



Families Care Ltd



**‘...committed to providing a safe, secure
and nurturing environment’**



Families Care Ltd



INTRODUCTION

Families Care Ltd is an independent organisation registered in 1995 and Inspected by the Commission for Social Care Inspection in Taunton. The company specialises in the placing of vulnerable young people in suitable and structured environments that promote individual development through personally tailored care packages.

The flexible, experienced and caring staff group provide excellent support for the individually tailored structures which are carried out in the community setting in the houses throughout Somerset and Devon.

Working in partnership with local Authorities, Families Care Ltd provides a resource which offers choice and flexibility in either short or long term care for:

**Emotional, Behavioural and challenging
Boys / Girls up to the age of 18 yrs**

Crisis intervention service on a 1-1 or 2-1 basis

Assessment periods

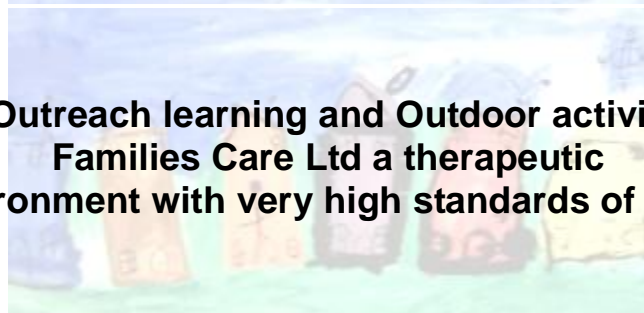
Cognitive-Behavioural Therapy

Remand placements

Independent living and Post 16 programme

Electronic monitoring equipment

**Education, Outreach learning and Outdoor activities all make
Families Care Ltd a therapeutic
environment with very high standards of Care.**





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ADMISSIONS

Upon contact with Families Care Ltd you will be forwarded to one of the senior management team. They will then compile information from you and fax you a referral form to complete and return.

If the needs of the child can be met and a suitable vacancy is available the referral will enter the admission process.

Families Care Ltd provides:

- Long term / short term residential care
- Emergency placements
- Remand placements
- Assessment
- Education
- Therapeutic services
- Staff ratio of 1:1 or 2:1
- Electronic Monitoring System

All admissions to Families Care Ltd are based on a four week assessment period. This assessment will concentrate on the needs of the young person and the ability of Families Care Ltd to meet such needs. At the four week review, the young person's placement will be evaluated and the necessary plans made.

Consistent concerning behaviour will result in a review and evaluation of the placement. These concerns are as follows: Violence, Risk to self or others, drug, alcohol or solvent misuse, endangering members of the public and behaviour which is deemed to be in need of highly specialised management.

Because of the high quality care delivered, situations rarely escalate to the point where physical restraint is required. Our own qualified and Home Office approved Control and Restraint trainers train all our residential care staff. Following all such occasions, an incident report is completed and a copy is provided to the relevant agencies.

ASSESSMENT PERIOD.

Below are details of a four week assessment at Families Care Ltd.

24 hour staffing

Key-worker assigned for 1:1 work and to look after his / her welfare whilst at FCL

Weekly reports faxed to Social Worker

End of period of assessment report discussed at meeting with all relevant parties



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STAFF

Families Care Ltd is managed by a team of five Senior Managers. The Head of Service and Service Manager are both CQSW / DipSW qualified.

Finance, Human Resources, and buildings management, although all individually managed, are overseen by a C.I.M.A qualified Management Accountant.

Families Care Ltd has a staffing complement of up to 100 Residential Care Workers and 18 House Managers. Excluding Administration, Education and external consultants.

All staff are subject to satisfactory references and Criminal Records Bureau checks.

Staff are the most valued resource. Families Care Ltd strive in the continual development of good practice through supervision and agreed training plans, accessing both in house and external training opportunities, which in turn creates varied and positive approaches in the young people in our care.

TRAINING

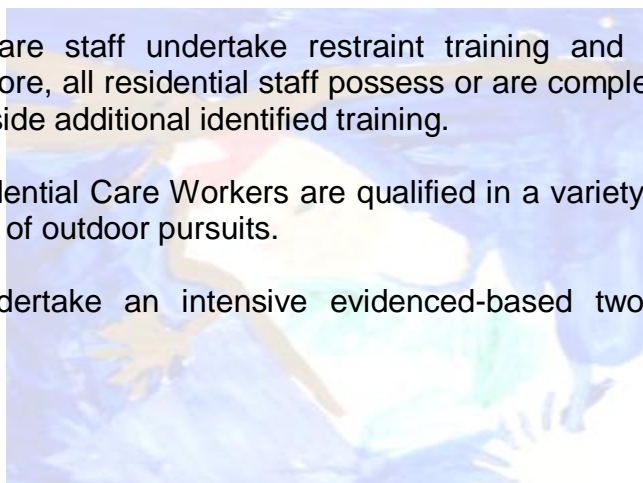
Families Care Ltd does not believe in complacency, we recognise that the only way to achieve excellence is by investing in staff. We therefore seek to promote a competent and motivated workforce through continuous development in order to enable the delivery of high quality services to the young people in our care, their families and other agencies that we are involved with.

