

Statement of Purpose



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Registered Manager:- xxxxxx

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Legal status

Bramhall Care Services is a Limited Company, with the Company Registration 14376385

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The Statement of purpose

This Statement of Purpose is designed to share our aims, objectives, ethos and purpose with Commissioners and other professionals.

As we are a new business, we will endeavour to provide the young people we will be caring for, with the Service User Guide which will be easy to use and understand by the young people in our care.

Our mission is to offer young people in crisis a family environment where they can be safe, settle, relax and bring some stability to their lives. We will endeavour to provide an environment where they will receive nurture, understanding, encouragement and support from adults who care and are trained to work in a professional and non-judgmental way and have a full understanding of therapeutic parenting. Our staff will work hard to lead the young people towards making responsible choices, reaching their full potential and prepare them for the responsibilities of their future adulthood and moving on to their next stage in life.

We aim to treat each young person as an individual with a variety of individual needs that are addressed in a positive and proactive manner as part of a clearly defined care plan. Through believing that each young person is an individual they receive respect, courtesy, and full recognition of their rights.

We will operate a caring, nurturing home with clearly defined expectations and boundaries that is responsive to the young person's immediate needs and where they can be accepted and supported when feeling down yet treated consistently and firmly and where attitudes overall seem to be fair. We aim to work with young people at a realistic pace and in an age-appropriate manner, which encourages personal growth and emotional development enabling them to accept and manage feelings, both positive and negative, and respond appropriately promoting a high level of self-esteem. the welfare of the young people in our care is our number one priority. We will make sure that young people that will be placed in our home will experience safety, security, and care where all members of the staff team working with them have the skills and abilities to help and support them with the range of difficult behaviours they present.

Each young person will be recognised as unique with specific needs and beliefs that requires individual assessment and planning. They have the right to be consulted about the decisions being made about his/her future and where possible his/her feelings taken into consideration. Each young person is valued and shown respect and courtesy from our staff team who will give them every encouragement and support in reaching their full potential.

We will endeavour to provide a safe, structured, and nurturing care experience where the young person can be accepted and supported when feeling low, yet treated in a consistent, firm and fair manner. All staff will be appropriately trained in safeguarding procedures and whistle blowing

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practices. All young people will be treated as individuals and support will be put in place to meet their personal needs.

To provide routines and procedures that will provide some structure and security for the young person but be flexible and unobtrusive to meet his/her needs. This will be done through a holistic approach with realistic expectations put on the young people to aid in their own development through a structured environment.

To create an atmosphere/environment which reflects that of normal family life. In doing so, encouraging the young person to feel very much part of the "family feel" by participating in the daily running of the house and developing relevant, semi-independent living skills. This will be achieved by the home placing normal values on the young people and undertaking family events such as group outings to promote the relationships.

To provide a living situation where each young person works alongside staff on their individual care programme which best meets their needs and incorporates the best possible emotional, physical and health care. The home will be staffed on an individual assessed staffing ratio in line with the needs of the young people to make sure these are fully supported.

To create an atmosphere where young people are praised and rewarded for positive behaviour and supported, encouraged, and helped in times of trouble and negativity. We adopt a reward vs consequences structure where the young people are praised for their positive achievements to promote them achieving their full potential, punitive sanctions will never be used whilst in placement if any consequences are put in place these will be natural.

To provide a high staff/young person ratio enabling a high degree of individual support and attention for each young person. The home will be staffed on an individual assessed staffing ratio in line with the needs of the young people to make sure these are fully supported.

In all situations we intend to provide each young person with an individually designed care programme to enable them to develop skills and maximise potential through participation in a range of activities in a stimulating, positive and safe environment. The young people in our care will have a designated keyworker who will work with them in partnership to identify and develop on flaws to support them in developing these areas.

To ensure all young people will receive the same standard of services irrespective of race, religion, or creed in line with our Equal Opportunities Policy whilst promoting awareness raising, monitoring, and taking action for effective anti-discriminatory practice. This will be done by all staff being trained appropriately and practice will be monitored, discussed, and developed so that as a team we deliver the best possible care to the young people residing in the home.

