



Supporting young people to live  
happy and successful lives

## *Statement of Purpose*

# INTRODUCTION

Choice Living offers comfortable home for young people aged 13-18 years who has different needs, from moderate to complex needs. Choice Living provides daily living experiences and activities which are meaningful, memorable and designed to meet their individual needs. Choice Living is a trading style of Carer House Ltd. A company incorporated in January 2018. Company number NI650335 . Registered office address is at Antrim Enterprise Agency 58, Greystone Road, Antrim, Northern Ireland, BT41 1JZ, United Kingdom. We are proud of our specialist trained staff, who have experience with supporting people with autistic spectrum disorder (ASD), complex associated difficulties and mental health needs.

Choice Living benefits from a large and experienced staff team. The Managing Director is trained at Kings College London as a qualified Nurse and has worked at Guys Hospital in London Bridge as staff nurse. She also has a Master's Degree in Business Administration. Our training and compliance Manager is a Ph.D holder with top flight training and compliance experience. All of the residential support workers are either qualified with a NVQ Diploma Level 3 or are working towards this qualification. All management grade staff also either hold the equivalent of a NVQ Diploma Level 5 qualification in or are working towards this. The children's home is staffed 24/7 on a rota basis, with appropriate consideration given to balancing the skills and experiences of the staff team, with the needs and interests of the children and young people. The home also operates with waking night support workers seven nights per week.

## ***Supporting the needs of the young people***

Every young person residing within Choice Living Houses are individually assessed to ensure that a bespoke package of care and support is tailored to their individual needs, including the structure and ratio of their support staff. Our Services is committed to helping young people to manage their own behaviour as positively as possible. This is seen as a necessary ongoing learning experience that helps develop and equip each young person for life as they reach adulthood. Recognising and praising self-managed positive behaviour is seen as a proactive and preferred use of time and energy, rather than an emphasis focusing on negative behaviours.

Choice Living aims to seek partnership with specialist schools that can be point of referral and offer formal educational services for its clients in a customized and person centred way. Delivering joint education and care packages provides consistency for the children and young people. Any reviews or behaviour strategy meetings which take place are always done jointly to share best practices and to ensure that strategies are consistent across both settings



## **Our Mission**

*We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount and their wishes and aspirations should inform and shape service delivery. Therefore our mission is based on the principle of "treating others, the same as one would like to be treated", whilst recognising that all service users have potential to control the services they receive. This encompasses the underlying principle of service delivery by a highly skilled and dedicated staff team.*

## **Aim**

*Our aim is that all of the young people achieve an enhanced degree of emotional stability through individualized care planning and target setting. We focus on providing support to help the young people lead fulfilling, happy, meaningful lives which prepare them as much as possible for an independent adult life. We aim to equip our clients with the knowledge, skills and ability, to take as fuller control of their lives as possible; thereby enabling them to feel more fulfilled in life through the range of opportunities offered to them*

## **Our Commitment**

*At Choice Living, we want young people to be as prepared as possible for transition to adulthood, as well as support them to access education, training and employment.*

- *We support young people to gain life skills.*
- *We build resilience in young people.*
- *Giving young people a sense of*

## **Our Objective**

Our Objective is to:

- Provide services to clients in or outside their own home at a time and in a way that is agreed by them
- To enable young people to develop their confidence and maintain their dignity, by retaining control of the care and support services they receive
- Empower our clients by enabling them to choose their support workers
- Involve users of our services in the recruitment and selection of support staff
- Provide opportunities to choose from the range of recreational, educational and employment opportunities that are available in the community
- To actively provide access to appropriate health and social care services
- Offer a range of quality housing solutions to homeless and vulnerable people
- To provide experienced and committed staff that have the appropriate expertise and training to provide a holistic service to adults with a range of complex needs
- To promote a culture of continual learning within the staff team and foster continual improvement in service delivery
- To operate accordingly within the relevant legislative framework and policy guidance
- To establish and maintain effective lines of communication and joint working relationships with referring agencies and relevant health and social care teams.

