

Pathways Sheffield

Statement of Purpose

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For all new referrals/enquiries please contact referrals on **0114 2800 230** or **07790 883 956** and **referrals@progressivecare.co.uk**

Contact Details

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MANAGEMENT

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RESPONSIBLE INDIVIDUAL

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Welcome Statement

Our Ethos

Pathways[®] Sheffield believes in individualism. Young people living at Pathways[®] are supported to feel that the house is “their home”. The staff team is diverse and have unique life experiences which allow them to bring something different to the culture of the home.

We believe that a young person can often be overlooked while their presenting issues are focused upon. We therefore, like to look at the child and assess their needs and ensure our care plans focus on the most effective interventions for that child/young person.

Pathways[®] Sheffield wants to create a culture of care that focuses on achievements and positives, as well as thorough follow up from incidents to ensure all parties, staff included, learn from them.

Description of the Home

Pathways[®] Sheffield is two homes, under one registration; which is dedicated to providing short, medium and long term placement for young people aged 12-17 years old.

Both homes, 204 and 206, have four bedrooms each and offer a nurturing supportive environment. Each home includes a kitchen, lounge, dining area and two bathrooms and we encourage young people to utilise communal areas so that they can be fully active in their own home. We also have a room on the ground floor used for education, training and other activities.

The home has a secure room in which confidential information is kept e.g. personal files, medications as well as monies; this room also provides a space for staff to work. There is on-street car parking facilities and each home has their own garden area with bedded plants and a seating area.

The young person will have their own bedroom which is fully furnished; each room also has a TV, with DVD capabilities, to provide personal space should they require some time alone. They will also be given the opportunity to say how they would like their room to be decorated. Bedrooms have a lock on the door to enable young people to secure their own property and provide privacy. Young people are therefore responsible for their own key.

One of the bedrooms in 206 is an independent flat which allows for young people to demonstrate their independent living skills while having the security of a staffing presence within the home.

The Home's Location

Pathways[®] Sheffield is located in a residential area which has a number of parks within walking distance and access to local shops and takeaways.

The home is based in the North of Sheffield and is less than two miles from the City Centre. There are numerous bus routes close by which offer direct services into the city or surrounding areas. Once in the city, all areas of Sheffield can be accessed via bus or tram journey; which means young people have access to an array of education/training providers.

Aims and Objectives

Pathways[®] Sheffield wishes to provide a safe and nurturing environment where young people can feel comfortable enough to be themselves, as well as creating structure in young people's lives that may have had little routine previously, whilst taking into account their abilities and personal goals.

We want to provide opportunities for young people to learn new skills in 'Emotional Regulation', 'Distress Tolerance', 'Social Skills' and/or 'Independent Living Skills', in an environment which provides a sense of security and the understanding that failure will only result in support and encouragement to try again.

Staff are committed to role model respect, manners, kindness and an appreciation for education, as we understand that by role modelling and reinforcing positive behaviours we are more likely to encourage and encounter this behaviour, unprompted.

Ultimately we want to work with all involved in the young person's care to make positive memories of their time with us.

Our Young People

Registration details:

- May only provide care and accommodation for up to 8 Children
- May provide care and accommodation for children with emotional and/or behavioural difficulties

Pathways[®] will consider – young people, male and female, with:

- **An element of challenging behaviour**
- **Offending behaviour**
- **Social and emotional difficulties**
- **A history of being absent/missing from home**
- **Moderate learning difficulties**
- **Child exploitation concerns**
- **Self-harming behaviour**

Or young people who have experienced:

- Family difficulties
- Placement(s) breakdown

Unfortunately, Pathways[®] are unable to consider/accept young people:

- With severe learning difficulties
- Severe physical disabilities
- With high concerns related to illegal substance use/misuse
- Who poses a high risk to staff and to others without the correct staffing ratios

When making sure a young person is suitable match, we consider:

- The young person's needs can be met
- Staff have the relevant skills, knowledge and experience to look after the young person
- The young person's behaviour can be effectively supported
- Young person's risks can be safely managed/reduced
- Other residents in placement and/or recent events