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Our Commitment to Young People

To provide this service for 24 hours per day, 7 days per week, 365 days of the year through appropriate and adequate staffing for the home to meet the needs of each young person.

To ensure the young person feels safe, secure, and cared for. This will be achieved through having the young people contribute towards activities in the home and their own thoughts and feelings being sought on a regular basis through young people meetings and keyworker sessions at the home.

Promote opportunities to help all young persons, whatever their ability, to achieve their full potential. Through an individualised approach to each young person, our staff will work closely with them to help them achieve their full potential by seeking appropriate support from other professionals in the specific fields and calling upon the life experience and skill set of each individual staff member.

To bring some form of stability to the young person's life by the home having structure, routine and staff working together in partnership in a consistent approach to meet the needs of the young people. To make the young person smile through positive experiences.

To work closely with the young person in developing strategies that will help them work through some of their challenges and assist them in coming to terms with their past. This will be done in a nurturing atmosphere with staff being sensitive and supportive to each individual young person and seeking out appropriate professionals to help them with any issues they have.

To create opportunities that brings the young person some success thus giving them some insight into a better future. This will be done in a supportive manner where the young people will be tested but guided through new experiences to let them achieve success.

To provide a service that will assist the young person to settle, stabilise their behaviour and allow them the time, opportunity, and support to make decisions about their future. This will be done through adopting a consistent, firm but fair approach. The young people will be supported through the day-to-day expectations of society and supported in their own decision making.

Develop individual care programmes to meet the needs of each young person. Staff will work in partnership with the young people to identify areas of development and support each young person in developing personal coping strategies to modify their behaviours and develop them into a well-rounded person.

Work in partnership with young persons, their families and significant others through regular contact and updates so all are aware of each young person's needs.

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To assist the young people, in partnership with other agencies, to plan for their future with regard to their ongoing learning or training, job opportunities and career prospects, social aspirations and the opportunity to make a transition back to.

- Their Family home/ foster carers
- Step down to semi-independent/ supported accommodation.

We want our young people to be confident that we:-

- Provide them with the home environment that is nurturing and loving and warm.
- Treat all young people in our care with respect and ensuring that every young person is treated as an individual and feel as such.
- Take pleasure in providing support and be empathetic to young person's needs.
- Reliable at all times and ensure that they matter to us as a service.
- Have a great understanding of trauma that our young people have experienced and hence why they are in our care.
- Always aim to contribute to significant improvements to the well-being of young persons.
- Make it possible for young people to enjoy their community to the full and show they are never a burden.
- Young people will be respected at all times whilst they remain in our care.

About Bramhall Care Limited

Bramhall Care Services is a new business. It's purpose will be to ensure that all aspects of young people's needs are met in a timely, comprehensive and legitimate manner. Bramhall Care Services will endeavor to care for young people who can either require short/medium and or long term care away from their family. This can be a very traumatic experience for the young person and our aims will be to ensure their needs are met in a timely manner to reduce further disruption in their lives.

Bramhall Care Services will provide placements to: -

- Young people with Mental health conditions
- Either male or female
- Young people can be aged between 7-18 years old.

We will offer placements for young people who have: -

- Learning difficulties.

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- Display challenging behaviour.
- Struggling with their sexuality or identity.
- Are going through some form of crisis in their lives.
- Victims of child sexual exploitation or criminal exploitation.
- Offending behaviour.
- Victims of physical, sexual and emotional abuse.

Our aims and objectives

The aims of Bramhall Care Services will be to support young people who are in crisis who have experienced traumatic upbringing and as such cannot remain in the care of their family. Bramhall Care Services will endeavor to provide an environment that is safe, secure and ensure our young people experience stability for the duration they will be in our care.

Young people will be offered an environment where their individual needs will be met fully by adults who will be trained to work in a non-judgmental way and have full understanding of the trauma the young people would have experienced. Young people will be supported to make responsible choices so they can reach their potential. Young people in our care will be supported to engage in activities within the home to prepare them for independence.

