

Wellspring Care Services Statement of Purpose

Wellspring Care Services is an independent provider delivering a person centred service to young people meeting the range of low through to critical high support, high supervision needs. Wellspring provides specialised 24 hour semi-independent living options for adults and young people leaving care.

Our Clients include:

- Asylum seeking/refugee minors aged 16 and over living in private residential accommodation.
- Young expectant mothers.
- Young mothers with babies.
- Young people leaving care.
- Young children/ adults escaping abuse.
- Young people with additional needs.
- Mental Health and Learning Disability Supported Living Services.
- Young Offenders.
- Minors leaving foster care who need initial support in semi-independent living.

Aims and Objectives

Wellspring Care Services aims to place the needs of young people at the heart of our service by promoting independence and providing care that respects young people's choice, rights, privacy and dignity.

Wellspring Care Services aims to provide the highest levels of care and service to enable young people to achieve their goals. We do this by ensuring our staff are recruited, vetted and trained against a strict framework with emphasis placed on the quality and continuity of our care workers to provide a stable and secure environment for all young people.

We are committed to working flexibly and imaginatively with all other professionals and families to ensure the best interests of every young person in our care are consistently served.

Wellspring Care Services' policies and procedures are written to provide safe services and working practices that help protect both young people and their carers. We recognise the need for client and family choice and proactively encourage involvement during the planning and delivery of care and guarantee that the service is managed and delivered in a way, which meets the needs of individuals concerned.

We aim to ensure all parties are kept fully informed at the all times with up to date information which allows young people, their families or carers to make informed choices concerning their care. Information can be made available in the most appropriate language format required.

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We are unreservedly committed to the principles and practices of equality. Our policy on equality and diversity is reflected in all aspects of our service to make certain we accommodate and respect all aspects of ethnic, religious and cultural groups being sensitive to their specific needs.

Our quality assurance programme ensures regular quality and performance appraisals are conducted, both with young people and carers. In addition, our complaints, grievance, allegation, whistle-blowing and disciplinary procedures guarantee that we are able to capture information to plan and implement on-going improvements to our service alongside regular feedback from young people and councils we work with.

Wellspring Care Services aims to:

- To provide the highest quality, young person friendly accommodation, that is safe, secure and responsive to a young person's needs.
- To work with each young person as a unique individual and develop a package of care appropriate to their age and level of emotional development, which will enable them to achieve and grow at their own pace whilst also providing them with the skills required to prepare them for their young adult lives outside of the 'looked after' system.
- To provide support which strives to deliver all of the outcomes outlined within the 'Every Child Matters' strategy, with reference at all times and with acknowledgement to, the fact that young people are central to the planning processes which shape their lives, and ultimately direct their futures. This can be achieved by providing support and allowing them to develop their self-esteem and confidence by providing new opportunities and ways of looking at lifestyle choices and options through new experiences, and by acknowledging a young person's right to take risks in a carefully supported and assisted manner.
- To enable young people to make the best use of a range of support services available to them, which are relevant individually in relation to their own communities and lifestyles.

Girton Road Residential Unit

A five bedroom all female unit with lounge-dining space, separate kitchen, separate bathroom and two toilets and a large garden. Offering a warm and comfortable environment to females aged 16 and above. One bedroom is rear facing en-suite. The unit also has a large garage space with plans to be converted into a communal entertainment space for residents.

The ethos of the residential unit incorporates the following beliefs:

- That each young person should be viewed as an individual and that his views, attitudes and opinions are respected.
- That young people are experts on themselves, therefore they should be actively involved in decision making about their lives.

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- That young people make mistakes; experience, help and guidance will empower and enable them.
- All practice and planning processes are focussed towards meeting the 'five outcomes' of the 'Every Child Matters' strategy, currently being developed on a community based and national level.

Accommodation:

Girton Road Residential Unit offers comfort, homeliness, safety and privacy in a young person centred environment. The furnishings, décor, fixtures and fittings were assessed in consultation with young people who have experienced the 'looked after; system and their advice was sought in relation to, 'what makes a home homely?' from a young person's perspective.

Girton Road Residential Unit is situated in the middle of a long terraced road with good transport links. The house comprises of a lounge-dining space equipped with a television, seating and a dining table and chairs. The kitchen has one fridge/freezer, one microwave, one kettle and one oven. There are also facilities for washing laundry. There are also four large bedrooms and one single bedroom, all furnished with a bed, wardrobe and chest of drawers for storage. There is a bath and shower facility in the bathroom, with a separate staff toilet downstairs. There is a neat garden to the rear of the property and a driveway for ease of parking for staff to the front.

