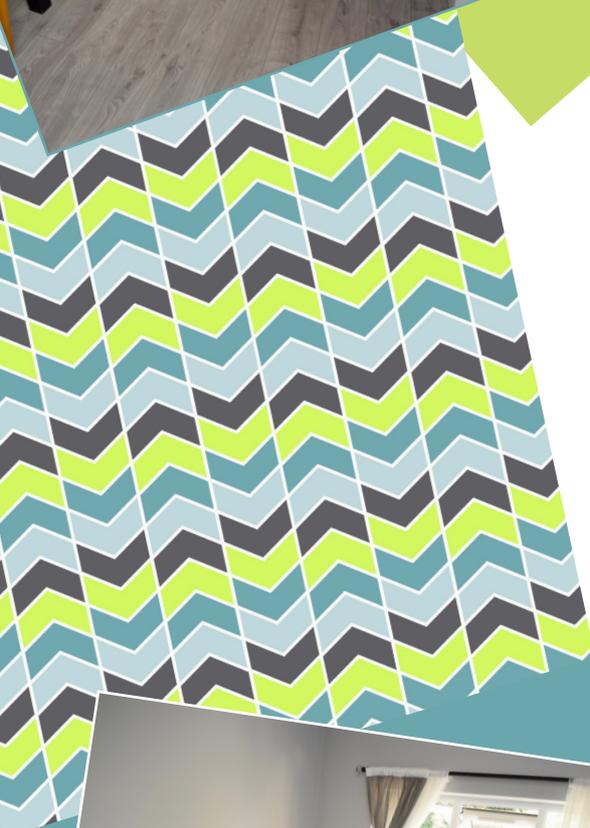


SDA CARE

building independence and
enabling our young people



Statement of Purpose



info@sdacare.org
www.sdacare.org

#WEBELIEVEINYOUNGPEOPLE



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INTRODUCTION

SDA Care is a specialist semi-independent provider with a number of fully licensed and Insured residential Homes with Multiple Occupants (HMO's), Stand Alone and Specialist Housing Solutions. Our units offer a range of 24hr and low level support options. We can also offer periods of assessment to both young men and women typically between the ages of 16-21yrs. Our homes can accommodate a Local authority request for young people above the age of 21 when a comprehensive risk assessment has been carried out to identify the impact on both staff and other residents.

Our homes are a combination of, self-contained flats and houses that operates with an ethos that common values and boundaries all go towards providing a safe, structured, homely and nurturing environment for vulnerable young people seeking to transition towards independence. We offer each individual a sustainable and socially stimulating environment to live in with all homes beautifully decorated & kept throughout to provide a welcoming and homely environment.

SDA Care specialises in providing help and support to young people who have often experienced multiple moves, long periods of absence from education and suffer from emotional and behavioural challenges because of post-traumatic stress. We believe that all young people are entitled to experience a high standard of support and the opportunity to build positive memories to reflect on. We aim to achieve this outcome by taking a non-judgmental and holistic approach when providing a service which young people will call "Home".

Our support plan gives every young person an opportunity to graduate towards varied levels of independence whilst they find out who they are and aspire to be. We pride ourselves on supporting all young people to form a sense of confidence and self-worth; within a safe and secure home. It is our aim to support and encourage young people to achieve their full potential in all areas, and where possible return to their own family network to continue their transition into adulthood.

Our support plans are tailored to meet the individual needs of young people, encourage positive progress and act as an evidence base of professional practice. By monitoring a young person's progress at regular intervention points we can constantly use a cycle of "Plan, Do, and Review" to assess all the elements of their intervention plan.

An established keyworker system is in place at SDA, thus providing an allocated member of staff who becomes a primary contact for outside agencies. We believe in listening and working together as a team to capture a youth led voice that informs our working practices.

CLIENT GROUP

The service is available to:
Young men, women between the ages of 16 - 21 years who have been in care and need/would benefit from continued support while they progress towards full independence.

They may have multiple needs as a result of:

- Problems caused to them by others over many years and yet never addressed.
- A number of placements which have ended abruptly
- lack of self-esteem/value
- Difficult or even fractured relationships with their families
- The everyday pressures associated with any young person's move towards independence.
- Safeguarding and Child Protection
- Family Breakdown

Such young people often need support on different levels and on demand. Their lifestyle or their emotional development is such that they cannot plan ahead so when they ask for help, they expect and need it to be there for them at the right time.

Speedy and friendly intervention can often prevent a problem turning into a crisis. Having experienced staff available 24 hours per day is the next best thing to a caring family.

It is almost impossible for some young people to engage properly in mainstream education, training or employment and without the tailored support that is available at SDA Care young people can easily become NEET and at risk of manipulation due to their vulnerabilities.

Key worker

Each young person has a separate key worker who works closely with the young person and their Social Worker. The role of the key worker is to ensure that the agreed plan is implemented; that reports are prepared as necessary and that the young person has a special member of staff on whom they can rely for guidance and support.

Relationships

All the young people at SDA Care are encouraged to develop:

- A positive identity
- Personal Safety Skills
- Safe and Trusting Personal friendships/relationships away from their accommodation as a means of expanding their social circle and preparing for the future.

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However, at times external relationships can cause personal dilemmas and at times risks to young people. Young people with common features in their backgrounds tend to form strong relationships. This is all part of growing up and learning to live in a complex society where risk, failure and challenges are a common daily feature.

Rights of the Young people

The young people's rights are always given every consideration at SDA Care:

- To feel safe and protected
- To have privacy
- To be listened to without judgement
- To be well clothed and fed
- To feel that is their home

In accordance with each young person's agreed Personal Support Plan (PSP), we seek to instill a sense of responsibility in all the young people. They are encouraged to make staff more aware of their movements and particularly to inform staff if they are planning a trip or intend to stay away from SDA Care for any period of time. Young people who are absent without prior approval from social care will be classed as missing and at risk. (See SDA Missing from Placement Policy).