We will be committed to understanding the changing needs of our young people and our support needs will evolve in accordance with their requirements. We recognise that each young person that will be placed in our home is an individual with unique and specific needs and as such they will require individual assessments and planning so that their needs will be fully met. As such, Support Worker training will remain a high priority in order to maintain our objectives.

Our Care Staff

Bramhall Care Services will ensure staff are thoroughly trained to ensure that they are competent to carry out their assigned tasks safely for themselves and for the young people they are looking after. This includes bespoke training based on the individual needs of staff member and of the young people in our care.

The qualifications of each support worker depends in part on the seniority level of their role and length of service but as a minimum all support workers will undertake the Care Certificate and move towards a Qualification and Credit Framework (QCF) qualification on completion of this.

All our Support Workers will be given Mandatory, Induction and Foundation Training.

This includes: -

- Health & Safety awareness training.

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- Food Safety training.
- Moving and Handling training.
- Safeguarding Children training.
- Infection Prevention and control training.
- Emergency First Aid at Work training.
- Core values, key policies and working practices, and quality standards training.
- Code of personal conduct.
- Food Handling certificate.
- Manual Handling training.
- Cardiopulmonary resuscitation (CPR) training.
- Conflict Resolution (managing violence and aggression) training.
- COSHH Training (Control of Hazards to Health)
- Support Workers are also given social and community training, for example on how to behave when with young people, on confidentiality, and on young people's rights.

All Support Workers are encouraged to undertake further qualifications in Health and Social Care such as the Health and Social Care diploma as part of their professional development.

Specialist training will be arranged for Support Workers where it would be beneficial to the young person they care for. Examples of such training will include ADHD, Epilepsy, Social Anxiety Support, Gender Dysphoria, Self- Harming and Suicide Ideation.

Accommodation and Location

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Bramhall Care Services is a 3-bedroom terraced house, which has been specifically adapted to suit the needs of a children's home, for the accommodation of 1 to 2 young people of both sex between the ages of 7 and 18 years old on admission. The accommodation is decorated to a high standard, which is conducive to providing a friendly and homely atmosphere for our young people. The home has 2 young people's bedrooms with 1 family bathroom. We recognise the importance of the need for both companionship and privacy. We have one large lounge, which is beautiful and comfortable. The kitchen is fully fitted, with all the modern appliances. The home has an open dining area where the young people can benefit from the family experiences especially during dinner time. Upstairs there is a staff office/sleep in room.

The maintenance and décor of the home is an ongoing project, which the young people are encouraged to have some input into. We believe in involving all the young people with any project that is to be completed within the home. The rationale behind this is to give a sense of belonging and commitment to the home.

Each of the young person's bedrooms is warm and bright and we encourage all those who come and live with us to bring their own personal possessions to make their bedroom feel like their own and we encourage this through personalisation upon arrival where each young person is given a room budget, this is to promote the young people taking ownership of their surroundings. We provide a TV in each bedroom.

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Outside there is an enclosed back garden. Our home is located in the town of Middleton in Manchester. It is 5-minute walk from Middleton town centre. Locally, there are a range of cultural and recreational facilities including parks, libraries, and sports facilities, religious and cultural centres, a science museum and one of the biggest parks in Manchester, Heaton Park. It also enjoys a positive and friendly relationship with the neighbours and close local community. Within easy reach there is access to a wide range of educational and entertainment facilities within Middleton and Greater Manchester, including Alkrington Woods Nature Reserve.

Cultural, linguistic, and religious needs

All our young people's religious, cultural, and linguistic needs will be supported fully. Staff will liaise with the young person, parents/carers and social workers regarding specific religious and cultural needs and make appropriate arrangements to facilitate these.

If a young person has cultural, linguistic, or religious belief, and wishes to pursue those beliefs, it is important that they feel able to do so. The staff team within Bramhall Care Services will always actively support young people in pursuit of their beliefs, whether that is by providing a certain choice of food or preparation of food, or by ensuring that the young person has transport to and from their chosen place of worship. We would also support them through access to people with similar backgrounds and via local amenities such as social groups or churches, mosques, Temples, etc.