Referrals, Admission and Planning

Referrals process

- Progressive Care has a dedicated Referrals Coordinator, who has initial sight of all referrals
- Referrals which meet our Statement of Purpose are forwarded to Operations/Home Manager for consideration
- The Manager will then make an initial decision about suitability based on the information received
- To ensure an informed decision is made, additional information will be requested, as appropriate
- It may be suitable to contact key professionals to discuss the young person and their needs in more detail
- On occasions, we may be required to contact current residents social workers to discuss the match/possibility
- Prior to a final decision being made, we will complete an Impact Assessment which considers all young people

Prior to any admission, Social Care are required to provide all the relevant information to the home:

- An up to date Referral Form
- Any current Risk Assessment
- Signed Medical Consent
- A chronology or historical information
- An up to date and signed Care Plan

This is crucial to ensure effective planning at the earliest opportunity. Pathways[®] are not able to accept young people without this detail. Our admissions process in relation to emergency placements does not differ to the above.

Pre-admission

As part of a planned move, the young person would be invited to visit the home before moving in. Staff may also go visit them at their previous placement. This pre-admission visit provides an opportunity for the young person to view their new home, as well as meet with staff and other young people in placement. During this visit, staff will also discuss the houses rules and expectations, weekly meetings and activities. It may also be possible for them to choose their own room.

Care Planning

Pathways[®] work in conjunction with the placing authority to ensure the below statutory requirements take place within the appropriate timescales:

- A planning meeting will take place within 72 hours
- Looked After Child's (LAC) review will be scheduled to take place within 20 working days
- Further reviews will be scheduled to take place within 91 days (3 months) then 183 days (6 months)
- Following this, LAC reviews should be conducted no longer than 6 months after any previous review

In the event of increasing behaviours/concerns the home may call a disruption/strategy meeting with all relevant professionals to review the associated risk and care plan.

Whilst the young person is residing at Pathways[®] they will have their own Individual Placement Plan, devised by Pathways[®] staff, Social Care and the young person. The young person will also have their own individual Health Plan and Behavioural Support Plan. In addition young people are also encouraged to create their own 'My Plan' which is a young person centred plan discussing all areas of care and support as well as wishes and feelings. Depending on risk/needs identified young people will have a tailored Safeguarding Plan and one or more Risk Management Plan.

Support

Key worker

Each young person is assigned a key worker; this member of staff is chosen on the information which we have to ensure they are the most effective person for the role. They will specifically focus on the young person and their care to ensure their needs are being met. They will work closely with the young person and others involved such as, Social Worker, Youth Justice Worker/Officer, and Teachers, to ensure all relevant information is shared accordingly allowing an open and well-rounded approach to a young person's care.

Regular focused, and unplanned if needed, sessions will be undertaken to discuss key areas in the young person's life; records of this support will be kept on the young person's file.

Independent skills work

At Pathways[®] Sheffield we support our young people in learning the skills they will need in order to have the best possible life for themselves. In order to do this we support young people in activities such as cooking, budgeting, laundry and cleaning, as well as promoting positive life choices.

Life skills support is documented via observations which will be placed on file also. These observations will help identify areas in need of development, record progress being made and identify strengths and areas in which the young person is excelling. This information will be shared in weekly reports and review meetings.

Preparation to leave the home

Transition for young people can be extremely difficult, and scary, so every effort is made to make the transition smooth. We therefore aim to have planned admissions and discharges to allow young people to adjust to the changes they are about to encounter. This may include visits to the new placement, helping the young person compile a list of questions they would like to ask or by spending time with the young person in their new placement when they move, to allow for a thorough transition.

Here at Pathways[®] we like to hold 'going away parties' or organise activities for residents who are leaving us; to provide a memorable experience whatever the circumstances of their move.

After leaving our home staff members are also available to continue to support young people via telephone or, where appropriate, scheduled visits.

Wider systems

Pathways[®] engage with outside agencies that are already involved or may need to be involved to meet the young person's. We adopt a multi-agency approach as part of all planning and review, to ensure positive outcomes at the earliest opportunity.

Involving Parents/Carers

Where appropriate parents/carers are involved in the planning process; further to this we consult with them about the level of involvement they would like during the placement, such as, regular telephone contact and/or weekly reports being sent via email or post. Parents/carers are also invited to visit the home and attend future meetings, as in agreement with Social Care.

Supporting cultural, linguistic and religious needs

We will take into account young people's individual needs and ensure that staff and other young people are respectful of this.

