

## Statement of purpose

Sockburn House

Health and Social Care Act 2008

Date document last reviewed.	01/09/2024
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## Section 1: Provider's name, legal status and contact details

1.1 Provider's name and legal status	
Full Name of Provider	Priestgate Home Care Ltd
Name trading under (if different to the above)	
Ofsted Provider's URN	2810003
Legal Status	Partnership
Registered Company No. (where relevant)	15295077
Registered Charity No. (where relevant)	

1.2 Provider's address			
Business address	85 Great Portland Road		
Town/City	London		
County	Westminster	Postcode	W1W 7LT
Business telephone	01775 662411		
Email	<a href="mailto:info@priestgatehomecare.co.uk">info@priestgatehomecare.co.uk</a>		

**1.3 Board or governing body members, partners, and Nominated Individuals**

Full Name	Mary Akinhanmi
Role	Nominated Individual
Any additional responsibilities	Registered Service Manager/ Director of Operations
Full Name	Oladapo Akinhanmi
Role	Company Director
Any additional responsibilities	
Full Name	
Role	
Any additional responsibilities	
Full Name	
Role	
Any additional responsibilities	
Full Name	
Role	
Any additional responsibilities	
Full Name	
Role	

1.4 Registered service managers' details			
Full Name	Mary Akinhanmi		
Business address	85 Great Portland Road		
Town/City	London		
County	Westminster	Postcode	W1W 7LT
Business telephone	01775 662411		
Email	<a href="mailto:m.akinhanmi@priestgatehomecare.co.uk">m.akinhanmi@priestgatehomecare.co.uk</a>		
Full Name			
Business address			
Town/City			
County		Postcode	
Business telephone			
Email			
Full Name			
Business address			
Town/City			
County		Postcode	
Business telephone			
Email			

## 1.5 Provider description

Priestgate Home Care is a private company that provides high-quality, safe, secure, supportive, and nurturing environments for young people age 16-25 years, transitioning to independent living. We also provide specialist support services to young people in our care. Our supported accommodation is designed to give young people the essential life skills, build confidence, and achieve personal growth in a place they can call a home.

At Priestgate Home Care, our core values are rooted in creating positive outcomes and transforming young lives. We believe that every young person deserves to grow up feeling safe and supported in an environment that fosters happiness. This is where we step in by creating a safe place for young people and providing high-quality, tailored support that sustains the health and wellbeing of young people.

Priestgate Home Care offers homes to young people who may be facing emotional and behavioural difficulties (EBD), neurodevelopmental disorder, mild to moderate learning disabilities and young people who may have experienced complex trauma, child abuse, emotional abuse, child exploitation, autism & learning disability, substance abuse. Our services also cater for unaccompanied asylum seekers (UCAS).

Our home provides a care model centred on positive parenting, where relationships built on mutual trust thrive within a framework of fair, clear, and socially appropriate boundaries. We implement the Positive Behaviour Support Principles in our home, focusing on a person-centred, educational, and proactive approach that promotes individuals' self-sufficiency and safety.

We work closely with other professionals, including social workers, educators, CAMHS, health services, therapists and partner agencies, to provide comprehensive support for the young people in our care. Everything we do is directed towards achieving this aim. Flexibility and choice within appropriate amounts of structure is one of our strengths, coupled with person-centred planning.

We encourage and enable the young people we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible. So they can overcome their challenges, building their confidence, and seize meaningful life opportunities

We aim to actively include and involve every young person in our care to achieve their personal best; however, it is defined by them or for them. Everything we do is directed towards achieving this aim.

Offering flexibility and choice within appropriate amounts of structure is one of our strengths. In addition, care programme approach which is based on person

centred planning is in place, in order to ascertain our young peoples' views and wishes in relation to their respective goals and future aspirations.

## Section 2: Aims and objectives

Provider's aims and objectives for the quality of care.

(Philosophy of care, culture of service delivery, how staff will be supported, sustainability and financial stability, staying up to date with best practice, demonstrating continuous Improvement.)

Our Aims and Objectives are:

To provide a service whereby our young people are able to keep in touch with their families and friends and be supported and encouraged to maintain links with their own community where possible.