In meeting the needs of young people from different ethnic groups and to combat racism within the home, we will aim to create a stable, accepting, caring environment, which will help to:

- Enhance the young person's self-esteem.
- Provide the young person with coping strategies necessary for living in a society where they may experience racism, stereotyping and prejudice.
- Create a climate where racial and religious differences are acknowledged and valued and discussion about racial issues is actively encouraged rather than ignored.
- Allow visiting parents, relatives, and friends to feel comfortable and supported in the maintenance of contact, regardless of race, religion, or class.
- Provide appropriate health and hygiene support and care when necessary. Staff unsure of products or type of physical care should feel able to seek advice.
- Young people will be supported to practice any religious faith they wish to choose or any cultural norms for their society.
- Encourage acceptance of the young person's race in a positive way and not dismiss their race and colour as insignificant.
- Challenge racism in whatever form presented.

Views, Wishes and Feelings

Child consultation

The staff at Bramhall Care Services will be expected to work in partnership with young people to develop an ethos, which balances everyone's rights and needs with the needs of the group as a whole. We believe that the more involved young people are in influencing the day to day running of

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the home, the more they will feel heard and respected and the more they will benefit from their time at Bramhall Care Services.

Each young person will be allocated a key worker and they will be offered at least one key worker session per week to develop their independent skills in consideration to their age. This time will be spent looking at aspects of the young person's Placement Plan and will also offer the young person the opportunity to comment on how they are cared for and how the home is meeting their individual life. Young people will also be consulted in regards to their behaviour and support plans will be put in place to encourage reflection and discussion around what works best for them and how they want to be supported. Keyworker session will also be an opportunity for family members if appropriate to be consulted in regard to how they feel the care afforded to young people is meeting their needs, and appropriate changes will be made if need be.

In addition, the young people will have weekly meetings with staff at which there is an agenda, and any issues can be raised. Minutes are taken at these meetings. There will be an opportunity for the young people themselves to take turns in chairing these meetings if they so wish. Staff also consult with placing Social Workers and other professionals involved with young people about the overall running of the home. This will give young people confidence and be able to have a voice with issues that affect them, not only at Bramhall Care Services but in the world as they grow older and face the challenges of life.

Young people will be involved and consulted in relation to all aspects of their lives within the home, their community, their future and their role within family and society through:

- Full involvement in all meetings.
- Both planned/unplanned Placement Plan sessions.
- Regular young people's meetings.
- Menu/activity planning.
- The right to follow their own religious beliefs and the opportunity to attend the church, mosque, temple or other place of worship commensurate with religious beliefs.

Each young person will be encouraged to, and supported by staff, in contacting the Children's Rights officer and/ or their Independent Reviewing Officer if need be.

Arrangements would be made for an independent visitor to visit the home if a young person requested this.

Regular feedback will be obtained from the young people by the home's manager on all aspects of their care. This will be done through questionnaires; feedback forms and one to one discussion. The manager will ensure that all feedback is valued and acted upon accordingly. The young people will be made aware of any action taken considering their feedback.

Anti-discrimination and children's rights

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Our home will be committed to treating all the young people fairly and equitably regardless of race, ethnicity or national origin, sexual orientation, age or religious beliefs, disability, family responsibility or any other category. We will ensure that no unjustifiable requirements or conditions are imposed that could disadvantage individuals on any of the above grounds.

In relation to advocacy the home's manager will ensure that each young person is supported to access a personal advocate who is independent from the services. This is someone whom they may contact directly about personal issues or concerns at the home. This will be in the form of someone such as an advocate, children's rights officer, adult family member, personal adviser.

Equal Opportunities

Bramhall Care Services will be committed to ensuring equality opportunities, anti-discrimination and antiracism and draw attention of the staff and residents, families and referring authorities to our Equal Opportunities Policy in our Policies and Procedures file.

Education

Children with special educational needs

We will endeavour to provide a structured environment in which all children, including those with special educational needs, are valued, included, and supported to reach their full potential. We are aware that every child is unique, and all young persons develop at a different rate and have differing needs as they grow and meet the challenges of life outside the home.

