



Retro
Healthcare Services

Providing a service that exceeds expectations

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“THE CARING AND COMPASSIONATE PEOPLE”

SEMI-INDEPENDENT

Supported living for 16 to 25-year-olds

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Introduction

Retro Healthcare is an organisation which supports vulnerable Young adults and adults at risk of social exclusion.

We help transform lives through our services by taking a holistic approach and having a focus on the core values of being non-judgmental, providing care and empathy.

We understand that each person is an individual and work with them so they can feel safe, secure and inspired to lead fulfilling lives. We believe that in order to offer an outstanding service, the needs of the individual must lie at the heart of everything we do.

Retro Healthcare follows the same principles and values in every area we operate in. We prioritise the employment of local people and the collaboration with local entities that are committed to their community, which improves relationships, strengthens development and allows us to adapt our work to the specific needs of each location.

Our principles are based on:

- Quality of care
- Openness and transparency
- Involvement of Young adults in the design and delivery of services
- Participation of Young adults in decisions which affect them individually and collectively
- Networking, multi-agency collaboration and benchmarking best practices
- Raising public awareness, research and international co-operation

Aims and objectives

At Retro Healthcare our objective is always to provide the best possible care and support for those we work with. To enable us to achieve the highest standards possible we will:

- Provide a house which Young adults can be proud of and feel able to invite family and friends to.
 - Work alongside colleagues and other agencies to build strong relationships with Young adults and their families.
 - Provide an environment in which Young adults can be encouraged to develop physically, psychologically, intellectually and socially.
 - When appropriate, offer specialised support and mentoring from experienced staff who will encourage and enable Young adults to achieve and move into independent living.
 - Provide a safe environment where Young adults can reflect on their experiences, stabilise their behaviour, regain control and find coping mechanisms.
 - Provide the maximum opportunity for each Young adult to mature as an individual, to develop their personal identity and accept responsibility for their own actions.
 - Promote the independence of Young adults at all times and encourage them to care for themselves by offering a high level of emotional support and practical help in health and educational/employment issues, cooking, budgeting and household tasks.
- Provide a supportive environment for Young adults in which, with guidance, they can assess themselves realistically and determine their own options.
 - Preserve and support the Young adult's links with their own community by working in partnership with the Young adults, their parents, other carers and those with parental responsibility.
 - Involve Young adults in decision making
 - Ensure that all staff receive ongoing training, support and guidance to enable them to support the Young adults to the best of their ability.
 - Ensure non-discriminatory practices in accordance with our Equal Opportunities Policy.

We will deliver the above aims and objectives in a non-judgmental, non-punitive way engendering an ethos of care and mutual respect, aiming to encourage Young adults to become well balanced, positive and productive members of our society whilst working towards independence.

Our service

PURPOSE OF THE SERVICE

Our purpose at Retro Healthcare is to provide a high standard of accommodation and supportive environment for Young adults aged 16 to 25 years, to ensure Young adults are able to develop and maintain respect, self-reliance and self-care skills and enable them to make informed, age-appropriate decisions, concerning their present and future so they can achieve a successful transition into independence and adulthood.

Services offered will be based on an assessment of the young adult's needs and be part of the pathway plan for the Young adult

WHO WE PROVIDE SERVICES FOR

- The Young adults we accommodate and support have varying needs which may include:
- Autistic spectrum disorder
- Attention deficit disorder
- Mental health issues
- Challenging behaviours
- Moderate learning disabilities
- Drug and alcohol abuse
- Self-harming behaviours
- Gang involvement
- Criminal behaviour
- Low level sexualised behaviour
- Attachment disorders.



Residential semi-independence

Our semi-independent homes are staffed 24-hours by a member of our highly-trained team. The level of support provided will be increased or decreased as required and in consultation with the placing authority to meet individual needs, especially for Young adults with learning difficulties and/or disabilities, as some may require 1:1 support 24 hours per day.

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

We use the "Getting Ready for Adult Life" programme (Published by Rainer, National Leaving Care Advisory Service and The Fostering Network).

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

There is no timescale for when a Young adult should be ready for his or her own home. This is done to ensure the Young adult 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 adults 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.

