



TRANSITIONS LD

Recognising their abilities

learning disability | autism

KINGFIELD MEWS

Statement of Purpose

Regulated by



CareQuality
Commission

Ofsted

Provider



PROGRESSIVECARE

Transitions is part of the Progressive Care
group of companies

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REGISTRATION & CONTACT DETAILS

Registration

Kingfield Mews will be a Registered Provider with:

- **CQC: Residential:** Young Adults aged 16-25
- **Ofsted:** Children aged 16 - 17

Registration details:

- The whole service provides care, support and accommodation for up to eleven people.
- To provide Care, Support and Accommodation for Children and Young Adults with a Learning Disability, including Autism.

Leadership & Management

Responsible Individual:	Shabir Ali
Registered Provider:	Progressive Care
Address:	Head Office, 51 Attercliffe Common Sheffield, S9 2AE
Manager:	Tafara Gumbo
Address:	Kingfield Mews, 38 Kingfield Road, Nether Edge, Sheffield, S11 9AS
Telephone:	0114 3086 896

For all new referrals/enquires please contact Referrals on:

0114 2800 230 or **07790 883 956**

and **referrals@progressivecare.co.uk**

INTRODUCTION

Service Manager

Martin Taylor

I have over 20 years' experience within a variety of Health and Social Care settings. I began my career in a Residential School, working with young boys who had Emotional and Behavioural Difficulties, before moving onto supporting adults with a Learning Disability in 1999 within a residential establishment. I was initially employed as a Support Worker, developing my skills over time and progressing to a Registered Manager. This was managing a large 17 bed unit for adults with Severe Learning Disabilities and challenging behaviour. I also have experience in supporting people within a Supported Living environment, both with Learning Disabilities and Mental Health needs. I have also been responsible for managing all the Learning Disability Day Service within North East Derbyshire.

Manager

Tafara Gumbo

I have 30 years' experience working with children and young adults. I was a secondary school teacher for 10 years before joining the Health and Social care sector as a Support worker. I was responsible for the physical, educational, social and emotional development of children and young adults as well as their safety as a teacher, I am still doing the same thing as a Registered Manager today. My rich experience in various Health and Social Care settings also gives me a wealth of experiences to draw from in meeting the needs of the children and young adults at Kingfield Mews. I have worked in various roles, as frontline Support Worker, Team Leader, Registered Manager and Senior Manager. I have also worked with people with a wide range of physical, mental health, learning disability and neurodiversity needs. The experience has given me numerous opportunities to work with a wide range of stake holders and perform various duties which are relevant to my role as a registered manager at Kingfield Mews.

My Skills include:

- Strong leadership and strategic planning
- Excellent communication and interpersonal skills
- Self-management skills and time management
- Working under pressure and meeting targets
- Conducting research, assessments and reviews
- Staff safer recruitment, induction, coaching, development and supervision
- Information gathering and analysis, conducting quality audits, investigations, implementing interventions to safeguard vulnerable adults
- Risk identification, assessment and management, care assessment, planning and reviewing

- Being sensitive, listening, persuasion when dealing with vulnerable adults and children
- Working well with others, networking and relationship building
- Results and outcome focused approach
- A quick learner with interest in personal development
- Problem solving, sound decision making, perseverance, attention to detail, positive attitude, confident, flexible and adaptable
- Analysis of behaviours that challenge to draw lessons learnt and actions to minimise risks, Positive Behaviour Strategies

My qualifications include a Level 4 NVQ in Management of Health and Social Care Services, a Foundation Degree in Health and Social Care, Level 2 Award in Supporting People with Learning Disabilities, Level 2 Award in Safe Handling of Medicines, Medication Assessor and Auditor training, 2025 Social Care Training: Safeguarding Adults at Risk L3, Safeguarding Children L3, MCA, DOLS, Infection Control, Health and Safety, Fire safety, Positive Behaviour Support, Trauma Informed Care, Sensory Modulation, Nutrition & Hydration, Food Safety, Effective Communication, First Aid, Paediatric first Aid, Recording Information and GDPR, Epilepsy.



Our Home

Kingfield Mews is dedicated to providing support to individuals aged 16 to 25 with a Learning Disability, Autism and/or present with behaviours which are challenging. The support will be provided either in individual self-contained Care Suites or within a four-bedroom shared house. The home is designed to meet the needs of those who would prefer to live alongside other people, as well as support for those individuals that either are unable to, or would prefer to, live on their own.

Accommodation available:

- Four-bedroom shared house
- 7 individual Care Suites.

The emphasis at Kingfield Mews will be on each individual's personal goals and needs and their development while at the service. We aim to support individuals to become more independent and develop on the skills that they already have in order to eventually integrate them into the wider community and enable them to reside within their own home.

The home will be in secure grounds, providing them with the sense of security they may require. All areas are designed with challenging behaviours in mind and equipped to a high standard, including technology where this will be of benefit.

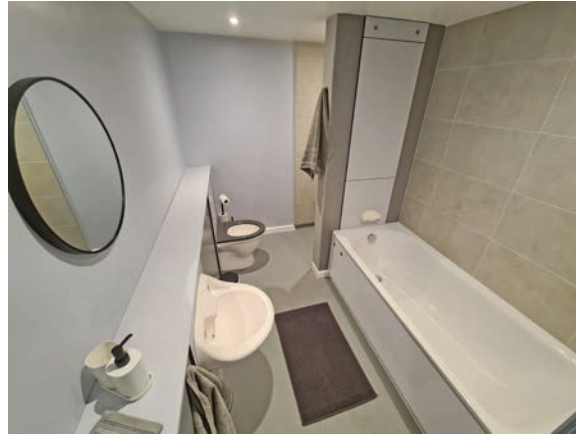


Features include:

- Double glazed windows with integrated blinds
- Underfloor heating
- Sensor taps
- Anti-ligature sanitary fittings
- Mood lighting in living areas
- Sensory Room
- Spacious Garden separated into separate sections
- Fully fitted integrated kitchen
- Separate kitchen areas which can be secured if required
- Electronic door entry system, allowing for individualised access.
- Wi-Fi throughout the building

All rooms will be equipped with robust and durable furniture. The young people will have the opportunity to say how they would like their living space to be decorated when needed, in order to meet the needs of each individual.

