

SOARING HEIGHTS CARE



STATEMENT OF PURPOSE JUNE 2023

SUPPORTED ACCOMMODATION

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7.1 Control Measures

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

1.1 SUMMARY OF OUR HOME'S:

Soaring Heights Care is a Supported Accommodation provision, we currently accommodate 18 Children and Young Person's across our various homes, all of the Children and Young People we house receive 24-hour support. At Soaring Heights Care we have a simple but crucial mission to provide a safe, nurturing environment for Children and Young People to live in. The added elements of providing high quality support with an educational focus, along with a strong connection to the local community, make Soaring Heights Care truly unique. In addition the elements that challenge and stimulate, make our service a valuable extension to each Child and Young Person's care and increases their chances at mastering their individual personal goals, subsequently preparing them for independent living.

The Registered address and contact details are as follows:

Address:

56 Mashiters Walk

Romford

RM1 4BX

Tel. No: 07956 937750 or 07415729229

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

It is the objective of Soaring Heights Care to provide stability to all of the Children and Young People that reside with us to a standard of excellence which embraces fundamental principles of Good Care Practice, in addition this may be witnessed and evaluated through the practice, conduct and control of quality support provisions in all of the Home's we run Supported Accommodation services.

It is the objective of Soaring Heights Care that Children and Young People shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of Children and Young People and will provide the appropriate degree of nurturing to assure progression and autonomy.

To meet our Children and Young Person's needs, the Support Service within our Home's are designed to achieve the following objectives:

- 1 To deliver a service of the highest quality that will improve and sustain each Child and Young Person's overall quality of life.
- 2 To ensure that the Support Service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each Child and Young Person's right to

independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take age-appropriate risks.

- 3 To ensure that each Child and Young Person's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, and disabilities or impairments, and pronouns.
- 4 To ensure that the Support Service as a whole is delivered in accordance with agreed Contracts for Care and Placement Plans.
- 5 To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable Children and Young Person's support needs to be met.
- 6 To ensure that Children and Young People manage their allocated funding efficiently and effectively to make best use of resources and to maximise value for money for themselves.
- 7 To ensure that Children and Young People have an enriched life, in terms of building on skill sets and preparing for their own future, opportunities to do apprenticeships, study, and work.
- 8 To ensure that each Child and Young Person's, and where appropriate parents or carers, receive written information on Soaring Heights Care's Procedure for Handling Complaints, Concerns, Comments and Compliments, and how to use it.

Ethos

Soaring Heights Care understands the individual and varying needs of each Child and Young Person; we therefore do not apply a "one size fits all" approach. Instead, our trained and practising Social Support Workers will work with Children and Young Person's to explore their life experiences, with a view to empowering them to strive for positive outcomes.

Our in house Support Workers work tirelessly to assist our Children and Young People to modify their behaviour, develop better perspectives when managing conflict and also to gain insight into how emotions impact on their behaviour. This is achieved through direct work, ongoing observations and setting targets. This will be in addition to regular reviews that can be incorporated by the Local Authority to inform their outcomes and reduce risk.

We offer 24-hour support with consistent staffing providing ongoing one to one support to the Children and Young People within the Supported Accommodation. We also provide emotional support and individually tailored programmes that meet Children and Young Persons assessed needs.

Our Ethos is to also:

- To provide high quality support services that makes a positive difference to Children and Young People.
- To ensure staff work effectively together to support Children and Young People to stay safe and receive the right support.
- To provide opportunities for Children and Young People to receive specialist tailored support and assistance in enrolling in education, apprenticeships or work. Prioritising progress, and the achievement of positive outcomes, to maximise the long-term benefits to both Children and Young Persons and the community.

- To build resilience within Children and Young People and equip them with the inner resources and sense of self-worth to develop and sustain relationships and enhance their dignity and life chances.

Outcomes we seek to achieve

Our primary aim is to enable Children and Young People who struggle with social and emotional difficulties or multiple, complex needs to reach their full personal potential for learning, independence and fulfilment in everyday life. We seek to achieve this by providing a happy and stimulating, yet safe and caring environment.

How our outcomes will be achieved

Our Approach

The philosophy and ethos of Soaring Heights Care is about creating a Holistic environmental experience in which Children and Young People can develop and grow through our person-centred model. Soaring Heights Care is not a substitute for family life but is faced with similar responsibilities. It is our expressed intention to ensure that Children and Young People in our care have the security and resources to develop physically and emotionally in a safe and stable environment.