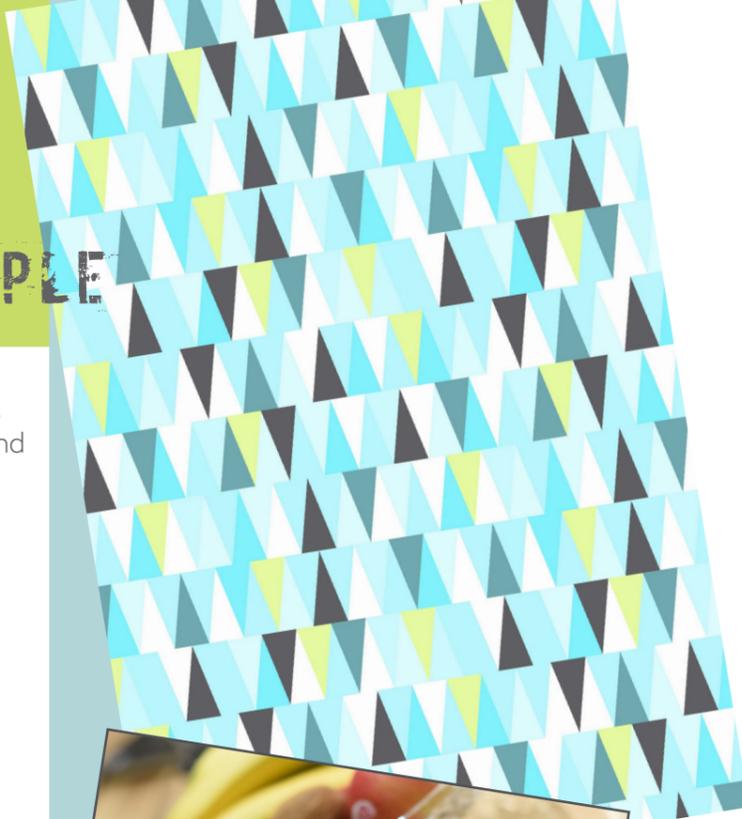
Personal Development and Growth

One of the most important aims of SDA Care is to ensure that each young person is helped to grow in confidence and in self-esteem. Many years in the care system compounded by previous difficulties within their family can leave young people anxious, angry and lacking in trust, especially towards adults, who as far as they are concerned have let them down over and over again. At SDA Care we create opportunities for young people to succeed and praise them when they show progress or achieve success. This can be a long slow process but our commitment to the young people is to sustain our efforts even when they are rejecting, angry and hostile.

Life & Personal Skills

Preparing for the future is an essential part of our work at SDA Care. Young people who have grown up in the care system often present as much younger than their chronological age. Their immaturity is confusing to them and to those who come into contact with them. While they may present as streetwise in many areas and have vocabulary and knowledge of certain things way beyond what you would expect, in other areas of everyday life, they can at times still not possess some of the most basic of skills in relation to:

- Cooking and Cleaning
- Budgeting and Finances
- The Basics of Law and Legal Rights
- Routines and Planning Skills
- Presentation and Communication Skills
- Personal Safety and Sexual Health



CORE SERVICE'S & FACILITIES

- Semi Independent Placement within 24hr Manned Shared or Standalone Units
- High quality properties with Modern Utilities, Shared Living Room, WIFI and Personal Space Zones
- Supported access to local GP, Dentist and opticians.
- Reward Schemes
- Health & well- being discussions with key worker around issues such as drugs, safe sex, diet etc.
- Daily, Weekly and Monthly Summaries.
- Preparation for leaving care.
- IAG
- Group Work.
- Access to Sports and Leisure Facilities.
- Work with families and partners in order to establish a network of support during and after placement.
- One-to-One specialist work from the Therapeutic Support Team, e.g. Anger Management, Sexual Health, Drug & Alcohol Use, Parenting Skills, Self Esteem, SocialSkills etc.
- Regular placement review and Planning meetings.

All facilities are equipped and maintained to an extremely high standard and quality. It has always been our belief that the young people placed with us respond more positively to high quality surroundings, support and aspiration building.

ACCOMMODATIONS AT SDA CARE

We have semi-independent homes that accommodate a minimum of 1-5 yp's staffed day and night to allow for support to be given at a time that suits the young person.

Each young person has their own fully furnished bedroom. In all properties there is a well- equipped shared lounge with 40-inch HDTV and Wi-Fi throughout. The kitchen and common areas are of a high standard and service as safe spaces to communicate and share common values. We also provide access to computers for online learning, research, online applications and the improvement of online safety and ICT Skills.

Staff Accommodation

Staff bedrooms are used by the 'sleep in' support worker which comprises of its own separate facilities- i.e. bathroom.

Office Accommodation

There is a fully equipped office staffed 24 hours per day.

Car Parking & Gardens

Where properties have a garden, it is well maintained and secure. Parking is made available where possible.

SDA CARE PROPERTIES

Melfort Road, Thornton Heath Female only Asylum Seekers

6 Bedroom
4 Bathrooms Private Garden
1 Kitchen containing ALL White Goods incl Laundry facilities
5-minute walk to walk to Thornton Heath High Street Train Station

Franklin Way, Croydon Stand Alone Unit

1 Bedroom Top Floor Flat in a 4 Floor Purpose built block 1
Bathroom
1 Kitchen containing ALL white goods
Allocated parking space with first come first serve Visitors parking
10 sec Walk to Therapia Tram station

St Augustine's Avenue, South Croydon Semi Independent

3 Storey Semi Detached House
Licenced 5 Bedroom House with Multiple Occupants (HMO) CCTV
5 Double Bedrooms
3 En-suites
2 Shower Rooms Large Lounge
Kitchen/Diner both containing 2 cookers, White Goods & Laundry facilities Driveway for 3 cars Free Off-Street Parking
15 minute walk to Purley with direct trains into London Victoria & London Bridge