All Young adults will receive support with:

- Hygiene routines
- Maintaining a clean and safe living environment
- Food preparation and healthy eating
- Food and grocery shopping and budgeting
- Joining and attending leisure and health activities
- Accessing and registering with health services
- Healthy relationships and safe sexual health
- Education, training or employment
- Family contact
- Taking care of their emotional and mental health
- Religious and cultural needs/preferences
- Reducing substance and alcohol abuse
- Safety and self-harm reduction
- Appropriate conduct and behaviours/ reduction of offending behaviour
- Managing emergencies
- Socialising and community integration
- Attending appointments
- Independence skills development
- Bill payments, banking, savings and money management
- Obtaining independent accommodation and accessing a tenancy
- Joining the housing register and support with bidding for council properties
- Self-esteem and confidence in order to reach their full potential

Models of intervention

It is our belief that a variety of different models of intervention should be available and be reflected in the collective skills of the team as different types of intervention work with different Young adults.

We would characterise this approach as integrative and this would include but not necessarily be limited to the following approaches:

- Cognitive behavioural models
- Task-centred models
- Crisis intervention models.

We are aware that, upon admission, some Young adults may be receiving therapeutic inputs and that others, following assessment, may be identified as requiring therapeutic involvement.

In both instances the house will facilitate that involvement and work closely and in conjunction with any individual providing or co-ordinating a specific treatment or package of therapeutic care.

We would proactively facilitate a Young adult's access to the range of therapeutic resources.

In addition to the services outlined above, we have established positive working relationships with a variety of other agencies and individuals.

These can be accessed in consultation with the placing authority to address the Young adult's needs for such issues as sexual or physical abuse, drug and solvent abuse, bereavement and loss.

Admission process

Moving can be a daunting experience.

Retro Healthcare hopes to make this process as smooth as possible for all involved, ensuring Young adults are placed in the correct.

Admission process way of helping a new resident settle and feel comfortable in the home. Staff will take time to consider ways in which a Young adult can be received into the home service and receive the appropriate level of care to meet their individual needs.

When considering referrals, we will always prioritise meeting both the needs of the Young adult referred and of those already in placement. We aim to respond to all referrals within a 24-hour period.

We will make every effort to appropriately match any Young adult to the most suitable placement. All referrals received by Retro Healthcare's semi-independent service will be managed in such a way as to ensure minimal disruption to the Young adult referred, the Young adults already in placement, staff and the general running of the home.

In order for us to make an informed decision, we ask that local authorities send a comprehensive referral to our placements team, highlighting the Young adult's behaviours, needs and background history.

Our placements team will review the information and liaise with the service manager as to whether a placement can be offered.

We will always be mindful of a Young adult's cultural, religious, communication, and dietary requirements.

SETTLING IN

All Young adults should have a positive and welcoming experience on admission. Staff at Retro Healthcare will plan the most appropriate

way of helping a new resident settle and feel comfortable in the home.

Staff will take time to consider ways in which a Young adult can be received into the home that would make them feel settled and comfortable amongst the group. Staff will also ensure current residents are involved in the welcoming process.

Risk assessments will be completed prior to the start date and reviewed regularly thereafter. Staff, in consultation with the service manager, must ensure the Young adult is a suitable match with other residents in the home.

Any risk to the new Young adult and other Young adults in the house must be adequately assessed, and the placement must meet the needs of the new Young adult.

Prior to arrival, Retro Healthcare will provide the Young adult with an information pack which will include a brief introduction to the home, our staff, other residents and the local area.

An initial pathway plan will be completed with the Young adult within their first week in placement and the information gathered will be used to determine the areas where allocated 1:1 hours will be best utilised.

Pathway plans are the tools used to identify areas of independence which the Young adult needs support with and agreed time-sensitive targets are set to promote the development of these areas. Pathway plans cover all aspects of a Young adult's growth into independence, from current education or employment status to general hygiene and budgeting skills.

These plans are always created and updated with the Young adult's 100% involvement and a new plan is produced each month to track progress and monitor care needs.

The pathway plan will be reassessed monthly to track the Young adult's development and ensure support is being allocated effectively.

The pathway plan will also contain information regarding the GP, dentist and optician and any issues identified will be addressed and resolved within three weeks of the placement start date.

