

All Season Care Ltd Statement of Purpose

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Aims and Mission

All Season Care Ltd is aimed to provide a holiday short term respite service for young vulnerable people who have experienced a breakdown in placement, trauma, significant loss or familial matters or anything else that may affect them.

The goal is to make it possible for looked-after children to return to long-term care or their family, ideally within a 28-day window. After a preliminary evaluation by the social worker determines that a planned return home is safe and, in the child's, best interests, this goal will be pursued. To accomplish this, the care team including management will work closely with young people, parents/caregivers, social workers, and other professionals to best support the young person's needs.

All Season Care's mission is to keep the best interests and needs of the young person as the core of the care implemented. All young people deserve to have a stable, enriching, person-centered, long-term placement and until that is achieved, we care and support the young people for a short period of time. We understand the shortage of residential homes, therefore proving hard to find a long-term placement for a young person.

If a suitable placement is identified for the young person, the staff team working with the young person as well as management team, will work closely with care professionals and the new placement to support transitioning into a new placement as we understand this is extremely overwhelming and daunting for the young people.

Unlike other services, All Season Care Ltd offers 2 programs within the holiday short break service. We want the young people to view our service as a retreat and essentially a holiday/short breaks to recuperate and take some time away from what may be initiating

risks to the young people. However, although we want the young people to have fun, relax, feel safe and cared for; All Season Care Ltd also implements life skills, therapeutic strategies, and approaches to help support the young people in their behavior management and risk reduction, making their goal of a long-term placement achievable.

Local Authorities and professionals may choose from one of the two programs All Season Care Ltd will implement whilst working with the young people.

Whilst we understand 28 days is a very short period, we aim to better the young people's lives in some way, shape or form by the end of the 28 days (longer if needed in extreme circumstances).

Local Authorities and social workers may also choose to combine both programs if they feel this is in the benefit and choice for the young person, however both programs are available separate.

Below are the 2 programs we offer for the young people:

Program 1:

- Implement structure and routine with clear boundaries (awake from sleep around a given time, breakfast, attend to personal hygiene including laundry, clean personal space, teatime, bedtime etc.)
- Young people to engage in daily keywork sessions around current risks they present alongside the 9 regulations i.e. health and wellbeing, positive relationships etc. Keywork sessions will be sent to social workers when completed.
- Teach the young people life skills by slowly introducing this when the young people first arrive. This will include making meals (with staff supervision and assistance) exploring avenues for careers and education, supporting the young people in allowing them to understand their risky behaviors and how to better manage these for a better future.
- **Implement education daily for 1 hour. This will not necessarily be math, English or science; although this will be implemented if required. This will not be within a classroom or educational setting due to it being a short-term crisis placement. We will instead complete interactive learning round current affairs, risks, dangers, basic life skills such as first aid etc. This will also include**

taking the young people to educational based activities including museums, farms, workshops, sporting activities etc. We will cover regulation 8, 9 and 10. All Season Care Ltd will record and report all evidence of education and share this with the Local Authority.

- As this is a holiday respite service, the young people will actively attend and participate in activities of their choosing and we will support them in their choices (within reason) and encourage their hobbies and interests as well as their views, wishes and feelings (regulation 7).
- We will support the young people in family contact (dependent on Local authority and risks, to be discussed further in placement planning meeting).
- To encourage the young people to voice their views, wishes and feelings and be actively involved in professional meetings. Most young people struggle to voice how they are feeling to having their opinions and views pushed aside. We believe advocating for the young people if they are unable to do so is extremely important to ensure they feel they are being listened to and valued (regulation 7 and 14).
- When the young person reaches the end of their 28-day holiday respite and their program, All Season Care Ltd will formulate a report highlighting the young people's progress, highlights, strengths, areas of improvements alongside their feedback of the service to value their opinions and views as well as giving us the opportunity to improve our service too.
- Local authorities will receive regular updates from the core staff team around the young person including incident reports with staff debriefs and managers comments, in depth weekly report which covers all 9 regulations and how the young person has been in these areas.

