



STARLIGHT
HOMECARE

SEMI-INDEPENDENT

SUPPORTED LIVING



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Starlight Homecare

About Us

Starlight Home care is a UK based care service provider which helps and supports children, young people and adults in order to be well integrated into the society, their community, and live a purposeful life.

Providing home care and maintenance, fostering, residential and training are some of the services we offer in order to help build and transform lives through adequate care, empathy and experience without being judgemental.

Our aim is to help individuals feel safe, confident and purposeful in order to prevent them from being socially anxious and excluded, and help those who have, be reintegrated through our experience and expertise gained from constant research thereby developing services and programmes for this purpose.

Objectives

- ✓ Provide an atmosphere of love and care in which young people can feel safe, reflect on past experiences, develop themselves and regain control.
- ✓ Provide room for individual growth and development. Help individuals grow socially, mentally, psychologically and physically.

- ✓ Help children and young people learn about their social environment and how to be a part of the community by contributing physically and intellectually to it.
- ✓ Offer counselling services to individuals through our experienced staff when necessary to ensure that potentials are maximised and young people gain relevance.
- ✓ Ensure that all staff go through constant training in order for them to be more equipped to help individuals and achieve positive results.

Our Service

We at Starlight Homecare provide top notch home care services, reputable accommodation and suitable environment for residents so that young people can develop themselves, acquire skills and help them make decisions concerning their future to achieve Independence and a purposeful life.

Who we provide services for:

We accommodate and help children, young people, adults and those with special needs which may include but not limited to:

- ✓ Low self esteem
- ✓ Depression

- ✓ Drug and alcohol abuse
- ✓ Dissociation and dissociative disorder
- ✓ Criminal behaviour
- ✓ Mental health issues
- ✓ Self harming behaviours



Residential Semi-independence

Our semi-independent homes are adequately and efficiently staffed round the clock.

We support and help residents based on individual needs and as required by the placing authority.

Based on consultations and observations, we identify those that need one-on-one support like the disabled or young people with learning difficulties and assign staff to help them 24 hours per day.

Every aspect of the young person's daily living is observed, assessed and documented in order to know what areas they need help and support.

We encourage and support them as they get transformed to apply for jobs, get education and register for courses.

Models of Intervention

A variety of different models of intervention is made available to young people based on their specific needs and areas in which they need support.

These models include but not limited to:

- ✓ Problem solving models.
- ✓ Therapeutic services.
- ✓ Crisis-intervention models.
- ✓ Task-centred practices.



Admission Process

Moving is frowned upon by some as it can be a frightening experience.

Starlight Homecare ensures that this process is as smooth and less stressful as possible and young people are provided the level of care that meets their individual needs.

In responding to referrals, we prioritise the needs of the young person referred and match them to the most suitable placement. We attend to all referrals within a 24 hour period.

Placements are made based on the young person's background, behaviours and needs, based on consultations with the placing authority and local authorities. The home manager will then determine if a placement can be offered based on our placement team's report.

The young person's religious, cultural and dietary requirements are put into consideration for us to be able to help effectively and get positive results.

Placement Team Contact Details:

Pastor Olatubosun Christian: info@starlighthomecare.org.uk

Tel: +447956530741

www.starlighthomecare.com

Settling In

All young people should have an exciting and a memorable experience at admission.

An information pack will be provided to the young person prior to arrival which will include a brief introduction to the home, our staff, other residents and the local area.

This will help the young person get familiar with the home and the residents before arrival.

Staff will also take time to deliberate and consider ways in which the young person can be welcomed into the home in a way that will make them feel comfortable and relaxed. The current residents will also be involved in the welcoming process.

Within the first week of the young person's placement, an initial pathway plan will be completed with them to gather information on areas where the person need help and support.

All aspect of the young person's life from growth to Independence is covered by pathway plans. From current level of education to employment status to general hygiene.

The plans are updated constantly and new ones produced to track and suit the young person's development.



Placement Breakdown

Starlight Homecare believes in giving our full support to the young people in our care. We understand that the young people in our care may go through some challenging times and we will ensure they get our support and care during those times.

The termination of their placement will only be initiated on safety grounds- whether the safety of the individual, the other residents or our staff.

We will offer our full support if recommendation is made for the young person to be moved to another service based on our assessments. The young person is made to understand the reasons for termination of care in order to avoid it from becoming a traumatic experience for them.

In the case of termination:

- ✓ The social worker/placing authority should be informed of the termination and the next step discussed.
- ✓ The young person will be helped to pack their belongings.

