



STATEMENT OF PURPOSE

Care Partners Newbury Ltd

Registered Office:

4 Washbury House
Andover Road
Newbury
Berkshire
RG14 6NW

Registered Manager: Alyssia Admans

Service Area: Newbury, Thatcham and surrounding areas

Date: 16th September 2026

1. About Care Partners Newbury Ltd

Care Partners Newbury Ltd is a domiciliary care provider committed to providing safe, compassionate, flexible and person-centred care to people in their own homes.

Our purpose is to enable people to remain living safely and comfortably in familiar surroundings while maintaining their dignity, independence, choice and quality of life.

We recognise that every person is an individual with their own needs, preferences, routines, values and aspirations. Our approach is therefore flexible and personalised. We work with each person to understand what matters to them and provide the level of support they require, while encouraging them to remain as independent and involved in their daily lives as possible.

We believe that good care is based on trust, respect, kindness and partnership. We work collaboratively with the people we support, their families and representatives, and relevant health and social care professionals.



2. Aims and Objectives

The aims and objectives of Care Partners Newbury Ltd are to:

- Provide safe, high-quality and compassionate domiciliary care.
- Deliver care that is person-centred and tailored to each individual's needs and preferences.
- Promote independence and enable people to remain in control of their daily lives.
- Respect the dignity, privacy, choices, beliefs and individual rights of the people we support.
- Enable people to remain in their own homes for as long as it is safe and appropriate to do so.
- Provide a flexible service that can respond to changing needs.
- Encourage individuals to participate in their own care and daily activities wherever possible.
- Support people to maintain meaningful relationships and connections within their communities.
- Work in partnership with families, representatives and other professionals involved in an individual's care.
- Recruit, train and support staff to deliver safe and effective care.
- Listen to the views and experiences of people who use our service.
- Learn from feedback, incidents, complaints and other information to continually improve our service.
- Promote equality, diversity, inclusion and human rights.
- Safeguard people from abuse, neglect and avoidable harm.



3. People We Support

Care Partners Newbury Ltd provides domiciliary care and support to adults living in their own homes.

We support people who may require assistance due to age, illness, disability or other circumstances affecting their ability to manage some aspects of daily living independently.

The people we support may include:

- Older and elderly people.
- People living with dementia.
- People with physical disabilities.
- People with learning disabilities.

We recognise that people may have multiple or changing needs. Each individual's circumstances will be assessed before care is provided, and their care and support will be based on their individual needs, wishes and desired outcomes.

We will only provide care and support where we have the appropriate skills, knowledge, staffing and resources to meet the person's assessed needs safely and effectively.

4. Location and Service Area

Care Partners Newbury Ltd provides domiciliary care within people's own homes in **Newbury, Thatcham and surrounding areas.**

As a domiciliary care service, care is delivered within the person's own home and community rather than from a residential care setting.

The service will consider requests for care within our operating area and assess whether we can safely and appropriately meet the individual's needs before accepting a care package.



5. Services Provided

Care Partners Newbury Ltd provides a range of flexible care and support services designed around the individual.

Services may include:

Personal Care

We provide respectful assistance with personal care and activities of daily living, which may include:

- Washing and bathing.
- Dressing and undressing.
- Toileting and continence support.
- Personal hygiene.
- Oral care.
- Support with mobility and daily routines, where appropriate.

Personal care will be provided in a way that protects dignity, privacy and choice.

Medication Support and Administration

Where this forms part of an individual's assessed care needs and care plan, appropriately trained and competent staff may provide medication support, including administration where appropriate.

Medication support will be provided in accordance with the person's care plan, relevant legislation, professional guidance and the company's medication policies and procedures.

Meal Preparation

Staff may support people with planning, preparing and serving meals and drinks in accordance with their preferences, dietary requirements and care plans.

Where appropriate, people will be encouraged to participate in meal preparation and decision-making to maintain their independence.



Companionship

Our companionship service aims to promote emotional wellbeing and reduce loneliness and social isolation.

Staff may spend meaningful time with people, engaging in conversation, hobbies, interests, activities and other forms of social interaction that are important to the individual.

Domestic Support

We may provide assistance with appropriate household tasks to help people maintain a safe, clean and comfortable home.

This may include light cleaning, laundry and other agreed domestic activities.

Shopping

Where included within the person's care plan, staff may provide support with shopping and appropriate day-to-day errands.

We will encourage people to remain involved in making their own choices and decisions wherever possible.

6. Promoting Independence

Promoting independence is at the heart of Care Partners Newbury Ltd.

We believe that care should **support people rather than take over from them.**

Our staff will encourage individuals to do as much as they can for themselves, providing assistance where it is needed while avoiding unnecessary dependence.

Care plans will identify what an individual can do independently, the areas where they require support and how staff can encourage the person to maintain or develop their abilities.

We will regularly review people's needs and consider whether there are opportunities to increase or maintain their independence.

Our aim is to ensure that receiving care does not prevent people from making choices, maintaining their routines or participating in activities that are meaningful to them.

7. Person-Centred Care

Every person receiving care from Care Partners Newbury Ltd will be treated as an individual.

Before care begins, we will undertake an assessment of the person's needs and work with them, and where appropriate their family, representative or relevant professionals, to develop an individualised care plan.

Care plans will take account of:

- The person's individual needs.
- Their preferences and choices.
- Their usual routines.
- Their communication needs.
- Their cultural and religious beliefs.
- Their relationships and important people.
- Their interests and activities.
- Their strengths and abilities.
- Their desired outcomes.
- Any risks associated with their care.

Care plans will be reviewed regularly and whenever there is a significant change in an individual's needs or circumstances.

8. Supporting People Living With Dementia

Care Partners Newbury Ltd recognises that people living with dementia require care that is patient, respectful, consistent and responsive to their individual needs.

We will seek to understand each person's history, preferences, routines, communication style and interests.



Staff will be encouraged to use appropriate communication approaches and support people to remain involved in decisions about their care wherever they have the capacity to do so.

We will aim to provide continuity and familiarity wherever possible, recognising the importance of trusted relationships and familiar routines.

9. Supporting People With Disabilities

We aim to support people with physical and learning disabilities to exercise choice and control over their lives.

Our approach will focus on the individual's abilities, strengths and aspirations rather than simply their care needs.

We will make appropriate adjustments to communication and the delivery of care to ensure that people are able to understand, participate in and make choices about their support.

We will promote independence and community involvement wherever this is appropriate and desired by the individual.

10. Safeguarding

Care Partners Newbury Ltd is committed to safeguarding people from abuse, neglect, discrimination and avoidable harm.

We will maintain appropriate safeguarding policies and procedures and ensure that staff understand their responsibilities for recognising and reporting concerns.

All safeguarding concerns will be taken seriously and managed in accordance with relevant legislation, local safeguarding procedures and company policies.

Where necessary, we will work with safeguarding teams, health professionals, social services, the police and other relevant agencies to protect people from harm.



11. Mental Capacity, Consent and Choice

Care Partners Newbury Ltd recognises every person's right to make their own decisions wherever they have the capacity to do so.

We will seek consent before providing care and support and will respect people's choices.

Where a person may lack capacity to make a particular decision, staff will act in accordance with the **Mental Capacity Act 2005** and relevant guidance, ensuring that decisions are made in the person's best interests where required.

We will never assume that a person lacks capacity simply because they have a disability, dementia or other condition.

Our approach will always seek to maximise the person's involvement, choice and independence.

12. Staffing

Care Partners Newbury Ltd recognises that high-quality care depends on having suitable, compassionate and competent staff.

We are committed to recruiting people who demonstrate the appropriate values, attitudes and skills required to provide person-centred care.

Recruitment processes will include appropriate checks, references and employment screening in accordance with relevant requirements.

Staff will receive an appropriate induction before undertaking their role and will receive ongoing training, supervision and support.

Where staff are required to undertake specific tasks, including medication administration or other care interventions, their competence will be assessed and monitored.



13. Quality Assurance and Continuous Improvement

We are committed to continually monitoring and improving the quality and safety of our service.

We will use a range of methods to monitor our performance, including:

- Care plan reviews.
- Medication audits.
- Health and safety checks.
- Incident and accident reviews.
- Safeguarding monitoring.
- Complaints and compliments.
- Feedback from people who use our service.
- Feedback from families and representatives.
- Staff supervision and feedback.
- Training and competency monitoring.
- Quality assurance audits.

Where issues or areas for improvement are identified, appropriate action will be taken and lessons will be shared with staff where relevant.

14. Equality, Diversity and Inclusion

Care Partners Newbury Ltd is committed to treating every person fairly, respectfully and without discrimination.

We recognise and value the diversity of the people we support and our staff.

We will consider individual cultural, religious, communication, dietary and accessibility needs when planning and delivering care.

Our staff are expected to respect people's individuality and promote equality, inclusion, dignity and human rights in all aspects of their work.

15. Complaints and Feedback

We welcome feedback from people who use our service, their families, representatives, staff and other professionals.

People receiving care will be informed of how they can raise a concern or make a complaint.

All complaints will be treated seriously, investigated appropriately and responded to within appropriate timescales.

People will be supported to raise concerns without fear of disadvantage or discrimination.

Feedback and complaints will be used to identify learning opportunities and improve the quality of our service.

16. Registered Manager

Alyssia Admans is the Registered Manager of Care Partners Newbury Ltd.

The Registered Manager is responsible for the day-to-day management and oversight of the service and for ensuring that care is delivered in accordance with the company's policies, procedures and regulatory requirements.

The Registered Manager will promote a culture of person-centred care, openness, safeguarding, continuous learning and quality improvement.

17. Our Commitment to the People We Support

At Care Partners Newbury Ltd, we believe that good domiciliary care is about more than completing tasks.

It is about developing trusting relationships, listening to people, respecting their choices and supporting them to live their lives as independently as possible.

We are committed to providing care that is:



Compassionate. Respectful. Flexible. Safe. Person-centred.

Our guiding principle is:

“Supporting people, not taking over.”

We want every person who receives care from Care Partners Newbury Ltd to feel safe, respected, listened to and valued.

Our aim is to provide the right support at the right time, while enabling each person to remain as independent and in control of their life as possible.

18. Provider Details

Provider: Care Partners Newbury Ltd

Registered Office:

4 Washbury House
Andover Road
Newbury
Berkshire
RG14 6NW

Registered Manager: Alyssia Admans

Service Area: Newbury, Thatcham and surrounding areas

CQC Registration Number: 1-446088671

Regulated Activities: Personal Care

Telephone: 01635 581244

Email: a.admans@carepartnersnewburyltd.co.uk

Website: www.carepartnersnewburyltd.co.uk

Date of Statement: 16th September 2026

Review Date: N/A



Declaration

Care Partners Newbury Ltd is committed to providing safe, effective, compassionate, responsive and well-led care to the people we support.

The service will operate in accordance with applicable legislation, regulatory requirements, professional guidance and the principles set out within this Statement of Purpose.

This Statement of Purpose will be reviewed and updated when there are significant changes to the service or its operation.