

Sal's Care And Support Limited



Statement of Purpose

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Introduction

Sal's care and support Ltd, was initially developed in 2024, this statement of purpose has been written by Matthew Colclough and Rebbecca Hamilton.

We set up Sal's care and support Ltd as we wanted to be able to deliver high quality and meaningful support to Service User's in a holistic and nurturing manner, enabling individuals to live as independently as possible with tailor made wrap around support packages. This statement of purpose contains all the information that may be needed by all interested parties when considering Sal's care and support, a possible placement.

Sal's care and support Ltd consists of an 8 bedded supported accommodation home, for young people 18+, placements are risk assessed before they are agreed, in order for all the young people to have a positive experience within placement and feel safe and secure.

This statement of purpose is reviewed yearly and is based on, the principles of good practice outlined in the National Minimum Standards for children and young people, and the National Minimum Standards 2000 for adults underpin all our work on the project and have been incorporated into this statement.

Building Foundations Together

Purpose

1. To offer medium and long-term placements to young people and provide a needs-led service.

1.1 To gather assessment information from the service user, placing authority and/or other interested parties prior to your admission to Sal's care and support.

1.2 To work closely with the service user, families (where appropriate) and other significant people to ascertain information about their needs, wishes and aspirations.

2. To ensure that all Service users are individually assessed, planned, monitored and reviewed and that this is based upon partnership between Sal's care and support Ltd and the service user, their family (where appropriate), the placing authority and other interested parties.

2.1 All Service users will have a written placement plan that clearly defines achievable objectives and that the plan is effectively communicated to all the staff.

2.2 Service users are placed by a local authority and ensuring that the authority exercises its responsibility in convening statutory visits and reviews at the appropriate times.

2.3 To hold compulsory in-house progress reviews of the placement plan in line with Sal's care and support monthly review system; to examine how their needs are being met and ensure that appropriate resources are in place to help the service user when dealing with these.

2.4 To appoint a member of staff as a Key Worker who will ensure that the requirements of the placement plan are implemented in the day-to-day support. The Key Worker will also provide individual support and guidance and encourage the service user to be fully involved in the planning and review process.

3. To provide stability in a sensitive and structured environment where the service user feels valued and are able to gain control of their life.

3.1 Recognise and express positive regard to each service user as a unique and valued individual regardless of past difficulties.

3.2 Recognise, acknowledge and promote positive behaviour and address negative behaviour in a way that offers unconditional positive regard.

3.3 Discuss and agree program management, regulations and boundaries of acceptable behaviour with the service user and the group as a whole.

3.4 Provide opportunities and support for the service user to recognise the consequences of negative and destructive behaviour and explore alternative, constructive and more beneficial strategies.

4. To ensure that everyone is protected from physical abuse, sexual abuse and neglect.

4.1 Sal's care and support Ltd believes that we should listen to everyone, so that a service user feels that they can have a voice and can be heard.

4.2 Staff members have access to copies of the local Safeguarding Procedures and Working Together to Safeguard Children (A guide to inter-agency working to safeguard and promote the welfare of children), No Secrets Act Department of Health guidance. All staff members are familiar with Sal's care and support Ltd policies and procedures. These are integrated with local procedures agreed by the Safeguarding policies for responding to allegations or suspicions of abuse, either by staff, by other residents in the accommodation or by any other person.

4.3 Designated staff members maintain links with other agencies concerned with protection and safeguarding of the clients.

5. To provide access to skilled, professional, specialist support when required.

- 5.1** There are monthly monitoring and review process in place that quickly identify issues requiring specialist support that may not be available from Sal's care and support in-house resources which would require additional from the local authority.
- 5.2** Sal's care and support Ltd are fully aware of any community resources available and the referral processes to access the groups etc.
- 5.3** Specify all specialist support required that has been identified either on referral or in a meeting, Placement plan and/ or pathway plan and to make sure that it is actioned within a specified time scale.
- 5.4** Where appropriate support is not available or is not provided record the reasons why and monitor it at each review.

6. To prepare a service user for rehabilitation, abstinence and independence and provide post placement support where appropriate.

- 6.1** To engage Service users in a program of education or work placement that is centred on a process of positive change and personal development.
- 6.2** To determine as early as possible where a service user is moving on to following their stay with Sal's care and support Ltd and support the process into independence.
- 6.3** To assist in the development of a comprehensive and achievable pathway plan, mapping out a clear route to independence.
- 6.4** To provide a homely environment where a service user is provided with the opportunities to engage in activities associated with everyday living and become skilled and knowledgeable in these areas.
- 6.5** To establish and maintain contact with local trades people, professionals and other skilled people. This will enable young people to become involved with 'hands on' activities, opportunities to gain new and exciting skills to build a foundation for independent living and employment.
- 6.6** To provide opportunities for young people and support them when trying new skills with shopping and meal planning. Whilst introducing a varied healthy diet on a budget, involving the planning, preparation and implementation of the menu. This will enable the service user to understand nutritional values, expenditure and choices of diet, as well as budgeting skills.
- 6.7** Identify any absent knowledge, skills and abilities required to function appropriately outside of Sal's care and support. Specify in the Placement plan the objectives and tasks required for the service user to gain the knowledge and skills needed.

6.8 To ensure that the service user gains the maximum life chances and benefits from educational opportunities.

6.9 Provide post placement support to all young people who have resided within one of Sal's care and support provisions, (where appropriate) this needs to be agreed with the placing authority or other interested parties.