Our approach is based upon the person-centred humanistic model. Simply put, we create a holistic environment that places the person at the centre, to make the person important. Our approach incorporates how we seek to encourage Children and Young People to fulfil their needs and achieve their potential through empowerment, acceptance, communication and genuineness. It is therefore part of the ethos of Soaring Heights Care to respect all as individuals and to promote the development of Children and Young People in our homes.

The provision of support will be centred on the needs of the individual Children and Young People. We aim to provide homes that Children and Young People will feel safe and happy and able to express their personalities and engage in Key Work Sessions with a view to promoting positive outcomes and resilience. This in turn will promote self-esteem and confidence of Children and Young People and help them to feel valued. Furthermore, it is our belief that it is never too late to be able to turn yourself around regardless of the Child or Young Person's level of understanding, also to achieve anything with the right level of commitment, dedication, perseverance, planning and support.

Our Support Service is delivered flexibly and attentively while respecting each Child and Young People right to independence, privacy, dignity, fulfilment and, where appropriate, the rights to make informed choices and take risks.

Whilst the Child or Young Person's energies are being channelled constructively, Soaring Heights Care offers Children and Young People the chance to develop the discipline and routines necessary to integrate into society successfully. The Children and Young People develop a confidence in their ability to achieve and, in many cases, this spills over into areas of personal development and into Key Work, support planning and emotional growth.

Doing nothing is not an option that is available for Children and Young People. Dependent upon age and ability, education, employment and apprenticeships are available locally.

The education programmes are designed to provide structure and routine and to develop confidence and concentration as well as foster achievement, this achievement is built upon to assist the Children and Young People back into further education or employment, and or apprenticeships.

We carry out comprehensive need's assessments on each Young Person to identify their level of functioning and how this might be best responded to in order to be able to provide for their emotional and cognitive development, thus enabling them to effectively develop socially, behaviourally and educationally. Interventions for these needs are detailed in plans that are developed from this assessment process.

It is hoped that, having spent time at Soaring Heights Care, the Child and Young Persons will have learned the value of respect for themselves and for others. They will have been challenged and stretched developmentally and emotionally to reflect upon their past and develop positive alternative strategies to replace existing negative responses to stress and adversity.

Soaring Heights Care embraces the necessity to provide a stimulating environment for Children and Young People that require support in a Supported Accommodation setting away from family and significant attachments. We recognise that any disruption in a Young Person's development through separation, neglect or abuse requires a therapeutic approach when providing support mechanisms.

Soaring Heights Care primary task is to provide a stable and substituted support setting that does not compound the earlier trauma as well as to ensure a pattern of placement breakdowns do not continue.

How the models are measured for effectiveness?

The aim of our models is to increase the Children and Young People's opportunities for positive outcomes for their future and assist them in changing learned patterns of behaviour. The model is a basic framework within which Children and Young People are able to stabilize behaviour, reflect on and learn new ways of addressing difficult issues that are age appropriate and based on their individual ability. It is important for attaining successful outcomes in the placement that methods of intervention are used from an integrative framework which is used creatively.

Soaring Heights Care uses an assessment tool every three months to measure the progress for each Child or Young Person drawing on events, academic progress, feedback from families and professionals, consultation with therapists and other relevant sources.

Qualitative outcomes monitored include:

- Feedback from family and improved relationship with the Children and Young People (where applicable)
- Overall health is improved

Quantitative outcomes monitored include:

- Risk management outcomes
- Attendance in education (or other i.e. employment, apprenticeships)
- Attainment in education based on their ability from their baseline assessment when placed in their prospective home
- Health needs are met
- Children and Young People's' active participation in the daily program

The data and findings are pulled together in an analysis report including any clear and objective targets to be worked towards for the following three months.

The categories of Supported Accommodation we offer and the services we provide for Children and Young People accommodates and supports are as follows:

- Short Term Placement- up to three months

Emergency/Unplanned: For Children and Young People experiencing family breakdown, foster care breakdown or remand to Local Authority care by courts.

- Medium Term Placement – three months to one year

Planned Placement which extends beyond three months: The engagement and focus of this placement is to provide the Child or Young Person with a supportive learning environment whereby they are able to meet the outcomes identified as part of their support and pathway plan. There is also a focus on transitional planning that leads beyond the Child or Young Person's 18th birthday and prepares them to develop skills ready for independent living.

