



Homes for
Independence

Leaving Care and Supported Living Service

Contents

- 2 Introduction
- 3 Aims and Objectives
- 4 Our service
- 5 Our Support
- 6 Accommodation
- 8 Admissions
- 9 Safeguarding
- 10 Missing
- 11 Consequences
- 12 Contact and Visitors
- 13 Fire Safety
- 14 Monitoring and Quality Assurance
- 15 Complaints

Introduction

Homes for Independence believe all young people are equipped with the opportunity to develop, grow and build independence skills to enable them to reach their full potential. We are passionate about making positive changes to young people's lives and we provide a safe environment enabling young people to and flourish.

Having somewhere safe and secure to live is pivotal to young people having a positive exit from care. The transition to adulthood for all young people, including care leavers, is all about progression. Homes for Independence is a service that supports young people in making their individual journeys to leave care.

Based in Crewe, in Cheshire East, Homes for Independence pride themselves on providing high-quality accommodation, alongside high-quality support, and working collaboratively with a wide range of partners and external services.



Aims and Objectives



Homes for Independence vision it that every young person is safe, supported and happy.

We aim to:

- Provide a physically safe and comfortable place to live and to safeguard and promote the welfare of each young person
- Provide the high-quality accommodation with the environment and facilities for young people to develop physically, psychologically, independently and socially.
- Provide consistent, well trained and reliable support staff.
- Listen to and respond to the young people's views, opinions and struggles. Ensuring their individual rights are respected.
- Facilitate positive experiences
- Deliver a non-discriminatory, non-patronising and professional service
- Ensure that all key areas of the young person pathway plan is addressed

Our Services

Homes for Independence provide high quality accommodation alongside high quality support for young people aged 16-18.

All our Leaving Care and Supported Living residences are staffed throughout the day and night. All young people accommodated will have individual support plans and they will be assessed in the key areas daily using our dedicated progress tracker. Regardless of the levels of support agreed, Weekly Sessions will be held between the young people and their key worker to discuss their progress, set goals and support them with any barriers or anxieties.

Services we offer;

Single Accommodation

Accommodation in a solo supported living placement with high level support as required. This includes 24/7 support and supervision.

Shared Accommodation

Accommodation in a high quality multi bedded supported living placement with 24/7 face to face staffing and the option to reduce support as required

Small Home

Accommodation shared by up to 3 residents.

Face to Face support hours as required

Transitional Support

Support to ensure smooth transition from Care to Supported Living Provider

Emergency supported provisions also available.

Outreach Support

Mentoring and Outreach Support available to those leaving our service or for those already living independently.

Hours as required

Our Support

Homes for Independence put no set time frame for when a young person will be ready to live fully independently. We will support and encourage young people to work through their Get Ready for Adult Life Pack – designed as a guide to highlight things that they need to know, need to work on, and provide support in getting further information where needed. The Key areas covered include:

- Money
- Health
- Education
- Relationships and Family
- Accommodation
- Self-Care
- Having your Say
- Legal Rights
- Being in Care
- Life Skills

We support with;

- Hygiene
- Shopping
- Activities
- Education
- Employment
- Religion
- Safety
- Self-Esteem
- Planning
- Food Prep
- Budgeting
- Relationships
- Training
- Emotions
- Culture
- Behaviour
- Organisation
- Identity
- Overcoming Isolation



Accommodation

Homes for Independence believe that all young people deserve the highest quality support – and the foundations of this come from the quality of the living environment.

Homes for Independence prides itself on providing the highest quality accommodation.



The Vine Residence offers accommodation and support for up to 10 young people. The property consists of 2 floors, both containing; 5 young person bedrooms, a staff office area, a communal lounge, a communal kitchen, bathroom/shower and toilet facilities, laundry room.

Each bedroom boasts a double bed, desk, TV and are spacious in size.

The Vine is purposely and perfectly designed and laid out in order to provide the ideal service to care leavers and the placing authorities. 24/7 care is provided however with progress and development levels of support can be reduced and further independence gained.



The Vine
Residence

10 Bed
Supported
Accommodation



- Double Beds
- TV
- Desk
- Communal Lounges
- Modern Kitchens
- Full CCTV
- Secure Access
- Fully HMO Complaint
- Laundry Facilities
- Easy Access to Town
- Nearby Train Station
- Retail Park nearby



Admissions

Homes for Independence endeavor to assist the placing authorities in identifying a suitable plan for all young people requiring a service. Understanding just how daunting the experience can be, we aim to make the process as smooth as possible for all those involved.

Each referral will be assessed individually and responded to at the earliest opportunity once a robust a thorough assessment has been made against the following;

1. Needs of the young person
2. Level of support required
3. Impact on those already in residence
4. Suitability of the locality

Risk Assessments are completed to assess and manage the risks of individual young people residing together and every effort will be made to match referrals into one of our available provisions. Where this is not possible, bespoke or specialist packages could be explored.