There is a staff office space for administrative purposes and to ensure the safe storage of personal information and other personal effects there are locked filing cabinets. The unit is fitted with smoke and carbon monoxide detectors throughout.

Girton Road is ideally situated for all local amenities. There is a public park, easy access to local schools and colleges. Barnabus Medical Centre is situated opposite and the Northolt tube station is a fifteen minute walk. The 395 bus route passes close to the unit on a regular basis.

Support:

Wellspring Care Services recognises the need for high quality, well trained and motivated staff. Members of staff at Girton Road Residential Unit are available 24/7 to make a young person's experience within the unit as positive as possible.

Support for the young people will involve strategies geared to meet emotional, social and developmental needs (aware of the age range within the unit) as well as practical support in relation to the development of life skills. The promotion of independence skills along with advice pertaining to health, wellbeing and personal safety will also be paramount.

Castle Road Residential Unit

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Castle Road Residential Unit is a four bedroom all male unit with lounge/dining space, separate kitchen, separate bathroom and W/C and a medium sized garden. Offering a warm and comfortable environment to males aged 16 and above.

The ethos of the residential unit incorporates the following beliefs:

- That each young person should be viewed as an individual and that his views, attitudes and opinions are respected.
- That young people are experts on themselves, therefore they should be actively involved in decision making about their lives.
- That young people make mistakes; experience, help and guidance will empower and enable them.
- All practice and planning processes are focussed towards meeting the 'five outcomes' of the 'Every Child Matters' strategy, currently being developed on a community based and national level.

Accommodation:

Castle Road Residential Unit offers comfort, homeliness, safety and privacy in a young person centred environment. The furnishings, décor, fixtures and fittings were assessed in consultation with young people who have experienced the 'looked after; system and their advice was sought in relation to, 'what makes a home homely?' from a young person's perspective.

Castle Road Residential Unit is situated in the middle of a long terraced road with good transport links. The house comprises of an open plan lounge-dining space equipped with a television, seating and a dining table and chairs. The kitchen has one fridge/freezer, one microwave, one kettle and one oven. There are also facilities for washing laundry. There are also 3 large bedrooms and one single bedroom, all furnished with a bed, wardrobe and chest of drawers for storage. There is a bath and shower facility in the bathroom located on the first floor, with a separate W/C. There is a patio garden to the rear of the property and a driveway for ease of parking for staff to the front.

There is a staff office space for administrative purposes and to ensure the safe storage of personal information and other personal effects there are locked filing cabinets. The unit is fitted with smoke and carbon monoxide detectors throughout.

Castle Road is ideally situated for all local amenities. There is a public park, easy access to local schools and colleges. Barnabus Medical Centre is within a reachable distance and Northolt tube station is a fifteen minute walk. The 395 bus route passes close to the unit on a regular basis.

Support:

Wellspring Care Services recognises the need for high quality, well trained and motivated staff. Members of staff at Castle Road Residential Unit are available 24/7 to make a young person's experience within the unit as positive as possible.

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Support for the young people will involve strategies geared to meet emotional, social and developmental needs (aware of the age range within the unit) as well as practical support in relation to the development of life skills. The promotion of independence skills along with advice pertaining to health, wellbeing and personal safety will also be paramount.

Individual Support:

Each young person is allocated a member of the team who will take a lead responsibility as his key worker. Careful consideration will be given to this allocation and all possible attempts will be made during the referral and planned admission stage to ensure the young person has an opportunity to meet his key worker and thus begin the process of relationship building and making sure that at the time of any move, they will have a 'familiar and friendly face' to support them in what, for many young people may be a problematic, frightening and stressful process. The key worker in consultation with the young person will develop a support plan based upon individual need and meeting the 'five outcomes' enshrined with the 'Every Child Matters' agenda, via the means of clear and unambiguous care plans and pathway plans. The key worker will also support the young person to maintain any links he may have with other agencies involved directly or indirectly with their care. The key worker will be expected to meet regularly, (usually weekly depending on the agreement between the young person and their key worker) and all plans, aims and objectives will be discussed to ensure that progress is monitored and that all issues are addressed in a focussed and clear fashion with reference at all times to the young person's individual level of understanding and communication style.