This level of support will begin at the assessment stage by exploring the current skills the individual has and engaging with their current carers. While at Kingfield Mews, staff will engage and support each individual to be involved within their own development and progression towards their desired goals. This will all work towards the end goal of each individual moving onto a more permanent living environment. Once ready, each individual will be given a high level of support around their transition plan onto their new accommodation. This will ensure that the greatest continuity of support can be provided to the individual while they are moving and settling into their new environment.

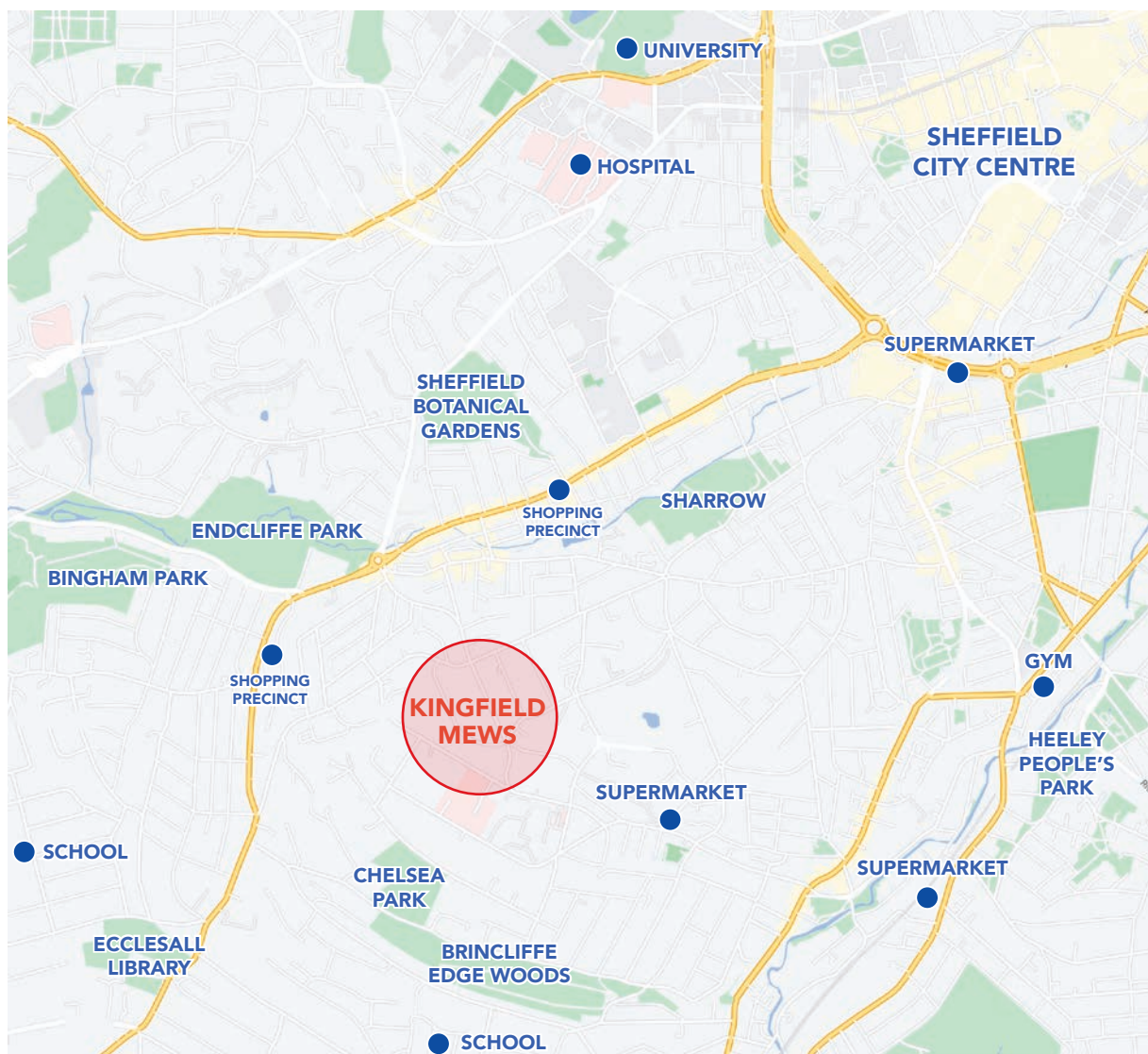


LOCATION

Kingfield Mews is located in a residential area which has a number of parks within walking distance and access to local shops and amenities and health services.

The home is based in the South West of Sheffield, and is approximately two miles from the City Centre. There are numerous 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.



WE CONSIDER:

Children and Young Adults, male or female with:

- Severe, Moderate Learning Disabilities including Autism & ADHD
- Challenging behaviour
- Social and emotional difficulties
- Self-harming

Or Children or Young Adults who have experienced:

- Family difficulties
- Placement(s) breakdown

Unfortunately, Kingfield Mews do not consider/accept Children or Young Adults with:

- With high concerns related to illegal substance use/misuse
- With a risk of Arson

When making sure a Child or Young Adult is a suitable match, we consider:

- The individual's needs
- The level and type of support required
- Other residents in placement and/or recent events
- The individual's behaviour, including risks and vulnerabilities

ETHOS & VALUES

1. Aspiring for Excellence

Driven by the Managing Director/Responsible Individual, leading nationally with our innovative and advanced practice, we are committed to continually raising standards through learning, evaluating and reviewing the quality of service delivery. This culture is disseminated from Senior Management through to the whole Staff team.