We look to create and support opportunities for young people to participate within their own community and maintain their identity. We would also help them access their chosen place of worship and offer encouragement in relation to religious practices, as appropriate.

In the home we would meet their needs in relation food preparation and personal care. All young people are invited to celebrate various holidays, festivals and celebrations. We also see this as a learning opportunity and organise theme nights to celebration different cultures.

If language is a barrier we would address this accordingly. Further to this, if English is not the first language of the young person we will provide opportunities so that they can communicate effectively with others. If they are new to the country and/or have family living outside of the UK we will explore communication methods so that they can make contact with home.

Views, wishes and feelings

We recognise that the wishes and feelings of young people are vital to the care and support that we provide.

There are various consultation opportunities whereby young people can contribute to their care and the development of the home such as, attendance at meetings related to their care, key work sessions and daily interaction and weekly house meetings. Young people are also asked to complete feedback forms at different times during their stay and we have a suggestion box in the home. Further information about this is included in our 'Your Guide', which is the young person's welcome pack.

Education

All young will be encourage, and supported, to attend a suitable education/training placement. We will advocate for them to receive appropriate levels of support regarding education, at the earliest opportunity. We also offer support with homework and provide resources to aid learning experiences.

We are active in the Personal Education Plan (PEP) meetings and will make ourselves available for any other education review meetings, as well as attending parent evenings and events in school such as sport days and drama performances.

For young people who are 16 or over, we would support them to access further education, training or employment.

Education Support

Progressive Care has an Education Team that offers individual support to all children and young people in our care; they are also available to attend Education and Care Meetings, as required.

The Education staff attends the Home to provide educational support, as appropriate and agreed with other professionals involved. Support includes one to one tuition, working towards appropriate qualifications, particularly in Maths, English and I.T. Functional Skills. It also includes support towards GCSE qualifications.

The Team also includes an Education Liaison Officer to support staff and the young person access the right education/training, at the earliest opportunity. If a young person is new to the area and/or does not currently have a educational placement they will liaise with the LA/Education Department accordingly. This member of staff is a trained Therapeutic Teacher and Counsellor also. This member of staff attends the Home for one morning per week, as a minimum.

The Staff Team at Pathways[®] are also trained to deliver ASDAN Courses; all young people residing with ourselves are supported to undertake the 'Personal Development' Course, as part of their regular key work sessions.

Other ASDAN Short Courses are also available in a range of topics which develops their knowledge, social skills and provides a qualification which may be useful when leaving school. All of which are overseen by the Education Team.

Young people can also access other learning opportunities, via the Training Centre, such as:

- Training Course – e.g. Food Hygiene and First Aid
- Online Courses - e.g. E-safety, Fire Safety, Food Safety, Health and Safety
- Other – e.g. Functional Skills and Employability Skills

Health

At Pathways[®] we take responsible for ensuring that the young person is registered with the local GP, dentist and opticians; encouraging attendance at medical appointments. As appropriate, we ensure access to specialist support, such as substance misuse, sexual health, emotional and mental health services. These referrals will be made in consultation with the Social Worker. We are also active in the Personal Health Plan (PHP) Meetings.

We also play a key role in promoting a healthy lifestyle, in relation to diet, exercise, personal hygiene and appearance. We understand that young people may take task risks, therefore key work sessions aim to educate them in relation to risks they may be vulnerable to, with the aim of promoting positive life choices.

Enjoyment & Achievement

At Pathways[®] we encourage young people to engage in activities both in the home and in the wider community.

Individuals are encouraged to engage in local youth and community groups as well as activities of personal interest. Through key work sessions we seek to learn about young people's interests, old and new, we then empower them to research local provisions and support them to access and attend regularly.

The activities which we offer in our home are discussed and chosen by the young people at their weekly meetings, then staff facilitate organising the sessions. Regular activities include: arts and crafts, theme nights, movie nights, pamper evenings and board games.

During the school holiday, larger activities can be planned, such as: theme parks, seaside and other day trips.

Contact

Staff will support young people with contact as agreed by the Local Authority; no contact will be authorised by Pathways® staff. The details of contact arrangements are discussed at the time of admission and part of ongoing review discussions and care planning meetings.