Program 2:

- Implement structure and routine with clear boundaries (awake from sleep around a given time, breakfast, attend to personal hygiene including laundry, clean personal space, teatime, bedtime etc)
- Young people to engage in daily keywork sessions around current risks they present alongside the 9 regulations i.e. health and wellbeing, positive relationships etc. Keywork sessions will be sent to social workers when completed.
- Teach the young people life skills by slowly introducing this when the young people first arrive. This will include making meals (with staff supervision and assistance)



exploring avenues for careers and education, supporting the young people in allowing them to understand their risky behaviors and how to better manage these for a better future.

- **Rather than implementing education as some Local Authorities may not want the young person to begin education due to starting education in a long-time placement as this eliminates the young people needing to start over again. All Season Care Ltd also offer therapeutic approaches for the young people to allow them to understand their behaviors and how to better manage these behaviors. Many young people struggle to voice how they are feeling especially in terms of mental health. By offering therapeutic based care and support, we aim to allow the young people to engage and discover what technique and approach best works for them including art therapy, breathing techniques, de-escalation, coping strategies etc. We actively engage the young people in workshops and sporting activities that offer the young people a chance to build positive relationships and be able to speak to an adult around any concerns and feelings. All therapeutic work completed with the young people will be recorded and reported to Local Authorities.**
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- We will support the young people in family contact (dependent on Local authority and risks, to be discussed further in placement planning meeting).
- To encourage the young people to voice their views, wishes and feelings and be actively involved in professional meetings. Most young people struggle to voice how they are feeling to having their opinions and views pushed aside. We believe advocating for the young people if they are unable to do so is extremely important to ensure they feel they are being listened to
- and valued (regulation 7 and 14).
- When the young person reaches the end of their 28-day (or longer if required) holiday respite and their program, All Season Care Ltd will formulate a report highlighting the young people's progress, highlights, strengths, areas of improvements alongside their feedback of the service to value their opinions and views as well as giving us the opportunity to improve our service too.
- Local authorities will receive regular updates from the core staff team around the young person including incident reports with staff debriefs and managers

comments, in depth weekly report which covers all 9 regulations and how the young person has been in these areas.

Our aims at All Season Care Ltd are as follows:

- To implement the 9 quality standards in the care and support of the young person.
- To build relationships and work closely with care professionals including social workers, IRO, YOT etc to support and meet the agreed aims for the young person whilst with us.
- To meet the young person's physical, intellectual, social, and emotional needs for each young person.
- To offer a thorough care plan to satisfy identified needs in cooperation with the young person, parents, and other professionals. Specific roles and obligations for those supporting the care plan must be outlined in the plan. Additionally, it must include the agreed-upon goals and deadlines for the work to be done and the services to be rendered. The care plan should specify how updates to the plan will be implemented as well as provide clear rules for reviewing the plan.
- To complete in depth direct work around the young person's behaviors, risks and needs with a staff team who are fully trained.
- To offer a safe, nurturing and enriching environment that promotes life skills, independence and empowerment.
- To implement education into the short-term respite of the young person. Whilst we understand young people may be out of education, we believe it is important to maintain and encourage the young people to engage in some form of education.
- To allow the young people discover their abilities and strengths whilst living in an essentially solo placement. This will allow for the care staff to complete direct work and support the young person accordingly in line with their care plan and risk assessment.
- For young people to be allocated a keyworker of their choice and build a positive rapport with them as well as liaise in meetings with care professionals and advocate for the young person if needed.