UPON ARRIVAL

Retro Healthcare will ensure that the Young adult's primary care needs are catered for at the point of admission.

This will include a welcome pack of toiletries, towels and bedding, if required.

- The Young adult should be properly welcomed on arrival. Refreshments should be provided for the Young adult, social worker, family members, or other escorts who are in attendance.
- The Young adult and guests will be made aware of the evacuation procedures in the event of a fire, familiarising them with exit routes and the fire assembly point.
- The Young adult will be introduced to all the other residents and staff in the home at the time.
- The Young adult will be offered help to unpack and arrange their room.
- At some point during admission, a formal admission procedure will need to be undertaken. The Young adult should agree with when this is to be carried out. They may wish to interact with other residents or unpack first.
- The formal admission procedure includes the following:
 - The Young adult will be given a copy of the complaints procedure, and this should be explained to them.
 - The Young adult will be given a copy of the "House Rules", and this should be explained to them.
 - The Young adult will be given two copies of the house agreement which they must sign. One copy will be placed in their file.
 - The Young adult will be shown around the local area and made aware of local amenities i.e. shops, transport links, educational facilities and other places of interest.

PLANNED PLACEMENTS

One of the main factors that will affect whether or not we can offer a placement are the matching considerations.

A newly referred Young adult with particular behaviours and a high level of care could have a considerable impact on Young adults in the home. All Young adults should be informed of any new admissions in advance to help them prepare for the upcoming change, keeping in mind confidentiality at all times.

The placing authority and Young adult will visit the proposed home, meet the staff team and discuss the expectations of Retro Healthcare and the Young adult.

The level of support (allocated 1:1 hours) and start date of placement will then be agreed.

Once specifics of the placement have been agreed, we will ask the social worker to sign two copies of the Placement Agreement Form which will state the cost of placement and any additional costs relating to 1:1 support.

One copy will remain with Retro Healthcare and the other will be sent to the local authority's placement team for final authorisation on costs.

Once the final costs have been authorised, the placement will commence on the agreed date.

EMERGENCY PLACEMENTS

Whilst it is recognised that admissions are beneficial to all concerned if they are undertaken in a planned way as they can reduce stress for Young adults, we realise this is not always possible and there will be occasions where an emergency placement is needed.

In these instances, Retro Healthcare and the placing authority must take all steps to provide as much information as possible on the relevant risks and needs of the Young adult.

Placing authorities seeking an emergency placement should send a comprehensive referral to Retro Healthcare's placements team.

The referral details will then be shared with the service manager.

If Retro Healthcare confirms that a placement can be offered, then the placement will begin immediately where possible and once all the final costs have been agreed in writing by the placing authority.

As an emergency placement would not have allowed for a pre-admission visit to the home, the Young adult will be taken on a tour of the home upon arrival and will be introduced to members of staff on shift at that particular time and other Young adults resident in the home.

During the tour, staff will make the Young adult aware of the evacuation procedures in the event of a fire, familiarising them with exit routes and the fire assembly point.

The Young adult's information should be retrieved at the earliest opportunity and risk assessments completed no more than one week after the referral. The placement agreement will be completed on the same day wherever it is possible to do so and certainly the agreement will be completed within 48 hours.

A visit from the placing authority should take place within one week of the placement start date.

PLACEMENT BREAKDOWN

Retro Healthcare strongly believes in making a firm commitment to the Young adults we support - we recognise that there may be challenging times and will do everything we can to support Young adults in our care during those most challenging times.

We will only ever initiate the termination of a placement on safeguarding grounds - whether that be the individual, the other Young adults or our staff.

In the event that an assessment determines the Young adult's needs can no longer be met and the recommendation is for the Young adult to be moved to another service, we will support the Young adult in making the transition, through positively promoting the move and trying to understand the Young adult's feelings.

In the event of emergency termination of accommodation, staff should remain aware of the needs of the Young adult and of the group. The transition can be traumatic and it is important the Young adult understands the reasons for termination of care.

The following procedure should be followed:

- Immediate contact to be made with the social worker/placing authority to discuss the next step.
- The Young adult will be helped to pack their belongings in preparation for the move.
- Following an agreed period of settling at the new placement, the Young adult should be given the option of continuing contact with the house and individuals in it (staff should avoid giving out personal information, such as mobile numbers, or social media acceptance).