If assessed as suitable contact can take place at the home. Family visits are encouraged however the arrangements have to take into consideration the other young people in placement and the day to day activities of the home.

Friends are allowed to visit the home and engage in organised activities, however authorisation has to be sought from the Local Authority as well as taking into consideration the needs of the other young people.

Behaviour

The care that we offer centres on providing each young person with a safe environment in which they can address their personal, sometimes negative, experiences in their own time, and learn to trust and respect the people around them by receiving trust and respect themselves.

Positive Behaviour

Our aim is to assist young people to successfully deal with significant changes and challenges, develop positive relationships and display positive behaviour. With staff as role models, young people can learn how to behave towards each other, and within the local community, in a non-discriminative way. They are encouraged to understand the range of cultures and beliefs that exist within the home, and in the local and wider communities.

We feel that it is paramount to recognise an individual's strengths and provide praise when an individual displays positive behaviour. We also believe that structures and routines within the home are an important tool in facilitating our aims. At Pathways® we believe in focusing on the positive behaviour rather than the negatives. Positive behaviours are celebrated in various ways, for example, certificates, positive praise and positive consequences/rewards.

Behaviour Management

We operate a behaviour management system that encourages, and supports, young people to make changes to their behaviour, through the use of positive praise. Staff will set and maintain safe, consistent and understandable boundaries for young people in relation to acceptable behaviour.

The home will strive to establish and maintain acceptable levels of behaviour by everyone at all times. Where behaviour falls below the standards expected, this will be discussed with the young person concerned and actions implemented. The home will apply firm, fair and consistent boundaries to all young people taking into consideration their individual needs. Staff members strive to be role models for each young person and will act in only a way that would be acceptable to them. Each young person will have reward charts / incentive planners with clear goal and expectations for them to achieve.

Unacceptable behaviour will be responded to with clear, fair, constructive and acceptable disciplinary measures approved by the Manager. All sanctions and reparations will comply and be documented within the guidance and principles set out in the regulations. Staff will exercise physical intervention of a young person as a last resort and only in extreme situations. Staff will be properly trained in how to exercise physical restraint safely and without inflicting pain or discomfort. This will be informed by individual risk assessments for each young person.

Related training

Positive handling

As part of the company's induction programme all new staff are trained in positive handling approaches, which look at diffusion, de-escalation and the use of help scripts. These techniques are to be used when young people are presenting with challenging behaviour. This ensures that all residential staff has a basic understanding of positive behaviour strategy prior to commencing work at the home and then progressing to attend Team Teach.

Team Teach

Progressive Care trains all residential staff in Team Teach which is a 2-day accredited course delivered in-house by our advanced instructor supported by an advance external Team Teach tutor. In order to be able to continue to use the techniques, and to keep up with the latest developments, staff members are required to attend a refresher course within two years of the original/previous training date. Managers have the responsibility to ensure that Team Teach is used effectively in their home.

Consequences

We encourage and support our young people to display appropriate behaviour within the home and the wider community.

At Pathways® we believe in recognising and rewarding positive behaviour rather than negative behaviour. On admission to the home a discussion will take place with the young person to ensure they have full understanding of the positive and negative consequences process. All consequences are reviewed by the management team to monitor their effectiveness.

Child Protection

We remain committed to practices in both recruitment and care, which protect children and young people from harm.

The home offers a safe and nurturing environment to young people through effective care planning and key work sessions; with an ultimate aim to protect those we care for from harm and promote positive outcomes in all areas of their life.

We work with young people to give them the knowledge and support to make positive choices. If problems arise in their life we work with them, and other partners, to address the underlying issues and support them to make changes.

Through in-house training Pathways® staff knows how to recognise the signs of abuse or neglect, have a full understanding about the thresholds that apply to child protection and know who to refer concerns or child protection issues to. The Home's Child Protection policies are available upon request; please contact info@progressivecare.co.uk for further details.

Safeguarding officer

Progressive Care have an identified Safeguarding Officer who is available to offer advice and support in addition to decisions made on-site, by the Manager/s.

Safeguarding Officer: annemarie.jones@progressivecare.co.uk

Monitoring and Surveillance

All bedrooms have a lock, to provide privacy, and the young person is responsible for their own key. However staff will also have a key should there be concerns for the well-being of others or the environment. All visitors to the home will be required to sign in and out and show proof of identification. Should they not have a DBS check they will be accompanied by a staff member at all times.

