

SOARING HEIGHTS CARE



STATEMENT OF PURPOSE JANUARY 2025

SUPPORTED ACCOMMODATION

CONTENTS

Part 1: PURPOSE & OBJECTIVES OF OUR HOME'S:

- 1.1 (Soaring Heights Care) Introduction
- 1.2 (Soaring Heights Care) Aims and Objectives of Our Home's
- 1.3 Category of Accommodation
- 1.4 Young People's Rights

Part 2: ORGANISATION AND STAFFING:

- 2.1 (Soaring Heights Care) Job Roles within Our Home's
- 2.2 Organisational Structure
- 2.3 The Registered Provider
- 2.4 Staff Members – Qualifications & Experience
- 2.5 Supervision, Training & Development

Part 3: PHYSICAL ENVIRONMENT OF OUR HOME'S:

- 3.1 About our accommodation
- 3.2 Fire Precautions & Emergency Procedures
- 3.3 Security Measures and CCTV usage

Part 4: FACILITIES & SERVICES PROVIDED BY OUR HOME'S:

4.1 Health

4.2 Social and Recreational activities

4.3 Education

Part 5: MANAGEMENT OF YOUNG PERSON & WELFARE

5.1 Admission to Home

5.2 Protection of the Young person

5.3 Behaviour Management

5.4 Partnership with Parents/Carers

5.5 Review of Placement Plans

5.6 Equal Opportunities

Part 6: CONTINUOUS QUALITY IMPROVEMENT:

6.1 Service User Feedback – Consultation with Children

6.2 Staff Feedback

6.3 Complaints, Concerns, Comments & Compliments

Part 7: COVID-19: 7.1 Control Measures

7.1 Control Measures

Part 1: PURPOSE & OBJECTIVES OF OUR HOME'S:

1.1 Introduction

The Statement of Purpose is written to describe the support we provide, and how we intend to deliver this to the young people accommodated in our service. Providing a general overview of the facilities, services and practices adopted to implement the efficient and effective delivery to meet our stated purpose. Our Statement of Purpose is focused around the needs of our prospective young people and how we facilitate our services to meet their needs.

The Statement of Purpose should be read and applied in conjunction with our wider policies, procedures, practices and protocols. It will be reviewed annually to ensure it continues to reflect the best practice in supported accommodation for young people. Soaring Heights Care will ensure that where any changes are made in this statement our young people are provided with an explanation on why and how this will have a positive impact on the support we provide.

Soaring Heights Care are committed to the key principles of supported accommodation that;

“Supported accommodation should offer stability and consistency, enable continuous access to local services including education and healthcare, and should facilitate the development of strong relationships within the local community.”

(Guide to the supported accommodation regulations including quality standards, March 2023)

1.2 AIMS & OBJECTIVES OF SOARING HEIGHTS CARE SUPPORTED ACCOMMODATION (MISSION STATEMENT)

Our values and ethos reflect how we provide tailored support to each young person who resides in our provision. The premise of support provided is underpinned by delivering measurable results, to do so we work collaboratively with key and fundamental stakeholders such as Social Care, health services,

education and employment services to maintain and sustain quality standards in accordance with Governmental regulations and safeguarding. Throughout our aims and objectives, at Soaring Heights Care have taken into consideration statutory guidelines provided by the Guide to the Supported Accommodation Regulations including Quality Standards (Department for Education, March 2023)

Our ethos is to increase each young person's potential for growth and development towards future independence. At the heart of our commitment lies the profound belief that every individual has the capacity for positive transformation, regardless of their past challenges or circumstances. Governmental regulations serve as our compass, guiding us towards creating an environment where young people can not only thrive but also discover their own strengths and aspirations.

We recognise that the journey towards independence is unique for each individual we support. Our approach is not simply to comply with Governmental regulations but to embrace them as a means to tailor our services to meet the specific needs of those in our care. Through personalised care plans, educational opportunities,

skill-building programs, alongside a supportive staff group and community, we strive to nurture the potential within each young person, empowering them to build a brighter future.

By diligently adhering to Governmental regulations, we ensure that our supported accommodation remains a safe, secure, and nurturing space where young people can flourish. It is our privilege to be a part of their journey, and we are steadfast in our dedication to helping them realise their dreams and aspirations as they move towards greater independence and self-sufficiency.

Our unique support plans are tailored to meet each individual's identified needs. Leaving full time residential care at 16 or 17 our clients are still vulnerable and our service allows them to make the next step in their progression while allowing local authorities the opportunity to reduce the amount of young people they have placed in residential children's homes. With our trained and qualified staff we endeavour to provide a high standard of support 24/7 and to equip our residents with the relevant tools to succeed in life. We believe that by working in partnership with the young people, parents, social workers and everyone involved in their

care; we can achieve positive outcomes and assist them to achieve their goals.

Our core aims at our supported accommodation provision are deeply rooted in our commitment to providing a nurturing and empowering environment for young people whilst transitioning from care. To ensure that our service not only meets but exceeds Ofsted standards, we uphold the following principles:

Individualised support plans: Our foremost priority is to develop unique support plans for each young person. These plans are meticulously tailored to address their specific needs, aspirations, and challenges. We understand that every young person has a distinct journey, and our approach reflects this by offering personalised support and guidance.

Transitional Support: Recognising that young people leaving care at 18+ remain vulnerable, we aim to bridge the gap and facilitate their progression towards greater independence. By doing so, we also contribute to local authorities' efforts to reduce the reliance on, promoting a more sustainable and community-based approach to care.