Heathfield, South Croydon

3 Storey Semi Detached House Licenced HMO
1-bedroom, self-contained studio flat 3 Double Bedrooms
2 bathrooms 1 Shower Rooms Large Lounge
Kitchen/Diner both containing 2 cookers, White Goods & Laundry facilities 20- minute walk to east Croydon station with direct trains

Coulsdon Road, Coulsdon

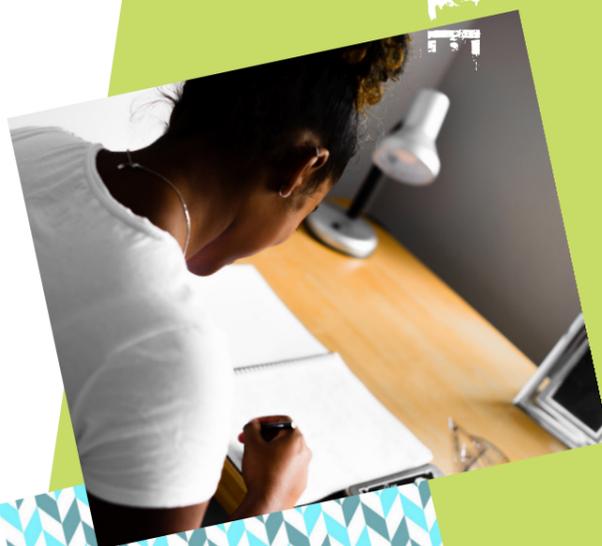
Semi Independent (Therapeutic unit)

2 Storey Semi Detached House
Licenced 5 Bedroom House with Multiple Occupants (HMO) CCTV
5 Double Bedrooms
2 En-suites
1 Shower Rooms Large Lounge
Kitchen/Diner both containing cookers, White Goods & Laundry facilities Free Off-Street Parking
15-minute walk to Reedham station direct train to east Croydon

Stonecroft Road, Mitcham Stand Alone / Semi Independent

2 Storey Semi Detached House 2 Double Bedrooms with CCTV
Shower Room Large Lounge
Kitchen/Diner both containing 2 cookers, White Goods & Laundry facilities and Driveway Free Off-Street Parking
1 minute walk to Tram Stop

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We also have self-contained properties for bespoke placements and out of area accommodations. These properties specialise in one-to-one and emergency placements.

Security

All our locations are under the 24-hour supervision of our experienced staff using technology to ensure the protection of the young people who live there and to minimize the risk of them being led astray by those who would seek to exploit their vulnerability.

There are CCTV cameras at strategic points around the grounds and internally covering communal stairways, kitchen etc. excluding individual room. All security arrangements are deployed to be protective without being instructive. We always respect the basic rights to privacy and dignity of our young people.

STAFF STRUCTURE

Staff Team

The staff at SDA Care are a dedicated team, supported by the Management Team at Head Office. The staff team consists of:

- Director
- Head of Safeguarding & Inclusion
- Head of Health & Safety and Security
- HR manager
- SDA Social Worker
- Senior Key worker
- Key workers
- Senior support Worker
- Support Workers

The Managers are supported by a team of experienced professional leaders, including the Director who is a specialist in the area service and HR. All Team Leaders have at least Level 3 in Care and the remainder of the support staff either have that qualification or are working towards it.

Staffing

The Leadership team is responsible for the appointment of staff and to achieve this they have the support of the HR Manager. We also thrive in the motto that we recruit our own staff and not through agencies to give continuous support to YP's. The Leadership team is responsible for the decision-making regarding referrals and overall management of all services. They are also responsible for ensuring appropriate staff cover at all times and that all statutory duties are complied with, including writing reports and attending review meetings. Additionally, the leadership team is responsible for ensuring appropriate supervision and appraisal of staff.

QUALIFICATIONS AND EXPERIENCE

Leadership Team Profiles

The SLT at SDA Care have a combined over 30 years of experience in delivering and managing services centered around young people and their development.

The Directors have a combined experience of over 10 years in providing private residential accommodation to Care Leavers across the UK. SDA is a Part of KNB Properties with a portfolio has over 35 properties entirely owned, managed and maintained by KNB ensuring that our homes are always a priority and reducing the dependency on 3rd party organisations.

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Head of Health & Safety & Security

Secondary Education for over 7 years, he has in depth knowledge and experience in supporting young people, helping school pupils who are experiencing difficulties in learning due to social, emotional or behavioural problems/challenges. Working with CAHMS and SENCO

Experience & Qualifications include:

- B.Ed. (hons),
- Changing lives award from LORD Harris
- First Aid
- Fire Marshal
- Mentoring and coaching in work & home
- Attachment & Bonding
- Neglected Children
- Understanding Behaviour
- Children & Domestic Violence
- Drug & Alcohol Awareness
- Education & Foster care
- Sexual Exploitation
- Safeguarding level 3
- Foster-Carer
- NEBOSH H/S Dip

Head of Safeguarding & Inclusion

The Head of Safeguarding and Inclusion is a specialist in Youth Development. He is a highly personable and dynamic professional with a proven track record within the early intervention and alternative education sector. Being naturally people orientated, he has the experience of working with a diverse range of people to achieve their personal goals, whether related to behavioural, personal or social barriers. This coupled with his experience of working with Schools, Local Authorities, Home Office Gang Intervention, Business Management and more recently the Mayors new Knife Crime Agenda (Safer Schools Project https://www.london.gov.uk/sites/default/files/mopac_knife_crime_strategy_june_2017.pdf) has given him an informed approach of how to achieve positive results when working with varied client groups.

He is in the final year of his BA (Hons) Working with Young People and Communities Degree and is well versed in the Health and Social Care Sector recently delivering the social health and smoking cessation agenda in Nottingham. He is also skilled in professional supervision and will manage staff supervision and CPD in a clear, practical and anti-oppressive manner.