7. Ensure that all staff members are appropriately skilled, trained and qualified and to promote the uptake of training at all levels.

7.1 Sal's care and support Ltd shares the belief that everyone receives a level of support that is consistent with a service users assessed and expressed needs; a need to work together with consistent use of placement and pathway plans.

7.2 Sal's care and support Ltd believes that everyone should have the opportunity to gain knowledge about their origins and roots and where appropriate maintain family contact.

7.3 Sal's care and support Ltd believes that all young people have a right to express their emotions in a safe and nurturing environment.

Core Values and Philosophy

All young people need help, guidance and support whilst they grow and develop into adults. Sal's care and support, believes that everyone has the right to a safe, secure environment with opportunities to explore themselves, their sexuality and the world around them, their abilities, and any areas for development, whilst reaching their full potential. We believe these are the essential building blocks for the foundation of progress and integration.

All young people are entitled to physical and emotional support of not only excellent quality but also meaningful. The staff at Sal's care and support Ltd ensures that warmth, stability, consistency, structure and boundaries are constant active feature of their work with the young people that they support.

Genuine, caring relationships based on awareness for the dignity of the individual, combined with mutual respect, form the basis of interaction between staff and young people, are enabling factors in control issues. Key Working sessions are integral to the work of the staff team.

Regular and frequent supervision of the staff team is conducted by the manager/ deputy manager, to ensure that issues relating to a service user's behaviour / needs are discussed, support and consistency is paramount when problem solving in line with their placement and pathway plan.

Sal's Care and Support, believes that by offering support and intervention within a nurturing and supportive environment, the service user's physical needs are being met, existing and potential anxieties can be addressed by our experienced staff team.

By offering a structured daily routine, with identified positive outcomes in the service user's placement/ pathway plan and the flexibility to access to other professionals, the service user will

have a greater chance to develop socially accepted skills and move forward with their personal development; to make a positive contribution to society, thus reducing the risk of engaging in antisocial or offending behaviour.

Sal's care and support Ltd offers a support network that is conducive to promoting self-motivation with positive change. Sal's care and support, aims to address individual's needs in a sensitive, structured and consistent way. We are able to work with young people on a one-to-one basis and also within a group setting, encouraging growth, responsibility and conformity in addition to empowering the service user to achieve a healthy lifestyle;

Staying safe whilst enjoying life.

Sal's care and support Ltd believe that young people have the right to be actively involved with the running of their accommodation, through regular meetings, involvement with the day-to-day functions, and having their views and opinions acknowledged and acted upon. We believe this promotes a sense of belonging and builds confidence and self-worth, whilst learning life skills needed to live independently.

- 1.** Everyone has the right to gain maximum life chance and the benefits from educational opportunities, health care and social care.
- 2.** The right to expect a quality of support that is rewarding and positive.
- 3.** The right to expect professional standards of conduct from trained and qualified staff.
- 4.** The right to expect a homely environment, a varied nutritional balanced diet and any special dietary needs met, and privacy.
- 5.** The right to expect protection from emotional, physical or sexual abuse and neglect.
- 6.** The right to expect respect as an individual and to be involved and informed of any decisions that affect their life.
- 7.** The right to expect freedom from all kinds of discrimination and harassment, support with cultural identity and freedom to practice their chosen religion.
- 8.** The right to expect support in achieving educational potential and achievable goals.
- 9.** The right to an identified member of staff as their Key Worker at the time of admission, to be able to access any member of staff at any reasonable time. Also, to have time with a named Key Worker to discuss placement/ pathway plans, and any other issues.

- 10.** We believe everyone has a right to expect help to maintain contact with their home community.
- 11.** The right to access a full range of healthcare services.
- 12.** The right to be happy and gain the best opportunities in life by developing a broad range of skills for adulthood. Supporting young people to move towards independent living (when appropriate) and to encourage them to gain the necessary life skills to achieve this.

Provisions

Sal's care and support Ltd has an 8 bedded provisions within the Glossop area. The provision is large group living home, the provisions consist of 24-hour staffing. Our service is designed to provide a safe, structured and empowering environment where individuals can develop the confidence and skills needed for greater independence.

Our modern facility features 8 fully furnished en-suite bedrooms, offering privacy and comfort within a supportive community setting.

Residents also have access to a wide range of high quality amenities including a welcoming cafeteria, a fully equipped gym, a state of the art laundry room, a vibrant games room.

Located just a short walk from Rhodeswood and Bottoms Reservoir our setting offers added benefits of scenic outdoor spaces – perfect for peaceful walks and time in the nature to support wellbeing.

Facilities and Services

Sal's care and support Ltd is committed to reducing its carbon footprint and encourages both organic and recycling projects where possible.

A service user will be encouraged to develop the accommodation through gardening, recycling and introducing their own ideas of decoration and design.

Accommodation

Sal's care and support Ltd provides supported tenancies for young people, within the age range of 16 – 45 years. When considering a referral, we always take into consideration the age range of the service users that are currently residing within the accommodation.

Whilst the provisions are not structurally designed to meet the needs of severely disabled people, Sal's care and support Ltd would not reject a person's placement purely on the grounds of disability if arrangements can be made to meet that person's needs.

The provisions provide accommodation to meet the needs of young people who may have mental health difficulties, learning difficulties or have difficulties due to suffering emotional, sexual, physical, abuse and neglect and have developed acute behavioural problems as a result.

