



# STATEMENT OF PURPOSE

## LIBERTY SUPPORTED LIVING

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## Statement of purpose

Liberty supported Living provides a 24-hour semi-independent living and support service for young people (YP) aged 16-25 years. Liberty supported living accommodation is clean, secure of good quality and is fully furnished with bedroom furniture as well as all kitchen equipment. There is adequate food, bed linen and other essentials available for emergency same day placements. Each young person has their own bedroom and access to a shared bathroom and kitchen. At each unit there is CCTV externally at the front, side and back. Inside the properties there is CCTV in the communal areas. Support staff are on site 24 hours a day. We ensure young people can develop and maintain respect, self-reliance and self-care skills. The supported accommodation delivers a service that enables them to make informed decisions concerning their present and future, so they can achieve a successful transition into independence and adulthood. We offer short-term, long-term support and emergency placements. All young people are allocated a key worker and as a baseline receive 5 hours of key worker support per week. However, young people with more complex needs may have a higher package of support in place.

Quality services offered will be based on an assessment of the young person's individual needs which will be part of the pathway plan for the young person.

## Aims and objectives

- To provide high-quality accommodation and support for Young People which is comfortable and secure where they enjoy stability and consistency of accommodation.
- To promote children's self-esteem and sense of belonging within the local community.

## Floating support and / or support offered by external agencies services

Liberty Supported Living meets Young People's diverse needs through support with:

- Household tasks-meal preparation, cleaning and hygiene routines
- Life skills to promote independence
- Financial support: food and grocery shopping bill payments, banking, savings and money management and budgeting
- Joining and attending leisure facilities and activities
- Accessing and registering with health services
- Healthy relationships and safe sexual health
- Education, training or employment
- Reducing substance and alcohol abuse (Substance Misuse Services)
- Safety and self-harm reduction
- Appropriate conduct and behaviours/
- Reduction of offending behaviour (Youth Justice Services)
- Managing emergencies
- Socialising and community integration. We support young people in our care to engage with their religious and cultural communities.
- We support young people in celebrating their religious festivals such as Christmas and Eid.
- Attending appointments
- Obtaining own accommodation and accessing a tenancy
- Joining the housing register and support with bidding for council proper
- Self-esteem and confidence coaching.

## Beneficiaries of supported accommodation

Liberty Supported Living works together with stakeholders to support young people in care and care leavers who often are some of the most vulnerable. Our type of service provision caters for the following:

- Vulnerable young people and care leavers
- Young people with challenging behaviour
- Unaccompanied young people Asylum Seekers
- Young people on remand and in the criminal justice system
- Moderate learning disabilities
- Attention deficit disorder
- Young people with Autistic spectrum disorder (High functioning)
- Young people with Self-harming behaviours, Low Level sexualised behaviour or Attachment disorders.

## Part 3: Young People Involvement & Consultation

Liberty Supported Living recognizes and accepts the vital role of young people in the decision-making process in the planning and delivery of supported accommodation services. This includes every aspect of their daily routines within their home. Young People make their individual needs known, these are identified and acted upon as part of their Individual Care/Support Plan and their Person-Centered Planning (PCP)(Pathway Plan) and key working sessions. Relatives or designated persons can be consulted in the event a YP is unable to participate in decision making about the service due to disability. The knowledge of the individuals' likes, and preferences should be reflected in the way the service is operated. Limitation on the use of facilities is made only in the YPs best interest which are to prevent self-harm, self-neglect, abuse, or harm consistent with the purpose of the service and responsibilities under the law. We support Young People in making informed decisions that reflect individual choices and preferences either within their home or out on activities.

We actively consult the Young People during the routine annual quality assurance audits. Regular ongoing consultation processes through our comments, suggestions, and complaints procedures are maintained. Separately, the Local Authority will seek the views of Young People and other stakeholders during their regular review of the service.

We value obtaining and understanding information before commencement of a service provision

## Part 4: Safeguarding

We are there for Young People who may be vulnerable to harm or exploitation. We work in

Collaboration with local authorities and the police, attending strategy discussions and implementing safety plans for young people. Young people are assessed and matched within placements to ensure that they do not pose a risk to each other.

Liberty Supported Living ensures that recruitment, supervision and performance management of staff safeguards Young People and minimizes potential risks to them. All staff are trained in safeguarding children and young people.