- Term Placements- one year plus Planned placements beyond one year

Additional services offered to Children and Young People who have been accommodated for over one year and require longer term placements and transitional support services into independent living.

We also offer services for Children and Young People who require intensive supervision and interventions to manage the presenting risks in a safe, stable and monitored environment through the use of our Soaring Heights behaviour modification programme.

1.3 THE SERVICE USER BASE:

We can accommodate 18 Young People between 16 to 18 years , with mild learning disabilities, autism, challenging behaviour. The supported accommodation undertaking will provide accommodation and support to both male and females. Our primary aim is to enable Children and Young People who have social and emotional needs to reach their full personal potential through learning, independence and fulfilment in everyday life as much as possible. We seek to achieve this by providing a happy, safe and caring environment. We provide high quality support services that makes a positive difference to Children and Young People in a safe environment. We provide opportunities for Children and Young People to receive specialist tailored care and education. We focus on progress and the achievement of positive outcomes to maximise the long-term benefits to both Children and Young People and the community. We strive to build resilience within Children and Young People and equip them with the inner resources and sense of self-worth to develop and sustain relationships and enhance their dignity and life chances.

We are aware that the Statement of Purpose is an important document as it sets out what our service offers and how it can meet the needs of prospective Children and Young People who may be accommodated in our service, and how it is set up and equipped to meet those needs. As a provider we deliver more than one category of supported accommodation, our Statement of Purpose addresses each category. As a Provider we will ensure that our Statement of Purpose will give a clear overview of the service and act as a reference point for local authorities, Children and Young People and other relevant organisations.

Soaring Heights Care provides 24 hour staffed Supported Accommodation (formally known as semi-independent accommodation) and support for all genders aged 16+. Our houses are able to accommodate both long- and short-term placements and can also accommodate placements at short notice. The purpose is to offer a safe, structured and caring environment to Children and Young People who are not living with their parents and are preparing for independent living. The approach of Soaring Heights Care is to ensure that the Children and Young People placed within our care have the skill set and ability to lead independent and fulfilling lives with strong attachments and relationships following on from leaving supported accommodation.

We also offer accommodation with floating support, our floating support for Children and Young People is for individuals whom are quite independent and are able to live in shared accommodation with another Young Person (carefully matched). A support worker provides floating support and they are the point of contact for the Young Person if there are any issues. The support worker will identify the areas where the Young Person needs assistance and tailor the key working sessions around these areas.

Soaring Heights Care also offers Outreach services, these services are tailored for Young Person's, the Young Person may require support only but has their own accommodation. In addition the Young Person could still live with their family or be in their own accommodation.

1.4 CHILDREN’S RIGHTS:

- Soaring Heights Care welcomes Children and Young People irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, sexual gender or sexual orientation. The sole criterion for admission in any of our Home’s is the perceived ability of the designated Home to provide assessed care needs, and placement matching with the existing composition of the household.
- The Home welcomes Children with disabilities or impairments, though is unable to accommodate wheelchairs at this point in time.
- The fundamental concepts of the issues of Children and Young People’s rights are covered in more detail in the Children and Young Peoples Guide.

Part 2: ORGANISATION & STAFFING:

2.1 JOB ROLES WITHIN THE HOME:

- 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
Deputy Manager	2		0
Senior Support Worker	1		0
Support Worker	15		0

Each Job Role is supported by 3 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):

- These Job Roles are linked as shown in the following Organisation Chart which shows reporting relationships and management responsibilities. NB: This is purely pictorial and no degrees of seniority across staffing levels are implied or intended:

Director/Registered Individual
 Head of Operations/Registered Service Manager
 Deputy Manager
 Senior Support workers
 Support Workers

- Person-in-Charge: Registered Service Manager
- Deputy in absence of Person-in-Charge: Deputy Manager
- Nominated Senior Support Workers: Senior Support Workers (1)
- Quality Management Representative: Registered Service Manager and Deputy Manager
- Quality Responsibilities in absence of Quality Management Representative: Nominated Senior Support Workers

2.3 THE REGISTERED PROVIDER:

The Registered Provider is:

- Name: Soaring Heights Care
 Address: 56 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 5 Diploma in Leadership and Management for Residential Care or an equivalent qualification. Level 3 Diploma for Residential Childcare or an equivalent	Enrolled on Completed
Deputy Manager	Level 3/4 Diploma in Leadership and Management for Residential Care or an equivalent qualification.	Enrolled on
Senior Support Worker	Must have or working towards Level 3 Diploma for Residential Childcare or an equivalent qualification.	Enrolled on
Support Worker	Level 3 Diploma for Residential Childcare or an equivalent qualification.	Desirable when recruited, if not candidate needs to be enrolled on, once employment commences

There will always be a senior member of staff on the premises at any one time. We operate on a Lone Working basis. However, we are able to provide 1-1 or 2-1 staffing should the need arise and by request of the placing Local Authority.

