



Statement of Purpose

Crystal Care Solutions

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WHO ARE WE?

Crystal Care Solutions is an independent provider of social care. The Care Leaving service specialises in providing accommodation and support to young people and adults through Supported Living accommodation.

Why are we here?

We understand that The Care Act 2014 places a duty on local authorities to conduct transition assessments for children, children's carers and young carers where there is a likely need for care and support after the child in question turns 18 and a transition assessment would be of 'significant benefit'.

Our extended support can mean that individuals can stay with us past the age of eighteen in our Supported Living Provisions

Our philosophy is to give young people and adults the chance to fulfil their potential through support and guidance

What do we do?

We provide practical support and accommodation for young people, as defined by the Children (Leaving Care Act) 2000.

We provide semi-independent living options for individuals that are leaving care. We build a person centred package to individuals to provide a high standard of support in the community.

We know that young people need support to move into adulthood because it can be a difficult time. Those in care can be particularly vulnerable and need more help to prepare themselves.

Why do we do it?

We are very passionate about what we do and we want to give all young people and adults the chance to live on their own.

Our aims and objectives are to;

- Provide a person centred service that promotes and supports independence, dignity, rights and choice through structured and planned programmes.
- Improve the quality of life for all of the individual we work with to give them the best life possible
- Make sure that our staff are competent and confident and develop within their role
- Achieve partnerships with other agencies to provide a holistic service
- Provide emotional and practical support by listening to the needs of the individuals
- Work with the local community to promote good citizenship
- Creating flexible services that meet the needs of our commissioner
- Engage with family and friends to involve them in the support process
- Creating a safe and secure environment for our staff to work in and one in which people who use our services are confident that their needs are being met
- Ensuring that each individual's values and needs are respected in matters of disability, gender reassignment, pregnancy, race, religion or belief, sex or sexual orientation.
- Having robust and efficient systems in place to monitor and report on the needs of individuals

Who can use our service?

We provide Supported Living Accommodation and support for individuals between the ages of sixteen and twenty-five years old who are leaving care and still need a level of support. Our service is available for sixteen to twenty five year olds who are eligible, relevant or former relevant children.

We work with a range of different individuals with varying needs and have a range of different behaviours;

Needs

- Mild Learning disabilities
- Younger Adults
- Young people from the age of sixteen
- Mental Health issues
- Physical Disability
- Sensory Impairment
- Personality Disorders
- Autistic Spectrum Disorder
- Attachment Disorders
- Emotional and Behavioural Difficulties
- Low level care leaving support

Behaviours

- Harmful Sexual Behaviour
- Being at risk of Child Sexual Exploitation
- Substance misuse problems
- Emotional Regulation Difficulties
- Complex and challenging behaviours
- Psychosis
- Suicide Ideation
- Criminalisation and offending behaviour
- Support into the wider community
- Posing a risk to the public
- Posing a risk to themselves through self harm

A typical individual would stay with us from the age of 16 through to their 18th birthday. During this time, individuals would have a bespoke support package that would reduce in time.

What does our accommodation look like?

Our head office is currently situated in Nantwich. The office is a modern office that is situated on a business park. The office has good links to the A500 and M6 and is ideally situated between all supported living provisions.

All of our houses are defined as supported living provisions. We do not have any Care Homes within the Care Leaving service. Our provisions are currently located in;

- Greater Manchester
- North Wales
- Crewe, Cheshire
- Staffordshire

We are conscious of the Ofsted letter dated May 2017 and ensure that we work within the boundaries of regulations and do not fall into the category of an Ofsted regulated service.

Crystal Care Solutions are not landlords and do not own the accommodation. We will seek accommodation on behalf of the individuals we provide a service for, however the tenancy is shared and Crystal Care Solutions can be removed from the tenancy at a later date if required. If however, the individual wishes to have a different care provider for their support they are entitled to do so.

Semi-independent Living

The provisions are set up to provide a small group living environment in order to provide a nurturing and homely environment. Our small houses will allow individuals to have the support they require in a personal setting. Each individual has their own bedroom with a lock for personal space and some have their own toilet facilities.

These provisions are suited to those people who need well-structured living options with firm boundaries. This is a perfect step-down from residential care!

Independent living

We also offer domiciliary care services in the form of floating support. This service is for those individuals who have moved from residential care or semi-independent living and only need a limited amount of support in their own home.

This service is tailor towards the individual and very flexible in its approach. Individuals can pre-book their support with the staff and have a small personal team.

How do we do it?

The level of support we offer can vary between each individual; everyone is different. Some people need a lot of support when they first come to us and some only need a minimum level of intervention to help them into adulthood.