Key Skills:

- Alternative Education Programmed Design
- Creative communication that relates to a diverse audience
- Designated Safeguarding Lead
- Youth Policy Design and Implementation
- Workshop Design and Delivery
- Child Exploitation and Online Safety

- Child Protection
- Mentoring
- Equality and Diversity
- SEN Level 3
- Safer Recruitment
- Social Policy

SDA Staffing Profile

We actively encourage and support staff in their efforts to keep well informed and abreast of all current research and the best practice within the support/care fields to ensure the highest standards of support and care.

All staff members are trained in the following: -

- Child Protection – Induction & Foundation
- Protection of Vulnerable Adults
- Autism Awareness
- Valuing People and Active Support Stress Management
- Health and Safety
- Fire Hazard Training
- Food Hygiene
- First Aid
- Medication Administration
- Childcare Legislation
- Leaving Care (Children Act) 2000
- Child Development
- Attachment and Loss
- Control and Restraint
- Sexual Health Issues
- Sex and Relationships Education
- Substance Misuse
- Equal Opportunities
- Supervision & Appraisal
- Behaviour Management
- Key Working Skills
- Complaints
- Recording
- Team Building

In addition to operating a full staff appraisal system, we constantly monitor/support the professional development of each and every member of the staff team via regular supervision.

BEST PRACTICE AT ALL TIMES

SDA WORKING IN PARTNERSHIP WITH OTHER AGENCIES

Social workers

Each key worker works closely and effectively with a young person's social worker to ensure that the young person receives co-ordinated services. This includes sharing information about the young person with their consent. Regular and effective cross agency communication is essential if the young people are to achieve a successful outcome.

Other Outside Agencies

SDA Care are committed to developing a good quality service, we will work in partnership with the young people and significant others. We will work closely with other professionals and agencies and within the community in which we live in order to develop essential skills and to build a shared bank of experience which the young people can draw on and take full advantage of whilst at SDA Care thereafter.

Achieved by:

- Allocation of a key worker for the young person
- Individual work undertaken.
- Group work to improve interpersonal skills to develop self-confidence, self-awareness and self-esteem.
- Empowering the young people to take responsibility for decisions that affect their lives.

Other methods of intervention may be used as and when it is felt appropriate, in order to meet the needs of the individual. This may include the services of Health Visitors, Dentist, Doctor, Schools, Colleges, Careers Service, Drug Counselling, Youth services, or any other specialist service.

EDUCATION & INTERVENTION AT SDA

SDA Care recognise the need for a young person to have access to education. As these young people will be in different age groups, education, training and employment packages must be tailored to individuals. In formulating the package these guidelines will be followed:

- PSP will include supporting access to education and training
- Case records will include the young person's education history and current progress
- Where English is not the young person's first language, they will be assisted in gaining the necessary help.

Some young people will need specialist and sustained support from staff if they are to benefit from the many opportunities available. Staff at SDA Care are there to support the young people to always see various types of education as a positive pathway for developing skills and achieving success in many areas of their lives.

INTERVENTION PROGRAMMES AT SDA

Beat the Streets

Beat the Streets is a creative media and mentoring programme that allows young people to gain an arts award qualification whilst engaging in the music and the arts to develop new skills and cope with historical trauma and develop a positive identity.



Dream Factory Mentoring

Our Dream Factory Mentoring is embedded within our practice and offers a practical, personalised process where our keyworkers / mentors work with our young people for a set period of time focusing on clearly defined outcomes,

Dream Factory Mentoring will aid young people in their learning and social development by identifying and removing specific barriers to achievement through the coaching of specific skill sets.

Dream Factory Mentoring support's young people to cope with the emotional-social pressures that come with moving towards adulthood and the responsibilities associated with leaving care. We will identify and challenge problematic thought & behaviour patterns through reflection and conversation so that both the young person, and those around them foster stronger learning and working partnerships.

OUTREACH

Young people in care or at risk of social exclusion and offending

Our Out-Care service will aim to work with your client group to offer 1-2-1 and group support services to ensure that whilst they are in your care, they can be active and productive citizens within the community. We aim to deliver a personal development programme with ongoing support to up to 10 of your clients at any one time. Within this programme we will offer mentorship to support them with any of their current problems and assess their emotional wellbeing at regular assessment points. We can offer practical support, e.g. educational assessments, accompanying them to job centres, legal meetings or mediating with other agencies. Our work is person centred to ensure that our delivery is informed by them to deliver impact that shows a clear understanding of why things are potentially not working for them. We will conduct an initial assessment with each client to create a profile that can be benchmarked and evaluated and then create a personal plan based on the outcomes of the initial assessment.

After the initial assessment is completed, we will try to foster voluntary participation within a number of development areas that may be identified. During the first 16 weeks we develop a professional trusting relationship and offering the young person an opportunity to achieve a number of initial certifications of that can include:

- Radicalisation and Extremism
- Staying Safe Online
- Life and Independent Living Skills
- Personal Development and Employability
- Arts Award
- Plus, others

Where possible or needed we will work with community groups and the statutory sector, to ensure that your service users gain the necessary knowledge and understanding to improve outcomes for both them as individuals and for you as the client. The majority of the delivery time on this project will be spent delivering one to one support, information and advice around the needs of the individual or group. However, there will be periodic sessions and group work activities taking place on a scheduled bi-monthly timescale with other sessions flexibly interspersed between to meet needs identified, e.g. CV workshops, legal rights, skills training. All young people are also given access to an online classroom to access resources and development tools.

These sessions along with the one to one work will occur when it is most likely to have the strongest impact such as evening sessions or weekends for those not available or with commitments during the week. There may be variation in the total reach of the project dependent on the uptake of the services offered.

PLANNING, ASSESSMENTS AND REVIEWS

Planning is an essential part of quality support services. It avoids mission drift and keeps everyone focused. In order to help the young person to achieve the objectives identified in the PSP, staff at SDA Care need to incorporate specific actions into a detailed plan and then implement them in a professional anti-oppressive manner. The young person and the Social worker are fully involved, and the young person's views are listened to and respected. It is essential that everyone understands who is expected to do what given the number of different people and agencies involved. Effective partnership working is the key to achieving progress and impact. The projected outcomes need to be understood by everyone concerned so that the plan and its progress can be monitored and time scales or indeed the plan itself adjusted as and when necessary.