As such we will work closely with the parents if appropriate, liaise with partner agencies as per Working Together 2018, and monitor and review our policies and practices to ensure that young people's needs are fully met. Young persons with special educational needs will be included in our homes provision and they will be treated in the same way as the other young people. Young people with special educational needs will be respected and treated as individuals. They will not be discriminated against, any negative attitudes or remarks made to or of young persons with special educational needs will be discussed.

Bramhall Care Services will adopt a strong commitment in ensuring that a young person's education needs is facilitated and supported. We will require copies of the young person's Statement of Educational Needs/Education Health and Care plan (EHCP) for their own records in order that we are enabled to ensure that the needs identified can be incorporated into our own plan to ensure we support the young person fully around their education.

Young people in our care will be supported to attend their EHCP meetings and actions from these meetings will be addressed accordingly by staff at home. Every young person should be supported to access education and Bramhall Care Services will be committed to do just that.

It is important that there is consistency in our young people's education and we understand how important it is to maintain their education provisions. We will endeavour to support our young people attend their school if it is reasonably practicable, however if the journey to the school is such that it is

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taking longer to reach, an appropriate education will need to be identified reasonable quickly by the placing authority to ensure there is no gap in their learning.

Supporting Young People to access education meaningfully: -

Many of our young people would have had significant disruption in their education resulting in them disengaging with their learning. Some of our young people would have lost confidence due to impact of being moved from placements to the other. We will endeavour to support young people re-engage in education, build their confidence and support them understand the importance of education.

Activities

Young people placed at Bramhall Care Services will have an opportunities to participate in appropriate leisure activities which take account of their race, culture, language, religion, interest, abilities and their disabilities.

We will forge a relationships with the local Leisure Centres so that our young people can have access to their weekly activities. This will ensure they are involved in in the community and can also develop relationships that may last a lifetime.

There are la number of community resources in the local area for activities including Leisure centres, activity clubs and classes, youth clubs and volunteer organisations. Other activities that are available to the young people include swimming, badminton, squash, tennis, football, cycling, walking, ice-skating, rollerblading, Go Karting, horse riding, guitar lessons, dance classes, music and singing lessons. Our Young people will be encouraged to participate in as many activities as they can. This will improve their confidence and self-esteem.

Our young people will be encouraged to read; to participate in art and crafts. Young people will be encouraged to explore their artistic potential through art and craft, music, poetry, song, creative writing. Resources will be made available within the home for the young people to be able to take part in these activities.

Our staff team will support our young people to complete weekly activity planners. This will be a combination of both activities that can be completed at home or activities outside the home.

Health

It is our aim that all young people who will be placed with us are healthy and happy, and all their health needs met fully. Every young person who will be placed with us will be registered with the local GP as soon as possible.

The local surgery has both male and female doctors available therefore allowing the young person to have a choice of GP and of their own sex if preferred. Should it be necessary the GP can refer patients to specialist clinics at our local hospital. All young people will also be registered with a dentist and opticians to assess their needs. We will work closely with the Cared For Children's nurse. The

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Cared For Children's nurse will be allowed access to our home to visit our young persons and check their health needs.

We will work alongside and take advice from our Cared For Children's nurse around issues of healthy living, personal hygiene, infectious and transmittable diseases, female sanitary care and awareness, contraception, family planning, alcohol, solvents, drug abuse and smoking.

Young people will also be supported to attend their annual Health Assessments with the Cared For Children's nurse. Any actions from these reviews will be followed up fully to ensure the young person's health needs continue to be met.

Family Time

Every opportunity will be taken to encourage the maintenance of appropriate family links, and to help parents build upon or in some cases re-establish positive relationships with their children. In partnership with a young person's parents and family (where appropriate) social workers and placing authority, members of staff at Bramhall Care Services will be committed in supporting each individual young person have a positive family time.

Young people will be supported to build memories by taking photos and building up life story with them after every family time. The Placing Social worker will be given report on how the family time is progressing and impact on the young person's emotional health after family time will be shared with their social worker.

