

## Supported accommodation



## “STATEMENT OF PURPOSE”

**Created – August 2023**

**To be reviewed – February 2024**

**Manager: Abbi Davenport**  
**Nominated Individual: Lesley Hearne**

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## One Home UK Care LTD

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One Home UK Care LTD is regulated by Ofsted but if you wish to contact them, the address to write to is:

### Address:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Telephone:** 0300 123 1231 - Children's Services and General Enquires  
60085 – for text messages

These help lines are available from 08.00 to 20.00, Monday to Friday.

**Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## **Introduction to One Home UK Care LTD**

One Home UK Care LTD Supported living accommodation is a Supported accommodation service that covers 4 different provisions in the north west of England. The provisions are located in Burnley (Ivy house), Warrington (Lily House) , Preston (Bellflower house) and Morecambe (Foxglove house). All of our provision are ringfenced supported accommodation for young people aged 16 – 18 and are to hold no more than 5 young people at any one time at each home.

We plan to grow all of our services naturally and understand that all services require a committed and dedicated staff team and manager. Our strategy is to not have more than 2 young people in any of our services within the first 2 months and are aiming for our services to reach capacity after 5 months of operating. This will be managed and assessed by the home nominated individual and registered manager and will go through a strict impact risk assessment process which only allows our managers to carry a certain level of risk. This takes into consideration age, gender balance, staffing experience, location amongst other factors.

### **Ivy House – Preston**

1 Brooklands, Ashton – on – Ribble, Preston PR2 1AP – to accommodate 4 young people.

Ivy House is a 5 bed property in the Ashton area of Preston. This area is a quiet cul-de-sac and offer a fantastic location for young people it accommodates. There are good transport links to the town centre and the employment-rich area of the docklands. There are adequate education provisions in the area and the area has a very low crime rating which gives young people additional security within the provision.

### **Lily House – Warrington**

55 Marsh House Lane, Warrington, WA1 3QX – to accommodate 5 young people.

Lily House is a 5 bed terraced property in central Warrington and boasts modern décor and spacious living spaces. The home has good transport links and local services which make this an ideal location for supported accommodation. All bedrooms have en-suite bathrooms and are decorated to a high standard which is in keeping with the one home UK ethos.

### **Bellflower House – Padiham**

220 Burnley road, Padiham BB12 8SS – to accommodate 4 young people

Bellflower house is located in the Padiham area of Burnley and is a 4 bedroom end of terraced property. The home offers great outdoor space and fantastic transport links to Burnley, Blackburn and Darwin. Bellflower home can accommodate up to 4 young people and has a communal kitchen and lounge area. The home has a modern décor and all rooms are spacious and in keeping with the overall standard of the home. The area has great links to Burnley college which has a fantastic reputation as well as leisure and health facilities within the area.

### **Foxglove House – Morecambe**

101 clarendon road, Morecambe, LA3 1SB – 5 bed

Foxglove House is a 6 bedroomed terraced town house in Morecambe, Lancashire. The décor of foxglove house is modern and has had renovation works completed to modernize the environment for our young people. Foxglove house has a number of benefits in regard to location including good travel links and access to Lancaster and Morecambe college. Morecambe being a historic seaside town gives access to the promenade, shops and leisure activities within walking distance from the home.

One Home UK Care LTD is a supported living accommodation service providing short-term to long-term supported placements for young people between the age of 16 – 18, caring for no more than 18 young people at any one time. The homes are equipped to provide support and accommodation for children with a range of needs including:

- emotional and/or behavioral difficulties (EBD).
- ADHD
- Autism spectrum disorder and Aspergers
- Low level mental health issues
- Drug and alcohol abuse
- Self injurious behaviours
- CCE and CSE risk factors
- Criminalised behaviours

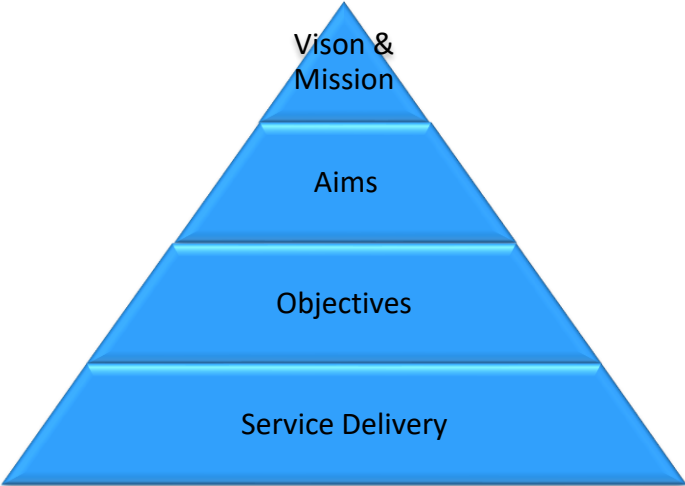
Our Team have experience in working with a range of young people with various complex needs, some of whom are statemented under the Education Act 2011. The young people who live at One Home UK Care LTD House will have come from a range of settings and experiences, e.g. home, family/relatives breakdown, fostering breakdown and residential children's Homes. With support, guidance and assistance, we aim to:

1. Work within the Pathway Plan as agreed with the Local Authority and to support the young person within a supported environment to become an active citizen.
2. Provide short to long term residential support placement tailored to develop independence skills.
3. Provide young people within our service a platform to seek and find employment and build the skills to access available services

The young people who come to live at this home will be offered an on-going assessment and a programme of social care, promotion of education, a stimulating environment where young people have the opportunity to reach their potential. By offering a structured support programme we can enable the young people to establish equilibrium in their lives and develop skills for their future.

