

TWENTY4SEVEN
RESIDENTIAL CARE LIMITED

Specialists in providing high quality
residential childcare



Organisational History & Ethos

The business was originally established in 1999 and has evolved from a large manor house children's residential home, to smaller, high quality residential homes centred around a first class education provision.

At 24/7, we believe that all children and young people have the potential to change and develop. We believe that they can adapt to new environments, learn to develop positive relationships and live in a socially acceptable way. We are committed to residential care and special education as a means of young people resolving the problems that have led to their referral and achieving positive outcomes.

It is 24/7's vision that residential accommodation should be a homely environment where young people can live and learn together as a family, with a team dedicated to a holistic approach to childcare.

The ethos endorsed by the organisation has grown out of an understanding of a holistic approach to care. The welfare of each young person is given absolute priority to assist them in overcoming the difficulties they have encountered in their short lives. Every effort is made to ensure that young people are given the chance to develop their self-esteem and learn with confidence the skills required for a successful transition into adulthood.

A sense of togetherness and fun forms an integral part of that process and is interwoven into every aspect of that young person's care. To ensure the holistic provision of care, 24/7 demands the highest standards of performance from its team members in the expectation that this will serve the interests not only for the young person, but the employees themselves.

24/7 will seek to eradicate any form of discrimination in recruiting or managing team members, and will aim to treat individuals fairly.



Welcome to 24/7 Residential Care Limited



At 24/7 we specialise in providing high quality residential care and special education to children and young people who, due to the experiences of their young lives require such provisions to assist them in addressing the issues that make them vulnerable.

24/7 has developed its residential service provision at a planned and managed pace in consultation with commissioning and placements officers, Ofsted, local community officials and the children and young people we care for.

We have developed our residential and education provisions by recognising and implementing the priorities of providing a homely, progressive, inspiration and supportive service that can be individually tailored and personalised as required.

Our small registered children's homes offer exceptional standards of accommodation, situated in good locations within rural and suburban settings, enabling young people to access their local communities. These properties can be adapted to offer flexible accommodation for 1-5 young people, dependent upon age, ability and individual needs. Our residential accommodation also extends to the provision of both semi-independent and independent living environments placed within the local communities enabling young people to develop and practice their independent living skills and access sites of further education whilst retaining the assurance that assistance is at hand if required.

We always welcome the opportunity to work with placing authorities to design and implement specialised provisions for young people and would welcome enquiries from commissioners requiring the development of alternative and/or needs to specific services for individual young people.



24/7 Residential Care

Mission Statement

to provide the highest quality care and support for young people.

Vision Statement

to sustain an ethos which enables the young people to develop into mature independent citizens;
to recognise, accept and support diversity within a framework of mutual respect;
to work innovatively, creatively and effectively within statutory requirements;
to adopt a flexible approach to the development of the young people;
to promote the welfare and education of the young people in our care as a first priority;
to ensure that young people in our care will be given every opportunity to overcome any disadvantage they may have encountered;
to encourage participation in a caring and supportive family based environment, founded on mutual respect

Values Statement

act with integrity, conducting ourselves professionally at all levels;
be open, honest and trustworthy in all communication;
commitment to using our areas of expertise to facilitate lifelong learning and development of young people and team members;
be loyal, seeking to enhance the name, identity, reputation and effectiveness of the organisation;
respect the diversity of young people and colleagues in order to achieve excellence in all areas of the organisation;
work within the required codes of ethics which inform our practice, eg General Social Care Council (GSCC)

Referrals and Admissions



We have an inclusive ethos within 24/7 which affords the opportunity to give consideration to every referral made.

Referral Criteria

Referrals are accepted for young people presenting a range of multiple complex needs and challenging behaviours. In the case of young people with learning disabilities, physical impediments and diagnosed mental health problems, our pre-entry assessment will provide the required information to ascertain the ability of the organisation to comprehensively meet the needs of the individual young person.

Great care is taken over the admission of all young people to 24/7 to ensure that the specific needs of each young person can be met and that their transition is as smooth as possible. We have to ensure that the needs of the referred child can be met without having a negative impact on the children already accommodated.

The initial referral process and subsequent assessment period requires specific information to allow the full compilation of a young person's care and education file. This information is gathered from:

- health documents;
- legal reports;
- education documents;
- youth offending documentation;

- child protection documents;
- care paperwork;
- psychological/psychiatric reports;
- details of antecedents;
- CAMHS assessment;
- family background information

Dependent upon the referral status a transition plan will be arranged or alternatively in the case of an emergency, assistance will be offered in transportation of the young person.

Emergency Referrals

24/7 ensures the safety of all young people placed with us by adopting stringent assessment procedures. Through our assessment processes, we are able to accept emergency referrals for full-time care/education placements, respite placements and holiday/activity placements ensuring at all times that certain criteria are met to effect appropriate matching procedures.

Making a referral

To make a referral contact the office on

Telephone : 01460 271634

Facsimile : 01460 271011

Mobile : 07855 855405

E-mail : care@twenty4seven.co.uk

Education



For young people in care, education provides the essential foundation that will equip them with the necessary skills to become successful and independent adults.