To provide a very high standard of care, support, and safety within a homely environment where our young people can feel valued and take pride in their surroundings.

To respect the different cultural backgrounds of our young people and their families and to ensure that individual young persons' ethnic identities are promoted and nurtured.

To respect our young peoples' fundamental human rights including their right to privacy.

To encourage our young people to express their feelings freely and to respond appropriately.

To ensure that our young people and their families are aware of what they can expect from the service whilst encouraging our young people to take part in the day-to-day decision-making process that affects their lives. Where there may be conflict of interest, to ensure that all parties involved in individual young person's life are involved effectively in order to ensure that decisions are being made in the best interest of the young person.

To achieve a balance of care and support that enables our young people to grow and develop.

To promote safety and welfare of our young people, staff and visitors through robust safe recruitment process that includes appropriate statutory enhanced vetting through the Disclosure and Baring Services (DBS). This together with our rigorous recruitment and selection procedures ensure that only those who are suitable to work with our young people are recruited in our establishment.

A strength is the training provided by the company. At the onset of employment, each staff completes an induction which includes time set aside for observation of working practice. Our homes are supported by our Human Resources and Training Department which encourages on-going professional development. All staff members receive regular updated training on key training programmes e.g. child and adult safeguarding, and fire training.

When staff members initially start employment, they are on a 6-month probationary period and following their success they then continue to receive regular supervision and appraisal.

Development of skills and knowledge will continue during employment. We will use research to inform practice and ensure that the most appropriate interventions are used to achieve the best possible outcomes for our young people.

We aim to have a dedicated Quality Assurance Team that will co-ordinate the monitoring of the service including undertaking audits. The team will ensure a regular schedule of audits at Sockburn House including external audits and quality visits.



### Section 3: Description of service

Provider's capacity and capability to ensure compliance with the regulations when providing services for people who use them.

(What services are provided, who for, how the will provider work with others, how people who use services will be involved in shaping their care, how will people be safeguarded, how outcomes will be achieved.)

Sockburn House is a supported accommodation that provides safe, secure, supportive, and nurturing environments for young people aged 16-25 years, transitioning to independent living. Our care home is designed to give young people the essential life skills, build confidence, and achieve personal growth in a place they can call a home. Our young people may have experienced complex trauma, child abuse, emotional abuse, child exploitation, substance abuse, neurodevelopmental disorder and learning disabilities.

Our home provides a care model centred on positive parenting, where relationships built on mutual trust thrive within a framework of fair, clear, and socially appropriate boundaries. We implement the Positive Behaviour Support Plan across our homes, focusing on a person-centred, educational, and proactive approach that promotes individuals' self-sufficiency and safety.

We work closely with other professionals, including Social Workers, educators, CAMHS, health services, and partner agencies, to provide comprehensive support for our young people in our care.

Everything we do is directed towards achieving this aim. Flexibility and choice within appropriate amounts of structure is one of our strengths, coupled with person centred planning.

#### **Admissions:**

Admissions can take place at any time during the year. Referrals can be made via the Registered Service Manager or through, social services departments or local authorities. Visits from prospective individuals, parents/carer, and representatives of placing authorities are always welcome and we value their feedback. We have a detailed admissions policy that can be viewed at the request of the referrer. Admissions line: 07737 959010.

We recognise and respect each young person's dignity, privacy, diversity, and independence needs. Customs, religious and cultural needs, and identities are recorded where the person is not able to express themselves in order that staff can support them to meet these needs appropriately. We also want the individuals in our care to have a voice within the home and we give opportunities for a range of issues to be discussed through young person's meetings with the support of their key worker and PA/Social Worker.

Our young people are encouraged to use an advocacy service. Life Links Advocacy Service or The Mix Advocacy Service which are free counselling service for under 25 years of age.

Sanctions and punishment are not considered appropriate for young people in our care; however, we will teach natural tolerance and ability to understand. Incidents involving young person, and any physical support used are analysed with debriefing and detailed reporting to parents/support staff and authorities, where appropriate. Each young person has an agreed Behaviour Support Plan, Placement Plan and Risk Assessments that are regularly updated.