As part of safeguarding young people, room searches for illegal substances or paraphernalia

are carried out on a fortnightly basis. Two members of staff undertake room searches. Smoking is prohibited inside the properties and staff monitor this and advise young people on healthy lifestyles. Any cause for concern is reported to the local authority.

Liberty Supported Living Limited will not tolerate any abuse of Young People by its employees and bullying by other YPs. Liberty Supported Living upholds the safeguarding actions agreed as the least intrusive response to the risk. Liberty Supported Living partakes in safeguarding work to prevent, detect, and report any neglect or abuse. Liberty Supported Living is transparent and accountable in delivering its support and care services. Our staff team will liaise and co-operate with Local authority to report any safeguarding concerns around the young people we support.

Liberty Supported Living regularly reviews and revises its safeguarding policies.

We encourage and support all young people to take control and manage their own affairs, wherever practically possible. Financial affairs are often the most sensitive issue. It is strictly against our policy for any member of staff to involve themselves in the financial affairs of any Young people's, unless undertaken by the Services Manager in co-operation with the relevant care authority and or responsible person. This must be agreed in writing in advance of the service commencing to avoid a potential conflict of interest. Breaching this policy or any confidential arrangements is both a safeguarding concern and gross misconduct and can lead to

## Part 5: Privacy and Confidentiality

Liberty Supported Living will always treat Young People with respect and consideration given the need for privacy. We are sensitive to the fact that due to the nature of the service provided, it can often be harder to enjoy privacy when compared to living totally independently. We follow simple procedures to meet Young People's privacy and confidentiality needs and this can make all the difference to a Young Person's quality of life. Examples of such are:

- Always knocking on bedroom doors and bathrooms before entering
- Always waiting to be invited into their personal space
- YPs can dine and entertain privately if they choose
- YPs having privacy in reading mail or during telephone calls

We value confidentiality when dealing with a Young Person's personal information. Liberty Supported Living considers a breach of confidentiality a gross misconduct and may lead to staff dismissal.

## Part 6: Health & Safety Including Fire Precautions and Emergency Procedures

Liberty supported living accommodation has a comprehensive set of policies and procedures in accordance with statutory requirements taken to ensure young people are safe, healthy and secure. All records of policies, procedures and lists of responsible persons for maintaining them are in place. All staff members undergo an awareness training program. All staff receive appropriate ongoing training, awareness/refresher training as necessary and a complete record is kept on their file. All young people are made aware of the emergency procedure in case there is a fire, and instructions are displayed throughout the house. These include designated fire escape routes. We periodically review emergency plans with young people and the support team. We practice emergency procedures including drills, evacuation plans and response to

potential crises such as fire checks every Monday. A qualified electrician checks the system annually.

## Part 7: Complaints and Compliments

Liberty Supported Living recognizes and supports the right of all Young People to complain about the service as their welfare is of paramount concern. There are no restrictions upon issues for complaint and we guarantee that no reprisal will be taken against anyone who complains. As detailed in our Complaints and Compliments Policy, our complaints procedure allows for both informal and formal resolution of complaints and all Young People are supported to follow the procedure when making a complaint.

The stages and process of making a complaint, as detailed in our policy, give the complainant ample opportunity and information to discuss the matter with the relevant staff concerned, up to the manager and the expected response times and methods. Ultimately, should the complainant remain dissatisfied, they can contact the Local Authority, Ombudsman or Ofsted, the body responsible for the monitoring of our service, whose decision we will accept and implement. A written record of all complaints will be kept, including all outcomes. It is always encouraging when someone is motivated enough to compliment a member of staff and the service. We openly welcome compliments received and ensure they are passed on and recorded, as outlined in our policy. Liberty Supported Living will consider any feedback and complaints by young people as a catalyst for monitoring and evaluating our services for positive change in their lives.

