



Footsteps Care

Statement of purpose

About the Service

The service offers 24-hour person-centered support for young people with additional needs including learning disabilities and/or delayed mental development, emotional or behavioural difficulties including mild mental health needs.

Our service will offer accommodation in a shared group living situation for both looked after children, care leavers and for some young people who may not have been looked after or care leavers.

We will offer support to up to nine young people aged between 16-18 years of age of any gender. The young people will be involved in all aspects of developing the service. They will be consulted on matters involving their support and the service through regular house meetings, questionnaires and one to one discussions with key workers and free access to the management team.

Location

The location of the home is in a busy area of Goodmayes, Ilford. The home is close to the local shops and the new Elizabeth Line. The local train station is an eight minute walk with trains direct into London, Stratford and Romford. There are local buses which serve the area and the nearest bus stop is literally in front of one part of the building.

There are lots of opportunities for activities in the local area and larger shopping facilities in Ilford or Romford which is a three minute train journey or a ten minute bus journey away.

We are also a short train ride from the shopping facilities at Westfield in Stratford.

In our Romford town, we have a cinema, bowling alley, a large variety of restaurants.

We have a park nearby which offers facilities for recreational games and walks as well as a large gym and leisure complex. A Location Risk Assessment is completed and will be reviewed and updated annually.

Ethos and outcomes

We have created a service which provides a positive, encouraging, stable environment for young people to feel safe and secure. Our service aims to provide a stepping stone to developing greater independence and confidence to take them into adulthood.

Our staff are dedicated to creating a person-centered environment to promote self-help skills. We adopt an individualised and bespoke package of support to each young person and young people will partake in planning their own support package of care. We believe it is imperative for their self-esteem and confidence that they feel understood, heard and valued with a sense of feeling understood.

Each young person will be part of an initial assessment prior to admission, to ensure that the correct level of support and services can be identified and planned for. In cases of emergency admissions, a 72 hour review will be held and this period will be used as an assessment period.

Admission criteria

The service accepts planned admissions. We will consider emergency placements, but only when it is evident from the information provided that there are no behaviours that would pose a risk to the other young people already placed.

In all cases the service will seek to carry out an assessment of the needs of the young person and risks associated with behaviours of concern before deciding to admit. Where an admission is planned the purpose and outcomes of the placement will be identified before admission. In all cases an integrated or impact risk assessment is completed to determine how the potential placement would impact on existing young people.

The service will accept young people who will meet any combination conditions that follow:

- Is aged between 16 and 18.
- May have a learning disability/difficulty.
- Emotional or behavioural difficulties.
- May have some mental health needs
- Have Autism

Aims of the service

- To Safeguard the young people in our service and to encourage the young people to develop their skills and knowledge to recognise how to safeguard themselves.
- To provide support that is tailored to each young person's individual needs.
- To assist and support young people to work through their past and transition to adulthood in a positive way.
- To enable young people to develop and acquire skills that will prepare them for independent living, adulthood, and employment through structured support.
- To provide greater independence, choice and control in how the young person's health and social care needs are met.
- To support young people to become independent and gain critical skills that will enable them to flourish and transition to adulthood.
- Ensure that young people are treated as individuals and are actively involved in decisions that are made about them.
- To enable improved quality of life in terms of financial wellbeing, social isolation, continuation of community life. Greater potential for continued support from families, local event organisers and voluntary groups.
- To promote physical, emotional and mental well being ensuring all aspects of their health is promoted.
- To support young people to modify any behaviours which may challenge by educating them on alternative responses
- For young people to feel heard and valued and establish trusting meaningful relationships with staff and other significant people.
- Work in partnership with local authorities and other agencies to safeguard the young person or adult and ensure that they live fulfilling lives.

Facilities

We occupy a nine bedded, single level premises situated in Goodmayes, in the London borough of Redbridge.

There is a spacious comfortable lounge with a large shared TV and ample seating. We have a large shared kitchen with ample dining space. There is a second lounge with seating and a shared TV as well as an activity room which consists of creative activity materials, games and a free standing key board.

Each bedroom is spacious and comfortable with a window for ventilation. Each bedroom has its own en-suite shower, a toilet, and a wash basin. Each bathroom has an automatic lighting system that comes on with a presence in the bathroom. The extraction system also responds to a presence in the bathroom and boosts air flow. A set of new towels is provided on arrival for young people without their own. New bedding is also provided for those young people who may not have their own.

Each young person will be able to choose their own decor and soft furnishings. Bedrooms have a lock on each door.

Each bedroom is fitted with a fire/smoke/heat detection device and a full sprinkler system is in operation throughout the building. Emergency lights are fitted in each bedroom and the fire escape route. The building is compartmentalised by fire doors.

Rooms can be adapted to meet the individual needs of each young person in our service.

The property entrance and stairwell is protected by CCTV. The home has a programme of continual maintenance and refurbishment to ensure that appropriate safety, privacy, hygiene and functionality of facilities. The premises has been configured to comply with fire, health and safety regulations and are regularly inspected and certificated to ensure safety and compliance with regulations. There is a fob system on the doors leading into the service as added security to safeguard young people who may require this additional safety feature. For those deemed appropriate, a fob can be provided for access to the service.