Placement Criteria

Sal's care and support Ltd consist of several small group living facilities all with ample support for young people who have a range of mental health or emotional complex needs through suffering emotional abuse, sexual abuse, physical aggression or neglect. The decision to admit a service user to Sal's care and support Ltd will be the responsibility of the Managing Directors in consultation with the staff team.

Subject to risk assessments, and the other residents; Sal's care and support Ltd can accommodate:

- Mental Health difficulties
- Learning difficulties.
- ADHD or Autistic Spectrum
- Victims of trauma
- Low self-esteem or who lack confidence
- Emotionally or behaviourally challenging
- Considered as more difficult to place
- Victims of abuse or domestic violence
- History of criminal convictions
- Drug or alcohol use.

All clients have a key to their own bedroom and they are encouraged to furnish their rooms with a personal touch.

Staff work closely with the clients teaching them the skills needed to live as independently as possible at a pace that suites their individual needs.

Admission Requirements

Before you are admitted to one of Sal's care and support provisions, a full risk assessment of needs must be carried out.

In the case of emergency referrals, Sal's care and support Ltd recommends that an assessment period of one month is required to be able to constructively offer the best support and identify suitability of the placement.

The assessment period would consider all aspects of the service user's integration into semi-independent living environment, their own views on the appropriateness of the placement and the impact on others who are already at the provisions.

Admissions Procedure

Admissions to one of Sal's care and support provisions, would aim for it to be planned as we would consider this good practice. In this scenario, the Area Manager and the Deputy Manager will visit the service user at their current placement so that they can introduce the placement and discuss and assess the service user's support needs.

The service user will then be invited to visit the property that we feel meets their support needs for an introductory visit (if this is appropriate) before admission to the accommodation.

Assessment of needs will take the following into account:

1. History and age
2. The service user's background and a pen picture of their family
3. All health needs (including allergies)
4. Social, emotional and behavioural needs
5. Cultural and social needs
6. The level of support required
7. Educational needs
8. Any potential risks posed to the service user by other's
9. Any special circumstances or needs

Once the initial assessment has been completed, the service user, their family or careers (where appropriate) and social worker from the placing authority, will be invited to meet to discuss the placement further. If it is felt by all parties that the placement should precede, then a formal contract will be drawn up between, the placing authority and Sal's care and support.

The service user will complete an induction and sign an agreement of the rules of the placement with their key-worker where possible, they will also be provided with a copy of the 'Service user's Guide' that contains information on the local area, how to contact staff out of hours and maintenance to report any repairs, they will also be provided with a welcome pack, that consist of everyday essentials.

The staff will clearly define what can be expected from their placement helping them to have a clear understanding of what is expected from them in placement. The service user will be involved in their daily plan, identifying and commit to the areas that they need/ want to address in order to demonstrate their commitment to living at one of our facilities. The expected standards of behaviour will be discussed as often as necessary to ensure that this is understood.

For emergency admissions, the procedure is for a risk assessment and an assessment of needs to be undertaken within the first week. This is in addition to information provided by the referring authority.

If the service user wishes to bring their own furniture and furnishings or any cherished possessions to the placement, we will record any possessions and belongings.

Consultation Policy

Sal's care and support Ltd encourage a service user to take an active part in the daily running of their accommodation.

We believe that all the clients have valuable opinions, that need to be taken into account.

Consultation will be taken regarding all important issues. Especially decisions affecting a service user's future, and any decision affecting their rights.

They are encouraged to have a voice regarding their daily living in such as their choice of diet, fashion, entertainment etc. They have a choice within reason of a Key Worker, the way that the provision is run, the decoration and furnishing of their personal space.

Service users are encouraged to get involved in leisure activities that they wish to participate in. It is fundamental to the ethos of Sal's care and support, and that no decision is made without full consultation with the service user.

If a decision must be taken in a service user's best interest, then the reason for that decision will be discussed with them in a sensitive manner. It must not be assumed that a service user is unable to communicate their wishes due to disability or a language barrier. Sal's care and support Ltd will find an advocate or translator for a service user should this scenario arise.

Consultation with a family member will only take place against the service user's wishes if it is evidenced that it is to be in their best interest.

Where it is not appropriate for family to be involved, the service user will be made aware of the reasons why, in a sensitive manner.

To ensure that consultation is maintained for everyone at Sal's care and support, fortnightly meetings are held with the Manager and/or the staff on duty, all residents can speak directly with the Care Manager/ Deputy Manager.

Service users will be made aware of any changes within their support package as part of a key working session, they can also talk to their Key Worker between meetings. If a service user has an issue with their Key Worker they can inform the Care manager, and if needed they will set up a meeting with the Care manager to discuss these issues or change of key worker will be made.

Placing authorities, young people, service users and families will be consulted when any changes to the operation of Sal's care and support Ltd are needed to be made. Regular contact is maintained with the placing authority.

Leaving Sal's care and support

Clear procedures are in place for all young people when they are moving on from Sal's care and support Ltd in both planned and emergency cases.

On leaving, the service user is given written and verbal information in appropriate language; to support them with clear and understandable reference material should they wish to refer to it in the future.

Anyone moving to independent living will be given the appropriate assistance by the staff team and manager, to enable their needs to be met in accordance with their Pathway Plan.

Ongoing contact will be encouraged (where appropriate) to ensure that the transition is as smooth as possible.