One Home Care UK aims to provide a high-quality living environment for young people offering a child centred approach which is tailored to meet their individual needs. Each young persons will have their own living space which will include Kitchen, Bathroom and a bedroom which will be furnished to a high standard.

The following Statement of Purpose follows the model shown whereby our mission and vision are translated into the actual delivery of services. Throughout this process issues of dignity, equality and individual rights used responsibly will be seen as cross-cutting elements of our delivery.



## **Ethos**

One Home Care UK are a Care and supported living and residential care provider with a strong desire to improve the care process for children and young people some of which have been looked after children. By providing the right level of support to promote independence and socially aware behaviour we believe we can improve this process. By supporting vulnerable young people at this time, we aim to reduce the likelihood that these young people are going to need further support from social services post 25. One Home Care UK hope to achieve this by working with local authorities to provide support in the following placement types:

- Children's residential homes;
- Therapeutic placements;
- Specialist placements;
- Crisis and assessment centre placements;
- Semi independence placements;
- Supported tenancies;
- Outreach and home support.

Our dedicated team ensure that young people who use our service have their emotional needs and well-being met and are always at the centre of our practice and our person-centred approach consistently achieves the best possible outcomes for our young people.

Our paramount duty to any young person entering our placement is for them to feel supported and confident that they can achieve in a safe environment. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young person to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views. The support provided within our supported placements will be designed and delivered in a person centred approach with all young people as part of the referral process.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward in a reflective manner.

Through a consistent and fair approach, we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that improved self-confidence is key to improved motivation and positive engagement and that any step in the right direction should be acknowledged and praised.

## Aims and Objectives

*'To provide nurturing, structured and planned support to enable young people to become active citizens.'*

This aim will be supported through the following objectives.

- To provide a style of care that minimises institutional aspects of substitute living environments.
- To develop mechanisms whereby young people are fully participative in their care and educational programmes
- To provide for the educational needs of young people through a combination of attendance at mainstream or specialised provision within the local area and individual tuition, determined by a Personal Education Plan/Education health care plan (EHCP), Care Plan or Pathway plan
- To realistically prepare young people to integrate into the community, and to equip them with the practical and emotional skills for successful independent living.

### **These aims and objectives are supported through:**

- The understanding of the individual needs of residents within One Home UK Care LTD house and the support available to them to achieve the best possible outcomes.
- A policy of equal opportunities, including the consideration of positive action to ensure equality of opportunity where young people are experiencing difficulty engaging with or accessing our service because of a protected characteristic as defined by Equality Act 2010
- Offering a comprehensive range of services that are available to the young persons within the local area and nationally to help meet their own aims and ambitions.
- Assisting young people in developing the skills required for their safe interaction within the wider community and to assist them in establishing and developing appropriate social networks within the community.
- Fully involving young people in their daily lives by setting realistic expectations within a supported accommodation setting.
- Providing key working and workshop sessions on a regular basis to set clear targets and give all residents the chance to build a strong relationship with a recognised person.
- Providing a medium for the development of positive relationships with adults and peers to enable the development of the individual's identity and self-esteem



- Building confidence to enable the young people we look after to take on the responsibility of adult life including the acquisition of appropriate parenting skills
- Providing assistance to help young people come to terms with the fact that they are in care and understand their place within the community and the support that is available.
- Providing an environment that values learning and promotes further education and/or vocational training that will develop young people's skill base and subsequently enhance their life opportunities and access to employment
- In order to achieve these aims and objectives a supportive partnership is established between young people and the care team. Regular informal and formal discussions and reviews are held which enable the views and opinions of the young people to be sought and thereby taken into consideration within the daily programme.
- In certain circumstances external therapeutic input and assessment may be provided but only on condition that it is provided by suitable qualified and experienced practitioners with the support of independent supervision.

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## Values

We believe that:

Supported accommodation should provide children and young people with skilled support from Committed staff in a safe, caring and ordered environment. We have a responsibility to ensure that children and young people in residential care are protected from abuse and neglect and that care should form part of a range of services, which combine to meet children and young people's needs and support their families and carers.

We should recruit and support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision.

We have a number of values, which are important to the home and for the children and young people who are looked after.

- **Dignity and Respect:** recognising the value of young people, their uniqueness, and their right to be treated with dignity and respect.
- **Equality:** ensuring that the services and facilities of the home are accessible and available to all. The service provided by our staff should not judge children and young people's circumstances, backgrounds and lifestyles. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued.
- **Quality:** promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will do what they say they do.
- **Independence:** a commitment to provide opportunities for children and young people to think and act independently whilst ensuring their safety at all times. To include a child or young person's need for privacy.
- **Rights:** a commitment to children and young people, rights and entitlements
- **Listening:** a commitment to listen to children and young people and help them express their wishes and needs in whatever way is best suited to the individual child or young person.
- **Development and fulfilment:** recognition that young people are children first; all encouragement will be given to realise their full potential and to help children and young people achieve their hopes and ambitions and to develop their abilities in their daily lives. A commitment to ensure they have a good start in life after care.
- **Confidentiality:** treating all personal information in confidence

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## **Locations and associated Risk**

All of our homes have in depth location risk assessments completed before any property is acquired. We aim to find a balance for the area to meet the needs that young people want and be in a safe a stable environment. We aim to provide a very high standard of accommodation across all of our services.

## **Outreach support service**

At One Home Care UK we offer outreach support services to work with local authorities to deliver bespoke support packages in the community. The support delivered will be in line with an agreed plan made between One Home Care UK and the local authority which should include as a minimum:

- expected hours support will be delivered.
- locations where support will be delivered, or agreement care is to be delivered in the community if away from a home address
- parameters and limitations of support delivered.
- expectations of support staff
- identified risks of the client with expected control measures
- local authority contacts for notifications

All support sessions will be recorded on a Client 's daily record form and will be shared with the local authority on a regular basis. Any concerns or notifiable events will be recorded and shared with the named social worker in line with our recording and reporting policy .