As a security, and safeguarding, measure, a decision has been made that the front door of the house is locked and alarmed at all times; back door also has an the alarm utilised in the evening. Both measures are to alert staff of anybody entering or leaving the home. The back of the house also has CCTV cameras. This detail is communicated to all new residents, and their Social Worker, upon arrival.

Staff presence will be determined by the staffing needs of the young people and communal areas are monitored, by staff, at all times. Our internet access has parental restrictions and young people are supervised, as per care plan arrangements.

The fire precautions and associated emergency procedures in the home

Fire drills are practiced and recorded regularly and all new residents are made aware of the Fire Precautions as soon as is practicable after admission. The Home is inspected by the local Fire Prevention Officer in line with their requirements and any recommendations made are fully implemented.

We ensure that all precautions are taken in order 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 home 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 and is repeated every six months. Staffs also receive training in resuscitation techniques during their emergency first aid training.

Anti-discriminatory practice in respect of children and their families

At Pathways® Sheffield we believe that we have a responsibility to provide an environment that is free from discrimination and prejudice for staff, young people, and visitors to the Home. If any concerns are raised we will act accordingly in a timely manner. Furthermore, family dynamics and factors will be taken into account and supported

Our home is staffed by both sexes and we seek to appoint a staff team which reflects the racial, cultural and linguistic backgrounds of the young people being cared for.

Children Rights

Ensuring their voice is listened to

Pathways[®] adopts a child centred approach to care planning to enable young people to be feel involved in their quality of care and the running of the home. We have varies ways in which we consult with young people, as detailed above. We are always looking to develop and improve the way in which we consult with our young people, care and key professionals involved.

The young people's 'Your Guide' includes a detailed section about 'your rights and responsibilities' which is discussed as part of the induction. Pathways[®] are committed to upholding these rights and will support young people with any challenges or concerns they discuss related to their placement and equally if they are experiencing problems outside of their home

Advocacy support

An advocate is a person who will help the young person have their say or speak on their behalf.

Staff at Pathways[®] can act as an advocate and are always available to support young people. However, we recognise on occasions they may want to another person to support them. Depending on the situation this may be their Social Worker, or alternative they can contact an advocacy organisation.

NYAS is a children's advocacy organisation for children living way from home and provides a national helpline.

NYAS: 0808 808 1001

help@nyas.net

Egerton House (Head Office), Tower Road, Birkenhead, Wirral, CH41 1FN - Tel: 0151 649 8700.

Children's Commissioner

The Children's Commissioner can also provide one-to-one advice to young people leaving away from home, in or leaving care, or receiving social care services. They have a legal duty to promote and protect the rights of all children in England with a particular focus on children and young people with difficulties or challenges in their lives. They focus on ensuring the adults in charge, or making decisions, listen to what children and young people say about things that affect them.

0800 528 0731

advice.team@childrencommissioner.gsi.gov.uk

www.childrenscommissioner.gov.uk/info/about_us

The Office of the Children's Commissioner Sanctuary Building, 20 Great Smith Street, London, SW1P 3BT

Ofsted

Ofsted are responsible for Inspecting Children Homes and as part of this role visit Pathways[®] twice within a 12 month period. During their visit they meet with young people to discuss our home, the care we provide and support from others responsible for their care. Ofsted can also be contacted direct, at any time, if young people wish to raise a question or concern about the care they receive.

0300 123 1231

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

The above details are shared with young people as part of their induction as they are detailed in our 'Your Guide'.

