



**Britannia  
Homecare**  
Specialists in People

# Statement of purpose

Health and Social Care Act 2008

## Part 1

### The provider's name, legal status, address and other contact details

Including address for service of notices and other documents



Please first read the guidance document *Statement of purpose: Guidance for providers*

## 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

Full name <sup>1</sup>	Britannia Homecare Ltd.				
CQC provider ID	1-101670843				
Legal status <sup>1</sup>	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

Business address <sup>2</sup>	Britannia Homecare Ltd. Rowan House Smallfield Road
Town/city	Horley
County	Surrey
Post code	RH6 9AU
Business telephone	01293 823 825
Electronic mail (email) <sup>3</sup>	admin@britanniahomecare.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 **NOT** wish to receive notices and other documents from CQC by email

- <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.

### 3. The full names of all the partners in a partnership

**Names:**



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Specialists in People

# Statement of purpose

Health and Social Care Act 2008

## Part 2

## Aims and objectives





### **Aims and objectives**

*What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose*

Britannia Homecare aims to provide high-quality domiciliary care that is:

- Safe
- Effective
- Caring
- Responsive
- Well-led

We support individuals to remain living independently within their own homes where this is their choice, promoting dignity, respect and autonomy at all times.

Our objectives are to:

- Deliver person-centred care tailored to individual needs, preferences and outcomes
- Promote independence and wellbeing
- Work collaboratively with families and professionals
- Ensure safe and effective care delivery through robust systems and processes
- Continuously improve our service through feedback, monitoring and review

### **Services Provided**

We provide a range of domiciliary care services including:

- Personal Care Support
- Medication Assistance and Administration
- Nutrition and Hydration Support
- Domestic Support
- Shopping
- Companionship
- Community Access
- Overnight Care
- End of Life Care
- Rehabilitation and Reablement

All care is delivered in accordance with an individualised, person-centred care plan.



### Service User Needs

Britannia Homecare supports adults aged 18 and over with a range of needs including:

- Older people (65+)
- Younger adults (18–65)
- Dementia
- Physical disabilities
- Mental health needs
- Sensory impairments
- Learning disabilities and/or autism
- Individuals who misuse drugs or alcohol

We support individuals with varying levels of dependency, including complex care needs, medication management, behavioural support, reablement and end-of-life care.

### How will Britannia Homecare Ltd be safe?

- *Britannia Homecare regularly conduct risk assessments to identify and manage potential risks to the people we support to maintain their health and safety, taking into consideration their right to make informed decisions and positive risk management.*
- *Staff receive comprehensive training in line with 'Skills for Care' recommendations and company requirements. This includes safeguarding, medication management and infection prevention and control.*
- *Britannia Homecare has clear and robust policies and procedures in place which staff always have access to.*
- *Britannia Homecare have robust recruitment processes with staff continuing development through training, spot checks, supervisions, appraisals, personal development plans and annual competency reviews.*
- *Safe storage, recording and auditing of medications.*
- *Britannia Homecare complete medication audits, care plan audits and call monitoring.*
- *Monitoring and reporting of incidents/accidents/near misses, identifying lessons learnt and ensuring openness and transparency in line with the duty of candour.*
- *We ensure suitably skilled staff and safe staffing levels to adequately meet the needs of the people we support.*
- *Care Management systems that allow efficient information sharing to promote collaborative working between the individual we support, their care circle and professionals.*
- *Britannia Homecare have dedicated safeguarding leads in place to ensure all safeguarding concerns are escalated in line with local authority procedures.*

### How will Britannia Homecare Ltd be effective?

- *Up to date training records held for all staff with opportunities continuously being explored for further learning and development.*
- *Comprehensive assessments carried out holistically to meet the needs and preferences of each service user. Adapting in line with change of needs to continue to be responsive for the people we support.*



- Tailored support to reflect the needs and preferences of the people we support, reflecting this throughout their care plans with strength-based approach and goal setting.
- Britannia Homecare use a collaborative approach to place the individual at the centre of decision making.
- Supporting individuals to make informed decisions and to improve their outcomes.
- On call systems to provide urgent support to the people we support 24 hours a day, 365 days of the year.
- Britannia Homecare provide good nutrition and hydration for the people we support whilst maintaining dietary requirements that are medical, preferential or cultural.