We will work closely with the placing Social worker around issues impacting on Family time. Young people will be supported to contact their family in accordance with the written agreement from their placing Social worker. We all know how important families are to our young people, where appropriate, arrangements can be made with the family to visit our young person at home and share a meal. Young people will also be supported to meet with their family in the community with staff support if this is appropriate.

Young people will be encouraged to build and maintain positive relationships with peers. This is encouraged through meeting new people on activities, clubs or when out in the local area. Staff will support these relationships and encourage the young people to organize activities, tea visits, spend time in the local area, communication on their mobile phones and social networking (if appropriate for the young person).

Protection of Young People

Security

Door alarms may be fitted on young people's bedroom doors if appropriate to ensure their safety and welfare. These are used when deemed appropriate by the Manager following consultation with the social worker and parents if applicable.

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On occasions monitoring maybe required around young people's social media use due to risk taking behaviours. This can be done through having access to passwords and conducting regular checks, through parenting apps such as custodia. This level of monitoring is used when deemed appropriate by the Manager following consultation with the social worker and parents if applicable.

Behaviour Management and Promoting positive behaviour.

Bramhall Care Services will adopt a behaviour management approach of focusing on the positive steps a young person is making and use reward system. All our young people will be supported through a firm, fair and consistent approach which is established through routine and appropriate boundaries. The ethos and culture of the home is one of a normal family environment which is developed through the staff team working in each home and working alongside each young person. A warm, nurturing, and safe environment is what we aim to provide. Through a consistent approach from all staff within the home following the young people's personal behaviour management plans we will aim to modify the young people's behaviours and prepare them for future life. There will be occasions where we use physical intervention, however this is used only as a last resort. If these incidents occur, we support the young people and the staff to reflect through each incident and rebuild their relationships.

We will maintain good personal and professional relationships between staff and the young people in our care. It is recognised that a home in which good behaviour is praised and rewarded is a preferable alternative to the punishment of negative behaviour and that by providing a positive, supportive, and safe environment, staff may be able to divert a young person's energies away from destructive and inappropriate behaviour.

We will not be able to eradicate a young person's negative behaviours overnight and in order that our home may function as a harmonious community there are some boundaries and restrictions on certain types of behaviour.

Accordingly, when limits are set, they are consistently applied by staff and are discussed with the young person concerned so that they know why a particular action has been taken. Where consequences are felt necessary it is important that these are seen to be relevant and just and that they are never used as retribution, revenge or to be seen as a power thing. They are designed to encourage young people to reflect on their behaviour and come up with what they could have done or what they will do in the future should this happens again.

All consequences put into place will be with the desired outcome of educating a young person on their behaviours and modifying this over time. Ideally these consequences will be of a reflective nature looking back on the negative behaviours and focusing on developing these for future also to regulate their motions. It is hoped that the young person, if they have the ability, will be involved in the process of choosing an appropriate consequence for their actions. An example of this would be in the incident of causing significant damage the young persons would be involved in the process of repairing the damage with the staff and to clear the rubbish if any. Consequences that will be put in place will be; -

- Repayment of the damage caused.

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- Additional house chores.
- Increased supervision.
- The young person will be monitored in the house for the next 24 hours to ensure they are emotionally stable.

All consequences issued will be logged in the specific book for this purpose and will include in each entry the name of the young person, date of misdemeanour, details of the inappropriate behaviour, names of staff present and nature of the sanction. Each entry will be countersigned by the Registered Manager.

Missing from Home

Any young person will be considered "missing" when they have left the house without permission and their whereabouts are unknown, or when they have failed to return at a pre-arranged time. Once it is suspected that the young person is missing a careful search of the house, garden and immediate area will be initiated. The young person will be reported to the police as missing as agreed in their care plan.

After reporting the matter to the police staff will then notify the young person's social worker. Emergency Duty Team of the placing Authority will also be informed if the young person has gone missing during the night. Record of alerting all involved in the care of the young person will be updated and any calls documented.