Fire safety

At Retro Healthcare we ensure that adequate arrangements are in place to deal with fire safety at our premises.

Employees are aware of the fire and evacuation arrangements and other emergency procedures. Emergency equipment is provided, tested and maintained appropriately and adequate fire risk assessments are completed.

- An alarm test is carried out weekly.
- Alarm points are to be tested alternatively.
- All tests are to be recorded in the house fire log.
- Emergency lighting tests are carried out at the same time and recorded in the fire log.
- Our policy is for fire evacuation drills to be carried out monthly.
- Employees/young adults will be made aware of fire procedures and of the location of fire fighting equipment and escape routes from the premises as part of their induction/admission.
- Employees will ensure that there are no obstructions to any such equipment or escape route.
- Employees must report any deficiency of the fire fighting/safety equipment to the home manager immediately.
- Employees are trained in the actions to be taken in the event of a fire emergency, and to know what actions they will be expected to take.
- Any person discovering a fire will immediately operate/activate the alarm via the nearest fire point.
- In the event of a fire or sounding of the alarms the building must be evacuated as quickly as possible via any appropriate exit.
- The designated person/staff member will ensure their individual responsibilities are undertaken which include:

1. Assisting and ensuring Young adults and any visitors vacate the building.

2. The log book and visitors' book are taken out in order to check that all residents, visitors and personnel can be accounted for and provide the fire service with accurate information.

3. Telephone 999 requesting the services of the fire service.

- Staff may attempt to tackle the fire provided they have received appropriate training with the equipment available until the fire brigade arrives but at no time should they put their own life or wellbeing at risk.
- Details of any activation of the fire alarm must be recorded in the fire log as must details of any evacuation including drills.
- The house will conduct weekly visual electrical checks e.g. Cracks to the casing of electrical appliances, cracks or cuts to wiring, damaged electrical sockets, plugs etc. in line with health and safety requirements. Any defects found must be addressed immediately.
- A current electrical installation certificate is held by each house. An annual portable appliance test (PAT) is conducted by qualified electricians and a current landlord's gas certificate is held by each house.

Consultation with Young adults

At Retro Healthcare, the views of the Young adults are considered extremely important and very much valued. This approach is important in creating the sense of ownership and responsibility we encourage in the Young adult's life.

We embrace the principle of partnership in accordance with the Children Act 1989. The principle of partnership in practice involves communication and consultation and is implemented in practice via the following forums:

Consulting Young adults via key-working sessions about matters such as:

- Decor and furnishings of the home, including their bedrooms
- Recreational, sporting and cultural activities
- Birthday and Christmas presents
- Educational and careers matters e.g. choice of subjects/exams, and choice of college/ training provider
- Involvement, when applicable, in staff selection processes
- Where appropriate, choice of key worker
- All health matters.
- These are only examples and not an exhaustive list. Other means of consultation include:
- Regular house meetings
- Six-monthly anonymous feedback questionnaires
- Consulting parents (if age appropriate) and social workers
- Upon referral, the Young adult's views, preferences and beliefs with regard to their religious and cultural persuasion.



Consequences

EXAMPLES OF CONSEQUENCES:

- Young adults who stay up late meaning they miss appointments, or do not go to college or work will find the communal areas are locked the following evening to ensure they go to bed at appropriate times.
- Young adults who deliberately damage or neglect property at the home will be given a financial penalty to cover the cost of the damaged item.

Staff are always thinking of ways to illustrate to Young adults how their actions will impact on their lives once living independently and any planned sanctions are reported to the manager beforehand and recorded in the young adult's personal file.

The main aim of Retro Healthcare's semi-independent service is to prepare Young adults for independence and support them during this transition.

Therefore, Young adults should be made aware of 'real world consequences' for their actions.

'Real world consequences' are consequences that would happen to anyone in society who carried out the same or similar action as the Young adult. By working in this way Young adults will learn what independence means and how their actions have consequences to their daily living in a real and direct way.