PSP (PERSONAL SUPPORT PLAN)

Planning is an essential part of quality care. Every young person at SDA Care has a PSP (Personal Support Plan) to address their individual needs. This is initiated prior to admission and is built upon during the first few weeks of occupancy with us. Whenever possible we encourage each young person to be involved with their PSP Planning and we also involve other professionals and family members, as appropriate. The PSP is available to the young people or their representatives at any time. It includes any psychological and physical needs which have been identified and provides a plan of care to meet those needs.

PSP are reviewed regularly by the key worker and discussed by the staff team daily if required. Full Reviews of the PSP take place either every six months or annually, as agreed by the multi-disciplinary team.

At SDA Care we continually assess the progress being made by the young people to ensure that their move to full independent living occurs at the right time for them. Our staff are experienced at working in close partnership with the Social worker in making decisions as to precisely when the young people are ready and able to move on to full independent living in terms of financially, practically, socially and emotionally.

The PSP Plan is reviewed at regular intervals as agreed with the young person, staff and social care. The path to independence is not always a smooth journey or a straight road, but progress will always be made. Building in regular reviews ensures that the process is continuously monitored, and kick started when necessary. Staff will also contribute to any statutory reviews which the Local Authority arrange to assist the young person to contribute in a positive way to their own review as at times they may not wish to participate for a wide range of reasons.

Reviews will be held in settings which are conducive to the relaxed participation of all present. In some circumstances it may not be inappropriate to hold a review at SDA Care. When the review is held at SDA Care all staff will strive to make participants feel welcome and relaxed.

REFERRAL & ADMISSION

We recognise that each new young person should have the right to choose accommodation which suits their needs.

We provide detailed information on SDA Care via our Statement of Purpose and our Welcome Pack, which we make available to prospective residents and professionals. Prior to admission we carry out a detailed matching assessment of need and discuss this with relevant and interested parties to ensure that we offer the best package available, identify any risk factors and manage all expectations. A multi-disciplinary meeting which should follow the assessment enables all involved with the person being referred to discuss needs and ask any questions which may be of concern. We also like to plan a structured programme of transition with a meet and greet prior to full acceptance of the placement.

In some cases, it may be necessary to accept a person on an emergency admission. We do not do this as common practice but we recognise that there are times when people need to be accommodated at short notice. In these cases, we always request as much detailed information as possible to inform staff briefing. The staff are well trained in the management of behaviour and their caring and consistent approach is usually successful with most young people. However, there are occasions when dedicated training is required to meet the specific needs of individuals and we endeavour to provide this training prior to admission whenever possible.

HEALTH AND WELLBEING AT SDA

At SDA Care we recognise the importance of promoting healthy lifestyles in the young people. Staff are pro-active and liaise with relevant agencies regarding matters of health for individuals. It is important to ensure health issues are addressed and considered at reviews.

We have excellent links with the local GP practice. There is also a local dentist who offers excellent care. Ensuring that the young people have access to all healthcare services is given priority. Healthcare issues that come under the umbrella range include:

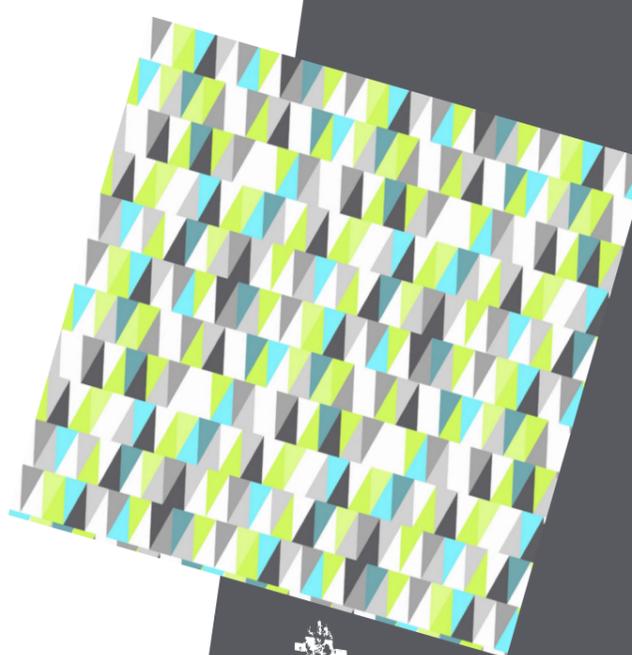
- HIV/sexual healthcare education
- Diet, including cooking and menu planning, support for food shopping, safe storage and preparation of food
- Exercise and physical education
- Self-esteem, self-image and presentation
- Sleeping patterns
- Any ongoing treatment/medication and possible side effect
- Specialist areas of help - drug, alcohol abuse, death and bereavement
- Dealing with stress/ anger management
- Self-care skills Relevance of keeping healthy

PROMOTING A YOUNG PERSON'S PARTICIPATION IN RECREATIONAL, SPORTING AND CULTURAL ACTIVITIES

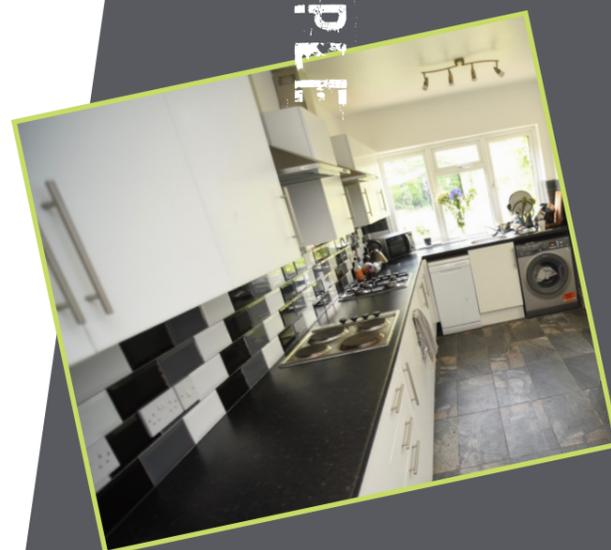
SDA Care recognise that the young people come from a variety of different backgrounds and racial origins. Each young person is encouraged to respect the needs, beliefs and views of others and to learn about each other's way of life.