As part of this service we offer the following:

- Hourly support packages in the community – Trained and experienced staff supporting young people and families by providing respite and focussed workshops for vulnerable young people. This involves an initial assessment period where a thorough risk assessment and support plan can be created. With any support package created it will be person focussed to meet the needs for that family and young person. This may include social interaction, activities, anger management work, behaviour management support for families or further training for specific needs.
- Evidence and Support gathering for homes that may be unsafe or where social work teams may need assessments completed over longer periods of time. An assessment report can be written to support social care teams with any future decisions they require.
- respite services – We run respite packages for young people whose families/foster placement may need breaks from the intense support they provide. All activities will be risk assessed to meet the individual needs of the child or young persons

## **Religious Instruction and Observance**

We do not prescribe to a particular religious belief but great emphasis is placed upon the importance of the individual beliefs of the young people we accommodate.

Where a young person does have religious beliefs, they are seen as fundamental to the self-identity of that individual. Their chosen belief or religion will be supported and encouraged according to the individual's needs and wishes.

Prior to and on admission the significance of religious belief in the child's life will be established and information regarding places of worship, times of worship made available. Places of worship within the local area will also be identified and support provided to access these.

Within the home, if required, time and space will be made available to children for religious observance. Staff members will also be aware to any dietary or dress/clothing needs in relation to beliefs. No young persons would be expected to compromise their religious observances unless there was an identified risk of harm with that observance and there was no other way of reducing that risk.

The staff group is committed to the ethos of anti-discriminatory practice and will not make negative value judgements regarding the religious observance or beliefs of young people accommodated.

## **Equality and Diversity**

### **Equality and Diversity for Children and Young people**

- We encourage children to develop respect for themselves and for others;
- We deliver support that recognise and build on the strengths of children and young people from all cultures, religions, gender, age, sexual orientation, ability and backgrounds; in ways that meet their needs and help them to achieve their full potential;
- Every effort is made to ensure that the accommodation is welcoming to all young people and others significant in their care and wellbeing; this effort is reflected in the communication around the Home, including individual sessions to discuss in detail and provide information
- Young people are offered opportunities to try out new experiences, which are not restricted by traditional gender options;
- Staff are expected to challenge attitudes, behaviour and language that are non-inclusive and discriminatory, in a positive way;
- Managers are expected to monitor the range of young people placed within the Home in terms of ethnicity, gender and disability. This is to ensure the service provision is reaching all.

## **Inclusion for Young people**

- All young people are given the opportunity to be supported and educated. Where possible young people will be supported to access services to increase their life chances.
- Young people are encouraged and supported to understand their rights and be well-informed about ways of how to make a complaint
- Home's managers are expected to identify and provide information on local community resources that contribute to meeting the needs of individuals- these are highlighted and promoted and where they do not meet required needs alternatives are sought and suitably identified regardless of geographical location.
- Young people are Supported for by staff who have been suitably trained in all aspects of equality and diversity including legislation and their responsibilities;
- Staff are expected to acknowledge the importance of maintaining a link between the child's home and the Children's Home in meeting the individual's need;
- Staff are expected to offer appropriate support to aid inclusion and ensure that the young people can fully participate in the Home's joint activities. If necessary, seek additional support in order to do this;
- Additional support is offered to staff and/or young persons who are finding difficulty in understanding diverse or complex situations.

## **Complaints**

Young people, parents, carers and advocates have legitimate rights to express concern or make complaints. We will always respond to complaints.

All complaints are taken seriously. If young people are unhappy in any way at all, they are encouraged to let staff know straight away. Should any complaint reveal any issue for which other procedures exist, (eg Child Protection) then it will be dealt with under those procedures rather than as a complaint.

For young people, as part of our residents admissions arrangements we issue a personal copy of our Support Guide which, in a child-friendly way explains the complaints procedure. Staff will ascertain whether a young persons requires assistance to complain and support young people in the necessary and appropriate manner.

All complaints are referred to the Homes Manager. Irrespective of any One Home Care UK internal procedure the young people can involve their Social Worker and external agencies, Childline, Ofsted, Children's Commissioner, and the Independent Person.

Our policy outlines the procedures to be followed in all complaints. First it specifies how people can complain then it involves informal and formal stages depending on the nature of complaint. Short timescales are attached to each stage to ensure that things do not drag on and that complainants

have the confidence they have been listened to and that action has been taken. We will always inform the complainant how things have been resolved.

The Homes Manager's daily monitors any complaints or concerns and formally reviews everything on a monthly basis. The Independent Person monitors on a monthly basis any complaints received and how they have been dealt with.

If necessary the most senior members of One Home Care UK, including Directors will involve themselves in a complaint to ensure that it is dealt with properly and that complainants know what has been done.

The Homes Manager will supply to Local authorities, at its request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken.

The Homes Manager must take all reasonable steps to ensure that children feel comfortable with the making of comments or complaint's, they are enabled to make a complaint or representation and are free from reprisals if they choose to do so. Young people are advised that they may ask someone else to make the complaint on their behalf. They will also be given information and contacts details of Advocates they may contact, who may make complaints or advocate of their behalf or assist them in doing so. Complaints Forms are readily available to the young people within their Key Worker Files and are offered after all incidents, especially those involving physical intervention.

Telephone numbers of Childline, Ofsted, Children's Rights Commissioner and the NSPCC are displayed in a prominent position in the Home. Each young persons has a right to make a complaint directly to Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD 0300 123 1231

## **Child Protection and Bullying**

One Home Care UK is committed at every level to safeguarding generally, and child protection in particular, in order to promote young people's welfare. We take seriously our duty to protect every young person from abuse and maltreatment and to prevent impairment of health or development.

