

# Service Proposal



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## Statement of Service Objectives

Ideal Care Solutions is fully signed up and professionally subscribes to the current policy framework on children and young people including 'every child matters: Change for children', the Children Act 2004' and 'the National Service Framework (NSF) for children, young people and maternity services'. As an organisation, we strive to ensure that the health and safety of children and vulnerable young people are safeguarded at all cost by introducing a wide range of measures aimed at ensuring that children are given the best possible opportunity to attain their true potential in environments which truly promotes better life outcomes through minimising risks and maximising available opportunities.

Ideal Care Solutions has evolved from over 30 years of providing services geared towards young people born both in the UK and abroad. We have proven expertise in the delivery of various youth service provisions in areas of supported residential care, semi-supported accommodation, outreach and floating support work with homeless young people, supporting asylum seekers and people subject to immigration control as well working with Unaccompanied Asylum Seeking Children (UASC). With this level of experience, we have the expertise, experience and access to multi-disciplinary partnerships that will help to meet the vision of the Children and Young people service in helping young people to discharge and live successful and happy independent lives.

## Service Aims and Objectives

All of our key measurable objectives for providing semi-independent accommodation and support fully accords with the requirements of the Children's (leaving Care) Act and the outcomes contained in "every child matters".

Ideal Care Solutions aims to support our young people by:

- Treating each young person as an individual, and wherever possible, promote self expression in accordance with that young person's needs, personal development and mental/chronological age;
- Promoting and preparing young people for independent living: delivered through encouraging young people to engage in activities geared towards acquiring everyday life skills and achieving full independent living skills;
- Providing opportunities for our residents to learn new and interesting life skills by adopting a 'young people friendly' approach;
- Empowering young people to take control of their lives and personal circumstances including seeking further training, education and employment enabling them to enjoy and achieve, work towards achieving future economic well-being, and make a positive contribution to community life;
- Training young people to work towards personal economic independence and well-being via achieving personal identified goals and activities contained in each young person's individually tailored personal support plan;
- Fostering social inclusion and community integration and raising aspirations by cultivating and embracing positive role models aimed at promoting civic and community responsibility;
- Raising the profile of young people by creating an environment which is conducive to positive development and learning;

## The purpose and objectives for young people placed at Ideal Care Solutions

Our main aim is to provide a warm, safe and supportive environment where young people are able to feel experience and express their needs and wants in order to work towards achieving independence. Whilst there is an increasing appreciation that many young people make a successful transition from being in care, we also understand that there are many young people who face many obstacles and challenges from being "in care" to becoming an independent "care leaver". We have available to us a variety of individually tailored support systems and opportunities aimed at developing independent living skills which could positively contribute to that successful transition.

Ideal Care Solutions works within a robust and comprehensive framework to:

- Provide opportunities for residents to develop essential independent living skills;
- Ensure that any young person resident within our facilities is at all times protected and
- Safe guarded which must take precedence over all other factors.
- To be fully aware that staff will provide the utmost support and understanding at all times to any young person that are likely be confused and suffering from separation anxiety as a result of the loss of their 'family' and home environment
- To recognise the young person's needs and to work towards establishing trust this can enable the young person to express freely their experiences, difficulties and needs.
- To cultivate the young person's interest in their racial and cultural heritage and background, enable them to become aware and gain pride in this knowledge of their race and culture.
- To proactively encourage and support the educational needs of the young person by establishing close links with schools and educational units, monitoring the progress of the young person, encouraging academic development and advancement. Where necessary, to act as an advocate for the young person to ensure appropriate resources are provided to achieve academic development.
- To facilitate recreational activities, for example, Youth Clubs, Arts, Sport etc, which will give the young person the space to express themselves positively by building confidence, self-esteem as well as a sense of belonging to the local community.
- Provide in-depth support, assistance and a generally therapeutic approach to the young person in

order to assist them to cope and integrate effectively their trauma of separation and loss as well as the traumas of sexual, physical and or emotional abuse, with emphasis on re-building self-esteem and confidence.