"Continuously learning from what we do to improve service delivery"

We believe the direct experiences of Children and Young Adults provide a unique insight; and that continuous consultation influences the development of the high-quality care and services we provide.

2. Investing in People

We encourage Children and Young Adults to aspire to reach their full potential and make the most of the opportunities available to help overcome their difficulties. We have an ongoing commitment to provide flexible packages of care and support with the goal to achieve positive outcomes and happy memories from a caring, homely environment.

"Investing in and supporting individuals to reach their full potential"

3. Person-Centered

Our individualised planning ensures that we provide tailored packages of care. Our approach is responsive and flexible to individual needs and changes, showing unconditional positive regard and respect. We work in a consistent, open and honest way, where positive relationships are built through transparent and non-judgemental practice.

"Putting the individual first, is at our core"

4. Working in Consultation

Participation is an active process where we involve, listen, and learn from the individuals in our care. From the outset, our Children and Young Adults are involved in the planning and continual review of their bespoke packages of care.

"Involve, listen and learn"

We believe that each individual has the right to be consulted about decisions regarding their future. We encourage each individual to be able to express their opinions in constructive ways, so that we can jointly plan shared goals. We ensure each individual has someone independent to talk to.

5. Ensuring Equality & Diversity

We promote equality and diversity across the Organisation, ensuring individuals are treated with the respect and dignity they are entitled to, appreciating individual differences and celebrating uniqueness. We ensure each individual is aware of their rights and responsibilities.

"Consistently championing fairness and social justice"

AIMS & OBJECTIVES

1. Go the Extra Mile

All Children and Young Adults deserve the best chances in life. We have high aspirations for them to reach their full potential and achieve their goals, with the intent to exceed expectations and get the small things right, giving a sense of belonging. We respect and believe in each individual person, investing time to build confidence, self-esteem and we value their thoughts and feelings. We create a nurturing environment enabling the pursuit of hopes and dreams through spending quality time to build trust and develop relationships with our Staff.

We want to provide opportunities for individuals to learn new skills in relation to personal development, social skills and independent living, 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 parties involved in the individual's care to make positive memories of their time with us.

2. Promote Positive Identity and Individualised Placements

We provide bespoke packages of care and support that meet the individual needs of the Children and Young Adults. Adopting a 'Trauma-Informed' approach to develop resilience and minimise any effects of trauma, we promote an understanding of concerns to engage individuals in finding solutions when risks are identified. This empowers them to make safer decisions for themselves and helps develop the skills to keep safe. We recognise that the individuals who live in our Service will have needs at varying levels, but we always strive to help them to achieve their very best, whatever level that may be.

Providing therapeutic support to reflect on behaviours. We provide a stimulating programme of activities that provides opportunities for growth, develop identity, to gain fulfilment and achievement, and mindfulness in order to reduce stress and tension. We provide a Therapeutic Intervention Programme with opportunities to gain new skills including coping skills, problem solving, team work, resilience, and develop internal control and a sense of personal responsibility.

3. Provide Positive Experiences and a Nurturing Environment

We pride ourselves in providing a quality, safe and comfortable environment, with high standards of accommodation which has been designed to create a calm and tranquil home. Stability is provided through a caring, skilled and experienced staff team, who implement structure and boundaries. Offering instant practical solutions in a space away from the individual's usual living environment to stabilise the situation, to provide an opportunity for the individual to gain equilibrium and return to base line behaviour, and to reduce risks with a view

to ensuring immediate safety. Each individual is given the opportunity to access a range of support services that are targeted to their individual needs. All our Children and Young Adults are provided with the therapeutic support and advice needed in order to achieve any necessary changes.

4. Provide High Quality Care and Support

During any individual's placement, we provide a robust and evidence-based package of care and support for Children and Young Adults with Learning Difficulties, Autism and/or Mental Health concerns. Our Multi-Disciplinary Team consists of qualified professionals who are experienced to meet these specific needs, produce high quality plans which are evidence-based and offer clear recommendations outlining, strengths, areas for development, any ongoing risks, safeguarding concerns and behaviour issues.

The Multi-Disciplinary Team, which includes a Doctor of Education with a Learning Disability specialism, an Educational Psychologist, a Clinical Psychologist, a Behaviour Specialist, Mental Health Clinician, a Speech and Language Therapist, a Social Worker, a Teacher and Assistant Psychologists, all of which meet monthly with the Home Manager of the Service, to discuss each resident. External agencies are invited to attend at least six-monthly Review Meetings and dialogue is maintained with interested external agencies at intervals which are agreed as appropriate.

5. Incorporate Wishes and Feelings

The Children and Young Adults in our care are all valued as individuals and are continuously consulted through various opportunities, on a daily basis. This ensures that each individual has a platform for their wishes and feelings to be heard, listened to, taken into account and actioned where necessary. We aim to breakdown any barriers that individuals may have which prevent them from engaging with placement. Our Speech and Language Therapist ensures that appropriate methods of communication are used for each individual resident.

We aim to provide the highest standards of care, support and accommodation. To achieve this we support individual residents to maintain choice and control in their lives. We care for people as we would wish to be cared for ourselves.

- Every resident has a keyworker who is dedicated to ensure their needs are met.
- Every resident has a Person-Centered Plan that informs of their needs and is agreed and reviewed with them and their family/advocates.
- We strive to help people remain as independent as possible and to improve their quality of life.
- We value our Staff Team and ensure they are well trained with regular training updates and have regular supervisions and appraisals to maintain performance.
- We hold regular resident, relatives and staff meetings to ensure everyone has a voice.
- We undertake regular checks/audits across service delivery to monitor quality assurance.
- We work closely with all other professionals to ensure our residents get the best possible care and treatment: including GP Practices, Social Services, District Nurses, Community Teams and Hospitals.

