



STATEMENT OF P U R P O S E

OUR MISSION STATEMENT

"To provide looked after young People / Adults with a safe and nurturing environment, one that promotes empowerment, independence and choice, while enhancing their core living skills, and ability to move across the care continuum into fully independent living."

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OUR VALUES



The core values embedded in our beliefs and daily performance include:



integrity



fairness



respect



compassion



dignity



empowerment



collaboration



responsibility



ABOUT US

Zera care Support is 24 hours supported living placement that provides premium and quality services to individuals aged 18 and above 65 who are in the care of the local authority this includes LAC, care leaver and all age disability team. Services offered will be based on an assessment of the care leaver's needs and be part of their pathway plan.



OUR VISION

Our vision is to be recognized for providing first-class supported living services to our looked after young people/Adults in a safe, comfortable, and welcoming environment; one in which we would be happy to treat our own families.

We believe that with the appropriate support and guidance, every young person / Adult has the potential to develop the motivation and skills they need to lead a fulfilling and rewarding life. Our aim is to create a supportive environment in which to facilitate each young person / Adult access to education or vocational training, and to support them on to a diverse range of employment opportunities.

We recognise the challenges young people & Adults may encounter as they prepare to leave local authority care and make the transition into independent adult life. We believe that by providing young people & Adults with positive role models, and dedicated, empathetic, experienced support staff, we can successfully equip them with the life skills they need to move forward and make positive contributions to their wider communities.



OUR SUPPORTED LIVING HOMES

Our homes accommodate no more than 5 service users, careful matching to be considered. The service includes two on-site staff members whose role is to manage risk, work in partnership with our service user's professional network, family members and monitor our service user's activities. Our staff are trained to deescalate and or seek to prevent all potential situations and incidents before they occur.

The individuals that we accommodate, and support may have varying needs which may include the following:

- Learning Disabilities
- Autistic spectrum disorder
- Challenging behaviors
- Drug and alcohol abuse
- Self-harming behaviors
- Mental health issues

ADMISSION CRITERIA

Zera care Supported living services accommodates service users that are making the transition from residential placements and foster care too independent living. We consider all young people / Adults from different backgrounds and are a firm believer in equal opportunities. Each young person/Adult referred to our service will have a matching risk assessment undertaken to ensure that they do not compromise the care needs of other young people / Adults placed within the home. There would need to be dialogue with the existing service user's placing authority.

A comprehensive needs and risk assessment in place, prior to placement. Zera care are unable to accommodate service users with physical disabilities that prevent them from climbing the stairs due to the layout of our homes.



CRITERIA USED FOR THE ADMISSION OF YOUNG PEOPLE / ADULTS TO THE HOME, INCLUDING ANY POLICIES AND PROCEDURES FOR EMERGENCY ADMISSIONS

Appropriate care/support plan and risk assessment information will be required prior to admission. We will also conduct our matching risk assessment to ensure that we can fully meet the requirements of the service user and assess any impact on other young people / Adults placed. Furthermore, a placement planning meeting will need to take place with the local authority within 72 hours of admission. We are able to accommodate young people / Adults requiring emergency placements at the service, but this would follow the same admissions procedure. We will not consider referrals for young people / Adults where we could not meet their needs effectively.



AIMS:

The aim of the service is to:

- For young people/ Adults to develop trusting, safe and secure relationships.
- For young people / Adults to have their views heard and to participate in all aspects of planning for their care plan/ support plan.
- To provide a service where young people/ Adults feel safe, secure and valued.
- To provide a professional service that can assist and make recommendations on a service user emotional, behavioral, and developmental needs empowering them to identify strategies that enable them to manage effectively when faced with difficulties.
- To risk assess all referrals including, assessing the risk for young people/ Adults already in placement.
- The physical and emotional health for each young person/ Adult, is monitored and there is a plan to ensure that all their health needs are met.
- Address wider support needs and build connections and opportunities necessary for personal development and achievement in every area.