High Standards: Our dedicated team of trained and qualified staff is committed to maintaining a consistently high standard of support 24/7. We understand the responsibility entrusted to us and take it seriously. Our aim is not just to provide a safe place to reside but to actively equip our residents with the essential skills and knowledge required to succeed in all aspects of life.

Collaborative Partnerships: We firmly believe that achieving positive outcomes for young people is a collective effort. We actively engage in partnerships with the young people themselves, their parents or guardians, social workers, and all of the stakeholders involved in their care. By fostering open communication and collaboration, we create a support network that strengthens the foundation for success.

In summary, our core aims revolve around the individualised, transitional, high-quality care we provide, always in close collaboration with all parties involved. We are committed to going above and beyond the minimum requirements to ensure that our service not only meets Governmental regulations but truly stands out as a beacon of excellence in supporting the development and independence of young people in our care.

Function

Our approach is based upon the recognition that young people require safety, space, clear boundaries, opportunities for growth, time to reflect and to be encouraged and supported to be involved in the decision making process that affects their lives. We know and acknowledge that young people also need opportunities to develop and experience positive relationships with adults. This requires the support and guidance of positive role models, as well as a structured environment and the opportunity for new experiences

- To ensure young people, parents and families (where appropriate) and workers from the multidisciplinary team are consulted and involved in target setting, planning and reviews.
- To support young people in learning the independent living skills required for adulthood thus enhancing their future quality of life.
- To monitor, track and record each individual's progress towards independent living skills;

- To embed personal, social, health, education and employment and citizenship through the implementation of the homes physical exercise and healthy eating strategies.
- To effectively meet the physical, spiritual and emotional needs of the young people in the home;
- To ensure young people understand their rights and how to make complaints;
- To encourage and support young people to participate and engage within their individual support plan and the home programmes.
- To support young people in developing the skills to be able to manage their own behaviours and anxieties through a positive and effective behavioural support plan.
- To ensure the services policies and procedures are accessible to all young people, parents, families and employees, other professionals and agencies.
- To ensure policies, procedures and protocols are in place to underpin the health and wellbeing of the young people and employees.
- To ensure all staff recruitment is undertaken in line with the Safer Recruitment Guidance of the London Safeguarding Children Board PA2 Safe Recruitment and Selection, and the Management of Adults who work with

Children and The Supported accommodation Regulations 2023 Part 4 Regulations 17

- To provide training and development opportunities for all staff to strengthen and develop skills and knowledge to support the individual needs of the young people

CATEGORY OF SUPPORTED ACCOMMODATION

Category of supported accommodation we offer

Soaring Heights Care is a supported accommodation service for 16 - 18. We are committed to providing support to those most vulnerable young people who are subject to support plans and have a corporate parent. The category of accommodation as outlined in The Supported Accommodation (England) Regulations 2023 is;

(Category 2) supported accommodation in a shared or group living situation in premises used to accommodate only looked after children(6) or care leavers (7); (Regulation 2(1), para (b))

(Guide to the supported accommodation regulations including quality standards, March 2023)

Our service provisions

Sustaining placements and minimising their breakdown reduces the risk of upheaval and unsettlement. Our services and provisions are designed to encourage and enable all young people that are placed with Soaring Heights Care.

We have a duty of care for each and every young person we accommodate and are accountable and responsible for their welfare and safety. Enabling each young person to feel safe, respected, heard and comfortable in an environment that meets their needs and encourages independent living and personal development as a priority. We believe that during their transition to adulthood, young people are entitled to exceptional levels of support, guidance, promotion of health, life skills and primarily protection from harm. Soaring Heights Care dedicates a positive drive to ensuring statutory guidance such as 'Working Together to Safeguard Children' (2018) is adhered to and evidenced within our practices, policies, procedures,

service design implementation, delivery and stringent reporting processes.

Our service provisions include

- Dedicated Key Workers and Key working sessions
- Education & training support
- Health & Wellbeing support
- Recreational activities
- Behavioural management
- Preparation for independent living and life skills
- 24/7 support
- House meetings
- Life skills training

Our support plans are centred around our initial referral information and created based on the young person's pathway plan and kept under constant review to ensure safeguarding and all needs are met. It is essential to note that safeguarding of young people in our care is not confined to the internal accommodation solely. The requirement to keep young people safe in the external locality is also essential to their safety, knowledge and

ability to access provisions and facilities when required, safely and without risk of harm. Each young person will be inducted into the home, this will include informing them of their support arrangements and entitlements as a Looked After Child (LAC) under the children Act 1989 and the Care Standard Act 2000. All young people will have weekly key work sessions and house meetings that will inform them of their entitlements and programme of support that will be in place during their time in the home. Young people will be continually encouraged to seek clarity into any aspects of their support plan that may be unclear to them.

Perpetrating, safeguarding is paramount to this assessment to minimise risk and harm and receive best outcomes for those young people that need it the most. The young person is always at the centre of this assessment and remains the priority as looked after children and care leavers are regarded as the most vulnerable young people. Our service provisions and staff training are shaped to develop with changing needs and regulation to offer the best support. Our Child Protection policies are accessible to anyone involved in supporting or protecting young people staying with us.