- To acknowledge and recognise differing religious needs of the young person and actively encourage their practice and involvement in their particular faith.
- Increase our residents' confidence in order to realise their potential, achieve personal goals, and integrate into the community;
- Maximise the potential of our young people.
- Promote the highest standard of support in a safe, clean, and inclusive surroundings- in line with National Minimum Standards in meeting needs, and securing the welfare and social inclusion, or service users;
- Improve the quality of life of our young people through promoting their personal choice, rights, independence, privacy, and dignity.
- Support young people to actively participate in regular Individual Support Plan reviews.

Young People Support Plans are individually tailored to meet the specific needs of each resident. The individually tailored support system available at Ideal Care Solutions, prepares and equips our young people towards independent living by providing personal, health social and educational development opportunities for confidence building, developing independence and working towards successful and fulfilled life and thus meeting the main purpose of the children (Leaving Care) Act 2000' in improving 'the life chances of young people living in and leaving local authority care'. The comprehensive and holistic support structure provided to our service users ensures that they are prepared and ready to leave care confident and able to make positive and informed life choices.

At Ideal Care Solutions we partner with young people to address their accommodation, health, social and educational needs. We work with young people by preparing them and building their capacity to improve their life chances through:

- Increasing knowledge, awareness, and skills of independent living skills;
- Providing opportunities to achieve personal, educational, and social goals;
- Developing confidence to be able to successfully deal with life challenges and difficulties;
- Increase skills and capacity to live a healthy and fulfilled life;
- Engaging in activities that promote achievement and raise aspirations;
- Provide a safe environment that promotes creativity and social inclusion.

Ideal Care Solutions is committed to achieving positive outcomes for young people. This aim is operationalised by working in partnership with our users and reputable and experienced staff to address the holistic needs of our young people. We ensure that our young people are effectively prepared and have the skills and the confidence to live independent lives before they leave care. This is achieved through our individually tailored support plan package, which is designed in partnership with the young person and their key worker or social worker.

The support services available at Ideal Care Solutions meets the priorities set out in the Children and young People Plan, as it actively promotes the holistic development of young people especially vulnerable young people in a stage of transition to adult and preparation for independent living. Our service will contribute significantly to:

- Developing the life and domestic skills of young people preparing to leave care
- Supporting young people towards education, employment, and training;
- Enabling care leavers to be able to budget, manage finances and assist with sometimes negative benefit systems, Processes etc.
- Enabling young people to gain access to other services and community organisations;

- Supporting young people to establish and maintain social contact and activities.
- Establishing and supporting young people to have awareness and skills in maintaining their safety and security.
- Monitoring the health and well being of care leavers;
- Supporting care leavers with a range of other housing related matters that can help someone live independently.
- Supporting care leavers to be healthy, be safe, enjoy and achieve, make a positive contribution and achieve economic well-being.

### Proposed Service activities

An offer of accommodation will be made following a successful placement assessment, assessment of needs, and risk assessment. This will then be followed by introductory visit where the young person will be offered the chance to discuss with their key worker, carers or relatives, exactly how we may be able to meet their needs and requirements. The young person's Individual Support (pathway) Plan will be developed prior to moving in at Ideal Care Solutions and will be subject to regular reviews in order to meet the young person's changing needs. The support plan will help us to support the young person in the way that best meet their needs and circumstances. Young people may invite other people to their support planning meeting e.g. family, key worker, advocate, social worker care coordinator etc. At this meeting a move in date will be agreed.

We offer a range of support services that are aimed at enabling our residents as much as possible to live independent lives. In line with developing independent living skills, residents will be supported to develop and perform activities of daily living which develops and enhances essential life skills including personal hygiene, shopping, budgeting, household tasks, cooking laundry, paying bills and other independent living activities etc.

Ideal Care Solutions understands that some young people may need additional support and guidance in progressing towards independent living. Resident's individual support plans are therefore designed to provide a holistic support structure that empowers residents throughout his transition process. Residents will be supported in the following areas:

- Activities of daily living including maintaining personal hygiene, cooking skills, household/domestic duties, numeracy, literacy, financial management/ budgeting, shopping, etc.
- Meeting changing needs;
- Maintaining health, Security and Safety in the home;
- Managing psychological distress and increasing confidence using psychological therapies and techniques;
- Managing relationships i.e. with family, friends key/social workers members of the community
- Engaging in recreational, employment and social activities including hobbies, and leisure interests;
- Developing appropriate social skills and maintaining social networks;
- Meeting religious and cultural needs;
- Achieving personal goals and interests.