REFERRALS & ADMISSION

Initial Referral & Enquiry

All referrals and enquiries are coordinated by the Referrals Team and shared with the Manager for initial consideration, suitability and matching. We aim to ensure that all placements accepted are in the best interests of the individual.

Referrals Process

- Progressive Care has a dedicated Referrals Team, who have initial sight of all referrals
- Referrals which meet our Statement of Purpose are forwarded to the 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 individual and their needs in more detail
- On occasions, we may be required to contact current residents Social Workers to discuss the match/possibility
- A member of the Multi-Disciplinary Team will complete an Assessment to ensure that all needs have been considered. This will involve a meeting with the person being referred.
- Prior to a final decision being made, we will complete an Impact Risk Assessment which considers the interests of all the individuals in our care

Final Offer Made

Final offers are made by the Referrals Team to the Placing Authority Commissioning Team.

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

- Complete our Pre-Admission paperwork
- An up-to-date Referral Form
- Any current Risk Assessment
- Signed Medical Consent
- A chronology of historical information
- An up-to-date and signed Care Plan
- Funding confirmation and Individual Placement Agreement (via email)

This is crucial to ensure effective planning at the earliest opportunity. Kingfield Mews are not able to accept individuals without this detail.

Pre-admission

When a referral is made, a member of our Team will arrange to visit the Child or Young Adult and undertake an Assessment. This Assessment would be considered by the Manager and the Therapeutic Team.

If the placement is considered appropriate, as part of a planned move, the Child or Young Adult would be invited to visit the home before moving in, even come for tea. Staff may also visit them at their previous placement. This pre-admission visit provides an opportunity for the Individual to view their new home, as well as meet with Staff and other individuals in placement, if appropriate. During this visit, Staff will also discuss the home rules and expectations, weekly meetings and activities. It may also be possible for them to choose their own room. Recognising that some Children or Young Adults with a disability may find it difficult to complete this process, staff would visit them with photographs, colour swatches etc. in an attempt to gain an understanding of how they would like their accommodation to look.

Initial Planning & Admission

We hold an admission meeting on arrival and further initial planning meetings will be held within 5 working days of the individual moving into the home. This allows us to review how the person has settled in.

Our meetings ensure:

- Individual Support & Care Planning: Specific arrangements are discussed and agreed i.e. placement aims and objectives.
- The Site's Expectations: Set out from the beginning.
- Joint Planning and Partnership Working: Individual, Placing Authority Social Worker, Manager, an Assistant Psychologist and any other relevant persons are invited to attend. We envisage this would include representatives from Health and Education.
- Views, Wishes and Feelings: The Individual will have the opportunity to have their feelings/ opinions heard, in whatever format is most appropriate for them.
- Information Sharing: The Placing Authority will discuss reasons for placement, identified safeguarding concerns and other necessary information

A Warm Welcome

On arrival, the Children or Young Adults are given a warm reception by Staff members who will support them to settle in to their room and the service. They are introduced to the Manager, their Key Worker and the Staff Team at the earliest opportunity.

This usually takes place on the day of admission. We recognise that this will be a stressful time for the individual and our priorities are to reassure the individual and put them at ease.

Care Planning

Kingfield Mews work in conjunction with the Placing Authority to ensure that planning meetings and regular reviews take place within the appropriate timescales as outlined in statutory guidance. In the event of increasing behaviours/concerns the Manager may call a strategy meeting with all relevant professionals to review the associated risk and care plan/s. Whilst the individual is residing at Kingfield Mews they will have their own Individual Placement Plan, devised by Staff, including Psychologist, Assistant Psychologist, Mental Health Nurse, Social Care and the individual.

The individual will also have their own specific Health & Wellbeing Plan and Risk Assessment and Management Strategy. On admission, all individuals are also encouraged to participate in their Plans which are person-centred, discussing all areas of care and support as well as wishes and feelings. Depending on risk/needs identified, the individual will have a tailored Risk Management Plan.

Support

Key Worker - Each individual is assigned a Key Worker and a Co-Key Worker; these members of staff are chosen on the information which we have, to ensure they are the most effective person for the role. Regular key work sessions, planned and unplanned, will be undertaken to discuss key areas in the individual's life; and records of this support will be kept on the person's file.

Independent Skills Work & ASDAN

At Kingfield Mews we support our residents in learning the skills they will need in order to have the best possible life for themselves. In order to do this, we support individuals in activities such as cooking, budgeting, laundry and cleaning, as well as promoting positive life choices. This work can be undertaken as part of an ASDAN Award which will include observations. This programme of support will help identify areas in need of development, record progress being made and identify strengths and areas in which the individual is excelling. Progress being made in relation to this will be shared in regular reports and review meetings.

We recognise that everyone needs a balance between being gainfully employed and having periods of time when they can relax. Our Children and Young Adults require a lot of structure to their day, in order to provide them with the security and predictability which they need. Each Child or Young Adult will be provided with a detailed timetable, to include weekend and recreational time. This will be balanced and will provide them with the predictability they need.

Supporting Culture, Linguistic and Religious needs

We will take into account a person's individual needs and ensure that Staff and other residents are respectful of this. We look to create and support opportunities for individuals 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 to food preparation and personal care.

All Children and Young Adults are invited to celebrate various holidays, festivals and celebrations. We also see this as a learning opportunity and we organise themed nights to celebrate different cultures. If language is a barrier, we would address this accordingly.

Views, Wishes & Feelings

We recognise that the wishes and feelings of Children and Young Adults are vital to the care and support that we provide.