Furthermore, as part of the Induction process, all staff will undergo training in safeguarding. In addition, we will:

- Identify the needs of the looked after child/care leavers and assess whether our provisions are suitable
- Ensure our supported accommodation provisions are compliant with regulations and not isolate needs of young people to certify their needs are met
- Governance in all we do
- Diligence in the way we work
- To align with our statement of purpose
- To comply with the regulations including the Quality Standards as per section 23(1) of the 2000 Act)

These key principles work in line with DfE Guide to the Supported Accommodation Regulations including Quality Standards March 2023: Soaring Heights Care are committed to The Regulations to the four Quality Standards to meet the delivery of our supported accommodation:

- **The leadership and management standard**
- **The protection standard**
- **The accommodation standard**

- **The support standard**

We are obligated to provide a high standard of practice to ensure the needs and core themes are achieved across the four standards, to proficiently include *‘the views, wishes and feelings of young people; working together; and building strong and meaningful relationships’*

1.4 YOUNG PERSONS RIGHTS AND VIEWS

Rights and views

Young people's rights and views are at the heart of our support. On arrival to our supported accommodation each young person will be provided with a Young Person's Guide translated where appropriate. Soaring Heights Care is committed to ensuring that the young people in our care are actively supported to understand and exercise their rights, under the UN Convention on the Rights of the Child Article 12; states '*every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously.*' Informing them of the support and accommodation Soaring Heights Care provides, information on access to independent advocacy and their entitlements, how to make a complaint or representation relating to the support and accommodation we provide and how such matters will be managed and dealt with. In addition to accessible services and facilities available to those with cultural differences and disabilities.

Soaring Heights Care values of the views of every child placed with us, research and our experience in supported accommodation have evidenced that the following are important factors for young people;

- Encouraged and empowered to become independent
- The ability to learn new skills
- To feel safe and secure where they live and in the community
- The support received is supportive and informed
- To be respected and contribute to the support received
- To feel positive about my future
- To be advocated for to achieve support that meets individual needs
- Accommodation is safe, comfortable and maintained

Historical records and progress of the young people during their time in Soaring Heights Care will be stored in a confidential and secure way compatible with the Supported Accommodation Regulations 2023 reg 24. Soaring Heights Care encourages young people to

access the information on their files with support from their keyworker.

Cultural diversity and inclusion

Soaring Heights Care is conscious of the need to provide specific support to those with different cultural and spiritual backgrounds. To ensure that we provide the best possible care, we strive to create a welcoming environment that celebrates the diversity of our residents. We achieve this by offering cultural activities and themed meal nights that align with their cultural and religious preferences. Our dedicated staff is committed to exploring all possible avenues to meet and enhance their needs, as we understand the importance of maintaining a positive identity through a sense of cultural and familial roots.

A variety of festivals are celebrated within the home including Easter, St George's Day, St Patrick's Day, EID, Bonfire night, Christmas and New Year, other festivals are celebrated depending on the cultural, religious and ethnic mix of the young people in the home. Young people will be aware of other festivals through school/college. Soaring Heights Care promotes and encourages the young people in the home to celebrate the festivals of different cultures.

We employ staff that are representative of the community that the young people live in reflecting race and gender. Staff will receive training to enable them to effectively identify, challenge and follow through on all forms of discrimination as it occurs. Regular supervision will support staff in this area, as well as monitor how support and understanding is provided to the young people or those experiencing any form of discrimination. A staff member will also be the home's Diversity Champion.

Anti-discriminatory practice and Equal Opportunities

We are committed to promoting anti-discriminatory practice and the equality of opportunity to all the young people and staff in the home. Within our day-to-day service delivery, we ensure that every individual is treated fairly, with respect in a manner that will not and does not discriminate against them. Delivering a service that creates a homely environment in which each individual young person's needs are met they are supported to reach their full potential building on their strengths regardless of their race, culture, religion, gender, colour, nationality, sexual orientation or identity, disability, age, ability and linguistic background or political opinion.

The principle of non-discrimination and equality of opportunity applies to all visitors, including family, friend's other professionals and maintenance workers to the home. The home promotes diversity at all levels reflecting this not only in the anti-oppressive materials used with the young people but also the different forms of communication throughout the home, including;

posters, information boards, display and leaflets. In addition to this, the resources used to develop work with the young people are chosen for the suitability and anti-oppressive nature.

Part 2: ORGANISATION & STAFFING:

2.1 JOB ROLES WITHIN THE HOME:

- o The Staff Complement within our Home's is structured into the following Job Roles:

Job Position	Number of Staff	
	Full time Full-time	Part-time

Registered Service Manager	1	0
Business Manager	1	0
Deputy Manager	2	0
Support Worker	12	0

Each Job Role is supported by 4 key documents:

- Employee Specification - summarising the personal qualities, professional qualifications and appropriate work experience required from a Job Applicant.

- Job Description - summarising the tasks and duties associated with the Job Position, and associated reporting relationships.
- Training Plan - summarising the fundamental training that the job holder is required to undergo to satisfactorily carry out the duties listed in the Job Description.
- Training Courses, reference, see section 2.5 of this Statement of Purpose

2.2 ORGANISATIONAL STRUCTURE (ORGANISATION CHART):

Director Creanna Dodson

Registered Service Manager Benjame Lewis	Nominated Individual Creanna Dodson	Deputy Managers Bron Du Preez Idris Bello
Support Workers	Business Manager Jackie Salmon	

2.3 THE REGISTERED PROVIDER:

The Registered Provider is:

- Name: Soaring Heights Care
Address: Mashiters Walk
Romford
RM1 4BX

2.4 STAFF MEMBERS - QUALIFICATIONS & EXPERIENCE:

- Reference the Job Positions identified in section 2.1 of this Statement of Purpose the table below provides a list of the qualifications required/preferred for the staff members based on their job role:

STAFF MEMBERS

Job Position	Qualifications Required:	Qualifications Preferred:
Registered Service Manager	Level 3 Diploma for Residential Childcare or an equivalent	Completed
Deputy Manager	Level 3/4 Diploma in Leadership and Management for Residential Care or an equivalent qualification.	Enrolled in Sept 24
Support Worker	Level 3 Diploma for Residential Childcare or an	Desirable when recruited, if not candidate needs to be enrolled

	equivalent qualification.	on, once employment commences
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Although our staff are lone working, Senior Management are always available to give advice and support over the telephone initially but will come to the house if the issue needs Senior Management on site.