OBJECTIVES:

In relation to young people/ Adults:

- To ensure that the service is delivered within a person centred and equality framework. We want an environment free from prejudice and discriminatory.
- To provide young people/ Adults with accommodation that is encouraging of personal choice, appropriate, stable and has a 'homely feeling'.
- To encourage and enable young people / Adults to maintain/develop positive relationships with their professional and local connections.
- To respect young people/ Adult's privacy and confidentiality
To record and evidence the outcomes achieved through our services.
- To ensure young people / Adults have the skills and knowledge to access support services in the wider community.
To have zero tolerance of any alerts of a safeguarding nature. Progress to be reviewed regularly to place young people/ Adult's needs at the heart of service design and delivery and to encourage young people / Adult's feedback and involvement in decision-making processes and house activities



DESTINY HOUSE:

Destiny house is a four-bedroom house. The house offers service users a well decorated and modern environment which is designed to create a homely atmosphere which allows young people / Adults to flourish with the support and dedicated from the staff team.

Range of support:

The ways in which Zera Care Support clients may include providing advice, supervising and facilitating with the following:

- Correspondence related to benefits and their accommodation
 - Budgeting, planning and cooking
 - Meal planning, shopping and cooking
 - Domestic upkeep of their living space
 - Maintaining the security and safety of the property
 - Opportunities for education and leisure
 - Registering with a GP and dentist of their choice, and maintaining links with appropriate healthcare services
 - Taking any prescribed medication
 - Responding to their changing support needs in liaison with other agencies involved in their support.
 - Maintain/developing community links and relationships
- This supported-living service is not normally equipped to cope nursing care

Engagement in local community, Social activities, hobbies & interests:

Zera care Support ensures that all clients live their lives as full as possible by doing the following:

- Encouraging clients to continue to enjoy a wide range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships and to explore new experiences.
- Giving clients the opportunity, if they wish, to participate in group trips and activities organised by the service.
- Recognising that food and drink is an important part of social life and ensuring that meals are pleasant and unhurried occasions also providing opportunities for social interaction. Individuals are encouraged to participate in community meals with fellow clients. Clients are encouraged and supported to complete an individual weekly meal planner. The service supports clients with special dietary requirements, as advised by a specialist and agreed in the individual's support plan.

Within the Local community

Destiny house unit is located near local amenities and they have good transport links.

Zera care strives for the units hosting boroughs to have a widespread and offer choices of:

- Colleges,
- Swimming pool
- Numerous Youth Clubs
- Guides
- Scouts
- Football club

Dealing with Complaints

Zera care has clear procedures in place when it comes to dealing with complaints.

The full details of the complaints policy and procedure can be obtained from Managers on request.

Safeguarding:

All staff will follow the organisations own safeguarding policies and procedures and operate within the safeguarding procedure for vulnerable young people/ Adults in England.

Staffing ratios ensure that there are appropriate staff levels to support the assessed supervision requirements of each Service User.

All staff receive ongoing safeguarding training to promote competence in keeping young people / Adults safe.

Each Adult and young person have an individual risk assessment that is reviewed and updated regularly.

Bullying

Zera care Support has a zero tolerance of bullying behaviour.

Staff members are required to always promote anti-oppressive practice both with young people / Adults, each other and any other person visiting the home, either in a professional or personal capacity. When Service User and staff enter the home for the first time, they are made aware of the policy and related in-house procedures on tackling bullying. Staff will report any concerns regarding bullying to the senior staff member on duty. This will be followed by a Discussions and strategies to put in place. An agreement will be put in place to eradicate bullying behaviour.

Cameras and surveillance:

Zera care Support uses a security camera at the front and the back of the house i.e. the perimeter of the house for security measures and to safeguard all parties within the home. Social workers are advised of this prior to placement and young people / Adults are given the information in the Service User's guide.

Fire Precautions, Associated Emergency Procedures and Safe Working Practices:

All service users within our homes are made aware of the action to be taken in the event of any emergency that would require it. The service conforms to all guidance on promoting and protecting the health, safety and welfare of the clients and staff.

Radicalisation

All staff receive training to identify possible signs of radicalisation and have knowledge of the National Prevent Strategy.

STAFFING:

Staff Development

All staff will receive ongoing training to support their professional development. They will receive a robust induction training programme when they commence employment at Zera Care. Examples of training we provide internally and externally are;

- Safeguarding
- Lone working
- De-escalation and managing challenging behaviour
- Recognising mental health in adolescents
- Basic food and hygiene
- Support writing
- Protection of vulnerable Adults (POVA)
- Child protection
- First Aid
- Conflict resolution
- Mental Health awareness
- Mental Capacity Act and DOLs

Supervision and appraisal:

All staff will receive regular supervision at least every four weeks. During the probationary period, the supervision will be given more frequently. All supervisors will receive appropriate training to ensure that the supervision is of good quality.