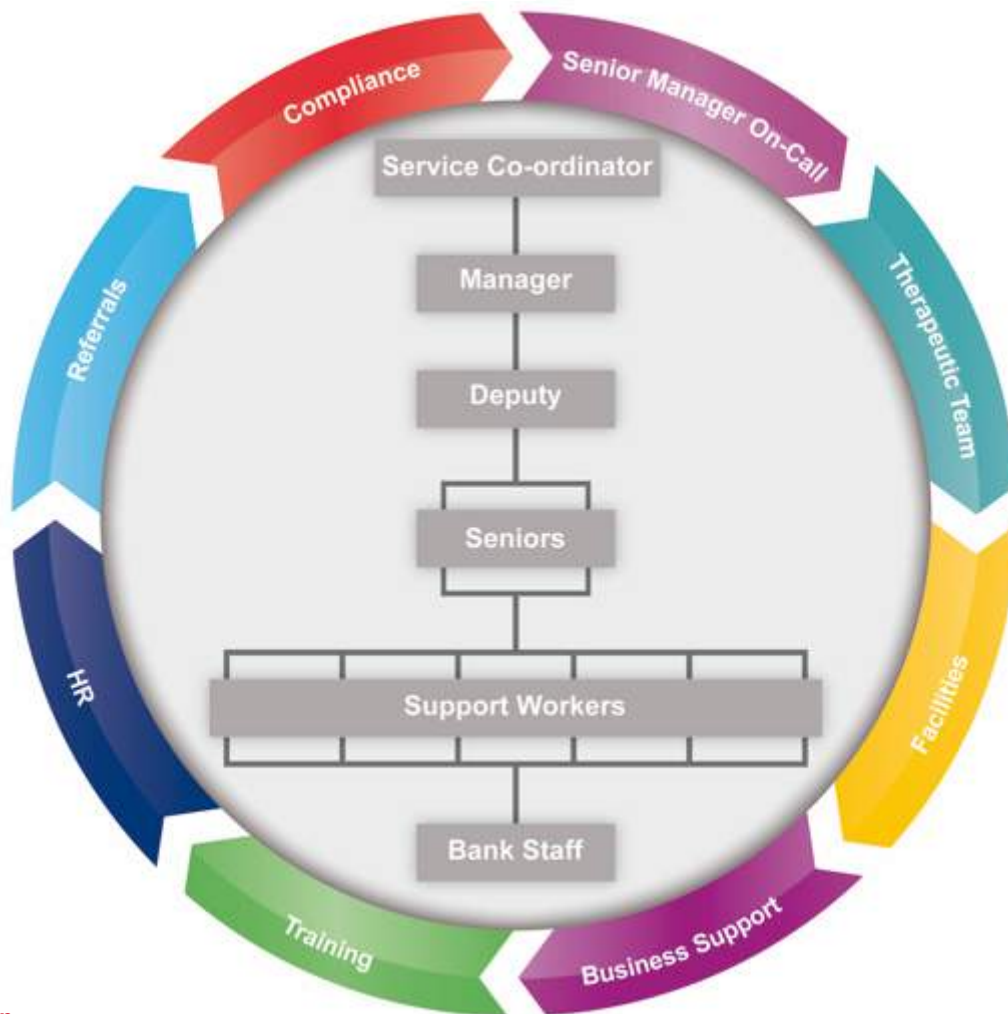
How To Make A Complaint

There is a 'have your say' leaflet and complaints form available for young people in the home; which explains our complaints procedure.

If a professionals, or carers, wish to make a compliant they can request a feedback form, liaise with the Manager direct, or contact our Complaint's Lead via the Head Office.

The Company's Complaint's procedure is available upon request; please contact info@progressivecare.co.uk for further details.

Staffing Matters



Staff Induction

All staff are required to attend a comprehensive 2 week induction, delivered by Care2Succeed our in-house Training Centre.

Week 1:

Company Presentation
 Level 2 Health and Safety in the Workplace
 Introduction to Attachment
 Person Centred Thinking
 Safeguarding Children & Young People
 Safeguarding Adults
 Level 2 Food Safety
 Emergency First Aid

Week 2:

Fire Safety Awareness
 Information & Recording
 Child Sexual Exploitation
 Self-Harm
 Paediatric First Aid
 Positive Handling Approaches
 Equality, Diversity & Inclusion
 Medication & infection Prevention Control
 Moving Handling Theory
 Meeting with Managers

In addition to above, staff continue to receive regular and relevant training.