Enquiries are made into the religious and cultural background of each young person as part of the admission planning process. Positive steps are taken by the key worker to assist the young person to practice their religion by:

- Assisting the young person with the preparation of special diets for religious observance
- Assist the young person in making contact with the local place of worship or community group
- Ensure effective arrangements are made for the young person to observe their religion according to their own wishes and without embarrassment
- Ensuring they are able to receive religious instruction as appropriate.



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All staff, if they are unaware of the relevant information regarding a young person's religious or cultural background, will actively seek the required information.

Each young person will be encouraged to take part in leisure activities. Staff will accompany the young people to activities if this is appropriate. This can range from a trip to the cinema or ice rink to going swimming. The young people also help staff agree a programme of activities within the Project which can range from Go-Karting to a health and beauty evening. Young people who have particular hobbies are encouraged to follow these.

THE FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES

We ensure that all precautions are taken to avoid a fire and that there are adequate facilities for the warning of a fire and evacuation of the building.

All furniture, textiles, bedding, carpets and curtains in the unit comply with the British Standard of Flammability requirements. When any items are due for renewal or replacement, it will be the responsibility of the Manager and owner to ensure that this safety level is maintained.

Part of the staff induction process includes fire prevention, procedures and evacuation processes including the format for recording fire records. Staff also receive training in resuscitation techniques during their emergency first aid training.

For safety and security there is emergency lighting, mains operated with a battery back fire/smoke detection system, first aid box, fire doors and CCTV throughout all our properties.

As part of a young person's induction they will be shown how to follow emergency procedures and safely evacuate the home in the unfortunate event of a fire.

Out of Hours details are included as part of induction packages with the same details being displayed on the communal notice board. Staff are available to respond to emergencies 24 hours a day, 7 days a week.

Health & Safety plays a very important part of our organization. We understand that the safety of YP's, Staff and visitors is primary and with this in mind we use two of the market Leaders to underwrite all our policies and procedure.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The arrangements for contact between a young person and their parents, relatives and friends

Maintaining family links is important to the young people who are starting on the path to an independent life. Relationships are often complex and fragile. Time may have deepened the hurt and pain particularly if angry feelings have never been dealt with. Every effort is made by staff to help the young people create a welcoming atmosphere for visiting family members. Staff members are also on hand to deal with any emotional effects from such visits.

DEALING WITH COMPLAINTS

This procedure is SDA Care's way of responding to any complaint which expresses dissatisfaction about any part of our service.

Any placement with SDA Care which is made by a Local Authority and where relevant and appropriate, the procedures of Social Services and the Placing Authority will take precedence over SDA Care's procedure. The complainant may choose the route by which to make a complaint. The complaint may be made directly to SDA Care (a form will be provided), to the Placing Authority or to Social Services.

SDA Care undertakes to: -

- Take all complaints seriously;
- Deal promptly and fairly with any complaint;
- Resolve any complaint as quickly as possible;
- Take into account the views of the young person and provide them with the support they need in order to sustain their complaint;
- Record and acknowledge all complaints in writing;
- Keep all involved parties informed of the progress of a complaint;
- Inform the Placing Authority of the complaint;
- Notify all relevant parties, in writing, of the outcome of the complaint.

Notification

All the young people and where appropriate, their families and significant others are provided with information on how to make a complaint. The young people will receive this information in the User's Guide; others will receive a copy of this procedure on admission.

What constitutes a complaint?

A complaint is a written or oral expression of dissatisfaction or disquiet experienced by an individual service user accommodated in the unit. A complaint may arise as a result of an unwelcomed or disputed decision, concern about the quality or appropriateness of services, delay in decision making about services or about their non-delivery.

Dealing with an Informal Complaint

It is inevitable in residential work where users and staff are in constant contact that occasional problems will arise. The majority of these can be satisfactorily resolved through discussion and reconsideration as well as explanation of decisions that have been made and actions taken. This procedure is not designed to undermine or divert an eligible person from lodging a formal complaint and the form of resolution will be recorded in the user's case file and Complaint Register.

When a Complaint is taken outside the Unit

The designated personnel coordinating the handling of complaints will receive and investigate all complaints which cannot be resolved informally. They will identify and inform an independent person (from a pre-arranged pool) with the particular skills or knowledge that may be required. If the complaint remains unresolved the young person can request that it can be considered by a panel.

Complaint against a Staff Member

If a complaint is made against a staff member, it is acknowledged that this is a difficult process and that the staff member will need support. Residential work is stressful, workloads can be heavy, and staff can be vulnerable to unfounded complaints. If staff members are interviewed during a formal complaint investigation, they have the right to be accompanied by an independent person. N.B. The complaints procedure is not a disciplinary procedure.

Complaints and Child Protection

Whenever a complaint is made, the implications for child protection must always be considered. If the complaint falls within the jurisdiction of child protection or disciplinary procedure, these steps must be taken immediately to formalise the complaint through local authority child protection channels and to ensure the safety of the young person making the complaint.