- *belonging;*
- *Promote positive learning experience;*
- *feeling in control; and having strong, enriching relationships.*

### **Choice Living Guarantee Offer**

*We guarantee:*

- *Packages of support are tailored to the individual needs of each child*
- *Bespoke care packages and individually tailored services provided for young persons*
- *Staff exhibit empathy to every young person and all live as one big family.*
- *Everybody has a sense of belonging giving them ownership of the rooms and spaces.*
- *All of the young people have their own individualised bedrooms.*
- *Each house benefits from a named house manager and designated staff team*
- *A range of additional communal rooms for the residents to relax and enjoy*
- *Garden where young people benefit from safe access to play and fresh air*
- *A wide variety of both on-site and community-based activities.*
- *Full support for educational and training opportunities for young people.*

### **Offering A range of activities**

The children and young people are supported to maintain any existing recreational, sporting and cultural activities of interest to them. We also encourage the residents to explore new interests to broaden their life experiences within the community, and to expand their personal and social skills.

They are encouraged to participate in meaningful activities that will enhance their opportunity to develop life skills, their own interests and hobbies. All existing recreational, sporting and cultural activities are reviewed and will be ongoing throughout the planning and review processes thereafter. The range of activities include:

- Chosen day trips, including farms and theme parks
- Disco's
- Regular meals out
- Swimming
- Shopping
- Trampolining
- Walks in the park

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### **Nature of Service**

We are whole-heartedly committed to providing top quality services by continuous improvement in the level of the care and support we offer. This is achieved by employing and maintaining a quality workforce as well as the appointment of a dedicated staff training and development manager. Standards and training for our managers and staff are based on the national occupational standards for the care industry.

To ensure that we are fit for our purpose, the work of the staff team is consistently monitored and supervised. We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We therefore welcome feedback from all

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stakeholders (i.e. service users, staff, care professionals, carers, family members and friends) on all aspects of our operation.

## **Needs and Risk Assessments**

Before we provide services, we ensure that a potential service user's needs, preferences and risks are thoroughly assessed. We aim to ensure that the care and support that we provides, meets the assessed needs of each service user. We ensure that needs and risks are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements. From the outset of the referral process, we seek to consult all relevant parties in the needs and risk assessment process.

## **User Focussed Services**

To focus on service users' personal aspirations, we aim to provide care and support in ways which have positive outcomes for service users and promote their active participation. To this end, we operate a charter of rights for people who receive our care and support services.

## **Charter of Rights**

The aim of good quality care and support services must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following values underpin our work with service users:

**Dignity** The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

**Privacy:** An individual's right to privacy involves being free from intrusion or unwelcome attention.

**Choice:** consists of the opportunity to select independently from a range of options. Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.

**Security:** in providing services to young people, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

**Civil rights,** Irrespective of disability, race, or religion, gender, age, sexuality, a person is entitled to live as full a life as possible within the community, making choices and participating in ordinary life activities.

**Fulfilment** has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other.



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## **Principles of Service Delivery**

We value each service user as an individual and recognize their potential and human rights by the way our services are provided to them. The following principles are fundamental to our organisation's work with our service users.

### **Relationships with Staff**

Service users receive full commitment from support workers, to help and support them to develop and maintain a more independent lifestyle.

Service users receive full consideration and respect by all staff members and are treated as full and equal adult citizens.

Staff respects service user's wishes on how they want to be addressed.

Service users are supported to participate in regular meetings with their key worker to review care and support plans and to ensure present needs are met. We also take into account future aspirations and any unmet needs.

### **Possessions and Privacy**

Service users have the right to personal privacy and autonomy in relation to their home. Service users should feel able to entertain personal visitors, families, and friends, without the interference or intrusion of staff.

Service user's personal possessions must be respected and not used by others without permission.

### **Meals**

Service users are given real opportunities and advice to have meals that reflect their choice. If they choose, they are involved in all aspect of the planning and preparation of meals. Service users have the freedom of choice of the timing of their meals although staff can advice them accordingly.