We have a strong commitment to maintaining family relationships and supporting our young people to remain in contact with their families through letter writing, telephone calls and where appropriate and possible communication through email and webcam. We also provide facilities for on-site visits where appropriate and will support families that wish to make the most of local amenities.

The care and welfare of our young people are very important to us. Our young people are registered with the local GP, dental services and optician if needed and they oversee their ongoing medical needs. Additional medical and psychiatric resources are made available through our support team. We also make referrals to dietician/nutritionist for young people that require special diets, and we promote exercise and healthy living.

**Management:**

Priestgate Home Care has an extensive number of policies and procedures in place which are well embedded into practice. These include Child and Vulnerable Adult Safeguarding, Anti-bullying, Equal Opportunities, Anti-Discrimination and Diversity, Non-smoking, Administration of Medication, Mental Capacity Act, Deprivation of Liberty Safeguards and Whistleblowing. All policies are available on request.

The company also has comprehensive procedures in place to monitor and audit the level of care service being provided.

We have a strong ethos of risk assessment as a safe means of enabling the young person in our care to undertake activities that will be of benefit to them that has been developed within the Group.

Emergency procedures and fire precautions are clearly indicated throughout the buildings.

There is a procedure in place for notification of significant events and for action to be taken in the event of a young person absconding.

Our Fire Precautions and Emergency Procedures are in line with the detailed policy set out in the Health and Safety Manual on Health and Safety issued to establishments by the Group after consultation with our Health and Safety Consultants (Registered Safety Practitioner). These procedures include fire safety training, fire evacuation drill, provision of fire extinguishers, fire notices, regular checking of fire doors, fire alarms and appliances and arrangements for reporting potential hazards.

Our population includes those who exist in highly anxious states and find communication difficult. This can lead to some of our young people exhibiting

behaviours that are challenging. We have a strong ethos of positive intervention and a detailed policy on the use of physical management.

All staff are trained in using proactive strategies. The training is regularly updated by trained instructors. Through the provision of a safe and predictable environment, in which all staff follow a consistent approach to behaviour management, individuals in our care are encouraged to develop strategies for self-management and for coping with change. Through positive intervention all the young people in our care have the opportunity to demonstrate and celebrate achievement and develop enhanced self-esteem.

Understanding the functions of our young peoples' behaviour and how they view the world is essential when supporting them with behaviours that may be challenging. We believe that all behaviours have specific functions to the individual and through the replacement of maladaptive behaviours with more appropriate alternatives we encourage more positive and functional behaviours.

### **Staffing:**

Before appointment, all staff members are required to give permission for checks to be conducted at the enhanced level by the Disclosure and Barring Service (DBS). This together with rigorous recruitment and selection procedures ensures that only those that are suitable to work with our young people are employed to do so.

A strength is the training provided by the company. Every member of staff completes an induction programme which includes time set aside for observation of working practice. Our homes are supported by our Human Resources and Training Department which encourages ongoing professional development. All staff members undertake regular updated key training programmes e.g. child and adult safeguarding and fire training.

When staff members initially start employment, they are on a 6-month probationary period and following their success they continue to receive regular supervision and appraisal. We employ ample staff all of whom work together with close links to promote consistency.

There are also a range of specialist support services including therapist and psychologist.

### **Individual Needs:**

We maintain an ethos of individual learning through experience with the aim to support the young people in our care to achieve independence and appropriate community access. This includes staff and therapeutic support.

Each individual has a Person-Centred Plan with individualised learning and support programmes within which choice, community access and independence are paramount.

Getting older and being independent can be exciting and scary at the same time for young people. Our young people will get plenty of support as they start being more independent and become adults. Key workers will make sure that each young person has the right life skills that will make it easier for them to enjoy their independent adult life and feel more in charge.

These aims are enabled by giving our young people the time and opportunity to engage in social activities, hobbies, and other leisure interests both on and off-site. We have high expectations geared to each young person and we are committed to helping each young person in our care to reach their full potentials. Key workers will support and teach our

young people independent life skills such as cooking, cleaning, managing money, time management, job seeking skills, transportation skills and interpersonal skills.

Sockburn House has access to nationally recognised life skills development programmes that allows for generalisation of skills and consolidation of learning. The Person-Centred Plan is drawn up with staff and the young person to enable support teams to work consistently towards achieving well defined targets.

There are Case Reviews of progress, in which individuals in our care are encouraged to participate and include their thoughts and feelings. The reviews are conducted in conjunction with placing authorities' representatives and parents/carers.

Our young people have access to flexible staffing arrangements including additional staffing support when high learning demands are placed upon them and reduced ratios to promote less dependence at more relaxed leisure times according to assessed needs. Also, additional staffing resource is available to support challenging incidents when necessary and waking night staff continue the support provided by day staff.

Our young people have access to public transportation and local amenities.

### **Safeguarding and Bullying:**

The safety of the young people in our care is paramount. There is a clear and comprehensive policy on young people's safeguarding and a whistle blowing that all staff are aware of and encouraged to use as they see fit. All staff members receive training in this as well as in bullying, anti-discrimination, and the rights of the individual.

We have a strong ethos of risk assessment as a safe means of enabling our young people to undertake activities that will be of benefit to them.

### **Complaints:**

Our aim is to be able to deal with complaints in an informal manner within 3 days: to seek a swift resolution. In the event that this is not possible, and the complainant wishes to take the formal route we ensure that this is acknowledged, investigated, and addressed within an agreed timescale as detailed within our complaints policy and procedures. All staff are trained in this policy and copies are available to our young peoples' parents/carers, placing authorities and staff. Posters are displayed on staff and young peoples' notice boards and leaflets are available for our young people and staff on which complaints can be recorded for the attention of our directors. Complaints can also be made directly to Ofsted who is our regulator if preferred.

### **Provision:**

Sockburn House provides a homely environment in manners that are specifically designed to meet the needs of young person in our care. The home is a two-storey town house with three spacious double bedrooms. All bedrooms are single occupancy, two of the bedrooms are with en-suite, a kitchen and dining space, a utility room, a lounge area, and the staff office. The overall ambience is welcoming

with a focus on light and space that immediately creates a sense of home for our young people. Externally we have a garden at the back, for individuals to take part in sports and activities as well as a green space for them to relax and enjoy the peace and quiet. Our young people have bright, functional spaces to call their own, with the freedom to create the kind of personal environment they feel good about.

#### Section 4: Where services are offered.

The information below is for place No:	1	of a total of	1	Place where services are delivered
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4.1 Site details of the place of service	
Name of place	Sockburn House
Address	Leicester
Postcode	LN5
Telephone	01775 662411
Email	Mary Akinhanmi <a href="mailto:m.akinhanmi@priestgatehomecare.co.uk">m.akinhanmi@priestgatehomecare.co.uk</a>

## 4.2 Description of the place of service

Sockburn House is a supported accommodation registered with Ofsted to provide accommodation for three young people aged 16 to 25 years. The home is made up of three units that provide a sense of community for the young people within functional environments.

Sockburn House provides care and support for 52 weeks of the year to young people that may have experienced child abuse, emotional abuse, neurodevelopment disorder, complex trauma and unaccompanied asylum seekers that are transitioning to independent living.

All bedrooms are single occupancy, two of the bedrooms are with en-suite, a kitchen and dining space, a utility room, a lounge area, and the staff office.

Key workers promote links to our young people with the local community and facilities thereby enabling young people to partake in leisure pursuits including swimming, bowling, shopping, cinema, and other social activities.

Staff complete induction programmes, six months probationary period and they also undertake refresher training programmes. Staff receive regular formal supervision every 6 to 8 weeks and annual performance appraisals; all of which are aimed at continued professional development of our workforce.

Our local area, Hamilton is a quiet and peaceful area in Leicester. There are good road networks to other large towns including Loughborough, Nottingham, Northampton, Coventry, and Corby. There is also easy access by train from London Kings Cross station. Therefore, our young people are able to access diverse and enjoyable activities at varied locations.

No. of places / overnight beds	3
Length of expected stay (approximate)	Prior to their 26 <sup>th</sup> Birthday
Registered manager at this place of service	1