At 24/7, education is a priority. Having our own education facility 24/7 College, we are able to offer residential pupils the opportunity to access foundation skills for their future role in society. Education extends beyond the achievement of academic ability to the enhancement of problem solving skills that apply to daily life.

Class sizes are small and the young people are expected to adhere to classroom codes of conduct. Young people are grouped for lessons according to their ability and need with the maximum number in each group being 6.

Individual consideration is given to the overall needs of each young person and suitable programmes of work are designed to present them with best possible opportunities for learning and achievement. Flexible learning plans are designed to link both care and education team members in the implementation of academic, social, vocational and cultural learning.

Our ability to delivery National Curriculum subjects and examinations is further enhanced by relationships we have developed with other organisations and education providers within the locality. We have established strong links with local colleges of further education, vocational qualification providers and local employers enabling our young people to attend full and/or part-time courses, work experience and vocational training placements, dependent upon their age and ability.

Activities

At 24/7, we believe that our young people should have access to the same range of activities, experiences and resources as members of their peer group who live within family and mainstream education settings. We promote our young people experiencing overseas travel and activities that will inform their views and beliefs in relation to cultural diversity.

At 24/7, we recognise that the promotion of both social and educational activities leads to the positive development of a young person's self esteem. Outdoor activities can nurture a young person's sense of adventure, increase a desire to learn and compete and develop skills, aptitude and attitude essential for their progression into independent living.

At 24/7, we place great emphasis on health and fitness. Whilst not all young people will choose to become elite athletes, the value of any activity and how this will influence young people's development is important.

Therefore, we ensure that every young person placed at 24/7 has a full and detailed Individual Activity Programme, developed in conjunction with the young person to meet their educational, social, emotional and health needs.

Young people are also encouraged to develop their interaction skills through active pursuits; being supported to attend local clubs to gain experience in sports such as diving, horse riding, football or rugby. Less physical activities are also promoted such as photographic assignments, pottery and ceramics. Our young people are also encouraged to recognise the discipline required to sustain some activities and clubs and membership to Scouts, Air/Sea Cadets, Guides and local bands, dance and drama groups are also encouraged.

It is important to us to ensure each young person is provided with stimulating activities supporting and encouraging their personal development, self esteem and awareness of the effect hobbies and interest can have on their life progression and development of problem solving skills.



Therapeutic Intervention



24/7 is committed to the on-going improvement in therapeutic knowledge, skills and working methods to provide an effective service to all young people. The practice model at 24/7 is based on the quality of the relationship between the young person and the team member. Good personal relationships were identified in the Children and Families Select Committee report published on the 20th April 2009, as the most important way to reform the care

"We believe that the greatest gains in reforming our care system are to be made in identifying and removing whatever barriers are obstructing the development of good personal relationships and putting in place all possible means of supporting such relationships where they occur" (paragraph 29).

At 24/7, we believe that this relationship should be underpinned by 'good remedial parenting' which values the young person's interests and views, sets boundaries and focuses on the young person's strengths, skills and qualities (Authoritative Parenting, Baumrind 1991 and 1993).

The Select Committee Report and their inquiry identified the issues and concerns with the care of 'looked after children'; the work which 24/7 undertakes offers solutions to these issues and concerns. As part of their induction, each of our team members are supported by a clear and well structured induction training programme. This ensures that team members are empowered with the psychological theory, knowledge base and skills to understand and respond to the emotional trauma and parental rejection which many looked after young people endure.

We at 24/7 embrace research and the on-going in-house training programme reflects this commitment. It is a pre-requisite that all interventions provided within 24/7 are designed and delivered in a clearly structured manner which is uniquely tailored to the young person's specific requirements, which makes for a more effective outcome.

24/7 fully embraces the various schools of thought which are motivated to deal with behaviour change and difficulties young people present with. By doing so, this enables us to utilise positive aspects of various therapeutic models (although predominantly humanistic) and adapt them so that our delivery is successful in achieving our aims and objectives, in a time efficient and cost effective manner.



Preparing For Independence

The purpose of our independence training programme is to enable young people to make informed choices and decisions. It will provide them with life skills and experience enabling them to lead a successful life beyond care.

The 24/7 independence programme is designed to be followed in modular form by all young people in preparation for adulthood.

The programme offers the young people the opportunity to:

develop personally, socially, educationally and emotionally;

become empowered to take control of their own lives during their transition to adulthood;

find effective ways of identifying and overcoming the self-imposed limitations with which they surround themselves

Semi Independent and Independent Living

At 16 years of age, our young people are educated and assisted within the home in the development of full life skills enabling them to fully integrate with and become part of their local community.

They will be expected to undertake budgeting tasks, prepare menus, shop and provide meals for themselves, as well as make a small financial contribution towards the home's expenses.

At the age of 17, our young people can be moved to a self-contained provision which, although still within the realms of 24/7, is established as an independent living environment. At this stage the young people are responsible for all their own budgeting, shopping, payment of bills and will be expected to undertake college courses, employment or alternative studies or apprenticeships.