We provide a high quality and personalised service by doing a number of things;

Supporting individuals through mentoring and coaching

- Support with attending and making appointments
- Overnight sleep services
- Teaching to 'run a house'
- Help with tenancy agreements and being a tenant
- Support to prepare and plan for meals and cooking
- Managing behaviours that challenge
- Accessing education, employment or training
- Keeping in contact with family and friends
- Offer clear consequences to decisions
- Integration into the community and developing social circles
- Preferences for religious or cultural needs
- Offering emotional support to provide a stable environment and build self esteem
- Support for those young people leaving care or the parental home and moving into independent living
- Support with medication
- Identifying patterns of behaviours and triggers

Working with other people

We work with a range of other professionals that ensure that we provide a multi-disciplinary and holistic service. We engage the professional network in regular meetings to make sure we are on track. Some people include;

- CAMHS and Mental Health Teams
- Policing Teams
- Advocates
- Transgender clinics
- Local Authorities
- Substance misuse placements

Creating a personalised Service

Each individual will have their own support plan and a health and wellbeing plan. Individuals are expected to take the lead in their own support.

We create personalised planners so that individuals can allocate their time and create a transition plan so that they know what they will get out of our support.

Each individual has an engagement contact and expected outcomes for the support on offer. We engage the individuals to take ownership of their own support so that they can create their own future.

We also understand that individuals have been through a lot and sometimes they need a little more help, so our staffing can be flexible.

Therapeutic Led service

We work within a therapeutic model called Good Lives. This model was adapted for adolescents by G-Map. Staff are trained in the Good Lives model and have an understanding of how attachment and trauma can impact on child development through to adulthood.

We also work in partnership with G-Map who are leaders of therapeutic input for individuals with harmful sexual behaviours and sexualised behaviours. G-Map can also provide therapeutic input for those at risk of CSE.

Intervention work is focused on equipping the young person to meet the assessed *Good Lives needs* they met inappropriately, in more appropriate ways.

Providing a safe service

We have a number of different mechanisms in place to make sure that we keep individuals safe. These compliment the support plan and health and wellbeing plan and include;

- Reports to the professional network to easily catch any issues that may arise
- Behaviour support plan
- Behaviour risk management plans
- Activity risk assessments
- Weekly planners
- Missing persons protocols
- Links with local policing teams and missing coordinators
- Emergency and injury protocols
- Home risk assessments

What can individuals expect?

We want to make sure that individuals have a positive stay with us and that they can remember us for years to come. Individuals can expect;

- Support that is personalised to their needs
- An environment that is safe
- An engagement contract that sets out what they can expect from us and what we expect from them
- Clear boundaries from the outset
- Clear guidance on the management of incidents or behaviours that challenge
- An independence programme that is structured and planned
- A transition plan into adulthood
- Support to manage their own tenancy
- A support plan that is reviewed every three months
- Outcomes that are designed to meet their needs and abilities with regular reviews
- Active participation with their own support package
- To be treated fairly with dignity and respect without depriving them of their liberty
- Signposting to other beneficial services

We issue an information pack at the commencement of service to all of the people who use our service. This pack includes all of the emergency protocols for the house in which they live, essential policies and information about how to make a comment.

What can commissioners expect?

We also know that our commissioners are as important in the support process and as such commissioners can expect;

- Clear reports on the progress of individuals
- Regular professional meetings
- Open communication
- A fee that provides value for money
- Working with other organisations to achieve the best possible outcomes
- Reports of any safeguarding concerns in a timely manner
- Attendance at statutory meetings

What does the support look like?

The supported living provisions are staffed 0800-2300 with a sleep by staff. The member of staff is shared between two or three young people in the provision and individuals can come and go as they please. The staff will provide support and accommodation.

The support is designed to be a 'step-down' from residential care and are small provisions with well trained staff who can deal with a variety of needs.

On a day to day basis, individuals will be encouraged to be an active part of the community and staff will support them to undertake different activities. This could include spot checks, welfare calls or support to appointments and education for example.

Individuals will be expected to take part in setting the house rules and sticking to them. The staff will offer boundaries and structured independence plans to ensure the individuals are ready for adulthood.

How do we safeguard individuals?

Ensuring that the individuals we support are safe is vital to us; it's a fundamental part of our service. We do a number of things to ensure that the service we provide is suitable and the people who use our service and staff are protected. We have a responsibility to ensure openness and transparency when any safety incident has occurred.

Whistleblowing

We have a firm whistle-blowing policy that is at the core of what we do. Our policy ensures that every individual, whether it be somebody who receives a service or a member of staff, has the right information to report anything that they are concerned about.

Complaints

Our complaints policy is visible and clear for anybody who wishes to exercise their right to make a complaint. The policy is given to every individual who receives a service and there are alternative formats available upon request. A complaint may be small or it may be more serious – regardless, we want to know.