Placement Plans

When a service user moves into one of Sal's Care & Support LTD provisions they are provided with a Placement Plan. This document clearly sets out the objectives of the placement and identifies clear goals detailing how these will be met on a day-to-day basis. Fulfillment of Placement Plans are the joint responsibility of the staff team at Sals Care and Support, working in partnership with the service user, family (where appropriate) and social worker.

Each Placement Plan includes:

1. An assessment of health needs and advice about health promotion.
2. An assessment of support needs including ways to safeguard the service user's welfare and promote good personal hygiene.
3. Details of emotional and psychological needs.
4. An overview of educational needs with targets for educational attainment.
5. Details of spiritual/religious needs and how they will be met.
6. Details of cultural and ethnic requirements and how they will be met.
7. Details of the service user's communications need (both language barriers and physical communication) and how it will be met.
8. Details of contact arrangements with family, friends and significant others where appropriate.

The service user is allocated a Key Worker who will work pro-actively to assist with all communication. No decisions will be taken without their wishes being given serious consideration. Placement Plans are continually monitored and updated, when changes occur or as appropriate by the Care Manager in consultation with the Key Worker, staff team, other relevant professionals, the service user and family. The Service user will be made aware of the contents of their placement plan and will be encouraged to voice concerns and opinions and to contribute to it on a regular basis. Family members (if appropriate), social worker and any other relevant person will be

regularly invited to comment on the content and implementation of the Placement Plan, and their views will be taken into account when initiating and making changes to the plan.

The Key Worker will monitor the Placement Plan to ensure the requirements of the plan are implemented and to provide individual guidance and support and regularly make time available to enable the service user to seek advice when required. All staff members will be informed of any changes to the individual Placement Plans via, staff meetings, handover, communication book etc. staff also have a duty to keep themselves fully informed of any changes in individual Placement Plans.

The management of all Placement Plans and young people's/ service user's records are subject to GDPR.

Pathway Plans and Leaving Care

Young People who are moving towards independence, a Pathway Plan will be drawn up in partnership with the service user and the placing authority. The plan will assist the service user to phase out of full-time support and begin to live an independent life. The plan will be carefully structured to ensure that when leaving Sal's care and support Ltd the service user will feel supported. Sal's care and support Ltd offer a key-working support package to all young people, where the Key Worker will monitor the first six months of independent living by phone or visits and feedback regularly to the placing authority. All young people are encouraged to keep in contact with Sal's care and support Ltd for as long as they wish.

Support Plans

Everyone is entitled to the following services:

1. A doctor of an appropriate gender and ethnic background
2. Other specialist medical practitioners as required
3. Dentist
4. Optician
5. Educational program

Sal's care and support Ltd take a holistic approach to a service user's wellbeing and will not purely focus on physical ailments. The service user's needs are met with an individual basis agreed as necessary via placement plans and reviews, or by the service user requesting specific therapeutic treatment. We therefore work very closely with other agencies to enable Sal's care and support Ltd to identify a wide range of alternative treatments/ therapies.

Health Promotion Information

9 Each

Care Plan will contain details of the following:

Medical history, including details of yearly medicals, any specific treatment, drugs regimes or therapies specific medical conditions with details of necessary preventative measures allergies and reactions to foods, cleaning products, latex and/or medication.

Dental health records.

Optician records.

Hearing records.

Involvement of parents/significant others in health issues.

Written records of any medication administered.

Illnesses or accidents during the placement:

Details of health-related advice and guidance given to a service user during their placement; A service user will be actively encouraged to follow a healthy eating program. Staff members will promote food and diet education, possible effects of additives etc. Activities will involve access to allotments, food producers and following where permissible the 'food chain'. They will be encouraged to participate in meal planning as well as the preparation and implementation. The staff team are able to offer advice and information on health issues relating to sexuality, menstruation, contraception, smoking, alcohol consumption and substance misuse. Both staff, young people and service users have access to a supply of health education material and resources and sources of further advice and information that ensure all are fully and adequately informed.

Reviews

Responsibility for convening statutory reviews on young people who are accommodated by Sal's care and support Ltd and/or have a vested interest in the placing authority.

Sal's care and support Ltd will make every reasonable effort to ensure the placing authority social service department exercise this responsibility at the proper time and ensure that a written record is made available for your individual file. A service user is encouraged and supported to attend their reviews and put forward their wishes and views. The service user may need the support of their Key Worker or another chosen member of staff to speak for them or assist them in completing the documentation. Family members are made welcome if it is appropriate for them to attend. The Key Worker and other staff members are available and willing to assist any service user with understanding the written copies and results of the review.

If the service user is dissatisfied with the outcome of a review staff will enable them to access the complaints procedure and/or the independent advocate.

Contact Arrangements

Information relating to contact with parents, relations and friends will be included in the service user's Placement Plan. The effects of contact arrangements will be closely monitored and addressed during 1-1 sessions with the Key Worker and reviews.

Facilities are provided for the service user to have visitors either in private or with supervision/support.

Sal's care and support Ltd encourage and support contact where it is deemed to be in the best interests for the service user. A telephone is available for them to contact family, friends, legal representatives, social workers or other designated agencies working with them. The telephone is available at any reasonable time unless restrictions apply via the Care Plan.

Visits from friends, social workers, independent visitors or other agencies will as far as possible be pre-arranged in order to minimise disruption.