### Methodologies and Approaches to Service Delivery

Our semi-support accommodation approach is built on evidence based practice which highlights the following key themes in service targeted at young people;

- Young people have different concerns and priorities from adult decision makers
  - Involving young people in programmes and interventions can produce significant changes in their behaviours; this is what research tell us;
  - Effectiveness of work with young people can be increased by using an interactive approach
- Services and activities at Ideal Care Solutions are designed to equip participants with essential life skills and the confidence to be able to move towards independent living and aspire to achieve and make a positive contribution in society.



Our principles and philosophy of support is based on these methods;  
Young people centred (meeting the needs of leavers)

- Ideal Care Solutions ensures that there is an active involvement of young people at many levels including the development, implementation and management demonstrated via encouragement of young people to actively participate in their support planning, accommodation reviews inviting key people to their review and developmental meetings, and their opportunity to arrange reviews and meetings with key health and social care providers  
Practical and effective
- Ideal Care Solutions provides opportunities for young people to make a successful transition and be properly prepared for leaving care which will positively improve their life chances by adopting simple yet practical health behaviours

### Breaking down Barriers

• The Main barrier to engagement with young people remains the on-going need to prove that the individual support plan, independent living skills training and personal development opportunities provide at Ideal Care Solutions is relevant to and respectful of the day to day lives of our residents. The barrier is overcome by ensuring that young people's needs, views and interests are represented in all support services and that we maintain our user led and young people friendly approach.

We believe that by being transparent and inclusive in our approach, we actively promote the rights of our residents, and facilitate the process of young people taking an active role in their development and in decision making about matters that concern them.

### Services or activities to be provided

Trained and experienced youth support workers who provide support and assistance in tackling challenges and other unforeseen circumstances that may occur during the night support our Young People. There is also an out-of-hours telephone support system for young people who may need additional support.

Ideal Care Solutions is available everyday of the week. The hours and times of support are flexible so as to meet the needs of young people. Below is a description of the structure of daily support services:

- Day support Service:
  - Youth support worker will be available in the morning to support young in preparing for their daily activities and encouraging young people to develop independent living skills i.e. encouraging young people to make and keep appointments and commitments, attend employment, educational, and training opportunities. The staff available in the morning will also encourage young people to develop healthy living practice such as helping young people prepare breakfast, keep their personal living space tidy, etc.
  - Staff will also be available to young people in the evenings to help them make dinner address issues and concerns, plan activities for the following day etc.
  - Night support services; sleep in support worker who will be available for support during the night, ensure the safety of young people, and will be on hand to deal with any emergencies that may occur during the night.

In addition to day and night support services, young people will participate in regular key worker support meetings and placement reviews. Each young person will be assigned a key worker who will work with the young person to be able to make progress on his or her individual support or pathway plan.

Young people will be provided with contact details of local amenities and services that they may need - as part of

their induction programme. A notice board will also hold keys and local contact information and out of hours contact details for meeting young people's continuous needs.

We operate a monthly life skills training workshop on various issues including basic domestic skills, cooking skills, personal hygiene, budgeting, healthy eating maintain health through exercise and physical activities, benefits advice, training employment and education, and other personal development areas, such as making future plans, dealing with and overcoming challenging situations, building effective relationships, self esteem and confidence building etc. Life skills and personal development workshops will be delivered by experienced and young people friendly youth support workers and other health social, leisure, and educational providers.

## Accessing Service Users and other Priority Groups

In order to reach priority groups, Ideal Care Solutions will develop a communication and marketing strategy which will inform service providers who work with care leavers and looked after children about our service and our referral procedure. The communication and marketing plan will include the following activities;

- Marketing information will be forwarded to key health and social care agencies in order to increase their awareness of our service and our vacancy and referral procedures.
- Open day; where key accommodation and youth support services (i.e. service managers and coordinators) will be invited to tour facilities and discuss the support package available to support young people.
- Presentations and meetings will be delivered with placement officers, social workers, key workers, and other key service providers who work with care leavers and looked after children so as to keep them inform of our vacancies, events and support services;