Where placement is agreed, Homes for Independence hope to complete visits to the young person in their current placement where appropriate to do so. Here they will make informal introductions and establish the relationship, providing information on their accommodation and support package.

We allow and encourage the young people to then visit our residence prior to moving in. This can be as frequently as they like, with persons significant to them or on their own – all with the aim to make the process and transition as easy as possible and minimize anxieties. 4 Week Trial Periods can also be offered should it be deemed helpful.

Once admitted, young people will be made aware of the support available, their pathway plan discussed, plans created, and information gathered to determine where the support hours will be best utilized.

Placements and Referrals

placements@homesforsupport.co.uk

01270 588 622

Safeguarding

Homes for Independence takes extensive steps to ensure that the young people placed in our services are effectively safeguarded.

Staff have a key role in this safeguarding process, and they are provided with the required skills, qualifications and training to protect the young people from harm.

All our Support Staff are employed under our parent company, Homes for Support Ltd. This is a regulated children's home provider registered with Ofsted. Due to this, all our staff undergo a stringent and robust recruitment process under the Safer Recruitment Guidelines.

Staff Training

- Safeguarding
- Fire Safety
- Medication
- Health and Safety
- Infection Control
- Equality and Diversity
- CSE
- Prevent Duty
- First Aid
- Lone Working

Safeguarding Measures

- Safer Recruitment
- Full CCTV
- HMO Licensed Accommodation
- Robust Internal Monitoring
- Clear Complaints Procedure
- Safeguarding Policy
- Bullying Policy
- Health and Safety Policy
- 24/7 Staffing and On Call



Missing

Upon admission to Homes for Independence, young people will be provided with clear expectations about the times in which they are expected back at the residence. Rules and expectations around what young people are to do when running late or in need of support or assistance are also clearly explained.

Every young person will have an individualized Missing Risk Assessment. This will contain extensive information which can aid and assist Support Staff and the Police locate the young person safe and well. As a minimum this will consist of; known acquaintances and addresses, history of missing and locations, CSE or CCE concerns, Health details, recent photograph, contact numbers, bank account details (if applicable)

Where young people fail to return at the expected times a Missing Person Report will be initiated. Each case will be decided on merit and reporting to the Police will be actioned accordingly. Before the Police are contacted Support Staff will take proactive steps to trace the young persons whereabouts including; checking the residences, speaking to other young people, attempting to contact the young person, contact friends and family, and refer to Risk Assessments and Plans.

Some Young People may absent themselves for a short period and then return, with their whereabouts known to the Support Team. Under these circumstances they will be classed as Absent without Authority unless there are apparent risks to their safety. Support Staff will record these incidences and they will be shared with the professional network.

Upon returning Support Staff will ensure that:

- The Police, Social Worker (EDT), Manager and other relevant parties are informed of the return
- The Young Person is welcomed back and given opportunity to explain the circumstances
- Any concerns are recorded and detailed within the Reports and shared accordingly.
- Medical Attention is offered and or sought should it be required.

The Police may choose to complete a Safe and Well Check upon their return, an Independent Return Interview should also be triggered by all Missing Episodes.

Consequences

Homes for Independence acknowledge and understand that young people may present with a range of complex behaviour resulting from such factors as their family background, experiences, trauma and mental health.

Young people will be made aware of the expected standards of behaviour upon their arrival, and within this their Occupancy Agreement will set rules and clear information on what is unacceptable.

Whilst residing with Homes for Independence, as part of the transition and growth, young people will have to become aware of the real-world consequences for their actions. These are consequences that would realistically happen to anyone else in society that carried out the same or similar actions.

Where consequences are imposed their purpose will be to further illustrate the 'real world consequences' young people will face. These will be used to further encourage the young person to take responsibility and acknowledge they are becoming adults and need to accept their independent future.

How and when such consequences are used are regularly reviewed by Homes for Independence to ensure that they are effective and that they do not hinder or prevent the progress of the young people.

Physically Assault on our Staff or on our other residents will not be tolerated and Police involvement will be sought. This zero-tolerance approach is also likely to put the young person placement at Homes for Independence at risk.

Physical Intervention

There may be occasions where young people require additional support and/or may pose a risk to themselves, staff or others. Where support staff recognise this they will attempt to de-escalate and talk things through, opening the channels of communication, providing support and hopefully ascertain the reasons behind their difficulties.

Homes for Independence do not use Physical Intervention. Due to the nature and purpose of the service, considering the age and the realistic expectations and consequences for negative behaviour – support staff will exhaust de-escalation and re-direction strategies, but the Police may be summoned should behaviour become harmful or violent.

Contact and Visitors

Homes for Independence recognise the importance of Young People wanting friends, family and significant others to visit and spend time with them at their residence. Therefore, we endeavor to promote and support this contact where appropriate and safe to do so.