There are various consultation opportunities whereby Children and Young Adults can contribute to their care and the development of the home such as, attendance at meetings related to their care, key work sessions, daily interaction, and weekly residents' meetings, where appropriate.

Children and Young Adults are also asked to complete feedback forms as appropriate and using various mediums, at different times during their stay. Further information about this is included in our 'Your Guide', which is the resident's welcome pack.

Planning & Moving On

Prior to a planned move, a Transition Plan will be devised accordingly. This may include visits to the new placement, helping the Child or Young Adult compile a list of questions they would like to ask, or by Staff spending time with the Child or Young Adult in their new placement when they move, to allow for a thorough transition. Here at Kingfield Mews we like to hold 'Leaving parties' or organise activities for residents who are leaving us; to provide a memorable experience whatever the circumstances of their move.

Circumstances for Termination of Placement

Placements may be terminated if a Child or Young Adult places themselves, other residents or Staff at significant risk of harm. As appropriate, the service will attempt to resolve any concerns before taking the decision to terminate a placement.

Education

Educational Services

All Children and Young Adults will be encouraged and supported to attend a suitable education/training placement as education/training is mandatory for all Children and Young Adults who live at Kingfield Mews. We will advocate for them to receive appropriate levels of support regarding education, at the earliest opportunity. We also 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 events, if appropriate.

At an appropriate age, opportunities will be given for Children and Young Adults to practice employment, at whatever level.

Education Support

Progressive Care has an Education Team that offers individual support to all residents in our care; they are also available to attend Education and Care Meetings, as required. The Education Support Staff attend the site 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, as well as Educational Trips, if and when appropriate

The Team also includes an Education Liaison Officer to Support Staff and the residents access the right education/training, at the earliest opportunity. If a resident is new to the area and/or does not currently have an educational placement they will liaise with the LA/ Education Department accordingly. This member of Staff is also a trained Therapeutic Teacher and Counsellor. The Staff Team at Kingfield Mews are also trained to deliver ASDAN Courses; all individuals residing with us 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 develop their knowledge, social skills and provide a qualification which may be useful when leaving school or seeking employment. All of which are overseen by the Education Team. We use ASDAN as it offers us an opportunity to provide accreditation for our Children and Young Adults at whatever level they are able to work at.

Residents 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
- ESOL
- GCSE Tuition

Health

At Kingfield Mews we take responsibility for ensuring that the residents are registered with the local GP, dentist and opticians, encouraging attendance to medical appointments. If our Children and Young Adults are unable to attend external appointments, then we would arrange for the GP, dentist or optician to attend Kingfield Mews. 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 and in line with related Health Plan/s.

We also play a key role in promoting a healthy lifestyle, in relation to diet, exercise, personal hygiene and appearance. We understand that residents may take 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. Residents will also be encouraged to develop new interests, hobbies and engage in positive activities – to stay healthy, active and promote constructive use of leisure time. Staff will accompany residents to activities.

Enjoyment & Achievement

At Kingfield Mews we encourage Children and Young Adults to engage in activities both in the home and in the wider community. Individuals are encouraged to engage in activities of personal interest, at their own pace and their own level. Through key work sessions we seek to learn about resident'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 Children and Young Adults at their weekly meetings, then Staff facilitate the organisation of the sessions. Regular activities include arts and crafts, theme nights, movie nights, pamper evenings and board games. During the school holidays, larger activities can be planned, such as: theme parks, seaside and other day-trips as appropriate.

Contact

Staff will support Children and Young Adults with contact as agreed by the Local Authority. 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 as considered appropriate.

Behaviour

The care that we offer centres on providing each Child or Young Adult 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 & Recognition

Our aim is to assist Children and Young Adults to successfully deal with significant changes and challenges, develop positive relationships and display positive behaviour. With Staff as role models, Individuals 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 Kingfield Mews we believe in focusing on the development of positive life skills.

We have an ethos that encourages and supports Children and Young Adults to make, often challenging journeys, to positively engage in an inclusive development, towards a more independent living experience.

Behaviour Management

Challenging Behaviour

All Staff are taught the Team Teach programme by a qualified instructor. Team Teach is BILD certified and follows the Restraint Reduction Network guidance. This prepares them to respond appropriately to challenging behaviour while focusing on maintaining positive relationships. Through these de-escalation techniques, Staff members are able to respond appropriately to the needs Children and Young Adults during stressful situations.

Where there is an incident involving violence or threatening behaviour the Police may in extreme cases, be called to assist. Staff members are also trained and able to use physical intervention using the Team Teach model; however, this would only be used to prevent serious injury to a Child or Young Adult.

We have a policy on the use of physical intervention and records are maintained and monitored by the Manager. Staff will exercise physical intervention of a Child or Young Adult as a last resort and only in extreme situations. Staff will be properly trained in how to exercise physical intervention safely and without inflicting pain or discomfort. This will be informed by individual risk assessments for each Child or Young Adult. All individuals will have a Positive Behaviour Support Plan that will ensure that staff work consistently with each individual and provide clear guidance in supporting them to regulate their emotions. These plans are reviewed regularly to ensure that the most appropriate support is provided to each resident and that proactive strategies are promoted in order to assist the resident in maintaining appropriate emotional responses.

Staff will set and maintain safe, consistent and understandable boundaries for Children and Young Adults and support the young people to be able to manage any episodes of distress and emotional dysregulation. Where a child or young person has had a period of emotional distress, then this will be discussed with the Child or Young Adult concerned and will be implemented in order to better support the individual, in similar situations, in the future. The home believes that fair and consistent boundaries to all Children and Young Adults, taking into consideration their individual needs, enables an environment for them to thrive.

Staff members strive to be role models for each individual and will act in a way that would be acceptable to the young person and is clearly guided by the person centered approach.