Service Specific Courses – include:

- Basic Child Development
- Lone Working
- Team Teach – Intermediate and Advanced

Qualifications & Experience

Staff members are qualified, or working towards the qualification(s) which are pertinent to their role and the care that we deliver. All staff members are enrolled onto the appropriate qualification, at the earlier opportunity. For example:

- Common Induction Standards (CIS)
- Level 3 Diploma for Residential Childcare (RCC)
- Level 3 Diploma for the Care of Children and Young People (CCYP)
- Level 3 Diploma for the Children's and Young People's Workforce (CYPW)
- Level 5 Diploma in Leadership and Management

Learning Support

Care2Succeed Practice Assessors will discuss, and complete, a plan of support to ensure the learner engages well and completes the qualification to the level of their ability and within a timely manner. Staffs progress is reviewed regularly as part of supervision and additional support is available from their Assessor, as required, e.g. extra study time at the Training Centre, email and/or telephone support. However we are keen that staff members take responsibility for their own learning.

Management

Staff	Role	Qualifications / Experience
Wayne Gates	Manager	Wayne has a Level 5 Diploma in Leadership for Health & Social Care and Children and Young Peoples Services, NVQ Level 4 in Health & Social Care for Children & Young People, NVQ Level 3 in Health & Social Care (Caring for Children & Young People) Level 2 in Youth Mentoring. Previous to Pathways, Wayne has over 13 years' experience working within LA Children's Home's and has managed various residential childcare settings.
Beverly Dobson	Service Co-ordinator	Bev has a Level 4 Health & Social Care, RSA Counselling, Assessor and Internal Verifier Award (D32/33/34), National Nursery Examination Board (NNEB), Certificate In Training & Development. Bev has an extensive amount of experience working with children and young people; this has included Residential, Youth and Community Work with individuals with a variety of complex needs.
Kay Worthington	Deputy Manager	Kay has a GNVQ Health & Social Care, BETEC National Dip Early Years, Level3 Health & Social Care, Level 3 Leadership & Management, Level 3 TAQA Assessing Quality of Assessment. Previous to Pathways, Kay worked as a Team Leader at a Residential School for Young People and Adults with Disabilities.

Support Staff

Staff	Role	Qualifications / Experience
Leah McPhee	Service Social Worker	Leah has a BA Hons Social Work, Level 3 BTEC Health and Social Care, AQA Level 3 in Sociology, ASDAN Level 3 Working with Others. Leah has previous experience of working as a Residential Support Worker and other roles within the Care Industry.
Alexis Shabazi	Support Worker	Alexis holds a Level 2 Teaching Assistant and Level 3 First Aid. He is working towards Level 3 Diploma in Residential Childcare. Alexis previously worked as a Teaching Assistant within a Primary School.
Sue Stott	Support Worker	Sue is working towards the Common Induction Standards. Sue has worked in a multitude of different support roles including Childcare, Family Assessment and long term Fostering.

Fiona Westwood	Support Worker	Fiona is working towards her Level 3 Diploma in Residential Childcare.
Sophie Garside	Support Worker	Sophie holds a Level 3 Diploma in Public Services and is working towards her Level 3 Diploma in Residential Childcare.
Rochelle Hines	Support Worker	Rochelle holds a Level 2 NVQ in Childcare, a Level 3 NVQ in Youth and Community Studies and a Level 3 Diploma in Residential Childcare. Rochelle previously worked as a Youth Worker.
Brodie Foster	Support Worker	Brodie holds a Level 2 in Health and Social Care and is working towards a Level 3 Diploma in Residential Childcare. Brodie has previously worked at Northern General Hospital and organised Children's Activities whilst volunteering for a Charity.
Andrea Darby	Support Worker	Andrea is working towards her Level 3 Diploma in Residential Childcare. Andrea previously worked as a Project Worker supporting 16-18 year olds.
Sally Sutherland-Waite	Support Worker	Sally is working towards her Level 3 Diploma in Residential Childcare. Sally previously worked as a Care Worker promoting independent living.
Sophie Dickinson	Support Worker	Sophie holds a Level 3 Diploma in Child Care and Education, Foundation Award in Caring for Children and a Level 2 BTEC Diploma in Health and Social Care and is working towards Level 3 Diploma in Residential Childcare. Sophie previously worked as a Teaching Assistant in a Special Educational Setting.
Tracy Irek	Support Worker	Tracey holds an NCFE Level 1, 2 and 3 in Counselling Skills and Theory. Tracy is working towards the Common Induction Standards. Tracy used to be a Team Leader supporting individuals with challenging behaviour.
Thomas Simpson	Support Worker	Thomas holds a BA Hons in Youth and Communities Work and Practical Theology and a A-level in Psychology. Thomas is working towards the Common Induction Standards. Thomas used to work as a SEN Teaching Assistant, Community Youth Worker and a Mentor for the homeless.
Lauren Boubly	Support Worker	Lauren is working towards her Level 3 Diploma in Residential Childcare. Lauren used to be a Contact Support Worker and Community Care Assistant.
Alice Turton	Support Worker	Alice has a Level 3 BTEC in Health and Social Care. Alice previously worked as a Care Assistant, supporting individuals with Physical and Mental Disabilities.