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.
- 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.
 - 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.
 - 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: PHYSICAL ENVIRONMENT OF THE HOME:

3.1 GENERAL DESCRIPTION:

- Per section 1.1 of the Statement of Purpose, Soaring Heights Care is a Supported Accommodation Provider for Children and Young People receiving 24-hour support and housing.
- They are accommodated holistically in one of our 5 provisions, which are as follows:
 - 56 Mashiters Walk, Romford, RM1 4BX
 - Dorking Rise, Harold Hill, Romford, RM3 9AX
 - Dunmow Close, Chadwell Heath, Romford RM6 5EA
 - 85B Main Road, Gidea Park, Romford RM2 5EL
 - 85A Main Road, Gidea Park, Romford RM2 5EL

In total we can accommodate 18 Children and Young People. The homes cannot accommodate wheelchair users.

- Our homes are situated in Redbridge and Havering our homes have extensive grounds and gardens.
- Our Home's do not allow smoking.
- Soaring Heights Care has established formal Risk Assessments for all of our Home's, its facilities, installations and equipment, to ensure the on-going safety and well-being of the Children and Young People, our staff and visitors to the Home. These Risk Assessments are designed to conform to the latest Health & Safety requirements and form an essential part of our management processes geared to achieving Continuous Quality Improvement.

3.2 ACCOMMODATION & LIVING SPACE:

- Accommodation and Living Space is divided into Communal Facilities for the children and staff, and individual accommodation for the children. Details are as follows:

3.2.1 COMMUNAL FACILITIES WITHIN THE HOMES:

- Communal areas include lounges and dining areas. There are bathrooms, showers and toilet facilities on each floor.

Location and Room /Living Area or Facility	Details	
	Number available	Room Size
56 Mashiters Walk, Romford, RM1 4BX	1 Office 1 Lounge 1 Kitchen/diner 1 Conservatory (staff use only) 1 Bedroom on ground floor 4 bedrooms upstairs witsuite) Bathroom	Medium Medium Large Medium Medium Medium
3 Dorking Rise, Harold Hill, Romford, RM3 9AX	Office Lounge/kitchen combined Downstairs staff toilet 3 bedrooms and bathroom on first floor 2 bedrooms and bathroom on second floor	Medium Medium Small Medium Small
4 Dunmow Close, Chadwell Heath, Romford RM6 5EA	Office Lounge/kitchen diner Bedroom on ground floor First floor - 3 bedrooms Bathroom Second floor - bedroom with own ensuite	Medium Medium Medium Medium Small Large

85a Main Road, Gidea Park Romford RM2 5EL	2 bedrooms Storage cupboard Bathroom Lounge Kitchen	Medium Small Small Medium Small
85b Main Road, Gidea Park, Romford RM2 5EL	2 Bedrooms 1 bedroom is used by staff and is set up as an office. Bathroom Lounge Kitchen	Medium Medium Small Medium Small

3.2.2 CHILDREN AND YOUNG PERSONS ACCOMMODATION:

- Each property (with exception of 85a and 85b Main Road, which are 2 bed flats) will accommodate a minimum of four Children or Young People, every Child and Young Person will have their own bedroom, each Child and Young Person will have a say in how they will decorate their room on admission.
- All accommodation will have a communal living room with shared kitchen and bathroom and garden facilities.
- All Children and Young People will have their own key to their rooms. Each room that a Child or Young Person occupies will be fully furnished.
- Each Child or Young Person has his/her own individual sleeping accommodation. Children and Young People are not permitted to bring friends to stay over.

3.3 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
- Staff receive awareness training in these important policies as part of the Induction Training process. Children and Young People are informed of the fire and other emergency procedures as part of the induction given to each Child and Young Person upon admission to the Home.