Our Approach

Staff will act as positive role models. Through consistent and supportive intervention, they will instill qualities of trust, respect and positive social behaviour.

Children and Young Adults will be encouraged to engage in rewarding relationships with their neighbours and others within the local community, in a non-discriminative way. They are encouraged to explore and appreciate the range of cultures and beliefs that exist within the local and wider communities.

Key responses to Children and Young Adults in crisis are listening, validation, acceptance, normalisation and education. Our aim is to assist residents to successfully deal with significant changes and challenges, develop effective problems solving skills and coping mechanisms, and develop positive relationships.

We use a solution focused approach so that goal specific timescales can be adhered to. The 'Signs of Safety' principles are integrated throughout.

We develop a positive behaviour support plan for each individual that encourages, and supports people to make changes to their behaviour, through the use of positive praise. In addition to our home rules, staff will set and maintain safe and consistent boundaries for Children and Young Adults to enable positive experiences and reduce negative feelings that could impact how they interact with the world around them.

Using Team Teach as our model of crisis intervention, we focus on risk reduction, skilled de-escalation techniques and resolving crisis situations in a calm controlled and dignified manner. Team Teach use positive proactive non-punitive and protective handling strategies promoting the minimum necessary external controls to ensure the safety of people and property.

Trauma-Informed

We recognise the importance of supporting the emotional needs of Children and Young Adults and we therefore adopt the four stage Trauma Aware Approach which is integrated throughout our training, practice and staff reflective supervisions, group case supervision and team meetings.

Trauma Aware

Staff are trained to build the necessary skills and understanding of the impact that previous experiences has on emotions and behaviours, this is the first stage of ensuring effective support.

Trauma Sensitive

Staff provide unconditional positive regard to individuals, recognising how experiences influence presenting behaviours.

Trauma Responsive

As part of the healing process we provide therapeutic support. This builds resilience and self-confidence, minimising and de-escalating any ongoing effects of trauma with the overall aims of achieving goals and regaining equilibrium. We adopt a restorative response to promote responsibility, accountability, empathy and opportunity to repair any harm.

Trauma Informed

Our ethos, values and culture reflect current legislation and methodologies.

Child Protection

We remain committed to practices in both recruitment and care, which protect children from harm. The home offers a safe and nurturing environment to children 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 children 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 Kingfield Mews Staff know 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.

Adult Protection

We value and acknowledge the roles of the Local Authorities, and other agencies involved in the field of Adult Safeguarding and are committed to working together towards safeguarding Adults by adhering to locally agreed procedures.

Safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It's fundamental to high quality health and social care (CQC).

The following types of abuse and neglect are identified within the Care Act 2014, but should not be considered exhaustive (SAB's):

Physical abuse, domestic abuse, sexual abuse, sexual exploitation, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect and acts of omission and self-neglect.

Our residential accommodation will hold a copy of the Safeguarding Adults Guidelines and Procedures. All staff will be familiar with and will follow these procedures. We adhere to the principle that "Adult Safeguarding is everyone's responsibility".

KEEPING CHILDREN AND YOUNG ADULTS SAFE

Safeguarding Officer

The Centre has an identified safeguarding officer who is available to offer information, advice and support around safeguarding.

The Safeguarding Officer is Jane Holmes:

jane.holmes@progressivecare.co.uk.

We also have a Safeguarding Champion for the Organisation, who oversees and supports all safeguarding enquiries.

The Safeguarding Champion is Dr. Sue Ekins:

sue.ekins@progressivecare.co.uk

Monitoring & Security

All bedrooms have a lock, to provide privacy, and the residents will be given a choice to have their own key, which they will then be responsible for. 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.

The home also has CCTV cameras which cover the external perimeter. All technology will be monitored through the office or remotely by hand-held devices. The home does have WIFI and our internet access has appropriate restrictions with supervision provided as and where necessary in accordance with care plan arrangements.

The fire precautions and associated emergency procedures on the site

Fire drills are practiced and recorded regularly and all new residents are made aware of the Fire Precautions as soon as it 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 yearly. Staff also receive training in resuscitation techniques during their emergency first aid training.

Anti-discriminatory practice in respect of Children, Young Adults and their families

At Kingfield Mews we believe that we have a responsibility to provide an environment that is free from discrimination and prejudice for Staff, residents, 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 where appropriate 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 residents being cared for.

Children's Rights

Ensuring their voice is listened to

Kingfield Mews adopts a person-centred approach to care planning to enable Children to be feel involved in their quality of care and the running of the home. We have varied ways in which we consult with Children, as detailed above. We are always looking to develop and improve the way in which we consult with our Children, to further improve the care provided and the involvement of key professionals.

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

Adult's Rights

Similarly as part of our person-centred approach to care planning we must ensure every Adult's right to self-determination, to be treated with respect and to privacy and dignity is met. Values of Privacy includes Dignity, Choice, Fulfilment, Rights and Independence. Residents in our home have the same rights as anybody else in society.

In the National Minimum Standards rights are very much linked to the Adult's right to complain and to have some influence over their own lives. Including being treated with dignity and respect.

The service is required to ensure the privacy of the Resident and to support the autonomy, independence and involvement in the community of the Adult.

ADVOCACY

An advocate is a person who will help you say what you want or speak on your behalf. For Children, the Children's Rights Service can offer one to one advice. Adults can get advice through the Regulatory Bodies. If you have any questions or need advice, your Social Worker could also act as an advocate. You may wish to use an advocate at a meeting or review where you may need help to voice your own opinions.



Advocacy for any Sheffield children, young people and care leavers age 0-25 years old.

CONTACT

Old Junior School, South View Road
Sheffield, S7 1DB
07971 312 457
advocacy@sheffield.gov.uk
www.sheffkids.co.uk



NYAS is a major Children advocacy organisation for Children living away from home or in need and provides a national help line. The help line is run by trained advocates who are independent from your social worker or Pathways® and all calls are confidential unless someone is at risk of harm.