Staff are actively encouraged through supervision to identify their own training and development needs as well as attend mandatory training courses.

All Residential Care staff undertake restraint training and regular refresher courses. Furthermore, all residential staff possess or are completing NVQ Level 3 which runs along side additional identified training.

Many of our Residential Care Workers are qualified in a variety of skills enabling us to offer a range of outdoor pursuits.

All new staff undertake an intensive evidenced-based two week induction package.





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HEALTH & EQUALITY

All young people placed with Families Care Ltd will experience an environment, which provides for their health and development. All young people will be registered with a local doctor and dentist and will continue with their immunisation programmes and eye check-ups. Similarly all young people will be encouraged to take responsibility for personal health and hygiene. All medications, including those which can be obtained without prescription, will be stored safely in a locked cabinet.

All young people in our care can expect an enjoyable, wholesome, nutritious and varied diet, which contains an element of choice and in accordance with any health, religious, ethnic or other requirement. Furthermore, they will be involved in choosing food and clothing as part of personal development and learning.

Families Care Ltd is strongly committed to a robust equal opportunities policy in relation to our recruitment and development of staff and the services delivered to young people, their families and placing authorities. Core to the principals in practice is the recognition of differences and the provision of a service which responds positively to the diversity of the young people in our care.

All staff are required to oppose all forms of discrimination and to ensure that no-one receives less favourable treatment on the grounds of their race, religious beliefs, gender, sexuality, age, disability or any other factor which may expose them to disadvantage or discrimination.

COMPLAINTS

All young people when placed with Families Care Ltd will receive a Welcome Pack. Apart from rules and expectations it also contains information on how to make a complaint.

All young people have ready access to an efficient and user friendly complaints system.

Clear information on the complaints procedure, essential telephone numbers and methods of accessing independent help are provided to all young people on arrival.

Independent visitors are provided by an external agency their contact information is displayed along Child Line contact information next to the telephone in each unit.



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WHAT FCL CAN OFFER

Families Care Ltd provides care for Young People aged up to 18 years with a range of differing needs and presenting problems. The Young People are cared for in small homes catering for between one and three Young People. Each home offers a safe, warm and caring environment whilst specialising in providing for specific types of need. Our staffing ratios are agreed at the placement meeting.

The security of placement, we do not give up on Young People without exploring every possible solution in order to keep them living with us.

Directors taking a 'hands on approach', to ensuring that the company always provides the highest quality of care and education.

A highly skilled and qualified senior management team all of who are very experienced in child care. They include two qualified Social Workers and three Group Managers all of whom are undertaking their NVQ 4.

16 small homes with their own dedicated staff and management teams. The homes are located in a variety of locations in order to try and meet the individual needs of the young people.

A staff group that have or are working towards NVQ 3 qualification. Specific Training, which includes Special Needs, Child Protection, Self Esteem / Self Harm, Life Story work, Communication and other relevant courses.

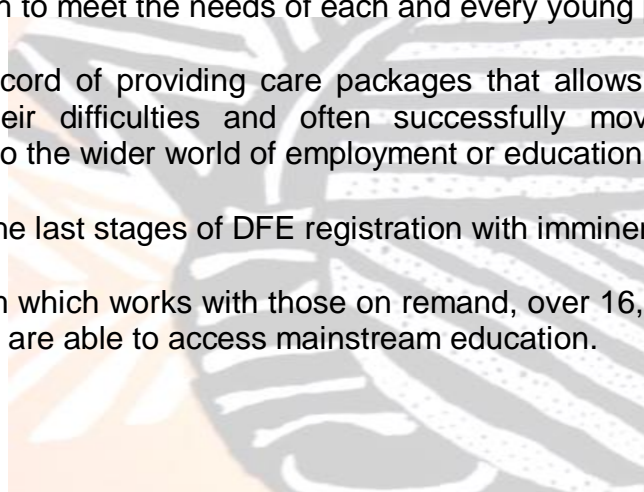
All Staff have undertaken training in De-escalation and approved Restraint techniques, First Aid, Health & Safety and Food Hygiene courses; these are ongoing and updated regularly.

A flexible approach to meet the needs of each and every young person.

A proven track record of providing care packages that allows young people to move through their difficulties and often successfully move back to their communities or into the wider world of employment or education.

The school is on the last stages of DFE registration with imminent approval.