Leaving Care Support and Contact

At 24/7, we take great pride in our ability to break down barriers that looked after young people construct to protect themselves from rejection. We strive to continue the positive relationships we make with young people on an outreach basis and ensure that all young people that have left our care are invited to attend festivals and activities.

Having finally left care many young people maintain contact with team members at 24/7. They may seek assistance or support on many levels, from financial or practical assistance (such as furnishing accommodation or completion of a job application form) to basic emotional support. At 24/7, we strive throughout a young person's placement to provide a nurturing family environment. Upon their leaving care, we do our utmost to emulate the support a family would offer a young person leaving home whilst continuing to encourage the development of their independent living skills.

Every Child Matters

At 24/7 we place paramount importance on achieving the Government's five outcomes for children as specifically set out within Every Child Matters:

Be Healthy

In line with the Children Act 1989, Children Act 2001 and Care Standards Act 2000, we strive to deliver the highest standard of care thereby encouraging young people to develop and sustain a healthy lifestyle. The young people in our care are educated and encouraged to take responsibility for their own health and well-being. In achieving a positive outcome for the young person, we will uphold the principles ensuring that each young person is:

- physically healthy;
- mentally and emotionally healthy;
- sexually healthy;
- safe and know how to keep themselves lead healthy lifestyles and are aware of the risks from smoking, substance and alcohol misuse, underage sexual activities and infections;
- understand the need for personal hygiene

Staying Safe

In response to the Children Act 1989 and working together to Safeguard Children 2006, we are committed to delivering a service which protects all young people from harm. Our team members are trained in safeguarding young people and are able to recognise the physical and emotional signs of abuse and trauma. We deliver a clear policy in relation to the referral of safeguarding children 'incidents' and pride ourselves in being rigorous in our reporting and transparent in our practice.

Enjoy & Achieve

One of the principle aims set out within the ethos of the organisation is that young people should have the opportunity to develop their social skills and self esteem through pursuit of educational and recreational activities. We deliver a 52 week activity programme designed to encompass both educational and recreational elements.

Some young people have progressed within hobbies and interests they have been encouraged to undertake, on occasions attaining recognised qualifications and awards in sports and recreational hobbies such as diving, horsemanship and motor racing.

Make A Positive Contribution

We encourage the involvement of the young people in the development and running of their individual homes. Through appropriate utilisation of keyworker meetings, young people forums and a range of social and educational activities, the young people are able to positively influence all aspects of their care provision. The young people are encouraged to take an active role in the recruitment and selection process of new team members and provide valuable feedback.

It is our aim to support our young people in the development of their social, emotional and educational life skills, thereby preparing them to deal appropriately with change and to develop and sustain problem solving skills that can be extended and utilised throughout their lives.

Achieve Economic Wellbeing

At 24/7, each young person is encouraged and supported to develop their self sufficiency skills, undertaking a programme of independence training which is delivered by both care and education teams. The independence programme teaches young people not only self care and support skills, but interview techniques, problem solving and budgeting skills.

Our team members work closely with 'Connexions' officers and leaving care workers, ensuring that the young people have a realistic and achievable pathway plan which will clearly identify housing, employment/career prospects and further education.

How To Find Us

Directions From The M25

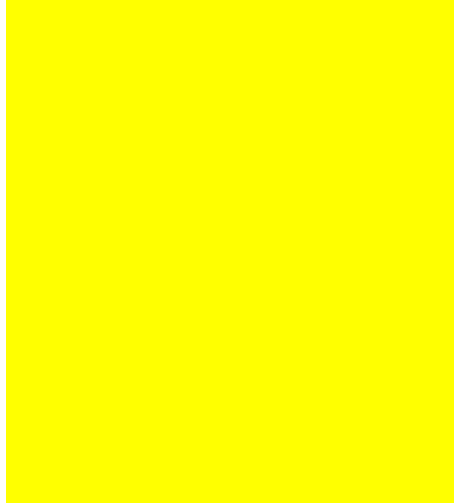
Exit the M25 at junction 12 onto the M3 junction 2;
Exit the M3 at junction 8 onto the A303;
Follow the A303 for approximately 76 miles;
Exit the A303 onto the A356 signposted for Crewkerne;
Turn left onto B3165 Prophets Lane;
Continue for approximately 5 miles

Directions From The M5

Exit the M5 at junction 25 onto the A358 signposted for Ilminster for approximately 9 miles;
At the roundabout, take the 1st exit onto the A303;
At the roundabout, take the 2nd exit onto the A303 for approximately 1 mile;
Exit the A303 onto the A356 signposted for Crewkerne;
Turn right onto B3165 Prophets Lane;
Continue for approximately 5 miles

Upon Arriving In Crewkerne Town Centre

B3165 becomes Broadshard Road, becomes North Street;
Bear left onto Market Square (B3165);
At roundabout take 2nd exit onto Market Street (A30);
Turn right onto West Street (A30);
Turn right onto Gouldsbrook Terrace (A30);
Turn right into Church Street (A30)



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