CONTACT

You can contact NYAS by calling their freephone help line for children and young people.

0808 808 1001
07494788875 (WhatsApp)
85258 (Text Support Service)
help@nyas.net



Children's Commissioner work to promote and protect Children's rights in England. Their work focuses on making sure that adults in charge, or making decisions, listen to what Children say about things that affect them.

CONTACT

Sanctuary Buildings
20 Great Smith Street
London - SW1P 3BT
0800 528 0731
help.team@childrenscommissioner.gov.uk



The **Care Quality Commission** is the independent regulator of health and social care in England.

CONTACT

03000 616161
enquiries@cqc.org.uk



Ofsted is the Office for Standards in Education, Children's Services and Skills. They inspect and regulate services that care for Children, and services providing education and skills for learners of all ages.

CONTACT

Piccadilly Gate, Store Street
Manchester - M1 2WD
0300 123 1231
enquiries@ofsted.gov.uk

HOW TO MAKE A COMPLAINT

On admission, all Children and Young Adults are made aware of the complaint's procedure. We listen to any comments or complaints they have about their care, and we will deal with these promptly, fairly, and openly in accordance with the complaint's procedure. Children and Young Adults are provided with easy access to information and details of independent advocacy and advice/support agencies as well as the whistleblowing procedure.

It is inevitable in residential work where Children and Young Adults and Staff are in constant contact, that occasional problems will arise. The majority of these can be satisfactorily resolved through discussion and reconciliation as well as explanation of decisions 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.

Professionals and Carers, can either liaise with the Manager direct or contact Progressive Care Compliance Department direct who take a lead on complaints, as required.

Compliance Manager

Compliance Manager	Mick Ogle
Email	mick.ogle@progressivecare.co.uk
Telephone	0114 2800 200

CQC

Complaints may also be made directly to CQC. They have a helpline open from 8am to 6.45pm Monday to Friday.

Address	Care Quality Commission City Gate, Gallow Gate, Newcastle Upon, Tyne
Email	enquiries@cqc.org.uk
Telephone	03000 616161

Ofsted

Complaints may also be made directly to Ofsted. They have a helpline open from 8am to 6.45pm Monday to Friday.

Address	Ofsted Piccadilly Gate, Store Street Manchester, M1 2WD
Email	enquiries@ofsted.gov.uk
Telephone	0300 123 1231

Children's Commissioner

The Children's Commissioner has a legal duty to promote and protect the rights of all Children in England with a particular focus on Children with difficulties or challenges in their lives. Her work focuses on making sure that adults in charge of making decisions listen to what Children say about things that affect them.

Address	The Office of the Children's Commissioner Sanctuary Building 20 Great Smith Street London, SW1P 3BT
Website	www.childrenscommissioner.gov.uk/info/about_us
Email	help.team@childrenscommissioner.gov.uk
Telephone	0800 528 0731

STAFFING MATTERS

Training

We are committed to investing in our workforce through continued training and professional development for each member of the team. The Staff team incorporate their knowledge and skills to ensure that quality services are provided to Children and Young Adults.

Progressive Care Academy in conjunction with the Registered Manager ensures that the appropriate induction and training programme is delivered before undertaking any direct work with Children and Young Adults.

Two Week Induction Programme

The following areas are covered:

Week 1:

- Company & Education Presentation
- Level 2 Health and Safety in the Workplace
- Introduction to Attachment
- Person Centred Thinking
- Safeguarding Children
- Safeguarding Adults at Risk
- Equality Diversity and Inclusion
- Lone Working
- Manual Handling Theory
- Level 2 Food Safety
- Mental Health Awareness
- Communication & Language Difficulties

Week 2:

- Child & Adult Exploitation
- Self-Harm
- Fire Safety Awareness
- Incident recording
- Information & Recording/GDPR
- Emergency First Aid
- Meeting with Managers
- Positive Behaviour support
- Team Teach
- Medication
- Infection, Prevention & Control

Service Specific Courses

Usually undertaken within the first 6 months includes:

- Awareness of Child Development
- Autism & ADHD
- Mental Capacity Act
- DoLs Training
- Downs Syndrome Awareness
- Epilepsy Awareness
- Intimate Personal Care
- Internet Safety

On-site Induction

Once Staff have completed their core training which also includes a minimum of three shadow shifts an in-depth induction at the home follow. This covers a range of areas to equip them with the skills and knowledge they require in order to provide Children and Young Adults with the best quality of care which includes:

- Having sight of the Statement of Purpose
- Reading the home Regulations and Quality Standards
- An induction on the procedure for recording and reporting
- Reading policies and procedures
- Observing/shadowing staff
- Familiarising themselves with the day-to-day operations of the home
- Reading files
- Reading recent reports/minutes, such as team meetings
- Completion of the National Minimum Standards workbook

Qualifications

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

- Level 2 / Level 3 Diploma in Health and Social Care
- Level 2 Team Leading
- Level 3 Leadership and Management
- Level 5 Leadership and Management
- Level 7 Leadership and Management