SDA has a comprehensive Safeguarding Policy and Procedure

Safeguarding Officer is David Mitchell
Telephone 0208 239 0148/ E mail: d.mitchell@sdacare.org



THE ARRANGEMENTS MADE FOR THE CONTROL, RESTRAINT AND DISCIPLINE OF PEOPLE

At SDA Care, we have a policy on the use of restraint and these records are maintained and monitored by the Manager. The methods of control and discipline will reflect the age, circumstances and maturity of the group and those within it. At SDA Care the following will be the appropriate tools regarding control and discipline:

1. Rules of behaviour are an essential part of the structure of any group. It is vital that any prospective or current young person is aware of the behaviour expected of them, especially in terms of mutual respect. Expectations regarding behaviour should be fully discussed with each young person.
2. Forming healthy relationships, and discussing any concerns regarding a young person's behaviour, negotiating and agreeing change is an essential part of the work undertaken with each young person.
3. Clearly the encouragement of good behaviour and developing skills is our aim however inappropriate or 'bad' behavior does not preclude yp's from being taught more socially acceptable alternatives. Praise and acknowledgement communicate what is acceptable and that which fosters skills development. This is vital to the growth of self-esteem in the young person.
4. There is no point in having a 'one rule for you and one rule for me' system. This will lead to resentment and will not assist the process of understanding why antisocial behavior is unacceptable. Therefore, staff members whilst at work, need to be subject to any basic ground rules laid down at SDA Care, e.g. no swearing. Staff must exemplify behaviours they wish to encourage in the young person.
5. The physical presence of a member of staff in a room is an essential part of establishing control and concern. A few well-chosen words may be enough to pacify a tense situation.
6. A young person may be prevented from disruptive behaviour by being led away from the situation by an arm around their shoulder which still requires their co-operation.

The use of restraint is a very serious matter and should only be used to:

- Prevent serious injury to a person
- Prevent serious damage to property

Restraint is an act of care and control, never a punishment. Minimum physical control will be used and for as brief a time as possible. Staff are trained in the use of restraint by a qualified instructor. Staff on duty at the time of an incident make the decision on the use of restraint but must be able to justify their actions to the Manager.

THE ARRANGEMENTS MADE FOR CHILD AND ADULT PROTECTION AND TO COUNTER BULLYING

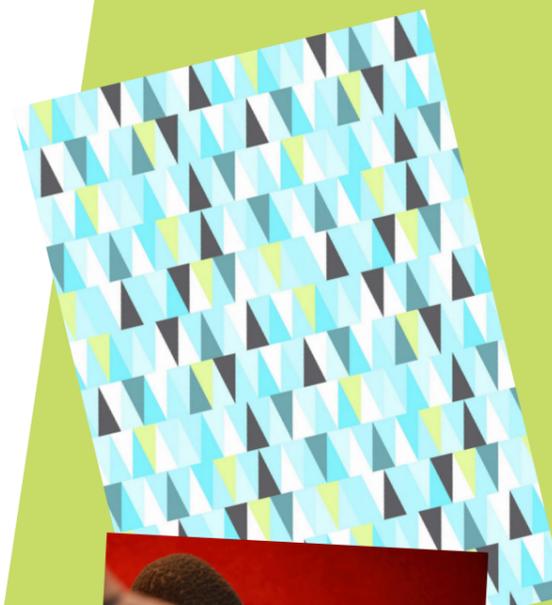
SDA Care do not accept Bullying of any kind. Whether it is perpetrated by the young people or by adults, it is unacceptable, and every step will be taken to ensure that Bullying does not occur within or outside of SDA Care.

Definition of Bullying: -

Bullying is a major cause of stress and the common denominator of harassment, discrimination, prejudice, abuse, conflict and violence.



#WEEBEEVENYOUNGPEOPLE



Bullying can mean many different things and some of the ways in which it has been described are:

- Being called names; teased; pushed and pulled about; hit or attacked.
- Having your possessions taken and thrown around.
- Having rumors spread about you.
- Being ignored and left out.
- Being forced to hand over money or possessions.
- Being attacked because of your religion or ethnicity.

Staff members are trained in recognising signs and symptoms of child abuse. Staff are also trained in the importance of working together and the purpose of the Child Protection Case Conference. Risk assessments are undertaken in relation to each young person and staff members are alerted to the particular issues for each young person.

There is a detailed policy on countering bullying which emphasises the importance of staff vigilance in recognising changes in mood or demeanour of the young people and recognising those who are more likely to be subjected to bullying and those who are likely to misuse their power. Staff will intervene if they suspect bullying by making their concerns known. Key workers will ensure they talk to a young person about bullying and the fact that it is not tolerated.

ANTI-DISCRIMINATORY PRACTICE

At SDA Care we recognise that we live in a multi-racial and multi-cultural society. We also recognise that prejudice and discrimination can exist within society at all levels; therefore, we challenge inequality at any level.

At SDA Care we believe that we have a responsibility to provide an environment that is free from discrimination and prejudice for staff, the young people, and visitors. SDA Care will seek to appoint staff that reflect the racial, cultural and linguistic backgrounds of the young people being cared for.

There are many ways in which discrimination can be experienced and it is everyone's duty to ensure that this practice is not allowed to continue. We have clear policies on challenging discrimination and promoting practices which recognise the individuality of each young person and the fact that the young people who come to SDA Care are from many different backgrounds and cultures.

On the other hand, it is also important to emphasise that all the young people have a right to feel safe and to be protected and that genuine concerns about the young people are not ignored or dismissed. Racist language from any source must and will be challenged as will any remarks that are targeted at a particular group in society.

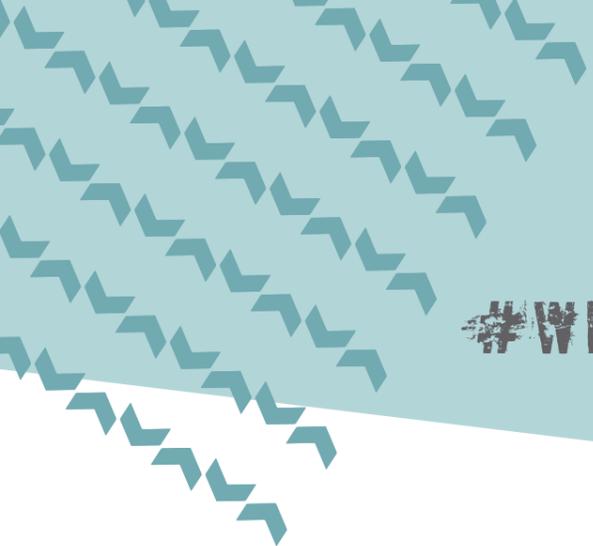
Staff will be challenged about any kind of prejudice or derogatory comment. This will be dealt with in supervision and if it persists will be dealt with as a disciplinary matter.