The Social Workers can express any wishes or concerns and complaints raised by a young person. This process will be handled independently of the Residential Unit and Wellspring Care Services as an organisation.

Admissions Procedure:

Wellspring Care Services operates an effective admission procedure, which clearly identifies a purpose for placement and reduces the tendency for young people to drift. It provides an opportunity for young people to change through collaboration and mutual respect and will assist them in re-establishing themselves in the wider community.

As we aim to maintain a balance at all times, the acceptance of a young person for placement will be determined following careful assessment and discussion between the management and staff team as a whole. The perceived ability of a young person to integrate into the existing groups will be considered and evaluated via the perceived impact that the admission may have on those young people already residing in Girton Road.

A local authority, social worker or placement manager will make initial telephone contract with Wellspring Care Services. During this initial contract it is essential to

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obtain as much information as possible about the young person's current situation and their particular care needs. Placements will only be offered to local authorities when a completed referral form is submitted accompanied by sufficient background information to allow a realistic assessment to be made concerning the viability of the placement.

It is considered good practice for the allocated key worker to visit the young person in their future placement prior to admission. Arrangements should also be made for the young person to visit the unit, with their Social Worker (where appropriate) as part of a planned induction. Following admission a placement agreement will be held with all relevant parties, including parents of carers (where appropriate) to draw up a written agreement for the placement.

On admission the young person will meet with their key worker and will be given an age appropriate information pack giving details of Wellspring Care Services's rules, routines and boundaries (e.g. expectations, jobs, activities, complaints procedure etc). The young person will have the opportunity to ask any questions they have at this stage. New residents will be expected to sign a contract to agree that they understand the rules and expectations of Wellspring Care Services.

Key workers will take responsibility for assisting the young person in their understanding of any information that is issued. The underlying philosophy of Wellspring Care Services is about helping young people feel safe and confident enough to take control of their own feelings, actions and lives. Once feeling safe, young people can sometimes demonstrate certain anti-social behaviours, which are part of the process of beginning to let go. They may challenge and test boundaries, in an attempt to make some sense of their lives and the relationships around them.

This is often because they have been let down by significant adults many times before. Support for a young person at this stage is very important, through having the opportunity to experience adults in a more positive light; it is possible for them to begin building trust, confidence and self-esteem. As their confidence grows they will be able to take a greater control over all aspects of their lives. Staff will always show unconditional positive regard for the young person, even at times of crisis. This will impact by revaluing young people who feel devalued in a society that has let them down, thus enabling them to be empowered and gradually take control.

Staffing:

What young people want from support staff?

- Be able to after our basic needs.
- Keep them safe and happy.
- Help, support and advise
- Listened to.
- Treated with respect.
- Treated as equals.

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The staff team has been drawn together from a variety of backgrounds and have all been selected for their own individual skills and knowledge bases. All have shown the necessary personal qualities to enable them to provide support to children and young people, (and if appropriate their families) in relation to the often-complex needs and challenging behaviours within the 'looked after system'. A rigorous and carefully planned recruitment process has been developed to ensure as far as possible, that the team is able to support in a positive and proactive manner. All new workers are subject to a six monthly probationary period. This will allow them to gain a greater understanding of the expectations with in the home and the wider organisation.

Our staff members at Wellspring Care Services are extremely important in order to ensure the smooth running of our service. We feel it is paramount that staff receive job satisfaction and are always happy to work with us. Wellspring Care Services confirms that all our staff receives regular and thorough training in all aspects of the service. Our training methods are varied but include traditional group session, group supervisions, and individual training sessions. All staffs are DBS checked and have relevant qualifications and experience.

Complaints and Compliments:

Wellspring Care Services welcomes feedback on its services, especially from its service users, their carers and other health or social care professionals. Whether these are compliments, complaints or suggestions, we view these as useful indicators to assist us in improving our services or working relationships.

Wellspring Care Services have procedures in place that service users and all people in contact with Wellspring have access to and have been informed of:

Children's Act 2004

Wellspring Care Services will ensure that all young people placed with us have a positive and enriching experience. The Care Matters: Transforming the Lives of Children and Young People in Care and "forms part of the Government's programme to ensure children and young people receive high quality care and support". All staffs are trained in this legislation and will work with this ethos as a key principle.

This document is to be reviewed on: **1st March 2014.**