All concerns of a Child Protection nature will be referred by the Registered Manager to the local safeguarding board. In any circumstances where Safeguarding procedures are undertaken, the young persons social worker and parents(where appropriate) will be kept closely involved and informed as required by Working Together to Safeguard Young people

All staff receives regular training together with support and guidance in safeguarding and promoting young people's welfare. On placement a comprehensive risk assessment is undertaken which covers all areas of safeguarding. This risk assessment is reviewed at regular intervals or immediately if necessary

All children and young people have a right to feel confident that this is a safe and healthy environment.

We want to ensure that all children, young people and staff remain safe from bullying behaviour and have the opportunity to thrive and prosper, emotionally and socially within and outside the Home.

When bullying is encountered, we will ensure that the procedures are in place to allow:

- Reporting of the incident;
- Having incidents of bullying properly recorded;
- Having concerns or incidents of bullying properly monitored;
- Ensuring appropriate action is taken in response to incidents of bullying and that is followed up.

This will ensure that all young people feel listened to and understand that their concerns have been and will be taken seriously.

Within the home a culture of respect and dignity is agreed and promoted amongst the young people, staff team and all visitors.

Staff are up to date with comprehensive training in relation to bullying and how to manage risk.

Young people to receive information on the impacts of bullying

Our Child Protection Policy and Countering Bullying Policy are available on request and underline our commitment to inter agency working.

## **User Engagement**

The home actively involves young people in the day to day running of the home and its development as a service.

The home adopts several forums for young people to voice their concerns or raise issues generally about the support that is provided for them. As we provide a public function, we recognise our duty to consult with and involve young people in the planning and delivery of our services.

To meet this duty the home actively involves young people in the day to day running of the home, and the development of One Home Care UK in a more general context. Young people are involved

in the recruitment process and attend 'House meetings'. We operate our service in a transparent way and invite those who use our service to comment and contribute through these meetings and through less formal discussion with the manager and proprietor. Feedback received from young people and their families is used when designing or developing policy and service.

At an individual level the provision of a consistent staff team, the individual key worker supports the young persons to form relationships. The aim is promote the young people to make honest comments and express their views freely. Staff will always treat these views with importance, and support the young persons to raise any concerns or raise concerns on their behalf. The young persons is proactively involved in direct consultation regarding their feelings towards the placement.

Young people are provided with opportunities to be involved in the drafting and reviewing of Placement Plans, they are encouraged to attend Placement and Looked after Children Reviews and be involved in or consulted about key decisions made in the home.

The home will appoint an independent person who will visit the home monthly to complete a review, who undertakes regular visits, meets the young people every month where possible to obtain their views, thoughts, opinions or concerns.

Young people are provided with information about the service and contact details so that they may engage them independently. The young persons will direct the advocacy service as to how and if they would like issues addressed.

One Home UK Care LTD adopts a Person-Centred approach and they are heavily involved in not only their own care plans but in the development of the Home. Young people have input on the decor, the furnishings, the rules and the running of the home in order to improve their service provided.

### **Anti-Discriminatory Practice**

The Manager and staff team of the home believe strongly that an anti-discriminatory approach to their practice and equality of opportunity for young people accommodated are fundamental to good practice. Our staff are guided by the principles set out in the Equality Act 2010. To this end the home will work within all policies, procedures and guidelines laid down by One Home Care UK with regard to equality of opportunity and anti-discriminatory practice.

Through training and development we will raise awareness of all forms of discrimination and the duties incumbent on employees to adhere to equality legislation. No one should face discrimination Harassment or victimisation at the home as a result of disability, gender reassignment, pregnancy, race, religion or belief, sex or sexual orientation. Our staff, through their day to day work, seek to eliminate harassment and discrimination, actively encourage the advancement of equality of opportunity, and foster good relations with those who have a protected characteristic. No one should face discrimination at the home as a result of their colour, race, culture, gender, language, and sexual orientation, disability or other characteristics.

### **Children's rights**



- **You** have the **right** to be treated with **respect**.
- **You** have the **right** to be responsible for **yourself** and **your** own actions, and to **respect** the **rights** of **others**.
- **You** have the **right** to make mistakes.
- **You** have the **right** to **privacy** and **personal space**.
- **You** have the **right** to education.
- **You** have the **right** to a **safe** and **secure** environment.
- **You** have the **right** to ask for information and advice.
- **You** have the **right** to be **listened** to and be taken seriously.

There is an organisation called **Ofsted** who make sure that homes like ours operate correctly. Postal address is, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. You can contact them on: **0300 1231231 anytime**

Other agencies you can contact are listed below:

ChildLine: **0800 1111**

Barnardos advocacy:

Language line: **020750 1430**

Who Cares Helpline: **0500 564570**

Cruse bereavement care (Young peoples support line): **0808 808 1677**

Connexions: **080 800 13 2 19 or**

Text Connexions Direct: **07766 4 13 2 19**

NHS Direct: **111**

Samaritans: **08457909090**

Youth matters: **0800 107 7057**

You have the '**right**' to know your '**rights**'. The Children's Commissioner is **Annie Longfield**, website address is <http://www.childrenscommissioner.gov.uk> . The postal address is: The Office of the Children's Commissioner Sanctuary Buildings 20 Great Smith Street London SW1P 3BT

Tel: 020 7783 8330

Email: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

## **Education Promotion**

Education is essential for intellectual, social, emotional and physical development and can be a stable factor in a young persons life. Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

The staff and management team believe that young people should be provided with a level of educational opportunity that allows them to develop to the best of their abilities and enable them to attain the highest level of academic achievement they can.

Due to the age range of young people we will make contacts for support into education a priority.