3.4 SECURITY MEASURES AND CCTV USAGE:

In relation to security measures, Soaring Heights Care will ensure there is a staff member present day and night in all of our supported accommodation facilities, staff will be aware of how to safely conduct day and night checks, the procedures to follow these routines will be disseminated via initial inductions, team briefings and staff meetings.

All Children and Young Person's whom we accommodate within any of Soaring Heights Care's homes will be given an induction, upon the induction, the use of a surveillance camera system will be outlined and that they will always be used for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need. As a Supported Accommodation provider we will ensure that the use of a surveillance camera system will take into account its effect on individuals and their privacy, we will also have regular reviews to ensure its use remains justified. Soaring Heights Care will also provide transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints for all our Young Person's, this information will also be outlined in our Young Person's Guide and on the initial induction procedure.

Part 4: FACILITIES & SERVICES PROVIDED BY THE HOME:

4.1 SERVICE VALUES:

- Soaring Heights Care offers comprehensive facilities and a service of care geared to promoting each Children and 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 Children and 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 Children and Young People.
 - Customising our services to meet the individual needs of the Children and Young People within support service provisions.
 - Establishing care teams in which all concerned works for the benefit of the Children and Young Person's, ensuring continuing quality monitoring at all levels.
 - Encouraging Children and Young Person's and other Service Users to comment on the services provided and to make suggestions for improvements.
 - Listening and responding to Children and Young Person's wishes.
 - Maximising the resources available to our Children and Young People within the community, for mental, emotional, spiritual, and physical growth.

4.2 MEDICATION:

- There are strictly controlled procedures for the management and handling of Children and Young Persons medication and single-use medical equipment in operation at the Home that ensures conformance to appropriate regulations. We have policies that make reference, and include specific requirements for handling Controlled Drugs within our homes.
- Children and Young People who request to undertake responsibility for their own medication (as applicable to circumstances) are fully Risk-Assessed and evaluated as a preliminary measure.
- Where Children and Young People are helped with or have medication administered by staff, those staff should encourage compliance by ensuring that Children and Young People take their medication at the time that it is given. Staff should directly observe the taking of medication and medicines should never be left to 'be taken later' unless clearly identified in their care plan. Staff should only sign a Child or Young Person's medication chart after the direct observation that medicines have been taken.
- Staff should always be aware of the medication being taken by Children and Young People and should immediately report any change in condition that may be due to non-compliance to their line manager or supervisor. The line manager or supervisor should then discuss the case with the Child or Young Person's GP.
- A Child or Young Person has the right to refuse medication and such refusal should be recorded. All such incidents should then be referred back to the prescriber, the Child or Young Person's GP.
- Staff may make such efforts to encourage a Child or Young Person to take their medication as are reasonable and appropriate under the Medication Policy but staff have no right to force a Child or Young Person to take their medication. The use of undue pressure on a Child or Young Person by any member of staff will be recognised as abuse by the organisation and the basis for disciplinary action.
- Medical advice should be sought immediately if staff believe that refusal to take medication constitutes a risk to a Child or Young Person.

4.3 REFUSAL:

If a Child or Young Person refuses the prescribed medication:

- Record on the MAR chart that the Service User has refused the medication by using the correct code
- Inform the office or out of hours duty officer at the earliest opportunity

4.4 HEALTH & CARE SERVICES:

- The Care Services provided by the Home focus upon the following elements of care for the child:
 - Enabling Access to Community Health Services

- o Health Screening & Promotion
 - o Provision of Rehabilitation Services, Adaptations & Aids to Daily Living
 - o Protection of the Child or Young Person
 - o Sex Education and Advice
 - o Monitoring Psychological Health
 - o Behaviour Management
 - o Proper Use of Physical Intervention (Restraint)
 - o Advice on Finances & the Handling of Children's and Young Person's Monies
 - o Provision of Advocacy Services & Legal Protection
 - o Personal Administration Needs
 - o Medical Care (Drugs & Medicines)
 - o Advice on Educational Opportunities
 - o Advice on Vocational Training and preparing for their first job
- The individual needs of each Child or Young Person in these respects are documented in the Child or Young Person's Care Plan (Placement Plan). The Care Plan is reviewed every 3 months, or as and when needed on the basis to ensure maintenance of proper care needs, and a reflection on changing needs.