## Referrals Procedure

It is the policy of Ideal Care Solutions that every young person, young adult or potential resident is viewed as an individual, taking into account culture and gender issues, in all aspects of the support provided. In deciding upon an offer of accommodation, discrimination of any kind will not be tolerated. Our referral procedure is as follows:

- Application forms for accommodation must be completed by a named key worker, social worker, care coordinator or a representative of the referral agency, and must be accompanied (where appropriate) by:
  - Information on areas where support is required
  - Existing pathway plan, personal development plan, needs assessment, support plans, summaries of previous pathway plan reviews, CPAs, ongoing treatment and therapies;
    - Substance misuse, psychiatric, and offending history
    - Clear information on risk factors and behaviours that may give rise to concern;
    - The applicant's preferences, special needs, and cultural requirement
    - Applicants who meet Ideal Care Solutions eligibility criteria will be invited to visit the house. If we feel we are unable to proceed with your application we will explain why.
    - During the introductory visit, applicants will be offered the chance to discuss, with their key worker, carers or relatives, exactly how we may be able to meet their needs and requirements. To respect the privacy of existing residents, all visits to Ideal Care Solutions are agreed by prior arrangement.
    - Individual Support Plan will be developed and agreed with the young person and their social worker/key worker prior to moving in. The support plan will help us to support the applicant in the way that best meets their needs and circumstances. Applicants may invite other people to their support planning meeting e.g. family, key/worker, advocate, social worker, care coordinator etc. At this meeting we will agree on a move date.
    - ICS residents are given details about making the most of your time at Ideal Housing which pro-



vides health and safety information, contact details of essential services and local service and out of hours support services and arrangements.

### Ideal Care Solutions Charging Policy

We operate a fair and equitable charging policy which in practice means that all placements outreach, and other specialist support services that are needed by our young people are discussed and agreed prior to moving in. There are no hidden charges, and fees are calculated based on the needs and services purchased for addressing the holistic needs of each young people.

### Staffing Levels and Professional capacity

Ideal Care Solutions currently benefits from having one manager and team support workers. The Manager has a Masters degree and is highly experienced in the field of housing, asylum and immigration, children and young people and meditation. Ideal Care Solutions benefits from substantial experience in providing residential and semi-supported accommodation, which means that the management and staff at Ideal Care Solutions are experienced in the delivery of comprehensive and effective support, plan packages that addresses the needs of young people and other vulnerable clients. This means that we have a wealth of experience and knowledge that includes the following;

- Planning and conducting placement assessments;
- Conducting needs and risk assessments;
- Contributing to placement reviews;
- Developing support plans and implementing reviews;
- Liaising with key people and agencies involved with service users including Social Workers, care coordinators, friends and families, health providers etc;
- Supporting service users to become part of the mainstream and to integrate more into the wider community;
- Promoting independent living within the wider community;
- Supporting and preparing service users to manage the transition process to independent living and community integration;

The Manager has extensive/comprehensive experience in refugee integration, community inclusion and cohesion, participation and outcomes for children and young people, community engagement and development, and has contributed to numerous workshops and seminars that seeks to build up community capacity and the ability of voluntary organisations to better engage with and support young people.

The Manager at Ideal Care Solutions is supported by a strong mix professional skills from Support Workers that are highly experience and qualified in youth matters and who have diverse experience in working with vulnerable and hard to reach groups, including young people at risk, young people with challenging behaviour, young people with learning and behavioural difficulties, young offenders, asylum seekers and unaccompanied minors from challenging backgrounds and circumstances.

The Manager has overall responsibility for the management of placement contracts, quality assurance, and activities at Ideal Care Solutions including ensuring the welfare of service users, staff and other contributors of Ideal Care Solutions the successful implementation of young people's individual support plan, conducting placement assessments, need assessments, risks assessments etc. The Support Workers support young people in activities of daily living, activities outlined in service user's support plan, key worker support, and encourage and motivating service users to participate in Ideal Care Solutions based activities and activities in the wider community.

Ideal Care Solutions follows a stringent and thorough staff recruitment process which includes:

- Application form, interview, & references;
- CRB check;
- Induction programme;
- Work Shadowing, mentoring, regular effective supervision etc

All staff employed by Ideal Care Solutions to support our young people will be subject to a CRB check. This includes all staff, and youth, social, health, and training providers who will be delivering additional support services including life skills and personal development opportunities.