2.5 SUPERVISION, TRAINING & DEVELOPMENT:

- The management of our Home's is committed to an on-going programme of staff training and development through the following systems:
- There will be a formal programme of staff supervision which forms the basis of the Staff Performance Appraisal process.
- Supervision of Registered Manager and Business Manager undertaken by Creanna Dodson, Nominated Individual.
- Supervision of Deputy Managers and support workers undertaken by Benjame Lewis, Registered Service Manager.
- Staff Training Programmes are classified into 3 categories:
 - Induction Training - for ALL staff members, in accordance with Regulatory requirements as relevant.
 - Job-specific Training - particular training needed for each Job Role, and which may include specialist elements such as C.O.S.H.H. Awareness, Medication, as appropriate.
 - Refresher Training - for ALL staff members.

- The system is structured so that there is a documented Training Plan for each Job Role identified on Soaring Heights Care's Organisation Chart.
- The Training Plan will be specific to the requirements of the Job Role and is geared to ensuring that the job holder can satisfactorily carry out the duties listed in the appropriate Job Description. Each Training Plan is designed to focus on two key elements of job training as follows:
 - A list of the training elements required, as individual Training Modules (e.g., a training course on Safeguarding, or Health & Safety).
 - A list of the Policies that are directly applicable to the Job Position. Provision is made on the Training Plan to list out the relevant Policies and for the job holder to indicate that the documents have been read and understood.
 - Upon recruitment the new employee will receive a copy of the appropriate Job Description and a copy of the associated Training Plan which identifies overall training requirements. The job holder, together with his/her appropriate Supervisor will then complete the Training Plans with details of any

relevant training that the employee has received in previous employment. The remaining unfilled elements represent the Training Modules which must be completed in order for the individual to develop a personal Training Plan.

- o Training Plans are structured so that they will also act as a combined Training Record for the employee, since provision is made on the Forms to record details of training. Each time training is given details will be entered and the employee will sign and the Supervisor countersign in the spaces provided.
- o Thereafter, individual Refresher Training is given according to need:
 - Where Performance Appraisal has indicated the need
 - In the light of new legislation, regulations, standards or marketing initiatives.
- Each employee will have their own training records and the responsibility for maintaining these is that of the employee's immediate supervisor.

Part 3: About our accommodation

Our principal office is located at:

- Mashiters Walk, Romford, Essex

Our purpose as a supported accommodation provider is to necessitate the provision of a safe, secure and stable living environment that allows young people to thrive. The consistency of our supported accommodation provisions are of paramount importance to enable the delivery of excellent support, safeguarding, healthy lives and independence for all young people we accommodate.

Soaring Heights Care has the following accommodations that complies with The Quality Standards regulation 6 'The accommodation standard'. All premises are fully insured for providing supported accommodation provisions and are solely for supported accommodation use by care leavers 16- 18. The homes are of a mixed gender for a maximum of 5 young people with the exception of Tallis Court and Main Road which are just for 2 young people.

Mashiters Walk – 5 bedrooms
Dunmow Close – 5 bedrooms
Tallis Court – 2 bedroom flat
Main Road – 2 bedroom flat

Each accommodation in addition to the mentioned bedrooms comprises of; a staff office on the ground floor, full size kitchen/diner for food preparation and living room for relaxation, socialisation and positive interactions in a communal space.. All three properties have a shared bathroom.

We pride ourselves on our accommodations having the presence and feel of a family home and design all our premises to be inviting, warm, comfortable, well maintained and safe in a nurturing environment. The accommodations are fully furnished, with each room having a single bed, desk, wardrobe and chest of drawers. We are stringent in ensuring that each room is equipped with the facilities for each young person to make their private space their own and have the sufficient furnishing to feel comfortable.

Our young people are encouraged to speak to staff about their specific needs in their own room and are encouraged to personalise their space, of which we will accommodate. As long as the requests are reasonable and do not pose a health at safety risk to them or others, adaptations will be made to meet the needs of individuals. Each room will be furnished with a bed, desk, chest of drawers, wardrobe and bedside table and lamp. A key will be provided to each young person which they will sign for.

Each young person will be provided with a written agreement, outlining their rights, how to raise concerns about our accommodation(s) and Soaring Heights Care's terms and conditions as a supported accommodation provider.