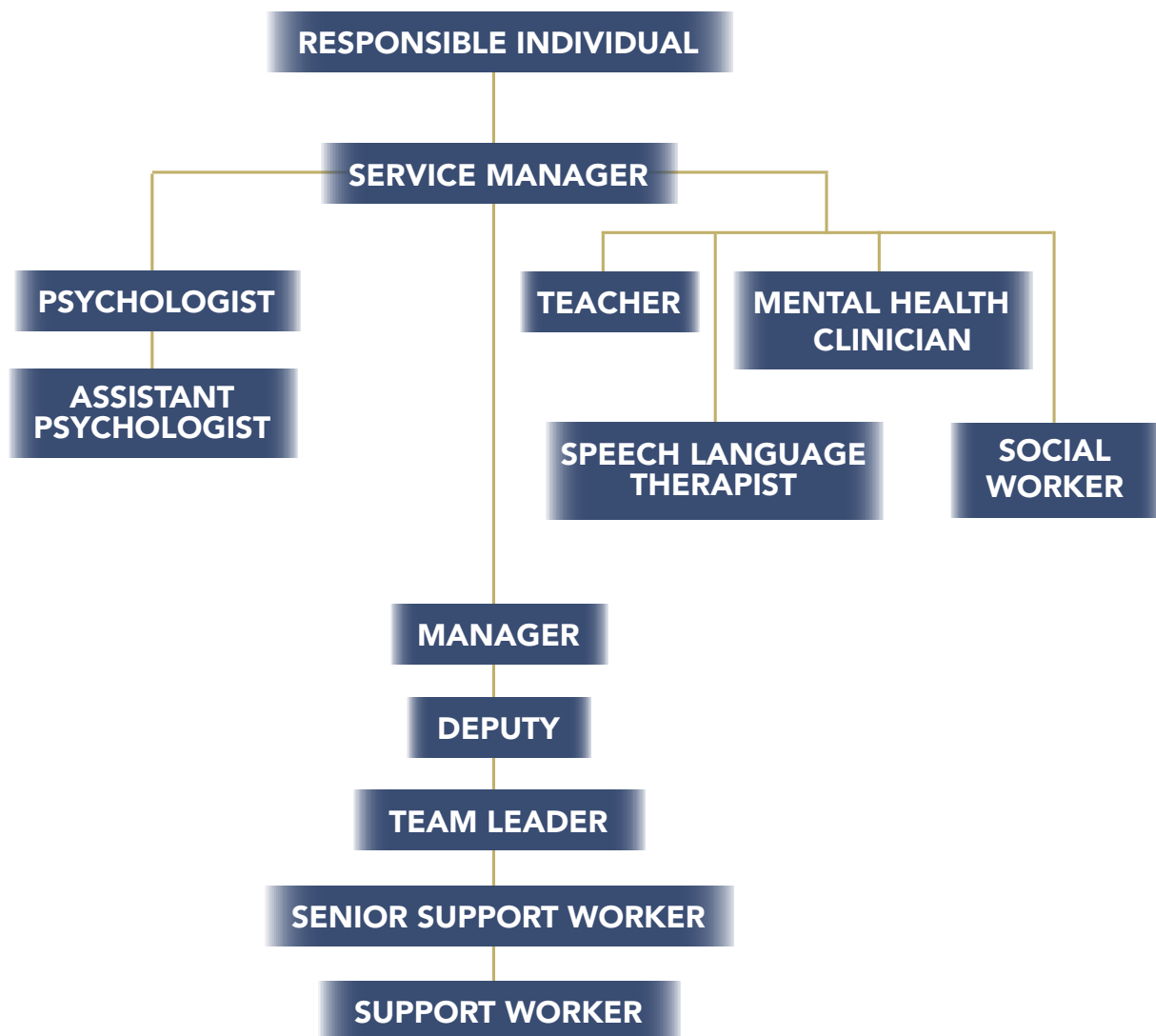
Personal Supervision & Annual Performance Reviews

We believe that supervision is an active process where both the Staff members and their Manager are reflective and accountable for practice and professional development. All Staff receive monthly supervision to provide support, mentoring, accountability and identify any training needs. The home's Head of Operations supervises the Registered Manager.

The Service Staffing Structure

The Service is supported by a collaboration of professionals each qualified and experienced in their specific specialism as set out below.

This team of professional support the service and other elements of the staff structure consisting of a Registered Manager, Deputy Manager, Team Leaders, Senior Support Workers and Support Workers with a range of occupational qualification and experience relating to this service.



LEADERSHIP & MANAGEMENT

Committed Responsible Individual & Managing Director

Progressive Care's Responsible Individual and Managing Director, Shabir Ali, is at the very foundation of the organisation. Shabir has dedicated over 20 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, this is what personally motivates him and inspires him to continue to drive forward the organisation each day.

Role	Name	Qualifications
Service Manager	Martin Taylor	Level 4 Care, Level 4 Registered Manager, undertaking Level 7 Diploma in Strategic Management and Leadership.
Manager	Tafara Gumbo	Level 4 NVQ in Management of Health and Social Care Services, a Foundation Degree in Health and Social Care, Level 2 Award in Supporting People with Learning Disabilities, Level 2 Award in Safe Handling of Medicines.

Management Meetings

Senior Management	Weekly Senior Management meetings provide an opportunity for Senior Manager's to consult with the Directors regarding strategic practice and development across the Organisation.
Operational Management	Fortnightly meetings provide a forum for Senior Manager's to share operational updates, developments, good practice and to make collaborative decisions.
Multi-Disciplinary Team, Service Management	Regular Multi-Disciplinary Meetings provide an opportunity for Managers to discuss the needs of the team, current placements and sustaining consistency of practice.

WRAP-AROUND SUPPORT & SUPERVISION

Due to the size and span of Progressive Care, the organisation has specialist in-house departments.

These dedicated departments include Operations, Human Resources, Training, Compliance and Quality Assurance, Finance, Design, Referrals, Business Support and our very own Facilities Team. These departments also provide an invaluable source of support for all Staff, especially our Registered Managers and the home.

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



FEES

Placement costs are available upon request; please contact the Referrals Team for further information.

REVIEW DATES

Review Dates	Notes



TRANSITIONS LD

Recognising their abilities

If you need any further help or advice
please feel free to contact us:

referrals@progressivecare.co.uk



PROGRESSIVECARE

Transitions is part of the Progressive Care
group of companies