### **Community Involvement**

Our care and support services encourage and support people in their use of community facilities. We help service users develop relationships in the direction of the person's choice and culture. Service users have the opportunity to use a wide range of facilities. We encourage participation in hobbies and leisure interests which are available in the community. Such facilities may involve social or cultural activities both collectively or pursued as an individual. Effort is made to ensure that such facilities do not compound any sense of stigma.

Service users are supported to use services offered by external services in the community. These may include counselling, advocacy, befriending or family mediation.

The keyworker will take responsibility for sign posting to appropriate services Service users are also given the choice to pursue employment and educational opportunities in order to build their confidence and respect in themselves and the wider community. Service users have the right to opt-out of any activity if they change their mind. All staff respects such right.

## Health Care

Service users are helped to find information on health care practitioners or their medication if they request it. Service users will be encouraged to take on personal responsibility for their own health care and medication.

## Service User Consultation

We consider ‘participation’ to be a vital part of a service user’s inclusion in decision making. Service users are encouraged to become empowered by taking advantage of consultation and support mechanisms in place. For instance, meetings with managers or supervisors, advocacy support and/or assistance from external agencies. All staff members know where the Policies and Procedures are kept within the office for reference. Tenants are actively encouraged to effect changes in policies and procedures for the improvement of service delivery.

## The Services the organisation provides

Our services focus on helping service users to develop and maintain as much independence and control as possible, whilst experiencing an improvement in their quality of life. The services are delivered by trained and experienced support workers. Services can be provided 24hr a day 365 days a year. The sorts of tasks undertaken and services provided include;

### Life Skills Training:

- Help with Understanding nutrition
- Assistance to prepare meals
- Assistance with preparing shopping list, going shopping
- Assistance with budgeting for food, bills, clothing, recreation etc
- Escorting to appointments and shopping
- Help with cleaning home and making bed
- Laundering & clothing and bedding etc
- Mending, sewing and ironing clothing
- Prompting and supervision with personal hygiene
- Assistance with benefits/bills
- Accessing welfare benefits
- Filling out forms etc
- Ensuring rent and other bills, debts etc are paid
- Opening up bank account
- Accessing professional help & liaison with other agencies
- Accessing training, education & employment opportunities
- Accessing recreational facilities
- Accessing specialist counselling services

## Registering with GPs, Dentist, and Opticians etc.

- Arranging and attending appointments
- Liaising with social worker, doctors, chemist etc
- Health & Safety Advise on:
  - Health & safety in the kitchen and home
  - Operating & maintaining kitchen equipment safely
  - Advise on fire safety
  - Food hygiene and storage:
- Arranging for repairs & servicing of personal equipment etc
- Reporting repairs and maintenance issues to landlord
- Other support
- Monitoring and supervising the use of medication through prompting
- Arranging prescriptions and medication collection from chemist
- Dealing with emotional difficulties (informal counselling)
- Befriending & chatting with users/guest
- Assisting with organizing social events
- Assisting with religious and cultural observances
- Assistance with maintaining contact with family and friends
- Escorting on trips and holidays

The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemised may be revised or withdrawn in accordance with future developments. A contract for our services can include any combination of the above tasks as identified in an individual's needs assessment and care plan.

## Geographical area covered.

Choice Living is designed as a national company. We currently have supported living accommodation looking after young people in Kent, and County Durham. We accept referrals from all local authorities, nationwide.

## Client Group

On the initial referral services users must be 13 years and above. They may have one or more of the following disabilities:

- Mental health problems
- Physical disabilities
- Sensory impairment
- Brain injury
- Learning disabilities
- Aspergers syndrome Condition



## Responsible Person

The person responsible to run this service on behalf of Choice Living is:

Mrs Funke Joseph-Obe. Funke is a registered nurse having with decade of experience in the health and social care sector.

With a master's degree in business administration, she has extensive experience of working in the statutory and voluntary sector, planning and developing community services for vulnerable people with a variety of needs. These have included day care provisions, family mediation service, residential care homes and a crisis service. During the past five years, she has worked in the private sector, setting up residential care homes and supported living schemes.