Assistance will be provided to service user to maintain contact included in the Placement Plan via letter writing, emailing, Teams etc. Where contact is prohibited or restricted the service user will be fully informed of the reasons why and assisted and supported in dealing with the effects of such decisions.

Staffing Policy, Training, Supervision and Development

All Sal's care and support Ltd employees take part in a program of induction. This covers areas of good practice within the support staff, child protection, safeguarding, working with young people who have been sexually abused by others or have been abused themselves, challenging behaviours, attachment theory, health and safety, food hygiene, education, care planning and supervision.

Sal's care and support Ltd has a Company Staffing Policy that reflects its aims to be an equal opportunities employer, welcoming staff members from diverse ethnic, cultural and religious backgrounds. Sal's care and support Ltd will actively seek to recruit both male and female staff to ensure that young people will experience the benefits of mixed gender roles in a supportive environment.

Staff recruited at Sal's care and support Ltd can expect the company's full commitment to their training and development. Staff training will take the form of internal and external courses and, since the company operates a policy of succession training and continual professional development, all staff will be encouraged to gain relevant qualifications.

This development will be monitored through regular supervisions and staff appraisals.

Supervision and appraisals

Staff members will be required to attend monthly one-to-one supervision sessions carried out by trained supervisors in accordance with regulations. Supervision will examine any professional issues and allow a forum for the staff member to reflect about aspects of their practice.

Supervision will be supported by planned actions and practice orientated goals.

Supervision will not replace the need of appraisals and the two development tools will be kept separate.

Sal's care and support, staffing policy also ensures that all staff members receive accurate job descriptions with clearly defined performance criteria and clear lines of authority.

Young people will be made aware of the levels of accountability within the staff team so young people or others will understand whom they can approach if they have a grievance or complaint.

Every effort will be taken to ensure the greatest levels of staff continuity as possible. Staff absences, through holidays or sickness will therefore be rostered as carefully as possible to minimise any disruption to the provision of support.

No staff member will be permitted to commence working for Sal's care and support Ltd until a full enhanced disclosure from DBS has been received and suitable references taken and checked out both in writing and telephone confirmation and all relevant qualifications have been seen and a copy kept on the employee's personnel file. It is our policy that we will try not to use agency staff to work with our young people.

Staffing

Sal's care and support Ltd is staffed 365 days per year, due to the various support packages staff on site will vary, there is a member of staff on call or on site on a 24 - hour basis. All young people have access to be able to contact on call staff if residing in a floating support provision.

Staffing cover is based around the needs of the service user and individual risk assessments.

Other Staff

The Care Manager would normally work 8am – 4.00 pm Monday to Friday and is part of the 24 hour on call system with, Seniors, in the cases of emergencies.

In the event of sickness or emergencies the Manager has a contingency plan, that identifies suitable individuals who can cover in these eventualities.

If no cover can be found it is the responsibility of On Call to assist in covering the shifts whilst alternative arrangements are sought.

Educational / Employment Arrangements

When you move into one of Sal's care and support provisions, we look at education or employment options with the service user and social worker from the placing authority. The placement plan also outlines needs and support required by the service user to promote education or employment, in addition to this, they will have a personal education plan.

Educational or employment arrangements will always be addressed at statutory reviews and the recommendations are recorded and acted upon.

All young people have full access to educational facilities and support when looking for employment in line with their age, needs, aptitude, interests and potential. Internet and computer facilities are also accessible to assist with this. Young people are provided with an environment and equipment that is conducive to study or apply for employment.

If a service user excels in a particular subject or have a specific talent or interest, we will endeavour to support them to progress. Staff will attend educational progress meetings and events, in conjunction or absence of a parent. In the case where a parent does not attend they will be updated at the soonest opportunity (where applicable).

Regular meetings with the Education Department will be held to ensure that all educational needs are met.

All staff members have access and are aware of the educational policy and other legislation relating to education and have a positive attitude towards education. Sal's care and support, offers a high level of support and encouragement young people. We also acknowledge other educational activities and visits that are just as rewarding for a service user's daily live and future educational needs.

Sal's care and support Ltd is always aware that young people need support to fill their lives with as many transferable skills, experiences and knowledge as possible to give them the best opportunities for their future. Young people are encouraged to pursue particular interests and hobbies of their own. Sal's care and support Ltd always records and documents a full risk assessment to ensure the safety and suitability of each recreational activity. Any private club leaders or tutors will need to submit an up-to-date DBS confirmation and a copy of their club's liability insurance before the activity can be permitted.

Promotion of Recreational, Sporting and Cultural Activities

Sal's care and support are committed to creative use of recreational and sporting activities and believes that exposure to new and challenging activities such as sports, outdoor activities, creative art and drama can broaden a service user's outlook on life and give positive expression to negative feelings and fears.

Young people are encouraged to participate with the upkeep of the provision including the communal areas as well as their bedroom. There are small gardens to the properties where the young people can enjoy barbeques and sitting outside.

Together we discuss and plan the types of activities or events with young people as a group or individuals, looking at what they would like to participate in and where possible.

Young people have access to Television, music, books, games, newspapers and magazines. There is also access to writing and art materials if the service user wishes to express their feelings and thoughts through poetry, creative writing and art etc.

The religious denomination of all the residents will be respected and supported. We promote an understanding and appreciation of cultural diversity through positive role modelling.

Celebrations

Birthdays are celebrated according to the wishes of the individual concerned. Some find birthdays very difficult a keywork session will be completed to discuss the most appropriate way to mark the occasion.