Philosophy and Values

- We believe that every young person and child should be kept from harm, neglect, abuse, and exploitation. We aim to protect and safeguard our young people from the above.
- Building strong networks and relations with family/ parents, carers, and guardians to be involved in care planning and decision making in regard to the young person's needs and future.
- We believe that every young person and child's voice deserves to be heard and advocated for. Young people should be involved in decision making about their life and future and have their voices heard. We will support this fully.
- We aim to build positive relationships with local authorities to provide a child centered and holistic approach to care for each individual young person with their best interests and needs as core.
- Working with industry professionals and organizations to continue with aspects of the young person's life including health, education, hobbies and interests and independence and maintaining these essential matters whilst each young person is in our care.
- To allow each young person to have the freedom to express themselves freely and without judgment. In today's society, young people face many challenges including mental health and identity to name a few. We work closely with the young people to educate, complete direct work and most importantly respect all young people.
- We will implement a familial setting and environment for young people to feel comfortable, nurtured, and safe within our provisions.
- We believe valuing care staff is paramount and essential to provide the best care for our young people and children.
- As part of the All Season Care Ltd philosophy and initiative, we believe young people and children deserve to be cared for and kept from harm through all seasons, no matter their background, risks or needs, every child matters.
- We do not want the young people to feel out of place by being in care therefore we aim to diminish the feel of the young people in care however balance this by still ensuring the young people are safeguarded and regulations are met.

Training

We at All Season Care Ltd believe that the correct training, development, and support is paramount in providing the best care for the young people. All our staff will be employed through safer recruitment with enhanced DBS checks.

Our staff will undergo mandatory online training through Bright HR & bright Safe, who are accredited as well as PMVA, safeguarding, first aid and self-harm. Adding to this, our management team have at least a Level 3 or equivalent. All staff will complete a week's (5-day) induction period before starting lone work. The induction period will cover all training, paperwork and online systems, policies, and procedures as well as face to face training. Adding to this, induction into the office, new staff will shadow an experienced member of staff; more so a provision manager will guide them on their first induction shift, then our experienced staff team will continue induction day 2 and 3, induction 4 will be with the provision in the office signing off their induction period. Staff will receive regular supervisions (4 times per year, or sooner if required by management team/staff member), development opportunities and appraisals. We truly believe, investing and valuing staff creates the best possible care and support for the young people. This is one of our core beliefs. After our staff have passed their 6 months' probation period; they will be enrolled onto their L3/4 qualification if they do not possess one.

Staff will provide support for children and young people using a therapeutic approach of parenting, the dyadic developmental psychotherapy principles. We promote positive well-being for staff so they can carry out their roles with due diligence and care. We also provide guidance and coaching in practice to ensure the values and ethos of All Season Care Ltd are carried out throughout the service.

Staff are encouraged to reflect on their experiences, interactions, and opportunities for learning so that we develop into an outstanding provider that delivers the highest quality of care. This will be achieved through training, development, regular supervision, and appraisal.

Who can use the provision?

All Season Care Ltd accepts young people of either gender from the ages of 7-17. The young people are placed with us through Local Authorities.

We offer strict placements of 28 days. However, we understand it can be extremely difficult to find a suitable long-term placement for young people especially catering to

their needs and the vast shortage of long-term placements therefore we can extend placements in exceptional circumstances to a maximum of 90 days.

We empathize and understand the difficulties of placing young people into the correct and suitable placements. All Season Care Ltd will fully support and work with Local Authorities to find the best solution for the young person.

Provisions/ Accommodation and service

We take pride in our provisions. Every young person deserves to feel safe, warm and at home no matter the circumstances.

Our provisions are static caravans based in rural country settings to minimize any risks. The static caravans will contain separate bedrooms for both staff and young people, a separate kitchen, lounge, and bathroom. Many times, young people arrive with next to no belongings, each young person will be allocated a budget to tailor their room to their liking. Our provisions are made to feel modern and homely and eliminate the factor and feel of a traditional children's placement.