Amenities:

- Gas central heating with a digital climate control system
 - Hot and cold water

3.2 FIRE PRECAUTIONS & EMERGENCY PROCEDURES:

- The Home has established documented procedures to comprehensively address Health & Safety issues. The following Policies/Procedures refer, and may be consulted in the Home's Policy Manual
 - Policy in relation to - Fire Prevention Measures
 - Policy in relation to - Fire Drills & Handling an Outbreak of Fire
 - Policy in relation to - Handling a Failure in the Electrical Power Supply
 - Policy in relation to - General Policy on Security Measures at the Home
 - Policy in relation to - Managing an Outbreak of Infection within the Home
 - Policy in relation to - Handling Medicine Hazard Warnings
 - Policy in relation to - Evacuation of the Home

Fire safety is a priority to ensure all Soaring Heights Care premises meet all Fire Safety legal regulations. Each young person is given a full induction in fire safety and advised of weekly drills. All accommodations are equipped with fire and smoke alarms. There is a smoke detector in each bedroom and in the communal areas. The annual fire risk assessment is used to identify and reduce key risks. Staff carry out monthly Fire drills which are recorded in the fire log book, which is made available for inspection. Weekly fire drill tests are also carried out.

All Staff, young people and visitors are shown the fire procedures and emergency exits and evacuation in the event of a fire breaking.

All Soaring Heights Care staff receive training in health and safety as a part of their staff induction. Staff carry out daily health and safety checks of the home, as well as, regular risk assessment inspections of the home to ensure that all health and safety matters are addressed. Detailed guidance on health and safety including policy and guidance is available in the home.

3.3 SECURITY MEASURES AND CCTV USAGE:

CCTV / surveillance monitoring is fitted in all our premises internally and externally, cameras with recording facilities are placed at entrances and exits and only in communal areas. There are no cameras in 'safe places' i.e. bathrooms, WCs or in young people's bedrooms. Our CCTV policy is available on request and both the accommodating authority (with consent) and young people are advised in advance of its presence. Young people are also advised that the purpose of surveillance monitoring is for safeguarding, welfare and security. Each young person will receive a young person guide which outlines the presence and functions of CCTV, in addition to be discussed at their induction meeting.

Soaring Heights Care ensures that we explain that surveillance is no more intrusive than necessary and that personal privacy is regarded highly.

Part 4: FACILITIES & SERVICES PROVIDED BY THE HOME:

4.1 SERVICE VALUES:

- Soaring Heights Care offers comprehensive facilities and a service of support geared to promoting each Young Person's comfort, safety and well-being. Our services are intended to achieve the following objectives:
 - Treating everybody that uses or comes into contact with our service as equally important individuals. This will relate to Young Person's, family members, staff and visitors to the our Home's.
 - Ensuring that our staff has the appropriate skills to deliver the best care and offer a shared commitment to excellence.
 - Ensuring that the services provided adequately complement those provided by other organisations for the overall benefit of the Young People.

- o Customising our services to meet the individual needs of the Young People within support service provisions.
- o Establishing support teams in which all concerned works for the benefit of the Young People, ensuring continuing quality monitoring at all levels.
- o Encouraging Young People and to comment on the services provided and to make suggestions for improvements.
- o Listening and responding to Young Person's wishes.
- o Maximising the resources available to Young People within the community, for mental, emotional, spiritual, and physical growth.

4.1 HEALTH

Good health is a priority for all the young people living in our service. To this end, our staff team will do everything to make sure that the young people are healthy and safe. Staff understand their responsibility to promote the health and welfare of all young people accommodated in the home. We recognise that there will be a variety of health issues amongst the young people and that these may impact in a negative way on different young people's behaviour at times. All young people's health will be regularly monitored, tracked and reviewed.

Medical information will be gathered at the referral stage and during the Placement Planning meeting, from the young person, parent/carers and social worker/PA and other key individuals. This will include dietary requirements, food allergies, food likes and dislikes, favourite meals, any health issues, any current medication, if the young person smokes, what makes the young person feel sad, worried or how they want to be supported by staff when upset etc.

The young people, their families and the professional team around the young person, are key in the discussions and setting of targets to develop daily health care support for each young person.

All relevant health information will be recorded in the Health section of the Support Plan this will include for example; psychological/emotional health, physical health and fitness as well as diet and nutritional needs. This ensures the consistency and continuity of the young person's health care and wellbeing. Once in the placement all young people will have a new patient medical check in line with registration as a new patient with the local GP surgery, if not already registered with a local doctor or not an emergency placement.

Soaring Heights Care does not administer medication but offer support with the process if required by the young person. Medication and other treatments are not given without the consent of the young person, and those who have the parental responsibility. When a young person refuses to take prescribed medication, staff will discuss and encourage the young person to take the medication as well as discuss the implications for not taking the medication. Where the young person

continues to refuse, staff will contact the GP or medical consultant and follow the directions given.

All staff receive medication, First Aid and infection control awareness training.

One of Soaring Heights Care ethos is to encourage the young people to have a healthy relationship with food. To this end staff will actively promote and support the young people to eat and have a healthy diet. As well as meeting their specific dietary and cultural requirements. This will include; supporting them with weekly food shopping, developing cooking skills, menu planning, budgeting, enhancing their knowledge regarding diet & nutrition and preparing well-balanced nutritional meals. Young people are encouraged to view meal times as an important aspect of their daily routine

The health programme will focus on several topics for example personal hygiene, sexual health, relationships, drugs and alcohol abuse, smoking and exercise etc. This will take place on different platforms such as keywork sessions, house meetings, advice and information leaflets covering these topics will be on display in the home, leaflets will also be made available in the young people's welcome packs.

External professionals will also be invited into the home to deliver sessions on various health topics to the young people. Staff receive training on various health issues as required to meet the needs of the young people accommodated at Soaring Heights Care.