An education team which works with those on remand, over 16, and supports the young people who are able to access mainstream education.





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THE FCL SCHOOL

STAFFING

Families Care Ltd has its own School with 3 qualified teachers and one experienced tutor. There is also a home tuition facility with its own qualified teacher. This work is led by a head teacher who is supported by two more qualified teachers and a tutor. The work of the school is facilitated by the care staff who attend the school on a daily basis.

There will always be a small but significant number of young people who find attendance at a school, whatever type, beyond them. The needs of these young people are met by a home tuition programme provided by a qualified teacher whose aims include the return to a school or college based education for the student concerned.

FACILITIES

The current school building consists of two multi purpose classrooms one of which is equipped with a suite of computers. There is also a reception area where it is possible for students to prepare drinks when appropriate. The building is set in a garden area which provides a tranquil space for breaks etc. The in school activities are supported by the use of the local facilities, which include Huish Woods, for the outdoor education programme, the Sports Centre and the YMCA.

ETHOS

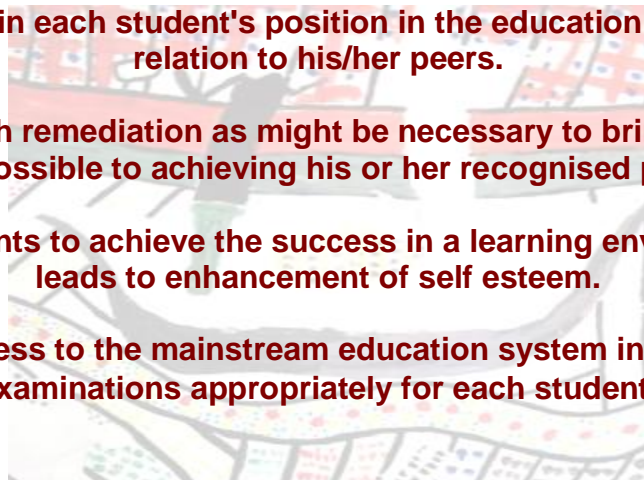
The education wing of Families Care shares the aims of the whole company. In addition we have the following educational aims:

To maintain each student's position in the education system in relation to his/her peers.

To provide such remediation as might be necessary to bring a student as near as possible to achieving his or her recognised potential.

To enable students to achieve the success in a learning environment which leads to enhancement of self esteem.

To enable access to the mainstream education system including public examinations appropriately for each student.





CURRICULUM

The educational aims will be met by:

The provision of a planned curriculum through schemes of work in basic subjects with reference to published numeracy and literacy strategies enhanced by the use of I.T.

An individual assessment of the educational need of each student based on standardised tests and information from placing authority, previous schools and the student.

The provision of an individualised education plan designed to maintain the academic level of the student while concurrently meeting any other identified needs including those which might be categorised as Special.

Ensuring that study is at a challenging level while not being so difficult as to lead to frustration and the consequent deterioration of behaviour.

The provision of an outdoor education package which helps the student to develop life skills and self confidence.

Maintaining contact with mainstream provision so that access to this, at an appropriate level, is available to students.

Promoting a positive response to good behaviour and academic success and challenging professionally when expected standards are not maintained.

BEHAVIOUR MANAGEMENT

The School has high expectations in terms of student behaviour. Positive behaviour is rewarded through responses ranging from tacit approval to public and monetary recognition. Negative behaviour is always challenged with students being given the opportunity to conform to expectations. Continued negative behaviour results in a response from within a range beginning with disapproval and ultimately leading to the loss of the right to attend School.

Bullying is not tolerated at Families Care School, it is always challenged. All members of the School community feel able to share problems of bullying with a person of their choice. We recognise that a bully is often also a victim and that a victim can also be a bully. Anyone who feels that a bullying problem is not being addressed has access to outside agency support.



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'He has clearly thrived with the high level of care and attention he has received'.

'Excellent work and commitment to providing a nurturing and stimulating environment'.

'Excellent programme and choice'.

'He felt safe and great efforts were made to understand his pattern of behaviour'.

'I believe that the positive role models Families Care have provided has made this transition possible'.

'Whatever the outcome, it is Families Care who have made a significant, positive difference'

'His placement with Families Care was a good one. He needed a secure and safe environment after the upheaval from his school and home'.

'Families Care have demonstrated a caring environment where boundaries are set'.

'This placement has been excellent. The positive attitude of the staff and the expectation of young people to succeed'.

'Always a warm and friendly welcome from staff and children'.

'She has very special needs and has been excluded from previous placements. Families Care has managed her with great care, commitment and concern. The placement has been successful to date'.

These quotes have been taken from evaluation questionnaires returned from placing authorities.



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CONTACT

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All the art work in this brochure has been created by the Young People at our school.