

# Young Persons Guide



## Welcome to Cove Care, Park Road CCT, Wolverhampton

This may be your first time living away from home or in a residential home. We understand moving home and living away from your family is a very difficult time. We want you to feel safe, cared for and listened to by all the adults around you.

We have worked with a lot of young people over many years and want you to understand that they were where you are right now. Anxious, perhaps scared, unable to see much of a future. Please be reassured, many are now doing brilliantly, back home, in college or work ... they keep in touch with us and tell us so.

This guide will help you to settle in and answer some of the questions you may have.



## **Useful Contacts**

**Your Key Worker:**

**Your Co Worker:**

**Your Placement Manager:**

**Your Mental Health Practitioner:**

**Contact:**

**Your Local Authority:**

**Contact:**

**Your Social Worker:**

**Contact:**

**Independent Advocate:**

**Contact:**

## Cove Care: Who are we?

Cove Care Transitions (CCT) is a specialist service who look after young people, aged 16 - 25 years, who need a residential home for a temporary period of time to help to support their needs. Because of the background, skills and experience of our senior managers and the special training we give our staff, we often focus on young people who have, or may be developing, mental health or other emotional difficulties. We think this is what makes us a bit different to other residential services. Have a look at our [Mission Statement here](#).

## The Placement

Park Road West is a large detached house in Wolverhampton. The placement was opened in 2017 and is established within the local area, in a quiet suburban area on the outskirts of town, overlooking a beautiful park. The house is a large Victorian property with large rooms, light and spacious reception areas with plenty space for finding your own space or enjoying others company, and with really large bedrooms. It is registered for 3 young people. The staff group have developed into a really close, warm team who will make young people really welcome and offer whatever support is necessary. If you have accessed this Guide online, you can see some [further information and pictures of the placement here](#).

## Your Day

The Placement maintains a 'Therapeutic' structure.

This provides all young people and staff with expectations and a structure for the day, from getting up to going to bed, throughout the week. This is not to be strict, but designed to give everyone a framework for any given day, and will very much be tailored around what you need as an individual. The staff will support you with this structure and balance it with your need for your own freedom and responsibility as a young adult.

Your day will include establishing and keeping routines; also your engagement in education, college or work; social in- and out-of-placement activities; and evening and night-time routines. The program will clearly describe each of these, your own engagement in each, and some of the rules and expectations that everyone must follow in the placement (e.g. around behaviour, respect, housekeeping in the placement, and attending to the available staff and resources that will help to support you). Good levels of engagement with the program will help you get the best outcomes possible, and will also enable you to work towards additional incentives and rewards.

## Education & Work

We will do our best to enrol you into a mainstream college either in the local area, or keep you in the programme you are in already if it is near enough. Some young people may receive educational support 1:1 in the home while they are getting back into mainstream. We work with your Local Authority, the homes local education authority, and other specialist education providers to make sure you receive essential education support in the home if necessary and get back to college as soon as you can.

We will also work with you through Key Work sessions to develop your employment, work-based skills, vocational and independent living skills. We do this through partnership working with Next Steps AQA awards, and you will get certificates for these which will be recognized by colleges and employers and will help you get your first (or next!) job.

## Your Allowances

Your allowances depend on your age:

16+ year-olds: £14.00 per week

All young people also receive up to £27.50 per week for paid activities; £40.00 per month for clothing; and £10.00 per month for toiletries. There are also allowances for birthdays and Christmas, and all young people can earn extra allowances / rewards through our Positive Behavioural Strategy scheme.



## Your Say in Your Care

We really want to know your views and your opinions about your care; in fact, we think that the only way to give you the best possible care, is to listen - really listen - to your views and include these in your care planning. So we have several things in place for you to have your say:

- Your allocated staff member for the shift: they are available to you throughout the day for support, questions, or if you want to make a request regarding your care they can pass this on to the relevant person/s.
- Your Key Worker: through your weekly Key Work session. Again, your Key Worker is available either for direct support, will have a more in-depth understanding of your care plan, or will be able to take forward your views / requests to your social worker.
- The Registered Manager (RM): The RM is the point of contact for the placement. They are responsible for all young people's care, and if you can't access your Key Worker the RM will be the person to go to with any questions or requests regarding your care. They may be able to take some decisions that the Key Worker can't but again, if they can't make any firm changes they will be able to quickly access the relevant social worker / other professional who may be able to help.