## Part 8: Support/Care Plans

Support/pathway plans are essential to ensure that the service meets the young people's needs. The Services manager will ensure that support plans are suitable, adequately implemented, checked, and reviewed where necessary. Building on the assessment process, an initial support plan will be available. This will be reviewed as necessary, or as indicated in the Person-Centered Plan. Individual goals and risk assessments will be reviewed as required frequently. At Liberty Supported Living Limited, we put Young People's needs first. Pre-service specific individual needs are assessed, support plans prepared in a suitable and appropriate manner before the support service starts. Staff members are made familiar with the support plans, and the manager ensures that all relevant information is carefully recorded and carried out. As detailed in our policies and procedures, for confidentiality and data protection, a written record is kept of who has access to support plans and personal information and under what circumstances. Unauthorized access constitutes gross misconduct and may lead to dismissal.

## Staffing

Liberty supported living has a registered service manager and a deputy manager. Within the properties there are team leaders and support workers. All units are staffed 24/7 365 days per year. At any given time, there is a staff member and a manager either on site or on call. Our staff are mostly employed full time for the organisation.

Staff have all been through a safe recruitment process and DBS is updated every 3 years. All staff are appropriately experienced and skilled to work with young people and have access to all appropriate training. Staff engage in supervision with their line manager at least monthly.

## Training

Liberty Supported Living invests in the continuous training of staff on changing policies, procedures, regulations and code of practice. We believe in making a difference to the lives of the people we care for. We equip our staff with the essential knowledge and skills on safeguarding and supporting vulnerable young persons with food preparation, healthy eating, hygiene routines, safety and self-harm among many others.

Liberty Supported Living staff will obtain recognized qualifications such as the Diploma Level 3 in children and young adults' workforce. Management and team leaders will be expected to qualify at Level 5 Diploma in Leadership for Health and Social Care and children and Young People's Services (England 4978). They will regularly do on-the-job training, supervision and performance management. All this ensures that the support we give to the young people with needs is top quality and consistently improving.

## Social Activities, Hobbies, Leisure Interests and Religious Requirements

It is part of Liberty Supported Living's admission process to have as much information about a young persons' religion, culture, favorite pastime/hobbies. We will support young people to access their chosen social, leisure and recreational facilities both internal and external to their homes. Supported accommodation staff encourage young people on activities outside the setting, such as educational trips, volunteering and leisure activities.

On occasions it may be a question of calculated 'trial and error' in conjunction with the Services manager and relevant agencies, to open young people up to new experiences from which they will benefit. Where required, our support staff will go on planned short holidays with young people as long as this is done in consultation with the local authority, young people, care managers, and families.

## Part 9: Quality Management

Liberty Supported Living has quality management and staff to offer supported accommodation service. We have a quality standards outcome that we support each Young Person to achieve while living in the placement. We meet each of these standards

- The leadership and Management standard
- The protection standard
- The accommodation standard
- The support standard

We thrive to meet the views, wishes and feelings of Young People, working together and building strong and meaningful relationships.

We provide high quality evidence based continually improving services through the following:

- Having a young person-centred approach to support and care for each Young Person.
- Auditing our services internally to establish areas of improvement.
- Ensuring the service recipients, the young people are involved in the auditing processes of the service.
- Engaging external auditors to assess the quality of support provided to young people.



- Obtaining feedback from young people, key workers, local authorities, friends and relatives of young people in support accommodation and any other stakeholders.
- Adherence and compliance to service quality audit recommendations.

Liberty supported Living is committed to adherence to the 'protection standard'

## Part 9: Quality Management

The quality of our service is dependent on the quality of the management and abilities of our staff. We strive to maintain high standards throughout the service delivery and our various policies and procedures provide suitable, accurate and up-to-date guidance on how to operate in accordance with relevant legislation, whilst protecting the health, safety, dignity, and respect of the people we care for.

We aim to provide evidence-based continually improving services, which promote both good outcomes and best value. This is demonstrated by the following:

Ensuring a person-centered approach to the care and support for each individual. Ensuring the people we support are involved in the auditing process of our service.

Internal Quality Monitoring Visits identify, recommend and indicate requirements to improve the service.

Obtaining feedback from all our stakeholders which include Young people's, carers, local authorities, friends and relatives of the people with care needs.

Policies, procedures, and guidelines, which detail how these agreed levels of service are to be achieved.

Auditing of our service to ensure that our high-quality standards are maintained and to highlight areas for improvement.

Management will do monthly reviews of risk assessments, policies and procedures, reports, and records to ensure quality service is being delivered. We practice complaint monitoring and an effective open-door policy for feedback.

