominated Individual and Registered Manager, Fareen Hussain, who is accountable to CQC for compliance with the regulations.

Fareen Hussain is the Nominated Individual and Registered Manager. She is responsible for day-to-day management of personal care, staffing, safeguarding, quality monitoring and liaison with commissioners. She spends all of her working time on this location and this regulated activity.

Governance structure:

- Provider / Directors — ML Care Group Ltd
- Nominated Individual — Fareen Hussain
- Registered Manager — Fareen Hussain
- Support workers and any senior support staff appointed as the service grows

A 24-hour on-call arrangement is in place so that staff and people using the service can reach a manager outside office hours.

8.2 Duty of candour

ML Care Group Ltd will be open and honest with people and their representatives. If something goes wrong that causes, or could cause, harm, we will tell the person, apologise, explain what happened and set out what we will do to reduce the chance of it happening again, in line with Regulation 20.

8.3 Care planning and reviews

People are at the centre of planning. Support plans are written in accessible language or another format that meets the person's communication or sensory needs, signed by the person where they are able, and reviewed at least every six weeks or sooner if needs, risks or wishes change. Plans cover personal care, communication, physical support, sensory needs and mental health as relevant to the individual. Reviews involve the person, those they want present, and relevant professionals. Plans focus on outcomes: independence, health, relationships, community life and personal goals.

8.4 Staff recruitment and induction

Safer recruitment is followed in line with Regulations 18 and 19:

- Enhanced DBS check before unsupervised work.
- Proof of identity and right to work.
- Full employment history and explanation of any gaps.
- Two satisfactory references, including the most recent employer.
- Checks on qualifications and values-based interview questions relevant to learning disability and autism support.

New staff complete a structured induction aligned to the Care Certificate, including shadowing, competency assessment and probation. Staff do not work alone until the Registered Manager is satisfied they are safe and competent.

8.5 Training and workforce development

Mandatory and role-specific training includes safeguarding adults, medication, moving and handling, infection prevention, first aid, food hygiene, Mental Capacity Act and DoLS awareness, equality and diversity, learning disability and autism, physical disability support, sensory impairment and accessible communication, mental health awareness, positive behaviour support, communication and the Accessible Information Standard. Extra training is arranged where a person's needs require it.

Staff receive regular supervision, unannounced spot checks, annual appraisal and access to further development. Team meetings are used for shared learning, including learning from incidents and near misses.

8.6 Quality assurance and continuous improvement

Quality systems include:

- Audits of support plans, medicines, safeguarding, accidents and records.
- Incident reporting, analysis and action plans.
- Feedback from people, families and professionals, including surveys and 'you said, we did'.
- Monitoring of missed visits, late visits and staff competency.
- Regular review of this Statement of Purpose.

Findings are used to improve the service. The Statement of Purpose will be reviewed at least annually and CQC will be notified of any revision within 28 days, as required by Regulation 12.

8.7 Safeguarding and risk management

Safeguarding is part of everyday practice. Staff are trained to recognise and report abuse, neglect, exploitation and organisational closed cultures. The Registered Manager is the designated safeguarding lead.

Concerns are reported without delay to the relevant local authority adult safeguarding team and, where required, notified to CQC. Families and professionals are informed in line with consent, confidentiality and best-interest principles. A copy of the Safeguarding Policy is available on request.

Primary safeguarding contacts for the registered office area:

Manchester City Council — Adult Social Care / safeguarding

- Telephone (including out of hours via the contact centre): 0161 234 5001
- Email: mcsreply@manchester.gov.uk
- Online: www.manchester.gov.uk — report abuse or neglect of an adult
- If a person is in immediate danger: call 999

Where a person lives in another Greater Manchester borough, the safeguarding referral will be made to that local authority. Contact details for each area are held in the safeguarding policy and on-call pack.

Risk assessments are kept under review. We aim to prevent harm while still supporting people to take everyday risks that make life meaningful.

8.8 Partnership working

We work with landlords and housing providers, social workers, community learning disability teams, GPs, speech and language therapists, occupational therapists, physiotherapists, sensory impairment teams, community mental health teams, advocates and commissioners. Changes in physical health, sensory needs, communication or mental health are escalated promptly so that people receive the right support without delay.

8.9 Data protection

Records are kept securely in line with the Data Protection Act 2018 and UK GDPR. Information is held electronically and/or on paper with access limited to authorised staff. ML Care Group Ltd will maintain an ICO registration as required for the processing of personal data.

9. Complaints

ML Care Group Ltd welcomes comments, compliments and complaints. People can raise a concern at any time, in any format that works for them. Staff will help people use advocacy if they wish.

- Acknowledgement within 48 hours.
- A full written response within 28 days, or an explanation if more time is needed.

The Registered Manager, Fareen Hussain, handles complaints in the first instance. The complaints procedure is given to every person at the start of the service and is available in easy read and other accessible formats.

If a person is not satisfied, they may contact the commissioning local authority or the Local Government and Social Care Ombudsman:

Local Government and Social Care Ombudsman | Telephone: 0300 061 0614 | www.lgo.org.uk | Monday to Friday, 10am–4pm

The Care Quality Commission does not investigate individual complaints but monitors how providers handle concerns:

Care Quality Commission | Telephone: 03000 616161 | enquiries@cqc.org.uk | www.cqc.org.uk

10. Accessibility of this Statement of Purpose

This Statement of Purpose is available in large print, easy read, audio and other accessible formats on request, including formats suitable for people with a sensory impairment. Copies can be given to people who use the service, families, staff, commissioners and professionals. A current copy will be kept at the registered office and made available to anyone who asks to see it.

11. Review

This document will be reviewed at least annually, and whenever there is a change to the provider details, location, regulated activity, service user bands, registered manager arrangements or the way the service is delivered. Any revision will be sent to CQC within 28 days.

Signed on behalf of ML Care Group Ltd

Name: Fareen Hussain

Role: Nominated Individual and Registered Manager

Date: 14/08/2026