## Your Say in Your Care (Cont)

- The Young People's Meeting: this occurs weekly and is a central feature for the placement's organisation and planning, and for you to raise your requests, questions or other points about the running of the placement. Things like the menu planning for the following week, activity planning, booking of the company cars etc are all arranged in these meetings and it is important that you attend them to have your say. If you require support to engage with or speak up in meetings, your key worker will be able to support you to do this.
- The Visiting Advocacy Service: this is an external advocacy service that attends the placement weekly and is available for each young person to see them confidentially. It is their job to present your views to the placement as you raise them, e.g. not to re-word what you say or to make guesses about what might be in your best interests. The Advocate will feed back your views directly back to the RM, and they will help you make a complaint if necessary.
- Your own Social Worker.
- Our Complaints Procedure.
- We will also send you and people and professionals involved in your care a questionnaire out every so often. Your Key Worker will talk to you about this.



### Your Registered Manager

Your Registered Manager is Edleen Matonhodze. Edleen is a so she has lots of training to work really well with young people's mental health and emotional needs. Edleen also has loads of experience in both health care and in social care to know how to manage her team and to get the best outcomes for young people. Young people say that Bev is really good at engaging with them when others haven't been able to. This makes her a good manager to help them get organised, and just being someone to talk to, and also a great manager for her team.

### Your Key Worker

Your key worker is an experienced member of staff who has done some additional training to enable them to work effectively with you and take responsibility for the delivery of your care. Your co-worker is a less senior, but still well-trained, member of staff, who often works different shifts to your key worker and assists them in their key work duties. Their names are listed in your Young Person's Guide.

## Main Key Work Duties: Your Key Worker is responsible for:

- Your admission: making sure you arrive at the placement safely and settle in as quickly as possible
- Your risk assessment and management plans: these are the assessments and plans that ensure that all staff are aware of your particular needs and work well together in supporting you. You will have a big part in these plans with your key worker
- Your weekly key work 1:1 session: this session will focus on your needs as they arise, and will help you with any problems you might have
- Your reports: your key worker will write all your reports, which include a weekly Progress Summary and your LAC Review Reports, which you will contribute to and which go to your social worker and other involved people and professionals. Your key worker will also send your assessment and plans to your social worker, and verbally communicate your progress to any person identified
- Your weekly schedule: every week (usually on a Thursday) you and your key worker will put together a schedule - a 'timetable' - for the following week, which will include all your education, therapeutic and social activities. This schedule will also outline the expectations for your behaviour and enable all staff to monitor these in all sessions during the week, and ensure you can achieve any Positive Behaviour Strategies that you are entitled to
- Your key worker is generally responsible for your day-to-day care, with the support of their own supervisor, Registered Manager and senior therapeutic professionals

## Your Care Team / Staffing support

The placement usually operates with 1:1 staff care and support every day. That means, if there are 3 young people in the placement, there will be 3 members of staff on duty. Usually the Registered Manager is extra to these staff, but sometimes the RM might be part of the team, or other times they might be working elsewhere in the company depending on the needs of the placement and additional work they might have to do (like attend meetings or do staff interviews). On every shift there will be a team of staff, that might include Residential Support Workers (RSW's), a Team Leader, Deputy Manager or the Registered Manager. One member of staff will be the shift coordinator, whose job it will be to take charge of the shift and make sure everything is organised. Another one of the staff will be your own allocated staff member for the shift, and they will tell you who that is at the start of their shift. If your key or co-worker is on duty they will usually be your allocated staff member. Your allocated staff member is there to make sure you get the support you need during that day.

## Your Records

### Reports About You ...

This section describes the different reports that are written about you, why they are written, to who they get sent and when. These reports will usually be completed and reviewed by your key worker, under the supervision and support of the management at the placement.

**Your Care Plan:** This is one of your main documents that you and your keyworker will write together, and update throughout your stay with us. This is really a guide to you for the staff, to better understand your likes, dislikes, routines, and how to help you if you are having difficulties.