They can choose to accessorize it with bedding, lights, accessories etc. They will also receive a welcome basket with personal hygiene products. Each provision is fully equipped with tv's and wi-fi however this can be altered if needed (young people with DOLS order). Although we offer 28 days respite, we still believe that the young people should feel comfortable within their living space.

To minimize any risks, our provisions are based in rural settings. This will reduce any risks of young people absconding, mixing with other young people who have similar risks and offers a therapeutic element away from the busy life of cities allowing staff to complete vital and necessary key work sessions and direct work with the young people. Adding to this, we aim to teach the young people life skills, strategic therapeutic approaches to best manage and regulate their behaviors to help them achieve the best start to their next long-term placement.

Whilst young people are placed with us, we aim to not only fulfill the above but allow the young people to thrive and have fun. We aim to keep the young people busy by offering stimulating activities around the young people's hobbies and interests as well as their views, wishes and feelings (regulation 7).

The provisions all have safety features in place including window restrictors, thumb internal locks and key locks for the main doors with no thumb turn locks to minimize the possibility of young people absconding; especially young people on DOLs orders.

Each provision also has a provision phone which the young people are able to use should this be arranged by Local Authority. Adding to this, the provision phone is available for Local Authorities and external professionals to receive regular updates from staff on shift.

The staff room is locked at all times which contains the provision laptop, safe for sharps, medication cabinet and other important confidential documents. Adding to this, the provisions have locked COSHH cupboards along with Data Safety sheets for all products used, again keeping in line with regulation.

The provisions also contain first aid kits which are regularly topped up and checked as well as fire safety equipment. Adding to this, fire safety checks are completed daily and weekly. The young person is given the information in regard to fire exits and health and safety when arriving with us.

Structure of staff

Whilst we advocate bank staff, we aim to use permanent contracted staff to offer stability and consistency for the young people to build positive and trusting relationships. Each provision will have a staff team. Each young person will have 2 staff at all times. Each shift will try have 1 female and 1 male staff member on each shift to create balance for the young people, however this may not always be guaranteed. This however is dependent on the young person and their needs. For example, some young females tend to work better with males however authorization will be obtained from the young person's Local Authority to pursue this.

The rota is based on a 2 on 4 off basis. Shift starts at 10am - 11pm then a sleep from 11pm - 8am when staff begin shift again. Shift then finishes at 10.30am whilst the new staff start at 10am leaving a half an hour window for a thorough handover. The handover is in depth and thorough and includes a physical handover of keys,

medication, phone, bank card etc to ensure the young person is safeguarded appropriately including staff.

Each young person will have a keyworker of their choice who will advocate for the young person and complete direct work around any risks and behaviors of the young person. The role of the key worker will also include liaising with social workers around progress and concerns of the young people.

Diversity

At All Season Care, we believe that acceptance and a nonjudgmental approach is essential in all aspects of life especially in regards to caring and supporting young people. In today's society, the young people face many challenges around identity, race, gender as well as social media, gang culture, drugs, and sexualized behaviors/ concerns. We do not judge any young people and staff. We allow every individual to fully express themselves and we will support them.

If a young person has specific dietary needs, clothing needs, praying facilities etc, we will ensure to meet these needs of the young people. All needs of the young people will be thoroughly discussed in the planning meeting and transferred into the young people's risk assessments, behavior support plan and pen picture. If a young person follows a religion, we will ensure we promote this in all aspects as well as teaching them to respect other religions and views.

Complaints

The Company views the complaints procedure positively. We see it as a means of improving practice and a useful method of feedback about the service provided.

The company and all provisions follow the complaint procedure. Any complaints from within All Season Care Ltd will be reflected and improved on to ensure the company is able to improve on certain areas. All complaints are recorded and held within the head office - C102, Northbridge House, Elm Street, Burnley, BB10 1PD.

Young people are also given contact telephone numbers for an independent advocacy organization, which can provide free and confidential support and advice. All young people will receive a young person's guide which contains a feedback form and allows

them to voice their views, wishes and feelings as well as any issues. Young people are actively encouraged by us to comment on the service and care they receive through keywork sessions and surveys conducted periodically through their placement as their voice matters.