The young person should be given the option of continuing contact with the home but personal information like mobile numbers should be withheld by staff.

Fire Safety

At Starlight Homecare, we have made all necessary precautions and arrangements in case of fire outbreak.

Our employees are aware of the fire and evacuation arrangements. Emergency equipment is provided, tested and maintained.

- ✓ An alarm test is carried out weekly.
- ✓ Alarm points are tested often.
- ✓ All tests are to be recorded in the house fire log.
- ✓ Fire evacuation drills are carried out monthly.
- ✓ All employees and residents are made aware of fire procedures and of the location of firefighting equipment and escape routes.
- ✓ Employees are trained on what to do in the event of fire emergency.

In the case of a fire emergency, the designated person/staff member will ensure that:

- ✓ All residents and visitors are assisted in evacuating the building.
- ✓ The log book and visitors book are taken out in order to check that all residents, visitors and personnel are accounted for.
- ✓ The services of the fire service is requested by dialing 999.



Consequences

Our aim at Starlight Homecare is to prepare young people for the "real world", help them become independent and support them during this process.

Therefore, they are made aware of real world consequences that would happen to anyone in the society who carry out similar actions.

We hope to help them learn what Independence means and to be prepared for it. They are made to understand what daily living in the real world entails.

Appropriate Consequences

The consequences young people face here is not to punish them but help them become familiar with the outside world and how it operates and they are made aware of this.

Staff should therefore not use consequences as punishment so it won't have negative effects on the young people.

Examples of Consequences.

✓ Young people that deliberately damage home properties will pay for it.

✓ When young people go to bed late, the communal areas will be locked the following evening to make sure they sleep at the appropriate time.

The staff sanctions young people to let them know how their actions will impact their lives once they start living independently. All planned sanctions are reported to the home manager beforehand however and recorded in the resident's file.

Physical Intervention.

Based on assessments, we determine if a young person is likely to put him/herself or others in danger of harm or damage home properties and put some strategies in place to avoid or lower the risk.

We refrain from using physical intervention or restraints at Starlight Homecare. We understand that different methods work for different young people so the staff are familiar with appropriate techniques for individual residents. Avoidance techniques, behaviour management etc. are some of the techniques used. We also put in mind potential triggers to violent behaviour in young people and avoid them.

If staff feel they or other residents are at risk, they should ensure they lock themselves in a room, call the manager/director and also the police.

Permitted physical interventions.

Touching: Residents can be touched minimally in order to lead, guide or block them from entering a place in a way that still gives them lots of freedom and moving space.

Presence: This involves no contact. E.g standing in front of a room to avoid a resident from going in probably because another resident is inside and making complaints.

Safeguarding

Starlight Homecare ensures that all staff receive safeguarding training in order to raise their awareness and responsibility in protecting the young people in our care. Ensuring that the young person is safe from the alleged abuser is our priority.

The staff have a duty to identify abuse when it happens and report it to the responsible authorities.

The guidelines set out by the Local Safeguarding Children's Board will be followed. We will also take account of guidelines issued by the Department of Education to:

- ✓ Ensure that safeguarding officers have received appropriate training.
- ✓ Ensure all staff understand their roles of identifying abuse and reporting to the safeguarding officer.
- ✓ Keep written records of concerns about young people.

- ✓ Develop links with relevant agencies and cooperate with their enquiries regarding safeguarding matters.

Religion and Culture

Information on the religious and cultural needs of each young person is gathered as part of the pre-admission process and included in their written pathway plan.



We will encourage young people to attend religious services and participate in religious practices in response to their needs and wishes.

We will always put each young person's religious and cultural issues into consideration including any specific diet or dress requirements.

Equality, Diversity and Rights.

Starlight Homecare ensures that all staff members are adequately trained in all aspects of equality, diversity and their responsibilities. We aim to create and promote a culture that respects and values each other's differences, accommodates and tolerates each other's opinions and views.

We do not encourage discrimination in any way, and the staff will challenge attitudes, behaviours or language that are discriminatory, in a corrective and positive way.

Young people are also made aware of their rights in the society and informed about ways of challenging discrimination. Staff respects these rights and will advocate for those rights on their behalf. We also make them know to respect other people's rights too.

Absent or missing residents

Definitions

Missing- a resident who is absent from his/her placement without the consent of staff and whereabouts unknown.

Absent without consent- a resident absent for his/her placement without the consent of staff but whereabouts known or suspected.