Independence

Each young person will be encouraged to develop their independence and self help skills.

Independence will be supported by developing a bespoke independence plan for each young person based on their current skills and identifying realistic, achievable goals to further develop their skills.

Each young person will be allocated a key worker who will be responsible for overseeing their support plan and carry out regular one to one key work sessions. The key worker will support where necessary with appointments, meetings and reviews. Support is also available to the young people in areas of managing hygiene, budgeting, interview skills, seeking education training or employment, developing skills on food hygiene and cooking, shopping and any other area which the young person may require support. Young people will be actively encouraged to be in education, training or employment. Staff will promote education, training and employment with a positive emphasis of its importance by all staff. We understand that young people come into the service from a variety of settings and believes that it is important to encourage young people to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling, and empowering our young to lead as much of an independent lifestyle as possible.
- Supporting our young people in making decisions, choices and taking informed risks.
- Encouraging and supporting our young people to maintain contact with their friends and family.

- Encouraging young people to have access to, and contribute to records of their own support plans, such as the review meetings reports.
- Holding regular house meetings so that all aspects of the day to day running of the properties are discussed with the clients.

Young person's handbook

Each young person who enters our service will be presented with a young person's handbook which will inform them about the service and what they can expect.

The young person's handbook will inform them of their rights, rules, expectations, staffing structure, complaint procedure, entitlements, policies and how to access them with significant policies being part of the welcome pack (Complaints, safeguarding, visitors, smoking, fire procedure)

Choice

- Respecting and treating each young person as an individual and involving them in their care throughout their time in our service.
- Enabling young people to manage their own time and not be dictated to by set communal timetable and routines.
- Retaining maximum flexibility in the routines of daily life.
- Clients are encouraged to personalise their bedrooms.

Supporting cultural, linguistic and religious needs of the young people

The service has a policy of assessing each child prior to admission to determine their range of needs. This includes cultural, linguistic and religious needs. The service has a cross section of staff from different ethnic and geographic backgrounds which gives the team greater insight into meeting a variety of children's needs. Nevertheless, the service recognises that it can have young people referred whose cultural and linguistic needs are beyond the experience of staff team. In such instances, the home would work in partnership with family members and external agencies if required to meet the needs of the young people. Where language presents a challenge, staff are willing to learn essential words and terms alongside an interpreter where necessary. Written information would be presented in the young person's preferred language and food items, clothing and religious practices would be supported according to the young person's preference. Where further training would be beneficial, the service would undertake such training preferably prior to a planned admission.

We feel it is imperative that each young person feels that their culture, faith and identity is understood and respected. For this reason, we ensure the young people's cultural, linguistic and religious needs of the children are identified during assessment and at admission and plan for how these needs can be met.

There are places of worship locally for all faiths and religions and staff will actively support children to continue in any religious or cultural belief system then may have. Linguistic needs are identified on assessment and the home ensures that the skills, language and understanding of staff are supported to ensure the young people's needs are met.

Complaints

The service's day-to-day practice is run in a consistent, open, and fair manner. Every effort is made to resolve problems at source and quickly without recourse to formal procedures. If, however this is not the case, there is resource to making complaints and the service has a policy and procedure outlined for handling such matters. The young people are supported to voice their opinions if there is something that they feel dissatisfied with. All staff will have relevant training on managing complaints. A complaint can also be made directly to the Registered Manager. If a complaint involves the Registered Manager, then the complaint can be taken to the Area Manager or Responsible Individual who is also a director of the organisation. A complaint can also be taken to Ofsted or the children's rights commissioner should there be unhappiness about the service or any aspects of its function. A full copy of the complaints policy is available from the Registered Manager. A copy of the complaints procedure will be presented in the young person's welcome pack. All formal complaints will have a written response.

Registered Manager-Rachel Molyneux – Rachel.Molyneux@footstepscare.net

Area Manager-Jo Wright- Jo.wright@footstepscare.net

Responsible Individual-Anslim Narinesingh - anslim@footstepscare.net

Ofsted - enquiries@ofsted.gov.uk or call 0300 123 1231

Childrens right's commissioner - Info.request@childrenscommissioner.gsi.gov.uk or call 0207 783 8330

Civil Rights

Our service acknowledges that young people may need support to exercise their rights as citizens and access public services available to them. In order to support young people to maintain their place in society, the service assists them in the following ways:

- Where appropriate, making sure that young people exercise their right to vote in elections and to make themselves aware of the democratic process.
- Making sure that young people have full and equal to all parts of the NHS.
- Supporting young people to claim all appropriate welfare benefits and access social services.
- Supporting young people to access public services, such as libraries and education services.
- Supporting young people to actively engage in education or training.
- Supporting young people to undertake voluntary work if they so wish and are able to do so.
- Supporting young people to find appropriate employment.
- Ensuring the service complies with The Human Rights Act 1998.