The home has a no smoking, no alcohol and no use of substances policy. Staff actively discourage young people from smoking and support those who want to stop to access the support from the local resources. Staff are not allowed to smoke in front of young people at any time, or to provide any assistance for young people to smoke.

- Each young person will be registered with the local GP, dentist and optician;
- Young people will be supported to attend all statutory health assessments and other health appointments;
- Where young people are self-medicating, this will be recorded on file;
- Young people are encouraged to have a bedtime routine to promote them having more relaxed sleep;

- Young people are encouraged to participate in regular physical exercise, to support healthy living;
- All staff will receive training in the safe handling and administering of medication and infection control awareness to support young person on how to handle their medication;
- All young people will be encouraged to maintain 5 a day fruit and vegetables healthy eating –this will be supported through different cooking activities, menu planning etc;
- The home will work closely with the LAC nurse, CAMHS and any other medical professionals to support the young person to continue with a stated programme of medication for a pre-diagnosed or newly diagnosed condition as well as attend appointments.
- Young people are encouraged and supported to engage in local services to support them to take responsibility for their individual health and wellbeing.

4.2 SOCIAL & RECREATIONAL ACTIVITIES:

- Each Young Person is encouraged to participate in a full and active social life and there is a programmes of social activities for Young Person's who wish to take part. On induction (and Key work sessions) Young People will be given details of cultural, sporting and community facilities too.
- For those Young Person's who do not wish to participate in activities, there are TV, radio and video facilities available within the lounge area. Additionally, there are adequate supplies of books and current newspapers and journals that can be made readily available.

4.3 EDUCATION:

Soaring Heights Care understands the levels of anxieties a young person looked after or care leaver may express in respect of attending or returning to education, particularly where there have been long periods of absence in engagement with education. We believe in the value of education and the empowering nature of learning for young people. Our ethos is that every young person has a right to access education whether that be in mainstream school, special education provision, one to one tutoring, or college the education should be of the highest quality and at a level appropriate to their individual ability and circumstances.

The young person's placing authority has a cooperate responsibility to ensure the young person receives appropriate education as well as promoting their educational achievement. And to this end they must ensure that all young people have a school place and Personal Education Plan (PEP) which sets out and

promotes the young person's record of educational achievements, needs and aspirations.

Soaring Heights Care will work with the placing authority at the Placement Planning stage or admission to secure an educational provision for the young person where one is not already in place. Where a young person has a Statement of Special Educational Needs the home will support the young person in line with their needs as stated working closely with the educational provision and any other identified sources of support.

If a young person is placed at Soaring Heights Care without a PEP and if it is the young person's first Looked After placement then the PEP must be written up within 10 days of the young person being placed, by the placing authority. If it is a subsequent placement then the young person should already have a PEP and the social worker should provide the registered manager with a copy.

Educational support for Young People with Special Educational Needs

- Soaring Heights Care is committed to ensuring that the special educational needs of a young person are met and to this end when considering a referral, we will assess if the home has the resources to meet the young person's special educational needs ensuring they can be effectively supported. We seek to ensure that a move to Soaring Heights Care will not adversely affect the young person's access to education. The assessment of their special needs should not be delayed, and Soaring Heights Care staff will be robust in supporting and advocating for the identified resources to be put in place.

Education is not merely a formal classroom experience but a continuous process on all levels for all young people. Soaring Heights Care staff will seize the opportunities during the day-to-day interactions with the young people to harness the opportunity for education/learning. We believe that to maximise

educational opportunities it is essential that teaching and the home staff team work cooperatively.

Soaring Heights Care will:

- Work closely with the young person's social worker to identify a school/college place introducing the home to the head of year, form tutor;
- Phone the school/college each day to ensure the young person has arrived when travelling alone to school/college;
- Attend parent's meetings and act on any identified actions for carers;
- Attend all educational meetings;
- Make direct contact with the school/college in relation to any concerns raised by the young person;
- Contact/respond to the school/college directly in relation to any issues relating to behaviour;
- Soaring Heights Care will work closely with the Virtual School Teacher;
- Escort and pick up young people from school/college where this is required;

- Support the young person to contribute to their EHC/PEP and attend the meeting;
- Staff will support the young person with homework as required, this will also include support with exam revision;

Soaring Heights Care also recognises that for some young people to return to education will be a gradual process and will support the young person based on their individual needs. The key worker will discuss with the young person their educational targets and these will be included in the Support Plan EET section, alongside those identified by professionals. The Support Plan will be updated monthly outlining the educational support etc required and how this will be delivered by the home staff as well as through partnership working with other agencies This may include for example:

- Escorting/picking up the young person to school/college if required;
- Staff supporting the young person with homework;
- Key worker maintaining regular contact with the form tutor/head of year/course tutor;
- Support the young person to acquire the required resources for the subjects they are studying;

- Young people will be encouraged to register at the local library, so they can access the resources;
- Staff following up any educational issues raised by the young person or the school/college.

Soaring Heights Care staff will work creatively in a manner to encourage young people to attend and engage in some form of EET activity. Rewards will be presented for the EET achievements made by the young people. The achievements will not be focused merely on academic achievements but will include for example regular school/college attendance, completing homework, behaviour within school/college and areas the young people want to include. The young people will be actively involved in identifying the possible rewards for their achievements.

Achievements/targets met in EET will be recorded on a weekly & monthly chart. Soaring Heights Care has learning resources and equipment available to support the young people's education, this includes for example computers with internet facilities, books, magazines, games. The staff team are committed to encouraging and supporting young people with their studies and to complete homework in a conducive and appropriate

environment. Young people have a desk and chair in their rooms, so they can do their homework in privacy.

