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STATUTORY INSTRUMENTS

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**2002 No. 3214**

**SOCIAL CARE, ENGLAND**

**The Domiciliary Care Agencies Regulations 2002**

*Made - - - - 21st December 2002*

*Laid before Parliament 23rd December 2002*

*Coming into force 1st April 2003*

**THE DOMICILIARY CARE AGENCIES REGULATIONS 2002**

**PART 1**

**GENERAL**

1. Citation, commencement and application
2. Interpretation
3. Excepted undertakings
4. Statement of purpose
5. Service user's guide
6. Review of statement of purpose and service user's guide

**PART II**

**REGISTERED PERSONS**

7. Fitness of registered provider
8. Appointment of manager
9. Fitness of manager
10. Registered person—general requirements and training
11. Notification of offences

**PART III**

**CONDUCT OF DOMICILIARY CARE AGENCIES**

**CHAPTER 1**

**QUALITY OF SERVICE PROVISION**

12. Fitness of domiciliary care workers supplied by an agency
13. Conduct of agency

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14. Arrangements for the provision of personal care
15. Staffing
16. Staff handbook
17. Provision of information to service users
18. Identification of workers
19. Records
20. Complaints
21. Review of quality of service provision

## CHAPTER 2

### PREMISES

22. Fitness of premises

## CHAPTER 3

### FINANCIAL MATTERS

23. Financial position

## CHAPTER 4

### NOTICES TO BE GIVEN TO THE COMMISSION

24. Notice of absence
25. Notice of changes
26. Appointment of liquidators etc.
27. Death of registered person

## PART IV

### MISCELLANEOUS

28. Compliance with regulations
29. Offences  
Signature

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### SCHEDULE 1 — INFORMATION TO BE INCLUDED IN THE STATEMENT OF PURPOSE

1. The aims and objectives of the agency.
2. The nature of the services which the agency provides.
3. The name and address of the registered provider and of...
4. The relevant qualifications and experience of the registered provider and...
5. The range of qualifications of the domiciliary care workers supplied...
6. The complaints procedure established in accordance with regulation 20.

### SCHEDULE 2 — INFORMATION REQUIRED IN RESPECT OF REGISTERED PROVIDERS AND MANAGERS OF AN AGENCY

1. Proof of identity, including a recent photograph.
2. Either— (a) where the certificate is required for a purpose...
3. Two written references, including a reference relating to the last...

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4. Where a person has previously worked in a position which...
5. Documentary evidence of any relevant qualifications and training.
6. A full employment history, together with a satisfactory written explanation...
7. Details of health record.
8. Details of registration with or membership of any professional body....
9. Details of any professional indemnity insurance.

#### SCHEDULE 3 — INFORMATION REQUIRED IN RESPECT OF DOMICILIARY CARE WORKERS

1. Name, address, date of birth and telephone number.
2. Name, address and telephone number of next of kin.
3. Proof of identity, including a recent photograph.
4. Details of any criminal offences— (a) of which the person...
5. Two written references, including a reference relating to the last...
6. Where the person has previously worked in a position which...
7. Evidence of a satisfactory knowledge of the English language, where...
8. Documentary evidence of any relevant qualifications and training.
9. A full employment history, together with a satisfactory written explanation...
10. A statement by the person as to the state of...
11. A statement by the registered provider, or the registered manager,...
12. Details of any professional indemnity insurance.

#### SCHEDULE 4 — RECORDS TO BE MAINTAINED FOR INSPECTION

1. All information provided to the Commission for the purposes of...
2. Details of every allegation of abuse, neglect or other harm...
3. Details of any physical restraint used on a service user...
4. The service user plan devised for each service user in...

Explanatory Note