Christmas celebrations will be observed and made as easy as possible for young people as we are aware that this time of year can be extremely difficult. If they do not wish to celebrate Christmas for religious or cultural reasons, then Sal's care and support Ltd will make the appropriate celebrations for you at the correct time of year. In this way young people can experience a range of celebrations throughout the year.

Religious Instruction and Observance

Sal's care and support Ltd is committed in supporting the religious and cultural needs of everyone. Part of the assessment process concentrates upon the most appropriate way in which we can support each individual's spiritual development and identify this in their individual Placement Plan. In line with our anti-discriminatory policy, we will not tolerate persecution or abuse from other residents or staff on religious or cultural grounds.

Sal's care and support Ltd wants to celebrate the diversity of each religious tradition represented but will also acknowledge the right to be atheist. Those who wish to attend regular religious service will be encouraged to do so, provided a satisfactory risk assessment has been conducted. Sal's care and support Ltd will be pro-active with its links to local religious groups and local Minister of religion and seek their advice where appropriate to ensure that any links made are safe. Sal's care and support Ltd acknowledges the individual rights to prayer and meditation and to have access to the appropriate religious reading material.

Cultural Identity

Sal's care and support Ltd believe cultural identity and ethnic heritage are an integral part of a service user's character and should be supported and developed. With the right to a sense of identity and promoting diversity by creating an atmosphere of tolerance and acceptance to achieve this. Sal's care and support Ltd staff support young people with "life story" work. This helps to build a picture of their cultural background especially if a service user has left their country of origin as a refugee. For many people a change of location will also introduce them to a new culture. Staff ensure that life transitions and changes of religion are treated sensitively so that the service user feels supported, by being pro-active in establishing cultural links to refugee councils and support groups for ethnic minorities.

Anti-Discriminatory Practice, Respect and Children's Rights

Sal's care and support Ltd recognises that discrimination is unacceptable and ensures that young people and/ or staff receive less favourable treatment or facilities on the grounds of age, gender, disability, race, colour, ethnic origin, religion or sexual orientation.

We believe that discriminatory behaviour is learned and exists because of the functions it serves for individuals, cultures and institutions. Anti-discriminatory practice therefore requires strategies and action on all levels. True anti- discriminatory practice is proactive, dynamic and involves everyone.

We recognise that young people need to develop their individual identity and they are entitled to be treated with respect by staff, we will not tolerate any form of racism from staff, residents, their families or visitors. Staff will challenge any racist comments or any form of racism and if deemed necessary, police advice may be sought. All staff members have a responsibility to educate others and will actively promote anti-discriminatory practice with appropriate "consequences of actions" imposed in line with Sal's care and support Behaviour Management Policy to combat discrimination/racism.

The policy and the associated arrangements operate in accordance with statutory requirements. Full account will be taken of any Codes of Practice issued by the Equal Opportunities Commission for Racial Equality. Department of Employment and guidelines from the Department of Health and other statutory bodies. In addition to the identified standard of care, children's rights are further protected by the Children's Act (1989) and Human Rights Act (2000).

Charter of Rights

Young people have the right to:

1. Be protected from harm
2. Be able to express their wishes and feelings in the knowledge that their concerns will be taken into account.
3. Be given information about family and other important people, and to have contact with them or an explanation of why this is not possible.
4. To be told clearly what they are not allowed to do.
5. Not to be discriminated against for any reason.
6. Education and health care that suits their needs.
7. Opportunities to develop their skills and interest.
8. Encouragement to participate in making decisions and plans for their future.
9. Be prepared for a life as an adult with the necessary help.
10. Know how to complain if things go wrong and for complaints to be dealt with properly.

Bullying

The Oxford Concise Dictionary gives the following definition of bullying **"A bully is a person who uses his strength or power to hurt or frighten others, to intimidate"**

Sal's care and support Ltd operates a zero-tolerance bullying policy and will do everything to ensure that both staff and tenants feel protected, happy, safe and secure. We believe that both the staff and the tenants have the right to work, live and learn in an atmosphere free of victimisation and fear. Both staff and tenants have a responsibility to ensure the anti-bullying policy is implemented.

Staff should actively challenge and confront bullying.

Staff should ensure everyone's conduct is actively monitored.

All episodes of bullying should be reported to the Care Manager and will be investigated.

All episodes of bullying should be recorded in the behaviour management plan and addressed in the weekly meeting between the Key Worker and the tenant.

Any incidents of bullying should be responded to sensitively and appropriately.

Staff should ensure that they look at positive solutions to rectify or deal with bullying behaviour and individuals who may bully others should be given suitable guidance.

If you are being bullied, you will be supported and given the opportunity to go through the complaint's procedure. You will be made aware that you have the right to involve the Police if seriousness warrants it. If the behaviour persists, then the Care Manager will become involved, and the matter will form part of their review. If after the review this behaviour does not cease, then we will consult with their social worker and the placement will be at risk of being terminated. If the bullying leads to physical violence the Police will be involved.

For all incidents of reported bullying the process will be the same. Sal's care and support Ltd acknowledges the possibility of false accusations out of spite. We believe however that all allegations of this nature should be taken seriously. Staff receive training from professionals specialising in this area and learn about recognising bullying and implementing intervention strategies.

Child Protection Policy

Sal's care and support Ltd work in accordance with the guidelines set out by the hosting authorities Safeguarding Children and Young People Policy to ensure that child protection issues are maintained as a top priority by all employees. All members of staff are familiar with the Area Safeguarding Children and Young People procedures.