There may, however, be times when sanctions are imposed to further illustrate the 'real world consequences' Young adults will face, or used as a way of encouraging the Young adult to take responsibility and acknowledge that they are becoming adults and independent living is something they need to accept.

APPROPRIATE CONSEQUENCES

Consequences are limited and should not have negative effects on a Young adult's progress e.g. withholding monies meaning they are unable to get to work. Staff should use consequences as a way of encouraging independence and acknowledging responsibilities rather than seeing it as a 'punishment' for 'naughty' behaviour.

Physical interventions

As part of the assessment and planning process for all Young adults, consideration must be given to whether the Young adult is likely to behave in ways which may place him/herself or others at risk of significant harm/injury or may cause damage to property. If such risks exist, consideration must be given to the strategies that will be adopted to prevent or reduce the risk.

It is Retro Healthcare's policy to use behaviour management, de-escalation or avoidance techniques rather than using physical intervention. Different methods work for different Young adults, therefore it is vital that staff are familiar with appropriate techniques for individual residents, as well as potential triggers to violent or harmful behaviour.

Retro Healthcare does not advocate the use of restraint methods as we try to teach Young adults 'real world consequences' to help prepare them for independence i.e. if they physically assault someone or damage property in the 'real world', the police are called and they may face prosecution. Young adults are made aware of this as part of the admission process and should be reminded of this if displaying any aggressive or violent behaviour. If staff are in a situation where they feel additional support is necessary, they should immediately call a manager or director for assistance and call the police.

If staff feel that they or other residents are at risk of harm, they should ensure that any other Young adults who may be at risk lock themselves in a room e.g. bathroom, staff room, and the staff member should then do the same.

The staff member will then alert the police and report the incident.

We have other services in the area, less than 8 miles away that can offer immediate support when necessary.

PERMITTED PHYSICAL INTERVENTIONS

TOUCHING:

This includes minimum contact in order to lead, guide, usher or block a young adult; applied in a manner which permits the young person quite a lot of freedom and mobility.

PRESENCE:

A form of control using no contact, such as standing in front of a young person or obstructing a doorway to negotiate with a young adult or prevent them entry e.g. if they are trying to enter the office if another young adult is in there and afraid; but allowing the young person the freedom to leave if they wish.

Safeguarding

Retro Healthcare fully recognises and takes seriously its responsibilities on safeguarding, therefore all staff receive safeguarding training which raises awareness to this and their responsibility and duty in protecting the Young adults in our care. Our priority is to ensure the Young adult is safe from the alleged perpetrator of abuse.

Staff have a key role in identifying abuse if it occurs and bringing it to the attention of responsible authorities. We will follow the guidelines set out by the Local Safeguarding Children's Board and we will take account of guidance issued by the Department for Education to:

- Ensure the designated safeguarding officer responsible for safeguarding has received appropriate training and support for this role.
- Ensure every member of staff knows the name of the designated safeguarding officer and understands their role.
- Ensure all staff understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated safeguarding officer
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding safeguarding matters.
- Consult with local safeguarding professionals in the development and maintenance of our safeguarding policy and procedures.
- Keep written records of concerns about Young adults even where there is no need to refer the matter immediately.
- Ensure all records are kept securely and in locked locations.
- Implement the use of secure online storage systems for backing up files.
- Develop and then follow internal procedures where an allegation is made against a member of staff. Utilise Retro Healthcare's disciplinary and grievance procedures where appropriate and relevant.
- Ensure safe recruitment practices are always followed in accordance with the Retro Healthcare's recruitment policy and UK legislation,

specifically in respect of the Disclosure and Barring Service (DBS).

- Ensure all staff are subjected to enhanced DBS disclosures, renew every three years and maintain an up-to-date central list of records.
- Ensure Retro Healthcare's ICT policy is understood and followed by staff and residents alike.
- Provide systems of security such as visitor and staff ID checking arrangements and signing in processes, and security cameras, door access and vision panels (where possible).
- Providing educational opportunities for staff to develop and refresh safeguarding knowledge.
- Establish and maintain an environment where Young adults feel secure, are encouraged to talk, and are listened to.
- Ensure Young adults know that there are adults in the organisation whom they can approach if they are worried and want to talk.
- Ensure Young adults know who to contact outside of our organisation if they feel unable to disclose information to someone within.