#### **How will Britannia Homecare Ltd be caring?**

- Service users are placed central to their given care with their cultural, social and religious needs reflected in the support received ensuring their independence, choice and control over decision making.
- Britannia Homecare staff are trained to support with strength-based approach to recognise the individuals' strengths, promote positive outcomes and goal setting with the people we support to ensure the best possible outcomes.
- Staff show kindness, compassion and dignity to the people we support and are respectful in their home.
- Britannia Homecare obtain regular feedback from the people we support on their views of the service and how we can improve through regular reviews, interactions, satisfaction surveys and a complaints procedure that invites people to have their say.

#### **How will Britannia Homecare Ltd be responsive?**

- The people we support have their care needs regularly reviewed in particular with a change of need, urgent changes or when moving between services.
- Britannia Homecare is passionate about reducing or removing barriers to providing quality care that allows freedom and choice amongst the people we support.
- The use of care management systems that provide easy access for the people we support and those involved in care and treatment in a personal and professional capacity.
- Use of technology in care services to promote independence and overcome barriers to communication.
- Monitoring of late visits which are discussed in weekly management meetings with an action plan put in place for prevention of missed visits and improvement. We operate a zero-tolerance approach to missed visits.
- Supporting people to plan for their future and make informed decisions about future care.
- Putting action plans in place based on feedback obtained by the people we support through reviews, complaints and satisfaction surveys.

#### **How will Britannia Homecare Ltd be well-led?**

- Britannia Homecare Management team are heavily involved in the daily running of the service to show an inclusive and positive culture and an approachable service.
- Britannia Homecare Leaders are suitably trained with relevant skills, knowledge and qualifications.
- Up to date business continuity plan with organisational awareness of expectations in the event of company wide impact.
- Monitoring the quality and sustainability of the service.
- Structured daily running of the service to ensure compliance.



- *Britannia Homecare operate a 'no blame culture' to ensure staff are provided with the skills to learn and continuously improve and have the confidence to recognise when things have gone wrong to provide reflective practice. Staff are encouraged to speak up and raise concerns.*
- *Britannia Homecare promotes partnership working both within the organisation and across the wider community.*
- *Management huddles to review all areas of the service to have weekly action plans for all departments to continuously improve the service.*

#### **Staffing and Recruitment**

Britannia Homecare is committed to safe and effective recruitment practices.

All staff undergo:

- Enhanced DBS checks
- Reference checks
- Right to work verification
- Structured interviews

All staff complete:

- Mandatory training
- The Care Certificate
- A Level 2 qualification in Health and Social Care (or equivalent/working towards)

New staff undertake a comprehensive induction programme and complete shadow shifts before working independently.

Ongoing supervision, spot checks and competency assessments ensure staff remain skilled and competent.

#### **Training and Development**

We are committed to continuous professional development.

Staff receive ongoing training in areas including:

- Safeguarding
- Medication
- Moving and Handling
- Infection Prevention and Control
- Dementia Care

We support career progression and ensure staff maintain up-to-date knowledge and skills.

#### **Safeguarding**

Britannia Homecare is committed to safeguarding all individuals using our service.

All staff are trained in safeguarding and understand their responsibility to report concerns promptly.

We work in partnership with the Local Authority Safeguarding Team and follow local safeguarding procedures to ensure individuals are protected from abuse and neglect. All safeguarding concerns are escalated in line with local authority procedures.



### **Governance and Quality Assurance**

Britannia Homecare operates robust systems to monitor and improve service quality.