In addition, all staff receives a copy of the Child Protection Policy and Procedural Guidance to Staff, should they be subject to an allegation. All staff receives training through our own induction training package, along with a competent provider to ensure that they are aware of Safeguarding issues.

Staff also receive regular 'refresher updates' around safeguarding issues and any new legislation through supervision and fortnightly staff meetings. All staff are made aware that they can discuss any concerns with regards to safeguarding training with the Care Manager or through supervisions and the open-door policy.

Young people are protected from physical or sexual abuse through a comprehensive vetting procedure for all new and existing staff and thorough assessments and monitoring processes. If young people are considered at risk from visitors, then we will have the right to exclude the visitor and seek legal protection where necessary. Any Safeguarding issues that arise will be reported to

the Area Safe Guarding Protection Officer immediately and appropriate action taken. Internet access will be monitored, with any computers subject to staff checks.

Safeguarding

A member of staff receiving a disclosure are not permitted to ask leading questions. Only open-ended questions will be asked. It is also inappropriate for staff to make false promises of confidentiality, since the information will need to be passed to the correct authorities. Staff will be required to report to the Care Manager, and the Police, any evidence of a service user or vulnerable adult's involvement in prostitution and no unauthorised person will allow contact or for them to be collected either inside or outside the accommodation. Staff will be aware of Sal's care and support procedural guidelines on safe practice when working with young people and vulnerable Adult's. The Care Manager will work in conjunction with other agencies with regards child protection and POVA issues to ensure that an inter-agency approach is maintained and that we are not operating in isolation. Local inter-agency protocols on prevention and investigation of child abuse or prostitution will be followed.

Keeping Safe:

The staff ratio is on based on individual needs or risk assessment, on average the ratio of 1 member of staff to 3/4 young people depending on risk assessment and additional hours purchased. New staff during their induction period will be guided through the necessity for not only good supervision skills, but also for the need to hand over and record any relevant observances they have made.

When dealing with vulnerable young people who are a more intense support package, it is important to get the balance right between good supervision and intrusion. We are committed to building positive relationships with the people we work with; this can be partly achieved by involving ourselves in the activities that the service user is doing and not just being there as 'sentries'. We must also be mindful that at times it is useful to keep a discreet but safe distance and recognise that the service user may not always want the presence of a member of staff too close. By sitting in the same room yet not 'in their space' we can maintain safe supervisory levels while allowing you some degree of space.

One to One Time

The majority of the staffing time with a service user is on a one-one basis whilst delivering the support. For the safety of both parties the following guidelines should be adhered to at all times. Inform other staff members on duty when and where you will be and who you are supporting. Any inappropriate comments or behaviours by a service user are immediately reported to the senior on duty. All staff are aware of the lone working policy and procedures, and receive training to support the policy.

Gift Giving and Receiving

Relationships between a service user and staff, should be based on mutual respect and understanding along with clear professional personal boundaries. The practice of gift giving and receiving is generally not advisable.

We understand that staff in their generosity often feel that they would like to buy gifts, especially at key points through the year. For this reason, staff have the opportunity to donate a small sum of money for Birthdays and Christmas or for a leaving gift. The buying of personal gifts by a member of staff for anyone residing at Sal's care and support Ltd is not permitted.

If a service user makes a request to buy a gift for a particular member of staff e.g. for their Key Worker as a thank you when leaving the provision, then the gesture may be accepted but will need to be recorded and this witnessed by a senior member of staff. A record of gifts bought for staff will be kept on the service user's file.

Behaviour Management Policy

All employees of Sal's care and support Ltd recognise that clear and consistent boundaries are an essential support for young people. Reasonable boundaries will be defined upon admission and will form the basis of their placement plan.

The code of conduct clearly explains the behaviour expected whilst residing at one of our provisions and will outline any consequences for unreasonable behaviour. The code of conduct is contractual rather than judgmental of a service user's actions and the consequences will be clearly defined under the following criteria.

- 1.Relevant to the incident
- 2.Reasonable in relation to the incident
- 3.Weighted toward reparation and restitution rather than punitive
- 4.Consistent and fair

Challenging behaviour is discussed with a service user rather than staff entering a head-to-head confrontation. We believe that it is important to identify the underlying causes for the behaviour rather than respond to aggression.

The consequences of unacceptable behaviour will be made clear and clear choices outlining possible courses of action will be given to help in negotiating the conflict.

Regular house meetings will be held to discuss the management of behaviour and to talk through potential sources of conflicts. These meetings will ensure that an open channel of communication is maintained.

Restraints

Sal's care and support Ltd has a no restraint policy, only as a matter of severe harm to the service user or others will any form of breakaway or restraint be used.

Unauthorised Absences

Young people are given clear instructions about unauthorised absences. They are not permitted to be absent from the premises without clear agreement from the placing authority and recorded in the Placement Plan and risk assessment. In the case of specific events, this permission will also be required in writing and a copy logged on your recording sheets in case of a fire or emergency. The absence form will require the following details.

1. Where they are going
2. Who they are meeting
3. Provide a contact telephone number and address
4. What provision has been made for travel to and from
5. What risk assessment have been completed (by the staff team)
6. What time they are due to return home.

Should the service user fail to return home by the agreed time, then the Care Manager or on call are informed in the first instance.