At Retro Healthcare we want Young adults to see the house as their home and they should feel safe and secure in it. The staff will not tolerate bullying and will always challenge it. Staff will always be prepared to listen and do everything possible to ensure appropriate action is taken, such action may include involving police or initiating child/adult protection procedures.

The house works proactively in undertaking risk assessments to identify the potential for Young adults who may be bullied or those who may bully. An ongoing risk assessment is also made in regard of how both the Young adult's immediate and extended environment can contribute to bullying. Staff will ensure they work as a collective, cohesive team to ensure bullying is challenged at all times within the house and that the values and ethos of the house depend upon the principles of respect, consideration and co-operation. Any Young adult being bullied will be treated with empathy and understanding and given support and protection.

Religion and culture

We will encourage Young adults to attend religious services, or receive religious instruction on the premises, in response to their needs and wishes, given their age and understanding.

Information on the religious and cultural needs of each Young adult will be gathered as part of the pre-admission planning and will be incorporated into their written pathway plan.

At all times consideration will be given to religious and cultural issues, including any specific dietary or dress requirements.

Staff are encouraged to show creativity in widening young adult's awareness to differing religious and cultural beliefs e.g. Chinese New Year, holding themed events, special meals, recording programmes etc, which educate and widen the Young adult's outlook and attitudes, thereby promoting tolerance and respect for difference and diversity.

EQUALITY, DIVERSITY & RIGHTS

Retro Healthcare aims to create a culture that respects and values each other's differences, that promotes dignity, equality and diversity, and we ensure that all staff members are suitably trained in all aspects of equality and diversity including legislation and their responsibilities. The staff will challenge attitudes, behaviour and language that are non-inclusive and discriminatory, in a positive way.

We encourage Young adults to develop respect for themselves and for others and deliver services that recognise and build on the strengths of Young adults from all cultures, religions, gender, age, sexual orientation, ability and backgrounds; in ways that meet their needs and help them to achieve their full potential.

Young adults are offered opportunities to try out new experiences, which are not restricted by traditional gender options. They are also encouraged and supported to understand their rights and be well-informed about ways of challenging discrimination.

Staff recognise the importance of Young adults needing to know their rights as this empowers them and assists in protecting them. Staff respect these rights and will advocate for those rights on behalf of Young adults and their families.

We actively encourage Young adults to explore that in exercising their rights they also have responsibilities and to respect the fact that other people also have rights.

Absent or missing residents

Staff should be aware of the reasons why Young adults may 'run away', such as being worried about an event, unhappy in the house, or fear of returning late and facing the consequences. Young adults do not always run away, they may be running to a person, place or event.

Some Young adults may be frequently absent without permission due to the attractions of their friendships and former lifestyle. The risks of this absence may include sexual exploitation, drugs, alcohol, violence, crime, self-harm or neglect of health.

Young adults are less likely to abscond, become missing or absent without consent where they feel secure and safe, able to express their feelings and wishes, make appropriate choices and develop positive relationships with the staff and their peers, which are free from bullying.

Young adults should feel that their plans are being progressed, that they have a positive future and that staff are working enthusiastically to advise, support and listen to them.

Young adults should also have a clear understanding of expectations upon them, the routines of the house and house rules. They should know whether it's acceptable, or not, to leave the home without permission or consent and they should be informed of the risks that are posed to them if they become missing, abscond or absent themselves, and of the consequences. If the home is experiencing high levels of absence, absconding or incidences of Young adults being missing, managers will undertake a formal review of the culture and strategies being used in the house and take steps to reduce the incidents.

All Young adults must have a risk assessment and placement plan which takes account of any likely risk of the Young adult absconding, becoming missing or absent without consent. If there are known/likely risks, the risk assessment and placement plan should incorporate measures to reduce or prevent the Young adult becoming absent, and

information that would help identify the location of the Young adult should they go missing.

At the request of the Young adult or where there are concerns about a Young adult who frequently becomes absent or missing, the home manager should consider raising concerns with the Young adult's social worker or arranging a meeting between the Young adult and the placing authority to discuss the reasons for the Young adult going missing and agree strategies to reduce the risk.