A staff member will be the Education champion for the home, they will for example maintain accurate records of school/college attendance, keep abreast of changes in education, and up to date with educational activities in the local area, to encourage the participation of the young people.

Part 5: SUPPORT MANAGEMENT:

5.1 MANAGEMENT OF CHILD OR YOUNG PERSON'S CARE & WELFARE:

- There is a formal process for admitting a Young Person to Soaring Heights Care's Supported Accommodation.

This addresses the following stages:

- o Assessment of Needs of the Young Person to determine whether or not Soaring Heights Care can provide the individual's specific support needs, placement matching (Baseline Assessment of a Young Person's Needs).
- o The Young Person's, with parent/ carer/ advocate (as relevant) viewing the Home (where possible).
- o Explanation of Terms and Conditions of Residency.

- o Risk Assessment of the new Young Person's room, and its preparation in readiness for occupancy.
- o Admission of the Young Person to the prescribed Home, including the procedures to be followed for emergency admissions where relevant.
- o Handling of medication and any aids to daily living.
- o Assignment of a Keyworker to the Young Person,

5.2 PROTECTION & PROMOTION OF YOUNG PERSON:

- Soaring Heights Care aims to provide its Young People with a secure, relaxed, and homely environment in which their well-being and comfort is of prime importance.
- Support staff will strive to preserve and maintain the dignity, individuality and privacy of all Young People within a warm and caring atmosphere, and in so doing will be sensitive to any changing needs.
- The Registered Service Manager will ensure, that all staff involved in the support or protection of Young Person, will have access to Soaring Heights Care's (supported accommodation) child protection policies, initially through induction process and thereafter through on going training and supervision
- This will be achieved through the encouragement to attend activities designed to encourage mental

alertness, self-esteem, social interaction within the community.

- All Young People will be made aware of their entitlements throughout the duration of their placement in supported accommodation; this information will be provided via their initial induction and subsequent Key Work sessions(16-18 Bursary)
- There will also be arrangements in place to support the development of Young Person's independent living skills, in line with their identified individual needs, via their assessment and Placement Planning
- Soaring Heights Care has key measures and policies in place to protect Young Person's from these sources of harm:
 - o Physical abuse, including bullying - can include hitting, slapping, pushing, kicking;
 - o Institutional/Social - can include inappropriate restraint, misuse of medication;
 - o Sexual - can include rape, sexual assault, sexual acts to which the person has not consented or unwanted sexual advances;

- o Psychological/Emotional - can include humiliation, threats, harassment, coercion, blaming;
- o Sectarian - can include verbal abuse, inappropriate songs and banners etc;
- o Financial - can include theft, misuse of property, finances or benefits;
- o Neglect (other than self-neglect) - can include withholding necessities of life, care needs;
- o Discrimination - can include racism, sexism, slurs, discrimination based upon disabilities etc.

5.3 BEHAVIOUR MANAGEMENT:

- If a Young Person behaves in an inappropriate manner to the extent that disciplinary measures are warranted. These measures will be known as warning mechanisms.
- On induction to the home, all Young People will be given clear guidance on code and conduct within our homes, open discussion will be had with our Young People regards their emotions and feelings, also how we can use best practices to support their individual needs, strategies will be put in place.

5.4 PARTNERSHIP WITH PARENTS & CARERS:

- It is the policy at Soaring Heights Care to work in close co-ordination with each Young Person's parents/guardians/carers in an atmosphere of open dialogue and mutual collaboration with respect to a Young Person's needs, wants and values.

This will soundly contribute to the following key objectives:

- To ensure that the individual developmental and learning needs of the Young Person are met.
- To better understand, and to contribute positively to, the cultures and values of Young Person's family and community.

5.5 REVIEW OF PLACEMENT PLANS:

- Soaring Heights Care operates a policy for reviewing Placement Plans and Young Person's needs on a 6-monthly basis. This may be superseded in the event that sudden changes in a

Young Person's circumstances, or physical or mental well-being, requires a more urgent review, and the Home's policies provide for this.

- Support Plan/Pathway Plan are the responsibility of the Local Authority to undertake, Local authorities produce a Pathway Plan just before a Young Person turns 18 years old. These Support Plan/Pathway Plan They only update if there are any changes for the Young Person.

5.6 EQUAL OPPORTUNITIES

- Reference section 1.4 of this Statement of Purpose, Soaring Heights Care welcomes Young People irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, sexual gender or sexual orientation, and disabilities or impairments. The sole criterion for admission to Soaring Heights Care is the perceived ability of Soaring Heights Care to provide stability, and each Young Person is afforded equal opportunities.

- Our Charter of Rights can be found in our Young Persons Guide, this guide is issued to our Young People on admission.
- In the best interest and the promotion of diversity and inclusion, we support our Young People obtain optimum fulfilment within their own cultural background, Soaring Heights Care encompasses the social behaviour, institutions, and norms found in human societies, as well as the knowledge, beliefs, arts, laws, customs, capabilities, and habits of the individuals in these groups.
- Soaring Heights Care promotes language diversity and our Young People have the option of having literature communicated to them via an on line interpreter service, or converted in a specific language of their desire in paper form, we also attempt to closely match Key workers with Young People whom speak other languages.
- Soaring Heights Care's staff who work with LGBTQ+ Young People will be provided training to understand the challenges they might experience, knowing what action to take to support and help keep them safe. Soaring Heights Care's ethos is Young People have the right to be protected and kept safe from abuse and neglect.