Absconded- a resident absent without consent while on remand or lawfully detained.

Young people should be informed about the home rules and informed that they are not to leave the home without consent. They should also be made aware of the consequences of leaving home without consent.

Young people will likely not run away from a place where they feel loved, safe and happy. They could run away if they are worried about an event or afraid of coming home late and facing the consequences. It could also be because of ties to their former lifestyle.

The risks of absence could be alcohol, drugs, sexual exploitations etc. so absence is taken seriously.

In a home where absence become regular, the home manager will undertake a formal review of the house policies and take steps to reduce it. The social worker or placing authority of young people who are frequently absent should be contacted also.

The young person's plan should be reviewed after absence.

The following steps would be taken when it is suspected that a resident is missing, absent without consent or has absconded:

- ✓ Staff should ask the other residents about the young person's whereabouts. Calls should also be made severally to the young person's mobile phone.
- ✓ A search should be conducted in the vicinity.
- ✓ If confirmed that the young person is truly missing or absent, the manager should be notified.
- ✓ The staff should call the police and give details of the young person from his/ her file.
- ✓ The social worker/ placing authority of the young person should be notified.

If the young person returns, the staff should:

- ✓ Notify the police, social worker/ placing authority and others of the young person's return.
- ✓ The young person should be welcomed and allowed to give his/her version of the incident.

The police might want to check if the young person has suffered harm and take actions.

Contact.

Starlight Homecare encourages young people to stay on contact with their families and friends.

We promote contact in partnership with the placing authority in accordance with the Children Act 1989.

We confirm contact arrangements with placing authorities as we understand that contact with some certain person's can put the young person at risk.

Visitors are graciously welcomed. Transportation and staffing is also made available for offsite meetings agreed to by the placing authority. All contact arrangements should be detailed in the young person's written pathway plan.

To ensure the safety of all, all visits will be assessed beforehand.

Making a complaint.

Starlight Homecare ensures that residents find it easy to make complaints. All complaints are dealt with properly and used as an opportunity to learn, improve and provide better services. It is not our policy to apportion blame or to provide compensation.

We ensure that the residents and other complainants feel confident that their complaints are listened to and acted upon promptly and fairly.

Where a complaint involves the issue of safeguarding, the safeguarding policy will be followed.

Starlight Homecare will ensure the complaints policy is made available to all staff and residents as requested. The same opportunity will also be provided to young people with learning/communication difficulties.

Care and pathway plan review

Starlight Homecare spends quality time and resources developing efficient and new methods of identifying:

- ✓ Hindrances to a young person's attainment of independence.
- ✓ Ways of helping young people overcome these hindrances.

We conduct care review meetings often. The first one is after the first week of the placement start date. We involve social services, health care individual and families while doing this.

The young person is informed of who will be attending and given the opportunity to invite whom they wish. They will also be allowed to voice out their reviews.

Staffing Policy

The number of staff in the home reflects the number of young people in the home and their needs.

There's a minimum of one staff on duty during the day and a minimum of one sleeping staff by night.

Home.

The home operates a core three-shift pattern of: 08:00-16:00, 15:30-22:00, and 22:00-8:00 (sleeping in staff) on week days. On Friday and Saturday, the evening shift will finish at 23:00.

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

On call arrangements

Problems within the home is solved by the team leader who may consult with the line manager.

The staff on duty must ensure that they are within reach of their phone when on call.

Working alone with residents.

Assessments will be carried out on each young person to determine if working alone with them is necessary and the needed support will be provided.

Responsibility for care staffing/recruitment

The HR department of Starlight Homecare is in charge of screening and compiling the list of candidates that meet the criteria for interview.

After this, the home manager interviews them and decides which of them is suitable for employment.

The final decision of employment is only made after the home manager and HR manager have come to an agreement.

The home manager decides the assigning and reassigning of staff. It is important that evidence for what has informed their decision be resented when required however.

Staff Training

Starlight Homecare has its own training centre where staff are trained to be competent and skilled care givers.

The home manager identifies the training needs of all staff through regular staff supervision and training is given based on that assessment.

Starlight Homecare is committed to all care staff completing their Diploma level 3 in Children and Young People Workforce. We also encourage our staff to develop their professional knowledge.

Contact us for more info about our semi-independent home and other services from Starlight Homecare.

Please contact our placements officer on +447956530741 or email info@starlighthomecare.org.uk and we will be happy to discuss your requirements.

OUT OF HOURS

You can make your out of hours placements by calling the operation manager on +447956530741.



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