A 'Personal Details form', containing personal and contact details and identifiable physical features, will be completed for all Young adults, at the point of admission.

The Young adult's placement plan should be reviewed regularly and after any absence. It is crucial that staff always show care and concern, even if they are sure that a Young adult is going to run away.

It is important to make a point of showing care and concern both for the Young adult's benefit and for other Young adults in the home.

However, staff are responsible for taking all reasonable steps to prevent Young adults from leaving, especially if it will result in the Young adult or others being placed at risk. If absenting is in a Young adult's history prior to placement, strategies for preventing periods of absence should be agreed with the social

DEFINITIONS

- **MISSING** is a young adult who is absent from his/her placement and whose whereabouts are unknown;
- **ABSENT WITHOUT CONSENT** is a young adult absent from his/her placement without the consent of the staff but whose whereabouts are known or suspected;
- **ABSCONDED** is used to describe a young adult absent without consent or missing whilst on remand or otherwise lawfully detained.

worker or person with parental responsibility. Residents in the care of Retro Healthcare will have an individualised strategy in place to deal with absence.

Where there is no agreed strategy the following must apply if it is apparent or suspected that a Young adult is absent, absconded or missing:

1. Staff will make repeated attempts to contact the Young adult via their mobile phone. Staff should undertake enquiries with the other Young adults in residence, or known associates, as to the whereabouts of the Young adult to establish that s/he is absent. If the Young adult has become absent during an activity away from the house, staff should conduct a search of the vicinity, if it is safe to do so. They should also call hospitals and local police stations.
2. When all attempts of contact have been unsuccessful, and staff are satisfied that the Young adult is absent, absconded or missing, they will:
 - Notify the manager
 - Contact the Police and report the Young adult as missing (giving details of the Young adult from the Personal Details form)
 - Contact Social Services/out of hours Social Services
 - Notify any other relevant persons as set out in the placement plan.

Reporting Young adults will be done and completed by 23:00 (00:00 at weekends). This gives the Young adult enough time to return home if they are running late unless the Young adult is deemed very high risk, in which case they will be reported immediately.

Upon returning staff should ensure that:

- The Police, social worker, manager and others notified of the absence are informed when the Young adult returns
- The Young adult must be welcomed back and have the opportunity to explain his or her point of view and tell their version of what happened
- Staff and the Young adult may have experienced strong feelings during such an episode, and these will need to be discussed in a calm manner.

Concerns may need to be followed up later when the Young adult is more receptive, so it is advisable to allow a 'cooling off' period. Both staff and the Young adult should have the opportunity to explain their point of view, and each should be encouraged to listen to the other.

The Police may wish to carry out a 'Safe and Well' check, to check for any indications that the Young adult has suffered harm; where and with whom they have been; and to give them an opportunity to disclose any offending by, or against, them.

Contact

Retro Healthcare appreciates and promotes the importance of contact for Young adults with their families, friends and any significant others. We recognise our responsibility to promote contact in partnership with the placing authority in accordance with the Children Act 1989.

We also appreciate there are certain circumstances where contact for a Young adult with certain persons is inappropriate and may even place the Young adult in a position of significant risk. Consequently, we seek to confirm contact arrangements and restrictions as soon as possible with the placing authority.

- We offer a congenial and welcoming setting for visitors.
- Transportation and staffing can be made available to facilitate meetings off site with prior arrangement, to be agreed by the placing authority.
- Staff can facilitate supervised contact meetings with family depending on the

assessed requirements of the client and prior agreement by the placing authority.

- We encourage contact between a Young adult and their relatives and friends unless it is detrimental to their welfare.
- Any specific contact arrangements should be detailed in the Young adult's written pathway plan.
- We will endeavour to be as flexible as possible in facilitating visits from parents who live some distance away, or who have irregular working hours.

Overnight contacts can also begin to be arranged, giving the Young adult a chance to re-establish themselves within the family home, but with the choice of returning if they need to.

All visits will be assessed beforehand to ensure the safety of all involved.

MAKING A COMPLAINT

Retro Healthcare believes that if a Young adult or other person wishes to make a complaint or register a concern they should find it easy to do so.

It our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

Our policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of Retro Healthcare's disciplinary policy.