Recruitment of Staff

We ensure that all of our staff go through a thorough recruitment and selection process. We check employment history, references, identity, right to work and complete an enhanced barring and disclosure check.

Before any new members of staff visit any of our individuals, we ensure that they are competent to do so.

The Manager and staff teams believe strongly that an anti-discriminatory approach to their practice and equality of opportunity for individuals are fundamental to good practice. Our staff are guided by the principles set out in the Equality Act 2010.

No one should face discrimination Harassment or victimisation as a result of disability, gender reassignment, pregnancy, race, religion or belief, sex or sexual orientation.

Who are our staff?

Support Workers

Support workers provide direct support to individuals who are living in our provisions. We support staff to gain their level 3 in health and social care if they have not already achieved it. Support Workers work on a rota basis on a three week rolling rota. This means we can offer consistent and competent staff.

Supported Living Managers

There is a Supported Living Manager allocated to each provision. And form part of the core staffing team. The Supported Living Managers manage the team of Support workers that are allocated to each individual. The Managers are qualified to a minimum of Level 3 in Health and Social Care and will work towards their level 5.

Assistant Service Manager

The Assistant Service Manager is Gemma Struthers. Gemma comes from a health and wellbeing background working with a varied range of individuals. Gemma is based at our Head Office but spends the majority of her time in the community at our provisions.

Service Manager

The Service Manager is Nicola Geagen. Nicola is situated at our Head Office and is contactable on 01782 777511. Nicola has been in the care industry for over fourteen years and has experience in finance & commercial, office management and branch management. She has an MSc in Business Management, Diploma in management, Level 2 Medication, Level 2 Health and Safety in Health and Social Care, Managing Safely (IOSH), and Level 5 Diploma in Health and Social Care..

Managing Director

The Managing Director is James O'Leary. James is based at our Head Office and is contactable on 01782 777511. James holds an NVQ4 CCYP, NVQ4 LMA, NVQ4 Business and has a NEW14 Youth Work qualification. James has many years experience of a range of roles, settings and service user groups in the care sector and has held the role of Responsible Individual with Ofsted, CSSIW and Care Quality Commission since 2012.

How do we make sure staff are safe to work with individuals?

We make sure that our staff are highly trained in a range of issues that include but not limited to;

- Safeguarding of Vulnerable Adults
- First Aid at Work and Emergency Aid
- Data Protection
- Basic Food Hygiene
- Health and Safety (including fire)
- Learning disability awareness
- Equality and Diversity Level 2
- Infection Prevention and Control
- Medication
- Mental Capacity Act and DoLS
- Child Protection
- GMAP Managing Harmful Sexual Behaviours
- Personal Safety
- Child Neglect
- Management of Actual and Potential Aggression
- Nutrition Awareness
- Mental Health Awareness

What makes us different?

We are not a provider of 'traditional' supported living. We pride ourselves on creating a service that is different and unique.

We offer a person centred approach as standard and as such we don't pretend that this is something we do different—we believe this should be something that all providers achieve within their services.

Our accommodation is selected with Care Leavers in mind. Every individual we work with is different and this is something that we embrace.

- Our provisions are small, group living environments that are step-down placements from residential care. Because of this, we are able to offer a service that is bespoke and offers more support than a traditional supported living provision. The staff are based at the provision and can give dedicated support all the time not just during allocated 'key worker times'.
- Our staffing can be flexible to meet the needs of the individuals
- We offer a set weekly fee so that commissioners understand exactly what they are paying each week to offer value for money.
- Our Risk Management plans are live documents that are completely personalised. We believe in active risk taking with a structured and robust plan in place to support the individuals.

- Our staff are highly trained in a number of different nuances. They understand attachment and trauma and how this impacts on child development through to adulthood. Our staff are trained in the Good Lives model and create a therapeutic led service.
- We have reporting mechanisms in place that ensure that the professional network is kept up to date of the individuals progress
- Our Care Leaving Service is part of a wider network of support; individuals can move between our residential care services through to Care Leaving as part of our streamlined processes.
- We are partners with G-Map to offer a specialised service for those with sexually harmful behaviours.

What are our values?

- * We genuinely **CARE** about the service we provide
- * We ensure that our staff are **COMPETENT** to support our individuals
- * We show **COMPASSION** towards the individuals we support because we understand that moving into adulthood is hard
- * We have open **COMMUNICATION** lines to the professional network and our company which makes us transparent and honest
- * We show **COMMITMENT** to achieving outcomes and meeting the needs of the individuals
- * We have **COURAGE** to challenge bad practice and speak up when we don't think things are right