When a young person returns to the house either through their own accord or returned by police or staff members we will see to their needs and at some appropriate time discuss with them why they went missing. A young person has the right to speak to or request a visit by their Social Worker or Independent Visitor. Return interview will also be completed by the placing Local Authority in line with their missing from home protocol.

Leadership and Management

Staff Rota

A minimum of 2 staff will provide care for the young people at House Bramhall Care Services by means of a flexible rota between 8:00am and 10:00pm each day, seven days per week. The night shift will start at 10:00 until 8 in the morning. Depending on the needs of the young people, additional staff will be sought. During the night there will be one staff member, this staff member will continue the shift from 9pm until 11pm and sleep until 7:00am. This will promote consistency and continuity for the young people's day.

We will endeavour to employ staff that have experience and ability to deal with the young person's needs and respond to their needs in a professional, caring, and nurturing manner and that they have the necessary interpersonal skills to talk with young people respectfully in a calming, understanding manner, considering an individual's beliefs, thoughts and practices. We will expect all our staff to support our young people in a non-institutionalised manner, friendly but firm, setting boundaries which

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are reliable without being too rigid. We believe that young people only grow and mature if they are allowed to take calculated risks, gradually taking more responsibility for their own lives and behaviour.

Bramhall Care Services will have a policy that all new staff will receive induction training regarding our policies and procedures which will detail issues around Child Protection issues, avoidance of confrontation and confidentiality. All staff receive training in First Aid, Food Hygiene, Health and Safety at work, Moving and Handling, Fire training, and Physical Intervention training in the form of Team Teach. All staff will begin to complete an in house continual professional development programme, seven days after starting employment. Other training will be provided as deemed necessary to support the needs of the home.

Each staff member receives regular meaningful supervision on a one-to-one basis, this involves meeting with their line manager for a supervision which covers areas of key worker sessions and personal development. Notes will be made during the supervision, and these will record the salient points of the meeting. A copy of supervision will be given to the staff member to read and sign, if they agree that they reflect the main points of the discussion. Staff will also have an annual appraisal which enables staff to talk about their performance in their work, future training needs and career development.

In addition, staff team meetings are held each week, helping to create a team which can work constructively and consistently together. There will also be thorough and detailed handover process between each shift to improve the home's consistency and make sure that there are no shortfalls in the day to day running of the home and the care delivered to the young people.

Bramhall Care Services will be committed to ensuring that all our staff are appropriately trained and that all staff are allowed to reach their true potential in the workplace. All training will be constantly reviewed to ensure we comply with current legislation and good practice. A copy of our Policies, Routines and Procedures will be made available and accessible within the home.

Our principles

To focus on Young People

- We aim to provide support in ways that attain positive outcomes for our young people and promote their active participation in the community.
- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for support services for our young people.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We will encourage and welcome feedback from our young people and their friends and relatives.
- To work for the comprehensive welfare of our young people we aim to provide for each young person a package of support that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise the young person's independence and to ensure as fully as possible their maximum participation in the community.

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- To meet assessed needs. Before we provide services, we ensure that a potential young person's needs and preferences are thoroughly assessed, either by one of our trained and experienced staff, or the Local Authority. We aim to ensure that the support provided is re-assessed as frequently as necessary, and that we offer flexibility to respond to changing needs or requirements.
- To provide quality services. We are whole-heartedly committed to providing high quality services and to continuously improve the support offered.

Young People's rights

The aim of good quality support service must always be to promote a way of life for young people that permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our work.

Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise each young person's independence in the following ways:

- We will support our young people to manage themselves where possible rather than becoming dependent on paid support.
- We will encourage our young people to take as much responsibility as possible for their own healthcare and medication.
- We will involve young people fully in planning their support, devising, and implementing their support plans and managing records of support.
- We will work with family carers, relatives, and friends of young people to provide as continuous a service as is feasible.
- We will aim to create a climate in the delivery of support and foster attitudes in those around young people that focus on capacities rather than on disabilities.

Security

In providing services to young people with disabilities, there is a balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security and safety of young people therefore means creating an environment and support structure that offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting, and fun, as well as necessary. We respond to young people's needs for security in the following ways:

- We will aim to make sure that help is tactfully at hand when a young person's needs or wishes to engage in any activity that places them in situations of substantial risk.