Staff on duty will try to contact the service user through the listed telephone numbers provided. Due to the nature of the provision and pending on support package, staff will not go to any address to look for the service user. The missing from home procedures will be implemented, and the service user will be reported to the police as a concern for welfare or missing person pending on the risk assessment. Staff will then contact the placing authorities out of hours team to update them.

Possible addresses and telephone numbers will be given to the Police, and a missing from home form will be completed by the staff member.

On return, the unauthorised absence is discussed with the service user and appropriate action will be taken. The action will be specific to the incident and legal status.

Written records are kept of all instances of unauthorised absences and risk assessment. All staff members are aware of the policy and procedure for unauthorised absences.

Equal Opportunities Statement

Sal's care and support Ltd believes that young people who live at one of the facilities should be treated with equality and individuality should be respected at all times.

No one will be discriminated against on the grounds of age, gender, ethnic origin, core beliefs or sexuality.

Employees of Sal's care and support Ltd will endeavour at all times to give a service user a real choice that reflects their age, maturity, understanding and cultural background.

Placement planning will be underpinned by dignity and respect for the individual and equal effort will be made to ensure that decisions are taken in their best interest.

A service user will have equal access to any services and support networks available to them and we are pro-active in encouraging them to take advantage of these resources.

Employees at will demonstrate a positive commitment to equality as part of the company's recruitment and selection criteria.

Sal's care and support Ltd is an equal opportunities employer and welcomes applications from any member of the community who are committed to providing the highest levels of support.

As part of our commitment to equal opportunities for a service user whilst being supported, we will take active steps to protect them. This will include a thorough vetting procedure, in line with legislation, to ensure that no sex offenders or paedophiles are recruited in error. We believe in this instance that our equal opportunities policy must favour a service user's rights, above all other considerations.

Sal's care and support Ltd will view any racist, sexist, or ageist comments as a breach of its position with regards to equal opportunities. Any employee found in breach of this position will be considered for disciplinary action and possible dismissal.

Complaints Procedure

A full detailed complaints procedure is available, and may be viewed at request. On admittance to Sal's care and support Ltd a service user has the procedure explained to them in a language/format that they can understand, copies are also contained within the Welcome Pack, that all young people receive. All staff members have received training in the complaint's procedure and are committed to solving problems as they arise.

In some cases, the concerns of the individual can be resolved informally without invoking the complaints procedure.

Young people are actively encouraged to seek independent advocates. Contact numbers and how to access them are contained in the Welcome Pack.

All complaints are handled professionally, recorded and referred to The Care Manager.

A clear written response will be given to the complainant detailing progress of the complaint or details of the outcome.

A complaint relating to the Care Manager may be addressed to the Director or independent advocate. Complaints relating to the director may be made to DBS the address is available, on the notice board, the statement of purpose and also within the Welcome Pack.

Any complaint that is deemed to be an allegation of sexual assault, assault or threat of violence, or any other more serious matter will be dealt with formally by the local Safeguarding Team in accordance with the process and time scale standards.

All complaints made by a service user: the staff will notify the placing authority and, in accordance with legal provision, parents/persons with responsibility.

The Director will regularly review the records of complaints to check satisfactory operation of the complaint's procedure to identify both patterns of complaint and action taken on individual complaints.

Whistle Blowing

It is the responsibility of all employees of Sal's care and support Ltd to be vigilant at all times about the safety and welfare of the young people placed.

Staff are encouraged during staff meetings to address issues of personal boundaries, and to challenge each other about any conduct that they may feel is inappropriate, however slight they may consider. Instances of more serious abuse by a member of staff, whether directed at a resident or another member of staff, should be acted on immediately. This can include incidents of intimidation, physical or verbal bullying or sexual inappropriate behaviour. This behaviour should never be ignored, overlooked or left until a later date for supervision or written off as unimportant. Staff witnessing or hearing a complaint from a resident about issues of abuse should go directly to a senior member of staff who will then contact the management team or The Directors in the absence of the Care Manager.

Fire Precautions and Emergency Procedures

Sal's care and support Ltd ensures the following:

It has a comprehensive fire alarm system installed in all the properties to the recognised standard, to comply with the Local Authority guidelines. The alarm system, together with sensors and smoke detectors will be tested and maintained on a regular basis.

All fire extinguishers are checked and serviced on an annual contract by a reputable supplier; All fire doors and means of escape are clearly marked and are always kept free of obstructions, Flammable liquids and other fire-associated risks are identified by risk assessments and appropriate measures are taken.

Fire drills are held monthly, and all staff are subject to fire safety training.

Fire drills are held on a regular basis for all new staff and young people admitted to one of the provisions.

In the event of a fire, the members of staff on duty will evacuate the buildings in accordance with guidelines defined in the Fire Drill Procedure. A prescribed assembly point is clearly marked and made known to staff and residents.

Annual Review of Statement of Purpose

This statement of Purpose is a document that informs interested parties of Sal's care and support aims and objectives of the service that it provides, and its good practice that guides these aims. By reviewing the Statement of Purpose annually, Sal's care and support will ensure that the quality of its support and high standards are maintained.

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Founded in 2024 in loving memory of the late Sally Penney—a devoted carer who dedicated her life to uplifting others—Sal's Care and Support Ltd. was created to carry forward her legacy of compassion, understanding, and real change.

Sally's passion lives on in everything we do. At Sal's Care and Support Ltd, care isn't just our name—it's our promise.