Our policy is intended to ensure complaints are dealt with properly and that all complaints or comments by Young adults, their relatives and carers, other professionals or external organisations are taken seriously.

Where a complaint involves a safeguarding issue, the Safeguarding Policy will be followed.

It is Retro Healthcare's aim to ensure that the complaints procedure is properly and effectively implemented, and that Young adults's and other complainants feel confident their complaints and worries are listened to and acted upon promptly and fairly.

Retro Healthcare will ensure the Complaints Policy is made available to all staff and Young adults, and to other persons as requested.

Young adults with learning/communication difficulties will be provided with appropriate communication aids and afforded the same opportunity as their peers to services such as advocacy, etc.

Care and pathway plan review

Retro Healthcare has spent much time and resources developing a method of support that not only identifies potential barriers to achieving independence, but also ways and means to support the individual to overcome these barriers.

Person-centred planning is key to this approach. With this in mind, we always strive to involve the Young adult and other identified individuals in every aspect of their care.

Regular reviews of the systems used, both on an individual and company-wide basis, ensure we evolve and change to meet the wide variety of needs presented by our residents.

Regular reviews of a Young adult's care are an essential part of meeting a Young adult's needs. Alongside the use of pathway plans to review this, there will also be frequent care review meetings (the first should be after the first week of the placement start date) with the involvement of social services, health care individual and family.

The Young adult will always be made aware of who is attending and given the opportunity to invite people that he/she would like to attend.

Young adults will also be given the chance to 'chair' these reviews, giving them a sense of control over the care they receive.

Staffing policy

Whenever there are any Young adults in the home, there is a minimum of one staff on duty during the day and a minimum of one sleeping staff on duty by night.

In exceptional circumstances due to the needs of a Young adult there may be a waking night staff, but only if a full risk assessment has been carried out and has been agreed with management and the placing authority at the earliest opportunity. The staff numbers in the home will reflect the number of Young adults in the home and the needs of the Young adults.

HOME

The home is led by a team leader.

The home operates a core two-shift pattern of:

08:00-20:00 and 20:00-08:00

(sleeping in staff) on weekdays. On Friday and Saturday, the evening shift will finish at 23:00.

On Saturday & Sunday, the morning shift will start at 09:00.

CALCULATION OF HOME'S STAFF NUMBERS

The standard contracted hours for our base fee is one member of staff on duty within the home during the waking day, this allows for adequate supervision and appropriate record keeping etc.

If there are residents assessed as requiring additional input, then additional members of staff will be deployed as necessary to meet the needs of the residents.

ON CALL ARRANGEMENTS

Problems within the home will generally be fielded by the team leader of the house who may then consult with the on call line manager.

The on-call person will ensure that they are within reach of their phone for the entire period they are on call.

- Fire awareness
- Safeguarding
- Child Sexual Exploitation awareness
- Diploma level 3 in Health and Social Care/ Children and Young adults Workforce
- Food hygiene /Safer food
- Safe administration of medication
- Bullying
- Runaways
- MAPP
- PACE. Self-harm awareness.

Contact us

WORKING ALONE WITH RESIDENTS

A full risk assessment for lone working will have been carried out on each Young adult and appropriate support will be available if necessary.

RESPONSIBILITY FOR CARE STAFFING/ RECRUITMENT

It will be the responsibility of Retro Healthcare's HR department to carry out an initial screening and subsequent list of candidates that meet the criteria for interview.

It is then the responsibility of those with management responsibility for the home to interview and decide upon any offers of employment.

The final decision on an offer of employment can only be made after consultation and agreement of the service manager and HR.

The decision to release staff for other duties, secondment to another house or service, training etc. rests with the home manager, however it is expected that all reasonable measures are taken to co-operate and where required, evidence what has informed their decision

STAFF TRAINING

Retro Healthcare is committed to maintaining a competent, motivated and skilled staff group. We recognise the importance of training in achieving this aim.

These, in line with regular staff supervision, enable the home manager to identify the training needs of its staff.

Retro Healthcare is fully committed to all care staff completing their Diploma Level 3 in Children and Young adults Workforce and to supporting our qualified staff to maintain, develop and extend their professional knowledge.

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