- As an inclusive Supported Living provider we will also understand that proper use of gender identity terms, including pronouns, which are a crucial way to signal courtesy and acceptance.

Part 6: CONTINUOUS QUALITY IMPROVEMENT:

6.1 SERVICE USER FEEDBACK - CONSULTATION WITH YOUNG PEOPLE

- There is a formal process for seeking the views and opinions of Young People regarding their perceived quality of the support services provided by Soaring Heights Care
- This process focuses upon the use of Questionnaires which are given to our Service Users and/or their family members. Questionnaires are designed to seek opinions on the following aspects of Soaring Heights Care's Services:
 - o The Staff in the Home
 - o The Attentiveness of Staff
 - o Comfort, Cleanliness & Convenience

- o Our Encouragement of Young People Engaging in Activities
 - o Monitoring Young People's attendance to Further Learning
 - o The Young Person's Democratic Rights
 - o The Young Person's Privacy & Independence
 - o Health & Safety within the Home
- In addition to this, through the "open policy" arrangements that enables the Child or Young Person to make contact with family members and friends whenever he/she wishes, there is a separate procedure whereby the views of Young Persons' relatives and family members are invited. The use of a separate Questionnaire.
- The results of all Questionnaire surveys are reviewed on a formal basis with a view to Continuous Quality Improvement in the services offered by the Home. This will relate to section 6.3 of this Statement of Purpose.

6.2 STAFF FEEDBACK:

- As with Young People and family members/friends, there is a formal process in operation at Soaring Heights Care whereby the views and opinions of staff members are sought with respect to their perception of the quality-of-care services provided by the Soaring Heights Care.
- The results of all staff surveys are reviewed on a formal basis with a view to Continuous Quality Improvement in the services offered by Soaring Heights Care. This will relate to section 6.3 of this Statement of Purpose.

6.3 COMPLAINTS

Complaints

Young people are advised at their induction meeting and in the Young Person's guide on how to make a complaint about a staff member or another resident, they are advised to ask a member of staff on shift for a complaint form depending on the nature of the complaint this will be dealt with in the first instance by the staff member on duty in the informal stage completed the form will be given to the Registered Manager to review and escalate where required..

They are also able to contact the Designated Safeguarding Officer (DSO) directly of which the contact information is displayed on the notice board and in the Young Person's Guide. Where they may feel

uncomfortable following the procedure staff will advise that they are able to contact their Social Worker who will then make us aware of your complaint. Soaring Heights Cares complaints policy is available to you on request. The complaints policy is available to all young people, families and friends and external professionals who want to make complaints directly to the Registered Manager.

Complaints Procedure

Stage 1 Complaint Local Resolution - Registered Manager to be resolved within 14 days of receipt

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Stage 2 Formal Consideration - Nominated Individual to be resolved within 28 days of receipt

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Stage 3 Review Panel - Outcome 28 days from the request for stage 3 review

The following information is made available in the Young Person's Guide

How to contact the Office of the Children's Commissioner

The Children's Commissioner's office is committed to ensuring that all children are safeguarded effectively and protected from harm

<https://www.childrenscommissioner.gov.uk/about-us/contact/>

Help at Hand offers advice and representation for children in care, living away from home, working with social services and care leavers. If you need assistance from Help at Hand please visit <https://www.childrenscommissioner.gov.uk/help-at-hand/>

Email help.team@childrenscommissioner.gov.uk or freephone **0800 528 0731**

We also have a locked complaints, compliments and suggestions box in the foyer for any young person, staff member or visitors to leave messages..

Advocacy

The right to be heard and respected. Feedback, complaints, access to Social Worker, personal advisor and specialist services that support individual needs. The following advocacy service information is provided in the Young Person's Support Guide and discussed at

the induction meeting in addition to explaining the purpose of advocacy and their entitlement.

Coram Voice

<https://coramvoice.org.uk/get-help/alwaysheard/>

You can contact the helpline in a number of ways.

Freephone: **0808 800 5792**

This number is free to phone and does not show up on telephone bills and conversations are not recorded

WhatsApp: **+44 (0)7758 670369**

NYAS - National Youth Advocacy Service

<https://www.nyas.net/get-support/support-for-young-people/helpline/> - Access to an online chat facility.

Contact the friendly team of freephone helpline advisors who will listen to your concerns, discuss your situation and provide you with the help and support.

Free phone: **0808 808 1001**

Opening hours are Monday to Friday, from 9am to 8pm. Calls are free from landlines and mobiles in the UK. Don't worry if you don't have credit on your mobile phone - you can still call for free.

Email: help@nyas.net

Soaring Heights Care's Statement of Purpose Review

As a Support Accommodation provider, The Registered Person will keep the Statement of Purpose under regular review to ensure it remains Child and Young Person focused and will indicate how the service provides individualised support that meets the Quality Standards and improves outcomes for the Young People we accommodate. Our reviews will take into consideration any feedback and complaints by Young People in the service so that any changes made have a positive impact on those affected by the change. Young People will be informed of, and given an explanation of any changes to the statement.

Soaring Heights Care understands that the information set out in the Statement of Purpose is an essential part of the process of agreement, this is between The Registered Person and accommodating authority in ensuring that a placement with the provider is the right one for the Young Person, and that the service will be effective in responding to and meeting their needs. Soaring Heights Care will not admit a Young Person to our settings if their needs are such that they can not be met within our Statement of Purpose.