In addition to CRB checks for ensuring health and safety and protection of our service users, Ideal Care Solutions also implements the following measures:

- A robust and comprehensive recruitment system which tries to ensure that most qualified and suitable staff are recruited;
- Consistent training and support of staff especially during the probationary period;
- Generate awareness among service users as to their rights so that they can easily pinpoint and recognise when these rights have been infringed;
- Discourage abuse by ensuring that there is a relaxed atmosphere that will allow staff and residents to raise concerns;
- Carry out appropriate risk assessments for each resident;
- Avoid placing staff in situation where there are greater opportunities for abuse to take place;
- Recognise the need of some service users who may have had a long history of abuse and there would warrant the need for specialist services to be provided that will not only protect them but also other;

Effective staff management and supervision is paramount to providing effective accommodation and transitional support to vulnerable care leavers. The following arrangements are in place to support and supervise staff in supporting our young people.

- New starter induction programme;
- Regular one to one supervision with the manager
- Annual staff appraisal & CPD review

## Child Protection Awareness

Staff, including ancillary staff at Ideal Care Solutions will be made aware, by training, of the possibility that a child/ young person may have been abused at some time in their life. Ideal Care Solutions will also work with other youth, health, training/educational and social care providers to provide additional personal development, training, and positive and diversionary activities for our young people in line with achieving outcomes identified their individual support plan.

Several characteristics have been outlined as being present in young people who have suffered abuse. These are:

- Lack of basic trust
- Difficulty in establishing close human relationships
- Low self esteem
- Poor sense of identity

Behavioural characteristics may include:

- Overly aggressive or pathetic posture
- Extreme anxiety
- Hyper-monitoring of adults
- Inability to relate to others in an acceptable way



Staff will need to distinguish between behaviour (between young people) that amounts to serious physical/sexual assault and intimidation and that will require child protection investigation; and normal childhood behaviour - sexual exploration - that may be dealt with by staff.

If it has been identified that there has been a recent occurrence of abuse, either by staff, other young people resident in the home, a member of the child's family or by others, the first task for staff is to make the child safe. Ideal Care Solutions will bring it to the immediate attention of the responsible authorities, i.e. The Police, The Asylum Team and the local safeguarding panel. The Safeguarding Panel may involve other agencies, Social Worker, the Police or NSPCC according to the circumstances and arrangements made.

Ideal Care Solutions will maintain links and work closely with other agencies concerned with child protection i.e. placing authorities, schools, hospitals, general practitioners etc.

If indications show that a serious crime has been committed, Ideal Care Solutions will ensure the police are the first to be informed followed by the Asylum Team and The Safeguarding Panel.

To ensure the young people Ideal Care Solutions are protected, staff will be trained and guided on:

- Making a full assessment of young people's histories and any experience of abuse
- Observing contacts between young people
- Supervision of young people
- Supervision of behaviour staff towards young people
- Supervision and support of staff
- Confidentiality

Also the following procedures are in place as additional safeguards:-

- All members of staff including volunteers, sessional workers and service providers understand the signs and indicators of abuse
- All members of staff including volunteers, sessional workers, service providers and trained and know how to respond to disclosures and suspicion of abuse;
- All new members of staff including volunteers, sessional workers, and service providers are knowledgeable about and have access to our child and adult protection
- Records of concerns about a service users are kept on file child even if there is no need to make an immediate referral;
- All such records are kept confidentially and securely and are separate from the service user's records;
- Liaising and working together with all other support services and those agencies involved in the safeguarding of children and adult

## Contract review and monitoring

With experience in managing and monitoring contracts of all sizes, we have developed a number of systems which will aid in meeting the monitoring requirements set out in the specification. For example, a monitoring form will be developed which will be used to record data required by the monitoring requirements of this service specification. Staff will be trained on data entry so that they will be able to record data onto the monitoring pro-forma so as to ensure a timely submission of monitoring information.

We have various mechanisms for monitoring our service. For example our fortnightly house meetings key working sessions, support plan and accommodation reviews, and our quality assurance systems will provide information which will enable us to review our policies, procedures, practices, and support services to be able to achieve key outcomes for young people.