All staff will have annual appraisals to assess their performance and set goals for future development.

Details of the experience and qualifications of staff:

All staff will be provided with ongoing training to develop their professional development. All support workers have achieved, or are working towards, an appropriate NVQ qualification.

Training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service. In accordance with the Care Standards Act 2000 the children are looked after by staff who are trained and competent to meet their needs (standard 22). To assist staff development, team consistency and competency each member of staff receives regular supervision and is encouraged to access the Unit's Training Programme. In accordance with the unit's policy management is expected and supported to undertake further training at NVQ level 3 and 4 as commensurate to their post.

KEY WORKING:

A key working system is incorporated into our methods of working as good practice.

All individual work carried out will be focused upon recognising the importance of being sensitive and responsive to the needs and requirements of our young people / Adults. This is done a person-centred way.

Support Plans

Every Service User will have a support plan and each area of support identified for that young person / Adult is produced by the key worker and the Service User. This will include setting out specific objectives in the identified areas of the Service User needs and how the young person / Adult hopes to achieve these goals (using both internal and external resources). This support plan will incorporate the control measures identified through their risk management plan in any related risk areas. All support plans are reviewed during key worker 1:1 sessions, and updated as appropriate on a minimum basis 4 weekly, or more frequently if needs change. A young person / Adult, or their representative can request a review at any time if they feel their support plan is not appropriate.

Health Care:

Staff at Zera Care have a significant role in promoting awareness of health issues and the importance of healthy lifestyles. This includes providing good nutrition, ensuring adequate sleep, and promoting healthy life choices, encouraging self medication, support in repeat prescription, medication count, maintaining a good relationship with local health care services and prompting service's users to take their medication daily. Service user's will also be encouraged to take responsibility for their own personal health. The Service User medication needs will be addressed with all professionals at the placement planning meeting. In the case of emergency placement medication needs will be discussed with the social worker and health professionals. All staff will liaise with the young people / Adults health professionals in order to meet their needs.



All aspects of healthy living can be addressed, this can include sexual health, smoking, drugs and alcohol abuse. This will be provided through key sessions and engagement from local services if required.

All young people / Adults are registered with the local GP during the first week of placement. Should medication or a course of treatment be prescribed, policies are in place that ensures the treatment is followed correctly. Service Users will undertake a health assessment and attend health appointments required.

POLICIES AND PROCEDURES:

All aspects of running and managing our service are recorded in a comprehensive set of policy documents. These policies ensure that we meet the requirements of running a Supported Living service and are reviewed regularly to ensure they are kept up to date. Copies of our Policy Manual are held at our accommodation and at Head office.