4.5 SOCIAL & RECREATIONAL ACTIVITIES:

- Each Child and Young Person is encouraged to participate in a full and active social life and there is a programmes of social activities for Children and Young Person's who wish to take part. On induction (and Key work sessions) Children and Young People will be given details of cultural, sporting and community facilities too.
- For those Children and 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.

4.6 EDUCATION:

- The Child or Young Person's Care Plan will contain an individual plan of full-time educational or training and employment needs, this has been developed in conjunction with the Child or Young Person's family and/or significant other i.e. Social Worker. Where appropriate, this plan addresses any requirements for special educational needs that the Child or Young Person may have.
- Wherever possible the Child or Young Person's will continue to attend his/her existing school in order to maintain continuity of learning. Where this is not possible, arrangements will be made for the Child or Young Person's to attend appropriate local schools or colleges. All schools/colleges used will be regulated through the Ofsted Inspection process.

- Staff receive specialist training in the educational opportunities available for Children or Young Person's. This is set down in Staff Training Plans and details of actual training received are included in appropriate staff training records. The Child or Young Person's Keyworker has special responsibility for monitoring the Child or Young Person's educational progress, and maintains close links with the learning establishment. This will extend to attending Open Days and meeting teachers/lecturers as necessary.
- The Keyworker and key staff in the our home's also closely monitor the attitude of the Child or Young Person's in respect of apprehension in attending lessons. Staff are receptive to concerns about bullying and harassment and maintain close liaison with the learning establishment in this respect.
- Through the close links that are maintained with the learning establishment, the Keyworker is able to monitor the Child or Young Person's time-keeping and the attendance record. Any disciplinary problems encountered at the establishment - which may lead to exclusion in extreme cases - are taken up with the establishment and reviewed at Soaring Heights Care for possible action requirements.
- The Home has the budgetary means to provide Children and Young Person's a desk and chair that can be situated in their rooms for quiet study.

Part 5: CARE MANAGEMENT:

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

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

This addresses the following stages:

- Assessment of Needs of the Child or Young Person to determine whether or not Soaring Heights Care can provide the individual's specific care and support needs, placement matching (Baseline Assessment of a Children and Young People Needs).
- The Child or Young Person's, with parent/ carer/ advocate (as relevant) viewing the Home (where possible).
- Explanation of Terms and Conditions of Residency.
- Risk Assessment of the new Child or Young Person's room, and its preparation in readiness for occupancy.
- Admission of the Child or Young Person to the prescribed Home, including the procedures to be followed for emergency admissions where relevant.
- Handling of medication and any aids to daily living.
- Assignment of a Keyworker to the Child or Young Person's.

5.2 PROTECTION & PROMOTION OF CHILD/YOUNG PERSON:

- Soaring Heights Care aims to provide its Children and 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 Children and 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 a Child or 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 Children and 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 Children and 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 Children and Young Person's from these sources of harm:
 - Physical abuse, including bullying - can include hitting, slapping, pushing, kicking;
 - Institutional/Social - can include inappropriate restraint, misuse of medication;
 - Sexual - can include rape, sexual assault, sexual acts to which the person has not consented or unwanted sexual advances;
 - Psychological/Emotional - can include humiliation, threats, harassment, coercion, blaming;
 - Sectarian - can include verbal abuse, inappropriate songs and banners etc;
 - Financial - can include theft, misuse of property, finances or benefits;
 - Neglect (other than self-neglect) - can include withholding necessities of life, care needs;
 - Discrimination - can include racism, sexism, slurs, discrimination based upon disabilities etc.

5.3 BEHAVIOUR MANAGEMENT:

- If a Child or 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 Children and Young Person 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 Child or Young Person's parents/guardians/carers in an atmosphere of open dialogue and mutual collaboration with respect to a Child or 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 Child or Young Person are met.
- To better understand, and to contribute positively to, the cultures and values of the Child and Young Person's family and community.