We will provide links with schools, colleges and other education providers and encourage the involvement of vocational and work experience.

We will work collaboratively with the Placing Authority and Local Educational Authority in developing and maintaining the Personal Education Plans, this includes young people with Education health care plan (EHCP) with a view to one of the following options being available for the provision of education:

- Local Mainstream Provision
- Local or Regional Special Educational Provision
- Individual Tutoring
- Specialist small group education provision
- Modern Apprenticeship / work based learning

For young people who have completed their statutory education, individual full or part time tuition, access to further educational establishments and vocational training can be provided.

At One Home UK Care LTD we:

- Believe that all young people are of equal value and should be given equality of opportunity and access to resources, regardless of their sex, race, religion, ability or background.
- Endeavour to ensure that our residents gain maximum life chance benefits from educational opportunities by helping them to achieve more in education.
- Ensure that this home provides an environment and culture that value education and learning and that adult support and model this.
- Endeavour to develop the emotional, physical, spiritual, social and intellectual growth of its pupils and to encourage and assist them in overcoming their difficulties for their individual benefit and for the benefit of society.
- Aim to provide an environment that helps promote learning and achievement that spOne Home UK Care LTD throughout the day involving young people.
- Where applicable endeavour to reintegrate all young people into education wherever possible, or failing that to facilitate their reintegration into society by the provision of appropriate experiences and support.
- Provide the opportunity for all young people to reach their full potential through the National Curriculum in line with all up to date recommendations and the provision of

relevant work experiences and post under 18 courses.

- Strive to improve the quality of school/work home life, staff and resources by a policy of on-going self-appraisal and by providing opportunities for staff to expand and develop their own skills and knowledge.
- Ensure that all key workers are actively involved in supporting the young persons attendance and educational achievement.
- Ensure attendance at all relevant school meetings, such as parent's evenings, PEP meeting, exclusion meetings.
- Ensure that we have quality educational resources within the Home.
- Liaise with appropriate professionals within the Education Department where there are particular issues with a pupil's attendance and educational progress.
- Encourage Key Workers to liaise closely with the Designated Teacher/Class Teacher and actively support the child's/young persons progress.
- Ask Key Workers to contribute to and to become fully involved in educational meetings to inform the Education health care plan (EHCP) PEP plan and Care Plan and reviews.
- Ensure the young persons learning within education is followed up and supported at home.
- Encourage regular attendance where possible and actively contribute to the culture

### **Recreational, Sporting and Cultural Activities**

The home is fully committed to the perspective of social inclusion.

We will support young people to foster good relations with their communities and in particular, for individuals with protected characteristics we will promote equality of opportunity.

We encourage young people to participate in physical exercise and choose activities that they will enjoy doing. We appreciate that all young people have different individual needs with different skills, experience and abilities thus will have varying likes and dislikes. We will attempt to help young people meet these needs in an age appropriate way. We will provide information on how they can access the following activities or any others they raise with us:

Cinema	Swimming	Alton Towers
Ice skating	Ten pin bowling	Videos/Movies
Alton Towers	Laser Quest	Shopping
Dry Slope skiing	Computer games	Cycling, Walking
Theatre	Guides, Scouts	Boxing Club
Youth Clubs	Football Clubs	Sea/Army/Air Cadets
Racquet Sports	Horse Riding	Cricket Clubs
Paintballing	Snooker/Pool Clubs	Outdoor Pursuits

The home values the self-esteem of young people and will actively celebrate religious, cultural and special occasions. Young people are encouraged to celebrate and participate in religious

observance, e.g. Ramadan, Eid, Divali, Christmas, Birthdays and other religious festivals. The weekly menus also reflect the specific religious celebrations.

## **Health Promotion and Protection**

The health of young people accommodated is of the utmost importance. Young people are encouraged and taught to develop the knowledge, skills, attitudes and values to care for their own Health and Wellbeing. We will actively encourage young people to monitor their own health by way of supporting young people to access services related to their personal physical and mental health.

On admission there will be an undertaking to ensure registration or confirmation of previous registration of GP, dentist and opticians. If possible, we will make arrangements for young people to maintain registration with their own medical practitioners.

Any appointments made in respect of a child's health will be discussed with the parent(s) or those with parental responsibility. Where the Placement Plan deems it appropriate, parent(s) or those with parental responsibility are to be invited to accompany young people to appointments.

If a young persons were to become chronically sick or disabled whilst placed at One Home UK's care LTD , we would aim to make provisions for their continued accommodation through the consideration of additional registration, adjustments to the physical environment and additional staff training. Where it is not possible continue the placement we would make every effort to ensure smooth transition of the young persons to another, more appropriate service.

All One Home UK Care LTD staff are trained in First Aid and also in the Safe Handling and Administration of Medication. First aid boxes are available within the home to treat minor injuries. Staff are instructed to make immediate use of the GP surgery and the emergency services at the local hospital in the case or suspicion of more serious injuries. Travel First Aid Bags are also available for taking on activities or day trips.

Medication and home remedies will only be made available to young people if prescribed or approved by a medical practitioner. All drugs and medicines are to be kept in a locked cabinet and a precise record of their use within the home. Young people will be assessed and supported to take their own medication where possible in conjunction with the placing authorities.

Arrangements are put in place to monitor, and if appropriate restrict, the use of household substances that may be harmful e.g. Bleach, Disinfectant, Aerosols etc in keeping with COSHH and other relevant standards.

A programme of Health Education will be made available for young people as part of their induction and then monthly key working sessions. This will involve both internal and external inputs. Particular features of this programme will be HIV awareness, sex education, smoking, alcohol, drugs, and healthy eating and exercise. One Home UK Care LTD follows the Food Safety Standards, 'Eat-Well Plate' and also encourage young people to prepare meals using the Department of Health's 'Be

Food Smart' Meal Planner. Healthy eating is promoted within the home but all residents will have the responsibility to prepare and cook their own meals as part of their independent living.