We ask that friends and visitors respect the rules, the Support Staff, the environment and the other Young People as is the expectation of the residents.

There may be occasions whereby it is deemed inappropriate for young people to have visitors, this may be due to incidents within the home, meetings or visits, or due to concerns around the behaviour during previous visits. Due to this we ask that Young People check with Support Staff prior to inviting or arranging visits.

There may also be times whereby certain peers or visitors are deemed to be inappropriate, detrimental to their welfare, and may even place the Young Person, Staff or other residents at risk. Where this is the case restrictions will be placed on such visits.

Where young people bring visitors to the home unannounced, they may be asked to leave or not be permitted to enter the residence. Young People should have no more than 2 visitors at once, unless this is individually agreed in advance by the Support Staff and Manager.

Homes for Independence will endeavor to support Family Contact whether by transportation, supervision or facilitation. Overnight stays at the Family home can also be arranged if agreed within their Pathway Plans.



Fire Safety

At Homes for Independence all our residences operate robust fire safety procedures with a stringent fire policy which is rigorously applied.

Upon admission young people will be made aware of the fire policy, procedures and provided with fire safety advice. Staff and service users are expected to participate in regular evacuations as required. Fire alarms are tested recorded in line with our policy and in accordance and adherence to current legislation. Evacuation drills are completed in the daytime and occasional during the night-time so to prepare for all eventualities.

All our exits are clearly marked, emergency lighting and low-level floor lighting is present throughout, with fire equipment located in places advised by our external fire safety consultants.

Weekly checks of the environment, including visual checks of the electrics are conducted and any issues, concerns or defects are reported immediately to our dedicated maintenance team. All safety certificates, checks, repairs and maintenance records are held and stored in line with Health and Safety requirements.

Homes for Independence provide accommodation which is owned and managed by Northern Point Developments Ltd - a respectable and renowned Cheshire East Accredited Landlord. All the properties are fully HMO Licensed.

HMO Responsibilities

- Fire Safety Measures
- Fire Action Notices
- Fire Safety Signage
- Emergency Lighting
- Annual Gas checks
- 5 Year Electrical tests
- Appropriate waste systems
- Energy Performance Cert
- Smoke Alarms
- Carbon Monoxide Alarms
- FD30 Fire Doors throughout
- Fire Resistant furnishings
- CE Marked Appliances

Monitoring and QA

Despite being an unregulated service, Homes for Independence strive to ensure the same standards, quality and safeguarding measures are in place across Children's Services.

In order to achieve and maintain these high standards we have regular internal monitoring through our Head of Quality Assurance. We will assess our service by how we perform against the outcomes set by the placing authority either by framework, Individual Authority Arrangements and Notification, or by Pathway Plan.

Individual Progress is measured with our dedicated Progress Tracker, Support Staff will update this daily giving them an achievement score over several areas such as Hygiene, Education and Employment, Social, Finances. The Tracker will then provide weekly and/or monthly graphics to show trends, patterns and monitor progress.

Placing Authorities will be provided with regular feedback and updates regarding their Young People. Where Incident or Missing episodes occur, they will be notified immediately and the provided with the respective reports. Monthly Reports will be completed and will be sent to the Social Worker and any other person(s) within the Placing Authority who it is agreed to share with. We also gather the views of these professionals as part of our Quality Assurance process.

Service User feedback is also extremely important to us at Homes for Independence. At this stage of their lives Young People need to be treated as individuals and thus have a say in the support that they receive. We therefore recognise that our service users play a key role in monitoring and evaluating the quality and effectiveness of our services.



Complaints

Young People who use the service will be informed of the Complaints Procedure in a variety of ways, this will be prior to admission, upon admission, and their understanding refreshed throughout their journey. A copy of the procedure will also be contained in the Welcome Pack which they will keep in their possession for reference.

When Young People indicate they wish to make a complaint, Support Staff will do all that they reasonably can to ensure that all other resolutions available have been tried, rather than resorting to the making of a complaint.

Where a person insists that they wish to make a complaint, Support Staff or the Supported Living Manager concerned will deal with the matter. If they wish to do so, complainants may direct their complaints to others outside of Homes for Independence, such as the Social Worker or Personal Assistant.

Complaints should preferably be put into writing, in a letter or using a Complaints Form; but other methods may be used, including the use of voice recording, video recording, or verbally.

Young People will be provided with reasonable assistance they require or request, including being advised that they may ask someone to make the complaint on their behalf. They will also be provided with information and contact details of Advocates.

Where a complaint involves a safeguarding matter, the Safeguarding Policy will be followed.

Supporting Living Manager – Carlie Jones

Carlie.Jones@HomesforSupport.co.uk

01270 588 622

Safeguarding Lead – Peter Rowlinson

Peter.Rowlinson@HomesforSupport.co.uk

01270 588 622



Homes for Independence is a part of the Homes for Support Ltd group.

www.homesforsupport.co.uk