It is the manager's responsibility to monitor complaints and how they are resolved. This is to determine any patterns and inform better working practice or identify gaps in service provision or training needs.

Child Protection and Safeguarding

The young people who join All Season Care Ltd will be treated with the highest respect and safeguarded consistently to best support the young people. All staff complete face to face safeguarding training as well as online training and are asked to recap this in regular supervisions (4 times per year or sooner if required)

There are child protection procedures and training available for the staff team to ensure children are protected from abuse and an appropriate response can be made to any allegation or suspicion of abuse of children looked after by us. There are policies and procedures in place to safeguard young people from abuse. These include detailed guidance on 'methods of care and control', 'permissible sanctions,' 'use of restraint,' 'regulating visitors' and 'medication policy and procedures.

Other safeguards for young people are also identified in the risk assessment procedures, supervision of staff, missing from care procedures, whistle blowing policy, bullying policy and complaints procedures for looked after children.

We aim to work closely with LADO should any safeguarding concerns arise as well as seeking advice about local procedures and practice and how these relate to keeping young people safe whilst being looked after.

All company policies and procedures are located on bright HR; Access for staff to read regularly. Policies and procedures are also reviewed and updated regularly.

Education

Whilst All Season Care Ltd is only a temporary respite placement, we still believe all young people should complete and have access to some form of education.

We will support a young person in continuing to attend their local school wherever possible. Being placed in Local Authority care should not necessarily entail a change of school unless the travel involved is deemed too far to be in the best interests of the young person.

We will actively engage with Local Authority and professionals including social workers to maintain education for the young people. All Season Care Ltd will support this by actively engaging the young people in some form of education whether it be online, virtual, activity based, private tuition etc. Our program option 1 offers education (aims and mission).

Hobbies and Activities

All young people will be encouraged and promoted to fulfill their hobbies and interests (where it is safe to do so) whilst with All Season Care.

A young person's expressed interest in leisure pursuits and / or membership of local community clubs or groups will be recognized in placement planning and arrangement made for them to continue their interests or attendance of the group or club.

All Season Care Ltd aim to actively engage the young people in an activity daily and pursue any interests and hobbies they have. This will provide stimulation for the young person.

All activities are risk assessed and can be found on our online systems.

Staff will have ID badges when out on activities with the young people should the public have any concerns or any incidents arise.

Health

Young people whilst with us will be temporarily registered to a local GP if it is not possible for them to remain at their current GP.

The Care Plan and Placement Plan will take the Young Person's particular health needs into consideration. During the Placement Planning meeting, we will require medical consent forms.

If the young person is on medication, MAR sheets will be created and completed in accordance with this, all medication will be locked away in the staff bedroom and counted by 2 staff members daily and signed off before and after the young person has administered and taken their medication.

We will work closely with health professionals involved with the young person including LAC nurses to complete health assessments as well as CAMHS, Crisis team etc.

Health promotion will be addressed both individually with young people through health assessment summaries and in group work with health professionals who provide guidance on contraception, giving up smoking, drugs or alcohol.

All Season Care Ltd has a drugs and alcohol policy which all staff members are made aware of as part of their induction. The policy includes; Guidance and directions on how to respond to young people using drugs and alcohol or abusing other substances, including how to manage young people returning to the Home under the influence of drugs or alcohol. This may include agreements from Local Authorities and service managers in consultation with parents or carers, the looked after children's nurse or other professionals.

Friends and Family Contact

Family time is seen as a crucial component of any young person's care plan. Family contact will be actively promoted whenever possible, and Manager or staff will support this when necessary.

If specified in the Care Plan and Placement Planning meeting, staff will actively encourage a young person to visit their family or other close relatives.