Reach Standards

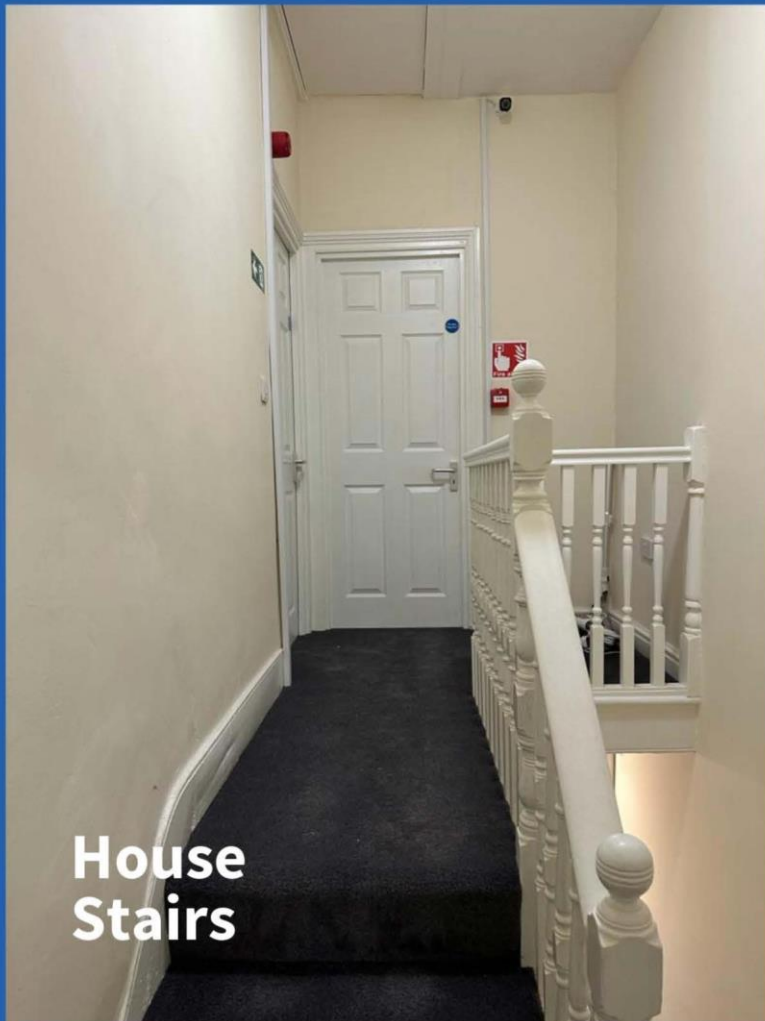
Zera Care Service proposed Supported Living Service will operate in line with REACH standards and have regards to current best practice in addition to Real Tenancy Test standards. For example, we gather information to support service users to meet their needs as a strategic method to improve organizational practice, culture, development, and ongoing reviews, in addition to implement innovations. We believe that fostering dialogues that matter to our service users can profoundly ingrain appropriate understanding of their rights by choosing who they want to live with and where they want to live. Zera Care Support management promotes the rights of service users to obtain a copy of their tenancy agreement, and we ensure that it is tailored to the individuals' communication preference. Service users will have a choice of support teams for example, support workers, to mention a few, and how they would like to be supported. This will also entail to encourage service users to make choices of their friends, relationships, and arrangements to have visitors. Additionally, Zera Care Support policies and procedures promotes service users' choices to their lifestyle, and how they would live healthy and safe through support plans, care plans, risk assessments, and activity plans that encourages service users' access to social gathering in the community. Zera care support Staff team are well trained with recognition of the REACH STANDARDS to respect and promote service users' rights in a way that demonstrates service users support to exercise their potential and to take their responsibilities as citizens.

Zera care support management respects the rights of service users in supported living environment. The service users will be supported to access their tenancy agreement that will explain their rights to the supported-living accommodation, their right to have a say and control over what happens in their home. Additionally, service users will be notified beforehand who is coming to live with the service user, and their rights to know the location by means of viewing before making decisions to move in the accommodation. Where there are issues with the property, the service users will be informed about what is happening and documentation will be completed on daily basis to ensure that they are not kept in the dark about their environment.

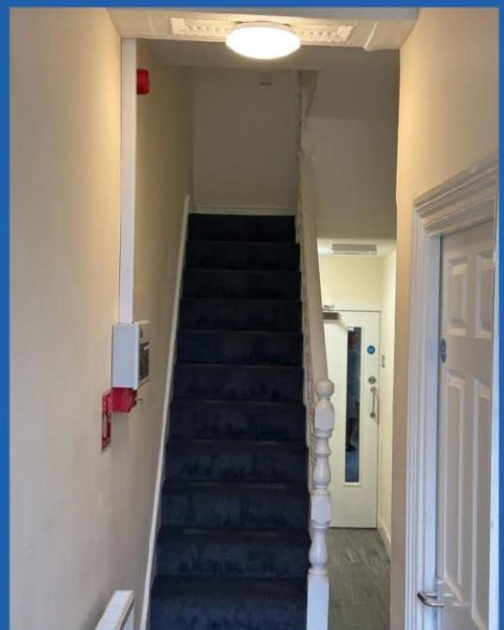
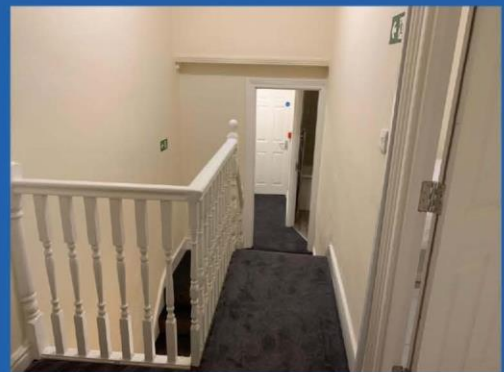
HOPE HOUSE



Recreation Park
Opposite the Home



House Stairs





Kitchen



Dinning



Bedroom



Bathroom





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