## Involvement of children and young people

It is our belief that service users have a right to expect a good service. Residents are therefore encouraged to be proactive in making decisions that affect them.

In addition of day-to-day discussions, and one-to-one support meetings, Ideal Housing house meetings and held fortnightly providing a forum for residents to discuss issues occurring in and outside of the house.

Ideal Care Solutions also operates a complaints and suggestions policy, where residents and users including relatives, visitors, neighbours, and other professionals, can make suggestions on any aspect of Ideal Care Solutions activities and services.

## Involving Parents

Young people are encouraged to maintain contact with friends and relatives and will be encouraged to involve significant figure in their life i.e. parents and guardians in decision making. Whilst we value the input of key people in young people's life, young people will be encouraged to be proactive in involving their parents and guardians in discussion issues that matters to them. Parents and guardian will be invited to attend support planning, support reviews, accommodation reviews and other decision making meetings when agreement is made by young people themselves to involve their parents and guardians in such meetings, this is in line with developing the capacity of our young people to be able to make informed choices.

Also, parents and guardians of our young people will be encouraged to participate in our quality assurance practices and will be made aware of our complaints, compliments and suggestions procedure and our confidential evaluation form.

Furthermore, young people may receive visitors (including parents and guardians) providing they do not interfere with, or disturb other residents. Residents may receive visitors in their room. Safeguards will be put in place to ensure the safety of the young person, and staff and other residents. For example, where it is felt that a resident is vulnerable to, or may be taken advantage of by visitors, this will be discussed with the resident, and the resident's social worker/ key worker.

## Multi-agency working

We are committed to ensuring that every young person at Ideal Care Solutions benefits from living in a house enriched with individually and specifically tailored support systems that promotes their well-being, increase their confidence, their potential and life chances. This aim is operationalised by working in partnership with our users and reputable and experienced staff to address the holistic needs of our residents. In addressing young people's holistic needs, Ideal Care Solutions will work with the following agencies:

- Be healthy: GP's dentist, optician, looked after children's health team etc.
- Stay safe: youth support workers
- Achieve and enjoy' local leisure and recreation services
- Make a positive contribution: organisations providing voluntary work opportunities i.e. Millennium Volunteers, Local CVS etc.
- Enjoy economic well being: training providers, further education agencies, and employment agencies and businesses.

## Equal Opportunities

Ideal Care Solutions is fully committed to ensure that all professional and other contractual responsibilities are in full compliance with the provisions of the Race Relations Act 1976 (as amended) and will ensure that during the better performance of our duties and contractual obligations, we will endeavour to ensure that we do not discriminate against any person/s on the ground of race, colour, religion, and ethnic or national origin. Additionally, we shall not discriminate against any person on the grounds of disablement, gender, sexual orientation or marital status.

It is also the policy of Ideal Care Solutions as an employer to ensure that we conform to and comply fully with all statutory equalities legislation and undertake to discharge our responsibilities under the Sex Discrimination Act 1975, the Equal Pay Act 1970, the Disability Discrimination Act 1995 and the Age Discrimination Act 2006.



## Health and Safety

Ideal Care solutions are aware that most Local Authorities requires providers to be CHAS (Contractor Health and Safety Assessment Scheme) accredited. This is a recognised scheme embraced by most London Boroughs and many other public sector bodies to provide a single common standard of health and safety acceptable to CHAS members. In view of this requirement, Ideal Care Solutions is working towards becoming CHAS accredited.

All properties owned by Ideal Care Solutions will have met the relevant criteria and standards set by environmental health and health and safety legislation and regulations, including standards for houses in multiple occupations.

The Health and Safety at Work Act, 1974 applies to all persons working at Ideal Care Solutions:

- Regards the health and safety of staff, visitors and young people as a paramount issue. All utilities - gas, electric, fire alarm panel, smoke detectors etc. will be subjected to annual inspections; alarms will be tested weekly; fire drills will take place quarterly and records kept.
- Care workers are responsible for ensuring that the individual health needs of the young people are adequately looked after, this will include health care education.