Staff will actively encourage contact by letter, telephone, facetime, or any other appropriate means where contact is not possible for practical reasons, such as when a parent or carer moves overseas or is hospitalised, or other reasons explained in the placement and care planning meeting.

Staff will continue to encourage and promote family contact where necessary and complete keywork sessions and direct work which will be forwarded to Social Workers by Managers.

Missing From Care/ Unauthorized Absence

All Season Care Ltd has a Missing from Care policy with guidance for staff and young people.

This includes procedures involved in reporting young people missing, who should be informed, risk assessments of young people, how to respond to a young person's return and use of an independent person if requested to interview the young person on their return. Staff usually undertake a return discussion and welfare check on their return or as soon as possible after their return, a police officer also undertakes a police prevention interview with the young person usually within 6 hours of return.

Each provision has a Locality Risk Assessment which outlines all areas (hot spots) within the vicinity to help outline where the young person may have absconded to. Adding to this, these risks are minimized but not eliminated due to the area of the provisions making public transport and accessibility limited.

Health and Safety

All provisions are checked by an accredited health and safety officer and fire/gas certificate obtained by a professional body. Daily health and safety checks are completed as well as weekly checks. These include first aid checks, sharps, co2, COSHH, fire, environment, etc.

All staff complete mandatory COSHH, fire safety and health and safety training and checks are completed accurately. All checks are checked by Provision manager monthly, if any issues are reported, they will be dealt with immediately.

Admission criteria

Due to the respite provision's limited adaptation, we are unable to meet the needs of young people with severe disabilities. Additionally, the provision cannot address the needs of young people with severe learning difficulties.

Additionally, we do not accept young people with severe mental health issues including severe self-harm due to them needing an appropriate therapeutic stable setting.

Furthermore, we may evaluate the following:

- Young offenders with a recent history of persistently significant property offenses, such as auto theft and burglary.
- young people who (as opposed to abusing substances) have a recognized drug or alcohol addiction.

We have a duty to safeguard the children we support but we also have a duty to the neighborhood in which we accommodate. We will however work closely with Local Authorities to establish how we can best meet the needs of the young people should they present some of these risks.

Any young person exhibiting more than one of these behaviors or others will have their risk evaluated by the Provision Manager/Senior Provision Manager.

Admission will only be taken into consideration if there is no considerable risk to the young person, other young people, employees, or the neighborhood.

If All Season Care Ltd offer on a young person, the Senior Provision Manager will liaise with the placements team as well as young person's social worker to obtain some more information in regard to the young person before being placed with us i.e. likes, dislikes, risks etc to ensure when the young person arrives, they are at ease.

When the young person arrives with us, they will be welcomed to a welcome pack and basic rules of the company and provision with a first night of settling in.

We then work slowly with the young person, introducing them to their staff team, young person's guide, activity booklet as well as the program the Local Authority has chosen.

RECORD KEEPING

All young person's personal information and records are recorded and documented online via a safe, secure and password protected system (ClearCare). This online system allows staff to accurately log and report all documentation including daily reports, incident reports, accident/injury forms, keywork sessions, health and safety checks, weekly reports etc.

The young people do not have access to these documents and the laptop is locked away securely in the staff bedroom. Additionally, staff send across any significant keywork sessions, incident reports as well as weekly reports which are sent to Local Authorities documenting how the young person's week has looked like.

Each provision also has a logbook and communication book to accurately record and document any important information as well as keep a log of the young person's movements alongside staff, timings, dates etc.
visitors book for all visitors to the provision to sign in allowing us to keep a log and monitor any meetings, appointments, health appointments, external professionals who have visited the provision and the young person.

Each young person upon admission will have a bespoke risk assessment created by the provision manager outlining their risks and how we will manage these risks. This will be updated regularly within the 28 days should any new risks arise or whether any have been minimized.

All policies and procedures are available to staff via Bright HR as well as the employee handbook and will be reviewed in regular supervisions.