### **Therapeutic Services**

The home will guide young people to seek mental health support and workshops on accessing these will be completed with all young people on admission. If required additional mental health workshops may be arranged with CCATS a local mental health specialist or CAMHS.

In some cases we would seek to engage whatever therapeutic services were deemed appropriate by the Placing Authority.

### **Electronic Surveillance**

The homes do not have CCTV but all young people will be monitored by staff dependent of their level of need and what is outlined within the care plan. The external doors will have alarms to increase security to the property.

### **Behaviour Management**

Our goal is to support young people to reduce inappropriate, damaging and destructive behaviour, and to develop healthy and socially acceptable behaviour.

We use a range of proven methods and techniques to achieve this.

- Setting reasonable and achievable expectations with the young persons' involvement and understanding
- Acknowledging and rewarding positive behaviour
- Procedures and individual programmes designed to encourage, promote and celebrate achievement.
- Provide encouragement and support to recognise difficult and unacceptable behavior, and to respond proportionately
- To allow for mistakes and give opportunities for moving forward

### **Use of sanctions:**

Any sanctions are agreed upon early days of admission following a period of assessment (typically 28 days) and incorporated into the Placement Plan. Appropriate sanctions may be revised by the

management of the home in response to specific behavioural issues as circumstances change or as necessary. In every event the Placing Authority will be kept updated. It will always be the aim of the homes staff team to not use sanctions due to the purpose of the provision being support rather than care. Sanctions will only be used to help minimise risk of harm where there are serious concerns. All sanctions will be authorised and reviewed by the manager.

They are implemented only when it is proportionate, appropriate and where the use of the sanction is likely to achieve an identified outcome. We strive to encourage positive engagement through rewards and incentives rather than through implementing sanctions however, at times appropriate sanctions might be implemented to reduce risks to the young persons it is directly effecting and others within the home or community.

Sanctions are recorded and signed off by the Registered Manager to ensure that if a sanction or reward is required then it meets the above criteris. Young people's views and comments are sought also in respect of such practices.

As a home we take the stance that sanctions should be used as a safeguarding measure and instead use reflection and restorative justice to deal with minor incidents such as damage. By offering the young people the opportunity to take ownership of their actions and discuss their feelings and thoughts around it as well as the feelings of the staff or young persons effected. We feel we can develop the young people into active citizens.

### **Crisis management and the use of Physical Intervention:**

All staff undertake certificated behaviour management training prior to commencement of work within the home and complete refresher training at least every 12 months.

Physical intervention is used only when justifiable and reasonable and mainly in extreme circumstances, where it has been identified as the only means and least restrictive option available to ensure the safety of, and minimise the risk of injury to the young persons and/ or others, or where there is a risk of significant damage to property.

Incidents of physical intervention are always followed by de-briefing opportunity whereby the young persons is encouraged to talk about the incident, the triggers and the staff responses. This is intended to reduce any possible trauma experienced by a young persons during a restraint or intervention and allows for a learning process around self -control and personal safety. This helps to assess staff competency of using and recording approved physical intervention, in addition to supervision, internal and independent QA Audits.

All incidents of use of restraint or physical intervention are recorded in accordance with the aim of meeting the standard set in the supported accommodation regulations 2023, Care Standards Act (2000).

Social workers are informed and young people, staff and others have the opportunity to talk through and learn from their experiences.

The young persons is provided with an opportunity to see a medical practitioner and make comments or complaints following the use of physical intervention or restraint.

## Behaviour Support Plans

As part of the assessment and planning process for all children, Behaviour Support Plans based on The PPR (Preventing, Protecting, Restoring) training are devised for each young persons residing at the Home. This plan will be compiled at the referral stage but with the purpose of this home being based around support emphasis will be placed on residents managing their own behaviours with decreasing levels of support needed.