## QUALIFICATIONS & TRAINING UNDERTAKEN

- ❖ NVQ Diploma Level 5 Leadership for Health and Social Care and Children and Young People's Services
- ❖ Post Graduate Certificate in Nursing
- ❖ MBA
- ❖ Diploma in Management
- ❖ Project Management
- ❖ Business Management
- ❖ Successful
- ❖ Supervisory
- ❖ Management
- ❖ Management & Leadership
- ❖ Skills
- ❖ Staff
- ❖ Supervision and Appraisal
- ❖ Recruitment & Selection

## Management and support worker Qualifications and Training

The Directors, Managerial and Administrative staff have all undergone extensive training for their respective roles. They continue to build on their knowledge and experience by keeping up to date through ongoing training.

Choice Living benefits from a large and experienced staff team. The Managing Director is trained at Kings College London as a qualified Nurse and has worked at Guys Hospital in London Bridge as staff nurse. She also has a Master's Degree in Business Administration. Our training and compliance Manager is a Ph.D holder with top flight training and compliance experience. All of the residential support workers are either qualified with a NVQ Diploma Level 3 or are working towards this qualification. All management grade staff also either hold the equivalent of a NVQ Diploma Level 5 qualification in or are working towards

this. The children's home is staffed 24/7 on a rota basis, with appropriate consideration given to balancing the skills and experiences of the staff team, with the needs and interests of the children and young people. The home also operates with waking night support workers seven nights per week.

### **The organization's Support Workers**

We recognise that for most service users the most important people in our organization are the Support Workers with whom service users will have regular contact. We take great care in recruiting, training and supervising our staff.

A culture of professionalism is fostered in the organisation, hence all staff work towards personal and career development. We therefore assist staff to identify their training needs and provide the resources to enable them to meet these. Hence staff are supported to undertake higher education studies. Our staff have a wide range of qualifications and have undergone extensive training. Below is a sample of the range of studies and training that staff has undertaken or are currently taking.

#### **QUALIFICATIONS & TRAINING UNDERTAKEN**

- ❖ Level 4 NVQ Diploma in Care
- ❖ Level 3 NVQ Diploma in Care
- ❖ Mental Capacity Act
- ❖ DOLS training
- ❖ Access to Social Work
- ❖ Poor Performance Management
- ❖ Introduction to Aspergers Syndrome Condition
- ❖ Health & Social Care/Auxiliary Nursing
- ❖ Equal Opportunities and Diversity
- ❖ Nutrition
- ❖ Mental Health
- ❖ Substance misuse
- ❖ Community Care
- ❖ Intermediate & Support
- ❖ Restraint and Physical Interventions Training
- ❖ First Aid
- ❖ Mental Health Awareness
- ❖ Safeguarding
- ❖ Health & Safety
- ❖ Discipline Grievances
- ❖ Infection control
- ❖ Crisis Management
- ❖ Medication handling
- ❖ Benefits Awareness
- ❖ Manual handling

- ❖ Food Hygiene
- ❖ Understanding Brain Injury

## Complaints and Compliments

Choice Living welcomes feedback on its services, especially from service users, their carers and health or social care professionals. Whether these are compliments, complaints or suggestions, we view these as useful indicators to assist us in improving our services or working relationships.

Service users or their representative, should feel free to let the Support Workers working with them know any comments they wish to make. If they prefer to take up the matter with someone else in the organisation or if they feel their complaint is not being taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure. For your convenience, there are the compliments and complaints forms at the back of the 'Service User Guide'.

This can be completed and handed in an envelope to the Support Worker, or you can post it direct to our offices.

If anyone feels that Choice Living has not dealt with a complaint to their satisfaction, they have the right to complain to the local authorities, which monitor our service.

**Referrals or Enquiries: Tel: 03333444059 or  
07419127847**

**Email: [choiceliving2@gmail.com](mailto:choiceliving2@gmail.com)**



**nurturing and supportive  
home environment for  
young people  
aged 13-18 years**