Bramhall Care Services

- We will help to create a physical environment that is free from unnecessary sources of danger to young people or their property.
- We will always carry out thorough risk assessments in relation to premises, equipment and the activities of the young person supported.
- Support Workers will advise young people about situations or activities in which their disability is likely to put them or their property at risk.
- Support Workers are well selected, trained and briefed to provide services responsibly, professionally and with compassion.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to each young person's right of choice in the following ways:

- We will avoid a pattern of service delivery that leads to compulsory timings for activities like getting up and going to bed.
- We will manage and schedule services to respond to each young person's preference in regard to the supply of Support Workers with whom they feel most comfortable.
- We will cultivate an atmosphere and service delivery that welcomes and responds to cultural diversity and needs.
- We will encourage young people to exercise informed choice in their selection of the organisation who provide them with assistance.

Bramhall Care Services complaints procedure

Complaints

The home recognises the vulnerability of young persons living away from home and how difficult it can be for them to make complaints, especially against adults caring for them. The atmosphere in the home is conducive to young persons expressing their concerns and staff are committed to solving problems as they arise. If the young person agrees, complaints can be made on their behalf, for instance, by their independent visitor, through an advocacy service, or through their family.

Bramhall Care Services has a full written complaints and representation procedure, which is shown and explained to every child on their admission; they are subsequently reminded of their right to complain. In most cases the concerns of the individual can be resolved informally, without invoking formal procedures.

Additionally, young people are actively encouraged to seek outside support through their families, referring social services department, Ofsted, Regulation 44 Visitor, advocates, or services such as 'Childhelp line' if they have concerns that they wish to discuss.

There are child friendly complaints forms. All staff will have training on how to deal with a complaint, and who to report the complaint to. Staff will be aware of the role of Ofsted and the Regulation 44 visitor.

Bramhall Care Services

There will be procedures in place for addressing complaints made about the Manager. A log will be kept of all complaints made and will be available for inspection by Ofsted, the Regulation 44 Visitor, and the children's social workers. The Manager will review all complaints and record outcomes. The child's voice is always included.

A young person can also make a complaint or raise any concerns to their Social Worker or advocate, or their independent reviewing officer should they wish to do so.

The young people will have access to the house phone / home mobile and their own mobile phone (If appropriate) and can make a call in private at any time of the day. It is hoped that the young person would be able to make their complaint to their key worker or the registered manager who visits the house daily. Young people will be encouraged to review their position with staff and identify issues before they reach a stage where they need to complain.

Complaints or compliments should be sent to:

Registered manager: xxxxxxxxxxxx

Address: 173 Wood Steet. Middleton. M24 4FJ

Telephone: xxxxxxxxxxxxxxxx **E-mail:** support@bramhallcareservices.co.uk

Below is an easy read complaint form and this should be shared by anyone reviewing this Statement of Purpose on behalf of a Young Person who requires such a format.



Complaints form

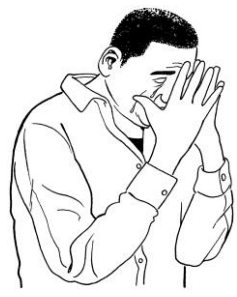
I want to speak out!

Something made me feel

Bramhall Care Services

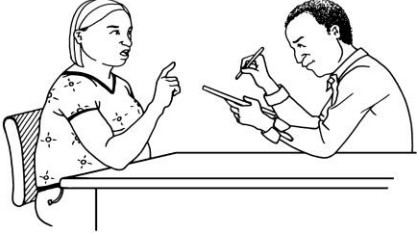
			
upset ☐	sad ☐	angry ☐	anything else ☐

This happened at			
			
Home ☐	Day centre ☐	Work ☐	Somewhere else ☐

I was:			
			

Bramhall Care Services

Hit 	Shouted at 	Had no choice 	something else 
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	Please write or draw what happened if you want to. You can ask someone to help you write what happened
	

	My Name is
	Date

Bramhall Care Services