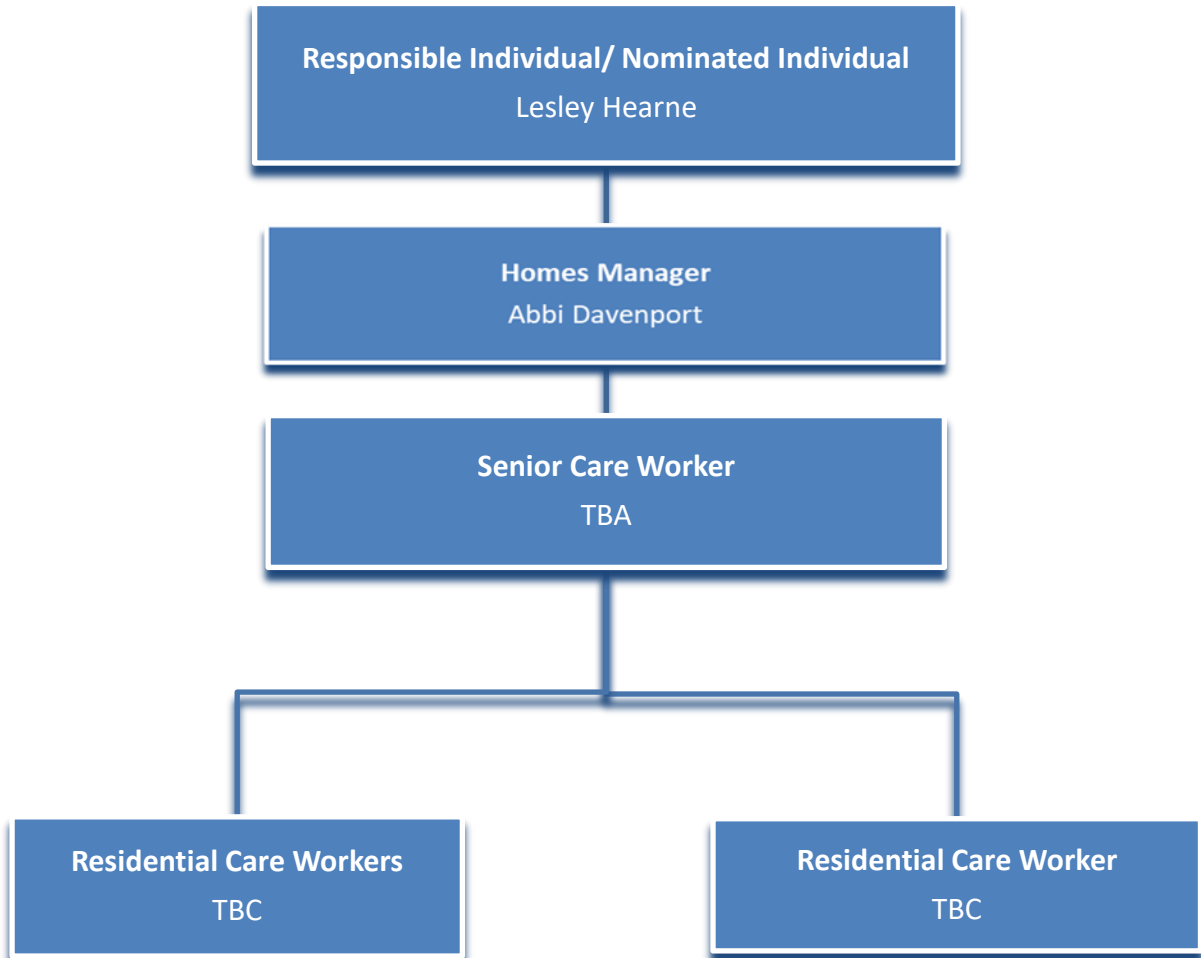
The Behaviour Support Plan will be different for each young person, depending on the child's background and needs. However, it is expected that any behaviours which give rise to concern about the following will result in a Behaviour Management Plan; for example:

- a. Absenting behaviour;
- b. Anxiety or withdrawal;
- c. Bullying or other similar behaviours;
- d. Challenging behaviour;
- e. Drug or substance misuse;
- f. Lack of awareness of personal safety;
- g. Offending or offensive behaviour;
- h. Sexual Exploitation;
- i. Self harming behaviour;
- j. Sexually exploitative or inappropriate sexual behaviour;
- k. Violence or aggressive behaviour.

Behaviour Support Plans summarise the young persons' behaviours that cause concern, and highlight the strategies adopted by the Staffing team to effectively manage these concerns. The young persons is encouraged to be involved in creating and reviewing their own support plans to help them to understand and recognise their behaviours as well as having their say on how Staff can deal with incidents of challenging behaviour.

**Leadership and Management  
One Home UK Care LTD' Structure**

**This structure is replicated for each individual Supported accommodation setting**





## **Staffing Numbers, Experience and Qualifications**

We anticipate that all young people will be placed at One Home UK Care LTD on a planned basis, which will enable us to undertake sufficient Risk Assessment processes to determine behaviour support, their compatibility to be placed with another young persons and other plans to ascertain suitable staffing and other arrangements.

Changes in staffing arrangements will be a result of agreements made within Placement and Review meetings and with Local Authority Commissioning teams and must be in the best interests of Young people and staff working within the home.

Overnight staffing arrangements at the home allow for risk managed flexibility and the ability to depart for specified periods of time. Where this occurs and in the event of an emergency, the staffing ratio will revert to 1:4 as soon as possible. These arrangements are risk managed on an individual basis and are under continuous review by the Homes Manager.

Staffing levels at night will be assessed and altered depending on the occupancy of the home. A staff sleep will be available every shift but with the home occupied with over 4 residents a risk assessment will be conducted to see if a waking night will also be required for additional support and to help manage risk. If waking night support is required on admission this will be arranged with the local authority commissioning team and plans put in place to meet this need. Staff will have 24/7 access to a manager for support. Arrangements will be made for the home to be visited at least monthly in designated independent inspector/visitor.

Our staff team consists of a Homes Manager, a Senior Residential Worker and two full time permanent Residential Care Workers (when fully staffed) with additional waking night care workers when appropriate. The home will also have at its disposal the option of utilising On Call, Sessional bank or Agency partners.

The most senior member of staff on duty at any time automatically deputises for the Homes Manager, and Deputy Care Manager, when these persons are absent.

## **Staff Supervision and Training**

### **Supervision**

We believe that supervision is central to effective practice and service delivery.

All staff employed in the home, including temporary staff and ancillary staff, will receive one to one supervision in line with regulatory requirements and in response to the staff and managements needs. Supervision takes place monthly for the first six months in the case of newly appointed staff, which is integral to the induction process. Supervision will take place on a minimum of a 6 - 8 weekly basis following successful completion of probation periods.

Details of supervision sessions will be kept in writing, with copies held securely by the Homes Manager with a copy provided to the supervisee.

### **Training and Development.**

All staff will receive training and development opportunities that equip them with the skills required to meet the physical, emotional and developmental needs of the young people accommodated in the home. The training of staff will be in conjunction with the statutory requirements as defined within The Quality Standards and in response to the needs of our young people.