These include:

- Regular audits
- Spot checks
- Staff supervisions and appraisals
- Service user feedback and reviews
- Incident and accident monitoring

We utilise digital care systems to monitor care delivery in real time, ensuring transparency, accountability and responsiveness.

We continuously review outcomes to ensure compliance with CQC Fundamental Standards and drive service improvement.

The Directors provide additional oversight to ensure accountability, governance and regulatory compliance.

### **Partnership Working**

We work collaboratively with:

- Local Authorities
- NHS services
- General Practitioners (GPs)
- Community healthcare professionals
- Families and representatives

This ensures coordinated, effective and person-centred care.

### **Privacy and Dignity**

We respect the privacy and dignity of all individuals at all times.

Staff will:

- Seek consent before providing care
- Respect personal space and confidentiality
- Support individuals to maintain dignity during all aspects of care

All records are maintained in accordance with data protection legislation.

### **Equality and Diversity**

Britannia Homecare promotes equality and values diversity.

We are committed to providing inclusive care that respects:

- Age
- Gender



- Culture
- Religion
- Disability
- Sexual orientation

We tailor our service to meet individual cultural, spiritual and personal needs.

### **Independence and Choice**

We support individuals to:

- Make informed decisions about their care
- Maintain independence
- Participate in daily activities
- Achieve personal goals

Our approach empowers individuals and promotes wellbeing.

### **Complaints**

Britannia Homecare is committed to providing a high standard of care.

If a concern or complaint arises, we will:

- Take it seriously
- Investigate promptly
- Respond fairly and transparently
- Use learning to improve services

Making a complaint will not affect the care provided.

Complaints may also be raised with external organisations including the Care Quality Commission (CQC) and local commissioning bodies.

### **Service Availability**

Britannia Homecare operates a **24-hour, 7-day service**, with on-call support available at all times.

### **Mission Statement**

Britannia Homecare is committed to delivering high-quality, safe and person-centred care that enables elderly and vulnerable adults to remain living independently within their own homes where this is their choice.

We specialise in supporting people as individuals rather than focusing solely on conditions, ensuring care is tailored to each person's needs, preferences and circumstances.



We work collaboratively with local authorities, healthcare professionals and families to achieve the best possible outcomes for the people we support.

Our dedicated team of office and community-based staff are committed to providing consistent, compassionate and professional support throughout each individual's journey with Britannia Homecare.

Sonny Pettman

Registered Manager & Nominated Individual

### **Roles and Responsibilities**

#### **Sonny Pettman – Registered Manager & Nominated Individual**

Sonny Pettman holds the position of both Registered Manager and Nominated Individual for Britannia Homecare Ltd.

In his role as Registered Manager, Sonny is responsible for the day-to-day management of the regulated activity, ensuring safe, effective and person-centred care delivery.

As Nominated Individual, Sonny is responsible for supervising the management of the regulated activity on behalf of the provider, ensuring compliance with regulatory requirements and maintaining oversight of governance, quality assurance and service performance.

This dual role enables strong leadership, continuity and clear accountability across all areas of the service.

#### **Lauren Stockwell – Registered Manager**

Lauren Stockwell focuses on the service user experience, quality care and adapting to the changing ways of working in the sector.

In her role as Registered Manager, Lauren is responsible for the day-to-day management of the regulated activity, ensuring safe, effective and person-centred care delivery.

Lauren is designated Safeguarding Lead for Britannia Homecare.

#### **Stephen Rigby – Registered Manager**

Stephen Rigby oversees rostering and staff along with the support from Human Resources Team. He plans out schedules, capacity and meeting individuals visit schedules whilst balancing staff absence and annual leave to ensure we are running a safe service.

In his role as Registered Manager, Stephen Rigby is responsible for the day-to-day management of the regulated activity, ensuring safe, effective and person-centred care delivery.

Version 1 – March 2026



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Health and Social Care Act 2008

### Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)



The information below is for location no.:	1	of a total of:	1	locations
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<b>Name of location</b>	Britannia Homecare Ltd
<b>Address</b>	Rowan House Smallfield Road Horley, Surrey
<b>Postcode</b>	RH6 9AU
<b>Telephone</b>	01293 823 825
<b>Email</b>	admin@britanniahomecare.co.uk

<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)	
The office is set back off the main road with parking on the premises. Parking to the right of the building is wider with easier access for disabled parking. We operate on the ground floor without the need for adaptations.	
<b>No of approved places / overnight beds (not NHS)</b>	N/A



CQC service user bands					
The people that will use this location ('The whole population' means everyone).					
Adults aged 18-65	✓	Adults aged 65+		✓	
Mental health	✓	Sensory impairment		✓	
Physical disability	✓	People detained under the Mental Health Act		✓	
Dementia	✓	People who misuse drugs or alcohol		✓	
People with an eating disorder	✓	Learning difficulties or autistic disorder		✓	
Children aged 0 – 3 years	N/A	Children aged 4-12	N/A	Children aged 13-18	N/A
The whole population	N/A	Other (please specify below)		N/A	



The CQC service type(s) provided at this location	
Acute services (ACS)	N/A
Prison healthcare services (PHS)	N/A
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	N/A
Hospice services (HPS)	N/A
Rehabilitation services (RHS)	N/A
Long-term conditions services (LTC)	N/A
Residential substance misuse treatment and/or rehabilitation service (RSM)	N/A
Hyperbaric chamber (HBC)	N/A
Community healthcare service (CHC)	N/A
Community-based services for people with mental health needs (MHC)	N/A
Community-based services for people with a learning disability (LDC)	N/A
Community-based services for people who misuse substances (SMC)	N/A
Urgent care services (UCS)	N/A
Doctors consultation service (DCS)	N/A
Doctors treatment service (DTS)	N/A
Mobile doctor service (MBS)	N/A
Dental service (DEN)	N/A
Diagnostic and or screening service (DSS)	N/A
Care home service without nursing (CHS)	N/A
Care home service with nursing (CHN)	N/A
Specialist college service (SPC)	N/A
Domiciliary care service (DCC)	✓
Supported living service (SLS)	N/A
Shared Lives (SHL)	N/A
Extra Care housing services (EXC)	N/A



**Britannia  
Homecare**  
Specialists in People

Ambulance service (AMB)	N/A
Remote clinical advice service (RCA)	N/A
Blood and Transplant service (BTS)	N/A





Regulated activity(ies) carried on at this location		
Personal care		✓
Registered Manager(s) for this regulated activity: Sonny Pettman, Lauren Stockwell & Stephen Rigby		
Accommodation for persons who require nursing or personal care	N/A	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	N/A	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	N/A	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	N/A	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	N/A	
Registered Manager(s) for this regulated activity:		
Surgical procedures	N/A	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	N/A	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	N/A	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	N/A	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	N/A	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	N/A	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	N/A	
Registered Manager(s) for this regulated activity:		
Nursing care	N/A	



**Britannia  
Homecare**  
Specialists in People

Registered Manager(s) for this regulated activity:

Family planning service

N/A

Registered Manager(s) for this regulated activity:



**Britannia  
Homecare**  
Specialists in People

# Statement of purpose

Health and Social Care Act 2008

## Part 4

### Registered manager details

Including address for service of notices and other documents





The information below is for manager number:	1	of a total of:	3	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Sonny Peter Pettman
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Rowan House Smallfield Road
<b>Town/city</b>	Horley
<b>County</b>	Surrey
<b>Post code</b>	RH6 9AU
<b>Business telephone</b>	01293 823 825
<b>Manager's email address<sup>1</sup></b>	
<a href="mailto:Sonny.pettman@britanniahomecare.co.uk">Sonny.pettman@britanniahomecare.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.