5.5 REVIEW OF PLACEMENT PLANS:

- Soaring Heights Care operates a policy for reviewing Placement Plans and Children and Young Person's needs on a 6-monthly basis. This may be superseded in the event that sudden changes in a Child or Young Person's circumstances, or physical or mental well-being, requires a more urgent review, and the Home's policies provide for this.
- Care 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 Care 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 Children and 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 Child and Young Person is afforded equal opportunities.
- Our Charter of Rights can be found in our Young Persons Guide, this guide is issued to our Children and Young People on admission.
- In the best interest and the promotion of diversity and inclusion, we support our Children and 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 Children and Young People whom speak other languages.
- Soaring Heights Care's staff who work with LGBTQ+ Children and 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 Children and 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 CHILDREN:

- There is a formal process for seeking the views and opinions of Children and 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:
 - The Staff in the Home
 - The Attentiveness of Staff
 - Comfort, Cleanliness & Convenience
 - Our Encouragement of Children and Young People Engaging in Activities
 - Monitoring Children and Young People's attendance to Further Learning
 - The Child or Young Person's Democratic Rights
 - The Child or Young Person's Privacy & Independence
 - 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 Child and 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 Children, 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, CONCERNS, COMMENTS & COMPLIMENTS:

With respect to children's/family/staff feedback concerning the quality-of-Care Services provided, as referenced in sections 6.1 and 6.2 of this Statement of Purpose, information is formally reviewed for content and possible action. These reviews classify Children and Young People's feedback as follows, and is considered as positive through to negative feedback:

Types of feedback:

- Compliments - positive input regarding aspects of the Support Service
 - Comments - still positive, but possible scope for improvement
 - Concerns - negative feedback where action may be required to address a problem
 - Complaints - serious concerns on the part of the Child or Young Person, requiring formal action as described below:
- There is a formal process for the management and handling of complaints from a Child or Young Person in the Management of Complaints policy. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for Children and Young People to take the complaint to the appropriate regulatory authorities. This is explained in the Children and Young Person's Guide/ Information Pack and the Child and Young Person and family member/carer/advocate (as appropriate) is also made aware of the right to complain when the Child or Young Person is welcomed to Soaring Heights Care.
 - It is the policy of Soaring Heights Care to strive to ensure that compliments outweigh complaints.

Part 7: COVID-19:

7.1 CONTROL MEASURES

- We have put control measures in place as a result of Covid-19 risk assessments, these are as followed;
 - All staff members are following the most up to date government guidance from Public Health England on coronavirus, we have also provided staff with extra training and have been instructed to act in accordance to the following;
 - minimising contact with those who are unwell, those who feel unwell are instructed to inform the management team and follow advice from NHS direct

- encouraging everyone to be cleaning their hands more often and more thoroughly, informative signs have been put up in various visible locations to further promote this,
- promoting good respiratory hygiene – cover mouths and noses with a tissue when sneezing or coughing, avoid touching of the eyes, nose or mouth if hands have not been washed recently,
- staff are instructed to use hand sanitiser gel after contact with each individual and to make sure the children and young people are washing their hands more often with soap and water,
- the provision of masks and hand sanitiser to members of staff and children, children’s and young people’s temperatures are regulated often too,
- implementing enhanced cleaning by thoroughly cleaning frequently touched surfaces, such as wiping down electronics and equipment with alcohol wipes after each use, we have also made sure that the organisation is stocked with cleaning supplies for the service to be disinfected regularly.
- Minimising contact between individuals - in line with the changes to the Children’s Homes Regulation 20, we have only allowed contact with visitors to take place remotely prior to the relaxed rules and will continue to maintain social distancing and avoid large groups of people when the lockdown rules are relaxed. Visits to hospitals and appointments are also being avoided unless it is of absolute necessity.
- We restricted community activities and put in place a number of indoor activities in order to prevent any transmission of infections, we are now risk-assessing any outdoor activities which are taking place as well as making sure social distancing is still maintained and that masks are worn.
- Staff will isolate themselves if they begin to show symptoms of the coronavirus, if there is a shortage of staff, the organisation is registered with a few different agencies who will be able to cover the service.
- We are teaching the children how to keep a safe distance at all times and the importance of doing so. The news is on at all times to allow us to keep an eye out for updates, as well as this we are having regular contact with school and family members to allow us to check if there are any reported cases of coronavirus at any of the children’s schools.
- All the children and young people are being monitored closely.
- We are regularly reviewing the risk assessment following any updates from the government on coronavirus.

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 Children and Young People we accommodate. Our reviews will take into consideration any feedback and complaints by Children and Young People in the service so that any changes made have a positive impact on those affected by the change. Children and 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 Child or Young Person, and that the service will be effective in responding to and meeting their needs. Soaring Heights Care will not admit a Child or Young Person to our settings if their needs are such that they can not be met within our Statement of Purpose.