All newly appointed staff will not start working with young people until they have undertaken basic training, including a Crisis Management and Physical Intervention programme and basic training around the organisation's Whistleblowing, Complaints and Child Protection procedures. This initial induction programme is designed to familiarise new staff with key policies, procedures and practices prior to the commencement of work. Thereafter all new employees will have to complete the written induction framework and all mandatory training courses in accordance with regulatory requirements. Employees must have completed all the above within six months from the date of employment. During the initial six-month probationary period they will receive supervision fortnightly, culminating in a probationary review at the end of six months. Probationary periods may be extended for an additional three months should this be required. If the homes manager feels that a probationary period can be reduced due to the practice and knowledge of the individual then this can be utilised no earlier than 3 months into their employment.

Each staff member has a Personal Development Plan which is monitored and managed by the homes manager and appraisals are conducted annually.

### **One Home UK Care LTD Specific Training**

All Staff employed by One Home Care UK complete an extensive range of Mandatory Training. These are completed upon their employment and are monitored through the homes Training Matrix and renewed when required. Mandatory Training is as follows;

- Preventing ,Protecting, Restoring (Physical Intervention)
- Food Hygiene
- Health and Safety
- Fire Training
- Medication Training
- Child Protection Awareness
- Equality & Diversity
- First Aid

As well as the Mandatory Training, Staff at One Home UK Care LTD are also trained in specific areas that are often a result upon the acceptance of new placements, or are identified through the behaviours displayed or the recognised needs of the young people during their placement. The One Home UK Care LTD House Team have undertaken the following additional training:

- Self-Harm Awareness
- Leaving care support
- Drug and Alcohol Awareness Training
- Risk Assessments
- Effective Teamwork
- Child Neglect
- Child Sexual Abuse
- Record Keeping
- GDPR
- Personal Safety
- Self Harm and ligature

### **Admissions Policy and Criteria**

Our paramount duty to a young persons entering our care is to support them to feel safe. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young persons to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them. Due to the age of residents at One Home UK Care LTD then considerations should be made to the service they require and if the locality of the placement can offer this.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward.

Through a consistent and fair approach we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that without improved self-confidence is key to improved behavior and motivation and that any step in the right direction should be acknowledged.

It is our hope that a nurturing and accepting environment will support young people to stabilize, to deal with past traumas and to develop the skills to live healthy happy lives.

Initially we expect to receive and assess the suitability of a young persons referral in collaboration with a local authority social worker. This would normally include obtaining up to date copies of the Pathway Plan and Personal Education Plan including, if appropriate, a copy of any existing statement of Special Educational Needs. The home will always look to take planned placements however does also take emergency placements.

We would also obtain relevant background, any specialist assessments or reports that are available and we would hope to visit the young persons in their current placement before making a decision about placement. We would attempt to talk with current and past carers to help ensure the correct services are available.

Assuming it is agreed in principle that we could cater for the needs of the young persons, we would normally arrange at least one visit for him/her to the home to establish the level of co-operation, to establish if the young people have similar interests and needs sufficient to suggest a safe and appropriate environment. This would include consultation with the current residing young persons.

We would then agree whether or not a placement would be suitable. We would hope that parent(s) would be involved in this process but this would not be an expectation. If a placement were agreed, the arrangements for admission would be specific to the young persons but would not normally occur until a Placement Plan had been drawn up and signed off by the social worker and young persons concerned.

### **Service Types**

All of our service will provide supported accommodation for ring fenced shared accommodation. This will ensure that our service is set up to cater for Care leavers and Looked after children.

We will accept young people of different sexes but his will be considered within our matching criteria and will be included within our impact risk assessment.

### **Our programme for independence**

On admission to One Home UK Care LTD young people will be allocated a specific keyworker who will aim to support the young persons to meet specific targets. These deadlines are listed below:

#### **Week 1-2**

- Assigned Keyworker – monthly aims and goals set

- Tour of local area including supermarkets, job centre, local leisure spot, travel depots and pharmacy.
- Purchasing of items for accommodation
- Introduction to include contracts, tenancy agreements, house rules and expectations.
- Registered with all health services GP, Dentist, opticians
- Any education applications

### **Week 3-4**

- Current account application completed
- Provisional Driving license application completed
- Passport application completed
- Library card application
- CV completed
- Sign up to local gym

### **Week 5-6**

- Meeting with Personal Advisor
- Housing association application
- Introduction to online training programmes

### **Ongoing**

In addition to and following the induction checklist being completed the following support will be given to young people as part of a 15 hour per week package –

- Monthly house meeting which will focus on current concerns both local or national for example knife crime, county lines, CSE.
- Daily accommodation checks
- Daily life skills work with young people to target gaps in their abilities to live independently

Our services will be reward led and as part of the induction to the home each young people will be required to complete an induction document. This will set clear targets to obtain rewards which will be of monetary value. Emphasis will be on young people minimising the use of public services, attending education, gaining employment or volunteering.

All rewards will be agreed during the referral process to encourage positive outcomes in targeted areas. Any reward given will be recorded and reviewed by the home's manager in a reward log.

## Finances

All residents will be given a weekly budget plan to help them develop independence skills which include budget management. This will include how to financially manage the following parts of their independence:

- Electric – using pre-paid meter
- Groceries
- Cleaning products
- Hygiene and sanitary products
- Travel expenses
- Clothing
- Any educational items
- Any leisure items

All young people will have access to emergency stores for food, hygiene and electric provisions. These will however be taken from their following weekly budget at an agreed and affordable rate and recorded within the sanction book. Emergency food packs will be provided for free and will be available for all dietary requirements. Young people who manage their finances appropriately will be given incentives for progression in that area.

On admission young people will be given a budget of £50 to personalise their living space how they see fit.

All residents will work through live documents called Independence development plans and will be set targets during monthly keyworker sessions. This documents will give clear evidence for where young people are succeeding and the areas that require support or additional services.

### Staff Acknowledgment of Reading and Understanding

Name:	Sign:	Date:
