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Unregulated Placement & Crisis Intervention Service



No1 Healthcare provides dedicated staff with strong experience in crisis support for children and young people.



No1 Healthcare understands that sometimes it's difficult to secure a registered placement, especially in urgent situations or when a child or young person has complex needs. In these cases, the young person may be left without a suitable placement, and a tailored support package becomes necessary. We create our own care plan and risk assessment, supported by the local authority's placement request form, MARAMP, and Positive Behaviour Plan when available. This can apply to both individual children and sibling groups.

As the young person settles and progresses, we adjust the care package when required, including changing staffing ratios based on risk levels and updating risk assessments accordingly.

No1 Healthcare provides staff who are experienced in supporting children and young people during crisis situations. We have already supported more than 100 unregulated referrals, most of which involved teenagers. Our staff act as the primary caregivers, offering 24-hour support that includes monitoring, supervision, safeguarding, emotional support, and meeting all daily and assessed complex needs. Independence is encouraged, and firm, consistent boundaries are always maintained.

We also help young people build resilience and unlock their potential through meaningful activities at home, in the community, and within education or learning environments.

Our team continues supporting the young person in temporary accommodation until a long-term placement is identified. The service operates 24/7. All staff placed on packages are experienced, skilled, and trained in both mandatory and specialist subjects, including:

- Mental health
- Challenging behaviour
- Trauma-informed responses
- Self-harm concerns
- Drug and alcohol misuse
- Child Sexual Exploitation (CSE)
- Gangs and County Lines
- PMVA (restraint)
- PRICE (including ligature removal)
- Offending behaviour
- Gang involvement
- Learning disabilities
- Support for those under DOLS orders

Consistency and Safeguarding

We prioritise continuity of staff, assigning the same pool of workers to each referral so the young person can form a stable and trusting relationship. When selecting staff, we consider gender, race, and age to ensure the best match.

Dynamic risk-taking is encouraged when appropriate, and our team completes dynamic risk assessments as needed.

We have a large workforce available on short notice and are experienced in assembling high-quality care packages quickly. Strong safeguarding practices underpin everything we do, supported by clear policies. Should any safeguarding concerns arise, we respond promptly and in line with our procedures.

All No1 Healthcare Staff:

- Are experienced in supporting children and young people in crisis, including those subject to DOLS orders
- Receive a full induction before starting
- Attend supervision every six months
- Hold complete training, including specialist courses like PMVA
- Have a DBS issued within the last 12 months
- Provide two references (one being their last employer), both satisfactory
- Have verified right-to-work documents
- Wear photo ID on shift
- Carry incident cards to hand out in public if an incident occurs — helping prevent unnecessary public interference

How to Book a Crisis Intervention Package

1. Initial Contact

Get in touch via **0333 344 0645** or **esther@no1healthcare.co.uk** with the young person's age and a short overview of support needed. We'll confirm immediately if we can take the package.

2. Referral and Risk Assessment

Social Services send us the referral and risk assessment. Our staff are briefed, and accommodation details are confirmed.

3. Staff Matching

We select staff based on gender, religion, background, and suitability for the child. We try to maintain consistent staffing whenever possible.

4. Out of Hours Support

Our internal Out of Hours team — fully aware of the case and never outsourced — supports staff with any incidents or queries. They can also contact other professionals like EDT if needed.

5. Contact Notes

Staff complete detailed notes on each shift covering welfare, emotional/physical wellbeing, activities, and any issues. These are securely sent to No1 Healthcare and forwarded to the Social Worker during office hours.

6. Regular Updates

We update the Social Worker on progress when required and continue doing so unless told otherwise.

7. Meetings

No1 Healthcare regularly attends Risk Management meetings and other professional meetings (often weekly) to provide updates on how the placement is progressing.

8. Escort & Chaperone Service

If needed, we can escort the young person to their long-term placement. Staff will stay for at least two hours to ensure they settle in safely.



Accommodation Option

No1 Healthcare offers a 2-bedroom duplex flat that can be used for unregulated placements, including cases involving children with a DOLS order. The property is located at **1 Oakley Avenue, Ealing Common, London, W5 3SA**. As part of this package, we provide the accommodation along with the support of an experienced outreach home manager. The weekly cost for this service is £2,000, which includes £1,250 per week for the property and £750 per week for manager oversight.

Outreach Home Manager Responsibilities:

- Management oversight of the unregulated provision
- Coordinating with social care and external agencies (social workers, CAMHS, commissioning, etc.)
- Completing weekly audits (cleanliness, medication storage, health & safety)
- Recording and reporting any concerns
- Creating weekly reports
- Attending strategy meetings, professionals' meetings, PEPs, and CLA reviews
- Following guidance and instructions from social care
- Adhering to restrictions in the young person's DOLS order (where possible and agreed with social care)
- Managing funds for the young person
- Purchasing weekly shopping if required
- Working independently and within a team
- Liaising weekly with No1 Healthcare Directors
- Reporting maintenance or safety concerns in No1 Healthcare properties

No1 Healthcare Housing Support Services LTD.

1 Oakley Avenue, Ealing Common, London, W5 3SA

Reach out to us on **0333 344 0645** or email **esther@no1healthcare.co.uk**

The team

The service is managed by Jordanne Hayward, who holds an NVQ Level 5 in Children and Young People and NVQ Level 4 in Health and Social Care. With 17 years at No1 Healthcare, Jordanne manages crisis intervention referrals from start to finish — handling referrals, staffing, risk interpretation, and ensuring all needs of children and young people are met. She also manages the Out of Hours line with the support of Shelley Smith.

Shelley Smith, the Deputy Manager, is working toward her NVQ Level 4 in Children and Young People and holds an NVQ Level 3 in Health and Social Care. With seven years at No1 Healthcare and a strong background in social care, she supports the team and assists in managing staff.



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