All our staff will be identified with neat dressing and name badges. A clocking system will be put in place to ensure the allocated time for service delivery is not compromised.

Fred Mushaniga Director



The young people we accommodate, and support have varying needs which may include:

- Challenging Behaviour
- Unaccompanied Asylum Seeker
- Moderate learning disabilities
- Attention deficit disorder
- Autistic spectrum disorder (High functioning)
- Mild mental health issues
- Self-harming behaviours Low Level sexualised behaviour Attachment disorders.

### Residential Semi-independence

Our semi-independent homes are staffed 24-hours by members of our highly trained team. The level of support provided is as required and in consultation with the placing authority to meet individual needs, especially for young people with learning difficulties and/or disabilities, we provide 1:1 support 24 hours per day and waking night staffing.

Our staff team assesses and documents every aspect of the young person's daily living to establish their level of independence and what areas require support to develop.

We also encourage and support our residents in accessing employment, education and training. Key-working sessions will help young people build up skills in areas that require extra provision until a safe level of independence is achieved and young people can then be supported in the

transition to their own home. There is no timescale for when a young person should be ready for his or her own home. This is done to ensure the young person is ready and prepared before taking this major step in their lives.

Over this time, they will be set up with their own bank accounts, passport, benefits and anything else

you would expect someone living independently to possess. When young people are assessed as ready, staff will begin setting them up in their own homes. This will be a slow transition from semi-independence to a home of their choosing.

### Referrals and Admissions

All referrals and enquiries about our service can be made by phone calls or email enquiries, where information can be sent, and discussions held with management. We would usually like prospective young people to visit or be visited to begin our own assessment and to talk through with them their hopes and fears about the prospective placement.

We also hope the placing officer visits the house and local area prior to admission.

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All admissions comply with the Looked after Children procedures and we encourage all professionals to be in attendance for planning meetings before admission. The appropriate Looked after Children forms will be expected to accompany our service users on admission so that key information is available and appropriately recorded

The Home Hub Supported Living has been designed as a home that provides the space to grow into an independent valued adult. The staff team provide 24-hour cover, for young people at The Home Hub Supported Living in a secure, safe and well-maintained environment.

On admission our service users will review with their key worker the plans for their placement and expectations of them at the unit. The key worker should already have had contact with the service users and will have explained the purpose of the unit.

All efforts will be made to make admissions to The Home Hub Supported Living as planned as possible. It is particularly important that the agencies work together to remain 'child centred' in planning admissions; however, we do in some situations consider emergency admissions. Great care is taken to assess any emergency referral to ensure the balance within the existing group of residents is maintained.

If a referral is made and our service users being referred has been 'tagged' by order of the court, then a risk assessment must be in place prior to the placement commencing to determine the risks and safety of others before the placement begins. A Care / Placement planning meeting should be arranged before or soon after the placement begins (within 72 hours) to ensure that a comprehensive care package is in place at the start of the placement.

In cases where key information is not available at the time of referral then a decision will be made to delay the admission

### Emergency placements

Emergency placements are those, which are arranged at short notice giving less than forty-eight

(48) hours' notice. The Home Hub Supported Living should receive a brief synopsis of our service users behaviour and placement history; this should be accompanied by a recent report either from the Social Worker or the last placement. The Social Worker making the referral must also provide

The Home Hub Supported Living with the LAC forms 'Essential Information part 1 & 2 as well as Placement Plan part 1 & 2. These forms should be received on the day of the placement or within fortyeight (24- 48) hours of the placement being made.

### Discharges

The plan for moving-on needs to be clear, soon after admission in terms of time scales even though this may be some time away.

Our service users will have a clear sense of planning for their future.

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Our service users will be able to review with the staff and their key worker the progress they have made and the steps they need to take to build on this success. This will mostly appear in the care planning system.

Please Note, For comprehensive details of our Referral, Admission and Discharge procedure please contact our placement team on

#### Placements team contact details

Or contact our placement team at: email: [info@thehomehubsupportedliving.co.uk](mailto:info@thehomehubsupportedliving.co.uk)

#### Staffing and recruitment

There are enough numbers of skilled staff that meet the needs of service users.

The staff works effectively as multi-disciplinary teams.