CONFIDENTIALITY

Trust is an integral part of our ability to provide consistently high standards to care and as such it must not be broken.

A person's trust is not a right but a special privilege which means you must exercise care and thoughtfulness in your handling of confidences. You must never divulge a confidence placed in you by a Service User, colleague, relative.

Only where the nature of the confidence may have a detrimental impact upon the standard of care should you consider passing it on and then only to the Manager, never anyone else. The Manager will determine the best way to handle the matter.



#WEBELIEVEINYOUNGPEOPLE

The records of each young person are maintained in a locked cupboard. The young person has access to their own file and staff will privately discuss all written reports with the young person and record their views. When a young person arrives at SDA Care, clear guidelines are agreed with them and their Social worker about who should receive access to their individual records and agreed plan.

These high standards of confidentiality apply just as much to information recorded in care plans and client records. Breach of confidence may constitute gross misconduct and as such may lead to dismissal. This does not affect the rights regarding 'Whistle blowing', for which there is a separate policy in place which protects your right to expose unsound practice without detriment to yourself.

DIGNITY & PRIVACY

Maintaining a young person's privacy and dignity is of paramount importance at all times. This includes speaking to the young people in a courteous manner, addressing a young person by their preferred name, asking permission and knocking on their door before entering their room/accommodation.

Confidential information about a young person will not be disclosed to any other young person or visitor. If assisting a young person with personal support, all measures will be taken to maintain their dignity, ensure privacy and to respect their wishes. All of the young people are encouraged to feel empowered or assisted to express any concerns they may have to the Manager.

QUALITY ASSURANCE

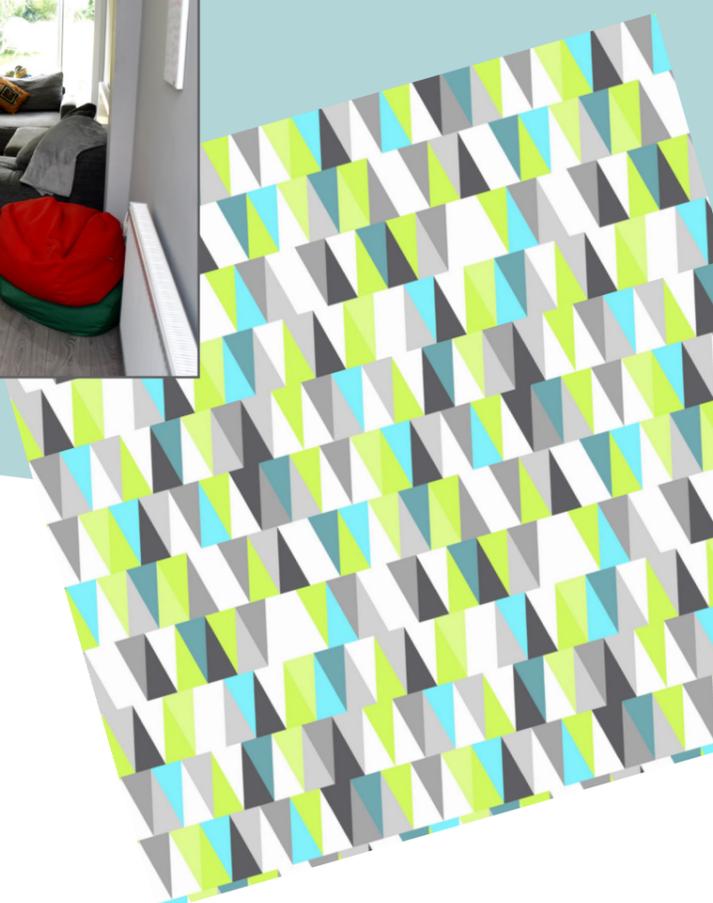
Providing the best standards of support to our Service Users relies upon managing our activities with a built-in emphasis on quality. No one person with a stake in our care provision has the absolute definition on what is considered as quality – it has input from several sources.

In order to achieve quality standards of support, we adopt the following:

- A nominated for implementing and reviewing our quality standards
- An annual audit of our entire activities
- A development plan from that audit which requires implementing
- Surveying our stakeholders to enhance that development plan
- Setting expectations for the future direction of our business
- Determining quality approaches to implement all stakeholder expectations
- Ensuring all staff members are assisted to operate within these expectations

CONTACT

If you require further information regarding SDA Care, please do not hesitate to contact: - Info@sdacare.org



SDA CARE

building independence and
enabling our young people

SOCIAL DEVELOPMENT AGENCY STATEMENT OF INTENT

At SDA we offer a holistic model of support based on a consistent approach to good parenting. The model takes account of the values of group living, carefully aligned to the needs of the individual. Our aim is to help young people to overcome the difficulties they have experienced in their young lives and to support their journey to overcome any behavioural problems they may have; to prepare them for their eventual return to their family of origin where this is viable, or integration into long-term foster care. We also provide them with long-term support where other options are unavailable or where this best meets the young person's needs; this will be an autonomous decision in favour of the individual's preference.

It is our belief that young people need to feel safe to allow them to move on either emotionally, socially or educationally. Once a young person feels safe, they tend to "act out" as part of a process of beginning to let go and make sense of their internal/external worlds. Young people may test the adults involved in their lives; this is usually because they have been let down by significant others many times before. Our team is robust, persistent and have expertise to support a young person who is both emotionally and physically in crisis.

SDA understands the importance of creating and sustaining a nurturing environment combined with unconditional positive regard, especially in times of crisis. The environment also contains consistent stability and structure with clear boundaries.

Trust, self-confidence and self-esteem are built when young people recognise that the adults supporting them are committed will not let them down, leading to positive well-being for the young person.