## Health and Safety procedures

All staff and resident should adhere to the following as follows:

- Do not tamper, modify or misuse any electrical equipment. Please take care when using.
- Report any damage, faults (plumbing or electrical) or other concerns to the proprietor immediately.
- Do not pour hot oil or fat in the sinks or drains as this can cause blockage.
- Please ensure your bed linen is washed every week.
- Please report any infestations of insects or mice or any other pests to the proprietor immediately.
- Please ensure your personal hygiene is maintained on a daily basis.
- Ensure food preparation surfaces are cleaned before and after use.
- Do keep cleaning chemicals away from food
- Ensure all electrical equipments and gas cooker are switched off when not in use.
- With regards wet surfaces in the kitchen or bathroom, please ensure this is cleared up immediately to prevent any accidents

## Fire Procedure

- In the case of fire, the Fire Drill Procedures should be put into operation.
- Where to assemble in the event of a fire will depend on the location of the fire - choose the nearest exit.
- Front exit - all persons evacuated from the buildings should calmly and safely make their way as quickly as possible to a safe distance.
- Rear Exit: if the fire is at the front of the house, staff and residents should assemble at the rear of the garden.
- In the event of a fire/smoke filled house, if possible, staff should try to provide residents and themselves with wet cloths/sheets to cover their face and to protect them against the fire. They should adopt a crawling position whilst making their way to safety.
- Fire resistant doors should be closed at all times.
- No one should re-enter the building except a staff member and then only to save life if it is entirely safe to do so.
- If staff attempts to extinguish a fire, the appropriate extinguisher should be used.
- Staff should not put themselves or others at risk and should use extreme caution before attempting to extinguish a fire.
- Under no circumstances should young people be permitted to attempt to put out a fire.
- All electrical appliances should be unplugged at night, fire exits kept clear. It is essential that staff ensure that fire doors are closed.
- Emergency Services should be contacted. The responsible authority must be notified at the earliest opportunity.

## Fire Precautions

All fire equipment will be serviced yearly under contract and a written record kept.

Regular fire drills are carried out at least quarterly and a record kept; training on evacuation procedures and the use of detection equipment in the home is undertaken every three months.

Fire alarm safety practices will be carried out regularly and at unexpected times.

New staff and new residents will go through the emergency fire precautions on their first day.

## Data Monitoring, storage and Protection

The Data Protection Act, 1998 addresses certain requirements for all Organisations that collect and process personal data as part of their on-going business operations. Personal data is defined as any information relating to an "identifiable living individual", and will therefore apply to the Organisation's clients, employees and suppliers. The Data Protection Act, 1998 applies to any data recorded in a filing system that allows personal data to be easily accessed. It also applies to records kept in hard copy (paper) format, and in computer files.

Ideal Care Solutions also collects basic placement and significant outcome data (i.e. service user age, gender, length of stay, progress and feedback on support plan, key achievements, key action points and achievable miles stones etc) in order to effectively monitor our young people's progress as well as monitoring and evaluating our own systems, procedures, approach and overall quality of service.

Ideal Care Solution's monitoring systems are in line with data protection and follow best practice guidelines in collecting and storing data including service users' personal and confidential information. In addition, data is also safeguarded by ensuring that paper-based copies of personal and confidential information are filed and stored in lockable storage places i.e. lockable filing cabinets stored in secure offices and we also ensure that electronic confidential and personal data are password protected.

Ideal Care Solutions is committed to the enforcement of the following Code of Good Practice in relation to the data it keeps on clients and employees. In summary, data will:

- be fairly and lawfully processed;
- be used for a limited and well-explained purpose;
- be relevant to the needs of Ideal Housing ;
- not be unnecessarily excessive in detail;
- be accurately maintained;
- not be kept any longer than is necessary, or required by law;
- only be used in accordance with the individual subject's rights;
- be securely stored.

Ideal Care Solutions will require written consent from the subject individual in order for personal data to be collected and processed. In this respect it will be taken that the young person accepting the Contract for Care, which is signed by the young person or authorised representative, implies consent. In order for Ideal Housing to develop an appropriate Plan of Care personal details must be divulged and kept on record.