There is enough flexibility in staffing numbers to accommodate the services' changing needs.

Recruitment practice strives to maintain the full staffing complement.

We have a clear management structure that works effectively to support services.

Throughout the year, The Home Hub Supported Living have placement training sessions to provide a better service.

#### The key worker

The key worker has a particular role to present the organisation ethos, to our service users, to advocate on behalf of our service users, to assist in the carrying out of their care plan and to build a relationship through intensive interaction with our service users.

The key worker has an important role as the focal point of information being shared with the outside agencies and individuals concerned with our service users. Directions to services needed are given by the keyworker.

They will also assist, where appropriate, in obtaining resources for our service users to support their care plan.

The key worker prepares reports at the agreed level of frequency and attends all meetings pertinent to the service users. All key workers have a responsibility to keep the whole team fully up to speed in order to support them in the detailed work required with young people.

#### The team approach

It is recognised that it is vitally important that the team functions well together. That challenging behaviour is too much for individuals to bear solely and that it is only through the staff group operating as an effective team that they can withstand the 'acting out' of the young people.

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The team holds regular meetings. This provides a powerful forum to provide feedback and discuss strategies linked with care planning, reviews and general updates.

The concept of a team incorporates those professionals, family members, carers and others that are involved in caring for our service users – which in turn increases the strength which can be found to work with difficult and challenging young people

Each young person will have a key worker who will be available to work with them throughout the day, and a manager will be on call 24hours.

There are normally two staff on duty throughout the day. The night is covered by a support worker and an on-call manager. The young people will have the phone number of the on call Manager available to them Twenty-four (24) hours a day.

All staff will undergo checking and clearance with the Disclosure and Barring Service (DBS) With checkable references carried out before they are offered employment.

The staffing team offers a mixture of male and females who have skills to cater for the complex needs of the young people. All staff go through an induction process; we offer skills and knowledge enhancement training regularly ensuring they are equipped to work with young people who may have complex needs.

The staffing team ensures that the majority of the cultural, religious and linguistic backgrounds of the young people are catered for. The staff work towards empowering the young people so that they will be able to live within the community with a sense of pride, sense of belonging and social responsibility.

All new staff will receive supervision every two (2) weeks for the first six (6) months of their employment from their Line Manager or other designated person. Thereafter supervision will be held at least once a month; records of these meetings will be kept detailing agreed action and timescales. This should be in accordance with The Home Hub Supported Living supervision policy.

All staff will be appraised within the first six (6) months of their employment and annually thereafter. This is to assess with the member of staff their development during their probationary period and then each year thereafter. This will also identify how The Home Hub Supported Living can support the staff member reaching their full potential. This will also be reviewed during supervision.

The Home Hub Supported Living supports further training and development of each care staff and are encouraged to undertake the NVQ Level 3 in Care. In addition to staff undertaking nationally recognised / professional qualifications in childcare, a rolling training programme is offered to all staff covering childcare practices in line with legislative and health & safety guidelines. All staff will receive training in acting as an Appropriate Adult, First Aid, Notification of Incidents, Child Protection, Health Promotion and Hygiene (including Food Hygiene), and Fire Safety.

All staff are trained via the in-house training programme which cover all aspects of 'Good Child

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Care Practice' in relation to Residential Care, Working with Young People who display Challenging Behaviour, The Children Act 1989 and the Care Standards Act 2000, this in turn enhances the staff's overall development and career potential.

The Home Hub Supported Living ensures that Children's residential care workers appointed all hold the Level 3 qualification or are undertaking the qualification.

### Health Promotion

Each young person placed at The Home Hub Supported Living will be encouraged to register with all health services. This will be part of their living skills programme.

Health promotion is also undertaken by our care staff which endeavours to develop and enhance the individual awareness of the different health care services. Ensuring that they have a better understanding of issues relating to health care promotion.

This is achieved through individual and group discussions such as key work sessions, one to one discussion, residents' meetings and through inviting local and national specialist agencies to The Home Hub Supported Living to discuss specific social and health related issues with the residents and staff both individually and as a whole group.

If it's recognised that a young person has issues that could affect healthy development, individual referrals are made to specialist agencies so that assessments and actions can be put in place that would support and help overcome their presenting problem and / or dependency. This will be done in partnership with their social worker

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