Education Staff

Staff	Role	Qualifications
Debbie Raynor	Teacher	Debbie holds an Honours Degree in Education and is qualified with TESOL to teach English to speakers of other languages.
Louise Baxter	Tutor/Practice Assessor	Qualified Assessor and working towards TEFL.
Liz Arnesen	Education Liaison/Therapeutic Teacher & Counsellor	Liz holds a Diploma in Education Psychotherapy, BSc Honors Degree in Psychology and a teaching qualification

Supervision

Full time staff are supervised on a monthly basis, as a minimum. If a member of staff was to work less frequent hours they would be supervised approximately every 6 shifts.

Progressive Care has an appraisal scheme whereby staff have an appraisal meeting after their 6 month probationary period and annually thereafter.

Continuous development

Each member of staff will also have their own individual training and development plan, allowing staff to identify any areas of their own learning that they feel will increase their knowledge and development.

Ongoing Review

Each service has a Team Training Profile which is updated regularly to provide an overview of the specialist training attended by staff and to monitor the need for staff to be booked onto, and attend, refresher training within timescales.

Regularly Managers Meetings provide an opportunity for the Pathways[®] Manager to discuss the needs of the team collectively with the Training Manger.

Leadership and Management

Committed Managing Director

Progressive Care's owner and Managing Director, Shabir Ali, is at the very foundations of the organisation. Shabir has dedicated the last 18 years to building an organisation from the ground up, and providing services for those individuals most in need of care and support.

Shabir is passionate about the care industry and helping others, and this is what personally motivates him and inspires him to continue to drive forward the organisation each day.

Experienced Heads of Department

Due to the size and span of Progressive Care, the organisation also has specialist in house departments. These dedicated departments include Human Resources, Training, Compliance and Quality Assurance, Finance, Design, Business Support and our very own Facilities Team. These departments also provide an invaluable method of support for all staff, especially our Registered Managers.

Progressive Care has a dedicated referrals person that manages new referrals to the organisation on an independent basis, completing objective matching and placing assessments to assess suitability on initial point of referral, thus ensuring fairness and equality for all service users.

Independent visitor

Pathways[®] are required to employ an independent visitor to attend and review the home on a monthly. As part of their visit they may wish to speak to the young person, social workers, other key professionals and/or parent and carers. They will also look at a number of documents in the home included personal files, providing the young person and the social worker provide consent. A photo and description of the independent visitor role is displayed in the home.

Independent Visitor: Martin Henderson

In-House Resources

All staff are trained to work in a therapeutic way. Progressive Care has a therapeutic team who are involved with the staff and the residents as appropriate. We consider all our homes to be operated in a therapeutic way.

Contact Details

Leadership/Management

Registered Individual:	Shabir Ali
Registered Provider:	Progressive Care
Address:	Head Office, 51 Attercliffe Common, Don Valley, Sheffield, S9 2AE

Registered Manager:	Wayne Gates
Address:	204-206 Abbeyfield Road, Sheffield, S4 7AZ
Telephone:	0114 2446 001
Email address:	Wayne.gates@progressivecare.co.uk

Service Co-ordinator	Bev Dobson
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Referrals/enquires:

Referrals	0114 2800 230 or 07790883956
Email address:	referrals@progressivecare.co.uk
Webpage:	www.progressivecare.co.uk

Details of who to contact if you want to make a complaint and/or provide feedback:

Home Manager	Details as above
Compliance Department	Helen.hoyle@progressivecare.co.uk 0114 2800 231

Contacts for children and young people:

The Office of Children's Commissioner Sanctuary Buildings 20 Great Smith Street London SW1P 3BT 0800 528 0731	Ofsted Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231
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Review Dates	Notes
Jan 2017	Staff/Qualification updates]
Feb 2017	Education and Staff updates