### 3. Locations managed by the registered manager at 1 above

(Please see part 3 of this statement of purpose for full details of the location(s))

Name(s) of location(s) (list)	Percentage of time spent at this location
Rowan House Smallfield Road Horley Surrey RH6 9AU	100%

### 4. Regulated activity(ies) managed by this manager

Personal care	✓	
Accommodation for persons who require nursing or personal care	N/A	
Accommodation for persons who require treatment for substance abuse	N/A	
Accommodation and nursing or personal care in the further education sector	N/A	
Treatment of disease, disorder or injury	N/A	
Assessment or medical treatment for persons detained under the Mental Health Act	N/A	
Surgical procedures	N/A	
Diagnostic and screening procedures	N/A	
Management of supply of blood and blood derived products etc	N/A	
Transport services, triage and medical advice provided remotely	N/A	
Maternity and midwifery services	N/A	
Termination of pregnancies	N/A	
Services in slimming clinics	N/A	
Nursing care	N/A	
Family planning service	N/A	



The information below is for manager number:	2	of a total of:	3	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Lauren Victoria Joan Stockwell
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Rowan House Smallfield Road
<b>Town/city</b>	Horley
<b>County</b>	Surrey
<b>Post code</b>	RH6 9AU
<b>Business telephone</b>	01293 823 825
<b>Manager's email address<sup>1</sup></b>	
<a href="mailto:Lauren.stockwell@britanniahomecare.co.uk">Lauren.stockwell@britanniahomecare.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.



### 3. Locations managed by the registered manager at 2 above

(Please see part 3 of this statement of purpose for full details of the location(s))

Name(s) of location(s) (list)	Percentage of time spent at this location
Rowan House Smallfield Road Horley Surrey RH6 9AU	100%

### 4. Regulated activity(ies) managed by this manager

Personal care	✓	
Accommodation for persons who require nursing or personal care	N/A	
Accommodation for persons who require treatment for substance abuse	N/A	
Accommodation and nursing or personal care in the further education sector	N/A	
Treatment of disease, disorder or injury	N/A	
Assessment or medical treatment for persons detained under the Mental Health Act	N/A	
Surgical procedures	N/A	
Diagnostic and screening procedures	N/A	
Management of supply of blood and blood derived products etc	N/A	
Transport services, triage and medical advice provided remotely	N/A	
Maternity and midwifery services	N/A	
Termination of pregnancies	N/A	
Services in slimming clinics	N/A	
Nursing care	N/A	
Family planning service	N/A	



The information below is for manager number:	3	of a total of:	3	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Stephen Rigby
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Rowan House Smallfield Road
<b>Town/city</b>	Horley
<b>County</b>	Surrey
<b>Post code</b>	RH6 9AU
<b>Business telephone</b>	01293 823 825
<b>Manager's email address<sup>1</sup></b>	
<a href="mailto:stephen@britanniahomecare.co.uk">stephen@britanniahomecare.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.



**3. Locations managed by the registered manager at 3 above**

(Please see part 3 of this statement of purpose for full details of the location(s))

Name(s) of location(s) (list)	Percentage of time spent at this location
Rowan House Smallfield Road Horley Surrey RH6 9AU	100%

**4. Regulated activity(ies) managed by this manager**

Personal care	✓	
Accommodation for persons who require nursing or personal care	N/A	
Accommodation for persons who require treatment for substance abuse	N/A	
Accommodation and nursing or personal care in the further education sector	N/A	
Treatment of disease, disorder or injury	N/A	
Assessment or medical treatment for persons detained under the Mental Health Act	N/A	
Surgical procedures	N/A	
Diagnostic and screening procedures	N/A	
Management of supply of blood and blood derived products etc	N/A	
Transport services, triage and medical advice provided remotely	N/A	
Maternity and midwifery services	N/A	
Termination of pregnancies	N/A	
Services in slimming clinics	N/A	
Nursing care	N/A	
Family planning service	N/A	



#### 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.

N/A