## Provision of Accommodation

All accommodation provided and arranged through Ideal Care Solutions will be equipped as follows: Fully furnished rooms (bed, wardrobe, chest of drawers). Provisions will also include bed linen, duvet, pillows, and personal hygiene products (for new arrivals). The property will have the requisite Gas and Electrical Safety certificates as well as an EPC certificate.

## Maintenance

Properties provided and approved by Ideal Care Solutions will be of a high standard: the properties will be clean, in good decorative order and the building in a good state of structural repair.

Standards of maintenance, furnishing and decoration are of a high level. Staff should report any maintenance needs to the landlord or relevant maintenance contact.



The Manager should ensure that the whole house is in good physical order and that the Health and Safety regulations are adhered to. Ideal Care Solutions will strive to ensure that all repairs will be dealt with within 48hrs of being reported.

### Health Care

Young people have entitlement to free NHS service. We will assist each resident on arrival by providing a copy of form HC1 and assisting with completion and sending off the form. This form qualifies holders for free medical prescriptions, dental treatment and checks, sight tests, vouchers for glasses and fares to hospital for NHS treatment.

Where a resident is encountering difficulty in accessing the health care to which he or she is entitled, we will liaise with the local Health Authority to ensure that services are accessed when required.

### Language

Where a young person's first language is not English, Ideal Care Solutions will arrange for an interpreter to be present for translations. Ideal Care Solutions has experience of working with a wide range of interpreters such as Language Line etc.

### Religious Observation

All individuals will be given the opportunity to maintain their religious and cultural observance and see this as an integral part of the care planning process. These issues will be clarified at the initial planning and agreement meeting and subsequent care programme meetings. Dietary, dress or other requirements will also be respected and adequate provisions made to enable observance inside and outside the home.

All staff are expected to follow the Child Protection procedures as laid down by Pan London Child Protection Procedure.

Where a member of staff is alleged to have abused a child in one of the units, the three strands of investigation will apply:

- The Pan London Child protection procedure investigation will lead into a case conference to determine the continuing protection of the child.
- The police investigation of whether a crime has been committed with a view to prosecute. In order to proceed with this, there must be sufficient evidence beyond reasonable doubt to support the allegation. Even if there is not enough evidence to support the case, it does not mean disciplinary proceedings against a member of staff will not be taken. The wellbeing of the child is still first and foremost and steps will still be taken to protect him/her.
- The employer's disciplinary procedure will be enforced to ascertain whether there has been misconduct or gross misconduct on the part of the staff member.

Should a child/young person feel they are unable to share their problems with staff or family Ideal Care Solutions will cater for and facilitate private sessions with authorised/approved visitors i.e. Social Worker or Independent Visitor.

### Statutory Registration

The properties Ideal Care Solutions will be working with will be registered under the local authority's houses of multiple occupancy (HMO) schemes.

### Quality Assurance

At Ideal Care Solutions we strive to give service users, relatives, and professionals, who work with us a good quality service at all times. It is our belief that service users have a right to expect good service. However, we recognise that we may get it wrong at some point, therefore in addition to our confidential evaluation form; we actively encourage service users and anybody in contact with us to use our complaints and suggestions procedure. Furthermore, we recognise that complaints and suggestions are an effective channel for ensuring that quality, effective and appropriate services are provided to all service users.

### Complaints

A complaint may vary in content and degree of seriousness. It may be about other service users, staff, a procedure or the way in which a particular service or policy is carried out.

Ideal Care Solutions follows a complaint procedure system, whereby residents are at liberty to make complaints to the manager, who will investigate and respond within 7 days of the complaint. Service users, staff and other users of Ideal Care Solutions are informed of what they should do in the case where they wish to make a complaint.

During a complaints investigation, it is our policy that the person who is making the complaint does not feel victimised. Similarly, it is important that staff and complainant feel the investigation is fair, and support is given to both parties. Complaints are securely stored in line with data protection guidelines for quality assurance, service review, and service re-design purposes.

### Flexibility

We are committed to securing the best outcomes for our service users, and in line with best practice in effective partnership working, we are available for negotiations concerning our proposal. We regard negotiations and effective communication an essential part in relationship building, which will positively impact on the successful delivery of contracts.

### Hospitality and Gifts

Staff is not permitted to receive gifts but is permitted to receive tokens of gratitude. All such tokens received must be registered in the compliments book.