Confidentiality

Our service ensures that information we hold about clients are kept confidential at all times in accordance with the Data Protection Act 2018/General Data Protection Regulation. (GDPR) There are exceptions to this rule in extreme cases where personal data relating to a client's mental and /or physical health.

Dignity and Respect

We preserve respect for our young people's dignity in the following ways:

- Treating each young people as a valued individual
- Supporting young people to present themselves to others as they wish through their personal appearance and social interactions.
- Offering access to a range of activities that enable the young people to express themselves as unique individuals.
- Tackling any form of discrimination that the young people might face.

Equal Opportunities

The Supportive Accommodation Service abides by equal opportunities legislation and company policy and does not discriminate in any way on the basis of race, religions, gender, disability, sexual orientation, marital status, or age in relation to staff and clients/service users. A copy of our current Equality and Diversity Policy is available on request from the service manager.

Managing risk

Our Service recognises that risk taking is a vital and often enjoyable part of life and of social activity and that some young people will wish to take certain risks.

We therefore do not aim to provide a totally risk-free environment. However, we do as far as practicable, ensure that young people are not subjected to any unnecessary hazards. If a young person wished to be included and take part in an activity that involves risk, the service will ensure that the young person has information available to them, in a format that they understand in order that they can make an informed decision about the risk and carry out a thorough risk assessment with the individual.

Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

Within the first six weeks of admission, each young person has a full risk assessment completed by their key worker. This risk assessment will then be updated at a minimum of every 4 weeks, if new risks are identified, or if there is a change in any of their existing risk factors.

Positive Behavioural Support.

We recognise that the young people in our service will have a variety of needs and staff are trained to understand various methods of behaviour intervention. The service uses a Positive Behaviour Support model for supporting young people's behaviours. The aims of this model of behaviour support are:

- To increase the quality of life of the young people
- Educate the young people to find more appropriate ways to manage their frustration and behaviours
- To decrease the behaviours of concern.

Positive behaviour support places an emphasis on teaching new skills and making changes to a young person's environment amongst other things. Positive strategies are those that improve the

young person's life and include working with the young person rather than trying to control/change them.

We believe the only way to modify behaviour is to understand it. This takes patience and understanding, and staff recognise that it can take a long period of time of continual hard work, consistency and effort to modify undesirable behaviours.

The approach seeks to understand the meaning of the behaviour from the individual's point of view rather than simply stopping the behaviour. This is a cyclic plan which has a number of steps which are iterated repeatedly over the lifetime of the plan. Consistency amongst staff members in implementing the plan is crucial and all staff have relevant training and updates.

We believe that boundaries and structures are essential components of responsible corporate parenting. We believe this is best achieved by:

- Promoting positive relationships.
- Respect for self and others.
- Providing clear expectations in regard to appropriate behaviour.
- Providing clear statements in regards to sanctions.
- Treating young people as individuals.

Our approach to physical intervention

Physical intervention will only be used as a last resort when it is necessary to prevent significant injury to any person or serious damage to property.

Our aim is always to reduce and ideally eliminate any use of physical intervention through means of building positive relationships, clear boundaries and behaviour modification techniques. Reasoning and discussion will always be the first and preferred means of resolving any difficulties presented by a young person. Physical intervention will only be implemented if there is a real danger of the young person causing serious and significant injury to themselves, other people or damage to property.

The service uses the Protecting Rights in a Caring Environment (PRICE, which is BILD accredited) techniques of intervention. All staff members are trained in the use of the PRICE techniques as well as in methods of de-escalation and diversion strategies. All occurrences of intervention are recorded in the physical intervention log and are reviewed by the manager.

Physical intervention is intended as an emergency method and temporary response to harmful behaviour and is discontinued immediately when the risk has diminished.

Following an incident of intervention, an early opportunity is taken to debrief the incident with the young person in order to offer reassurance and to promote understanding to explore alternative behaviours for the future. This is done with a member of staff who was not involved in the restraint for objectivity. Young people have full access to the complaints procedures should they consider any incident of intervention to be unjust or cause injury.

Medicines Management

Our purpose is to ensure the safe handling of medication within the service. All young people will have a choice to take or refuse medicines. A risk assessment will be completed to determine if clients can self-administer medicines.

If staff are administering medicines, medication will not be administered without the consent of the young person. Where possible, the person should clearly provide informed consent, which should be recorded in the young person's support plan. If this is not possible, but there is a change that the

young person can give consent, then the young person should be given support to be able to make an informed decision.

All staff administering medicines will have;

- Medication training and a refresher completed annually.
- All medicines are stored in a lockable medicines cabinet in a lockable room.
- Controlled drugs will be stored in a separate lockable cabinet. This could be inside the main drug cupboard. The keys to the controlled drugs cabinet will be kept separately on the person leading a staff shift.
- A record of medicines administered will be kept on a Medicines Administration Record (MAR)

Directors

Anslim Narinesingh
Michael Ward

Area Manager

Jo Wright

Home Manager

Rachel Molyneux

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Ofsted URN:

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