**Your Risk Assessment:** this assessment is commenced prior to your arrival and continues throughout your stay. You will be encouraged to contribute to it. It is updated (reviewed) regularly, usually every month. The assessment identifies any areas that you may require additional support with, especially issues that might impact on yours or others safety, and puts Management Plans in place to help. It is shared mainly with your social worker but is sometimes discussed in professional meetings. You will be informed about these and your agreement will be requested.

**Your Weekly Progress Report:** this is a weekly report completed by your Key Worker and submitted to your social worker. This is also shared with you and includes your views and contributions.

**Your LAC Review Report (16-17 year olds):** this is a special report completed by your Key Worker, with contributions from others involved in your care (e.g. therapist if involved), which describes your progress over the period from your last LAC Review (e.g. 3 or 6 months periods). You will at least have gone through this

## Other written accounts ...

- **The placement Log Book:** this is a hardback book based at the placement where the staff write an ongoing account of the day-to-day events at the placement. Young people are referred to by their initials only to protect their confidentiality from visiting professionals who might read the Log Book but are not involved in your care.
- **Key Event Reports:** these are reports completed by staff when safety has been compromised at the placement, e.g. following aggression, a person going missing, having an accident etc. These reports are always sent to young people's social workers, and depending on the type of incident, sometimes sent to CQC and other agencies as well.

## Access to Your Records

Cove Care believes young people are at the center of their own care planning, should 'own' their care as far as possible, and work in partnership with us during their placements with us. With these assumptions, access to records as an important right of a young person

Any current service user or care leaver has the right to request to see copies of most records that we keep on them and can make a formal request to this effect, which must be made in writing using the Cove Care Access to Records Request Form. This can be obtained by email from [info@cr-cs.co.uk](mailto:info@cr-cs.co.uk), or by calling us on 01902 854259, extension 4

Young people currently in our care should approach their carers, or key workers, to initiate this request. They can also utilize the assistance of their social workers and advocates independently visiting the placement, or the advocates provided by the local authority.

Young people currently in our care can make requests to view - and the staff will make offers for them to directly contribute to - many of their day-to-day care records. Examples include:

- Daily evaluations which record a summary of the days events
- Review and progress reports, which the key workers write regularly for various review meetings
- Key Event reports, which are made if a young person is involved in an event which may have or did compromise their own or somebody else's safety.

Many records completed by Cove Care staff and the company will be accessible if applied for using this procedure. Examples of those that may be exempt include:

- Records that include identifiable information of other young people
- Records written by an external agency and copies of which remain with us on file
- Records that, in the view of the company or the person / agency with PR, may jeopardize the safety of the young person or others, or breach their right to confidentiality.

A formal request will be dealt with as soon as practicable and a response will be sent to you within 40 days of receiving your request (although we will strive to process the request earlier if we can). If all or part of your request is declined the reasons for this will be clearly explained in our response to you. If the access is permitted, arrangements will be made for you to view the records and the method and arrangements for you to do this will be outlined.

If you are not happy with the way your request to access your records has been dealt with, you can either complain to your local authority, or to Ofsted who register and inspect our services. Their complaints department is at:

#### **CQC**

Tel: 03000 616161, Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), Add: CQC, Citygate, Callowgate, Newcastle upon Tyne NE1 4PA

You can also raise any concerns about the process or the information held about you with the Information Commissioner for Data Protection, at:

Information Commissioner

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 01625 545 70, Email: [mail@dataprotection.gov.uk](mailto:mail@dataprotection.gov.uk), Web: [www.ico.gov.uk](http://www.ico.gov.uk)

## Positive Behaviour Strategies:

### Why do we use them?

PBS's are strategies we have always used with young people without necessarily logging them. Using this formal system ensures that the young people are clear on the positive support they receive; that staff are able to work consistently; and that we can produce evidence for any of our service stakeholders or inspectors that we provide positive behavioural support for our young people.

## Consequences for Behaviour Strategies

Consequences for Behaviour Strategies (CBS) are used when a young person behaves not in line with the Placement Expectations, e.g. places himself / herself / others at risk, damages property etc. CBS's are used to limit the effects of these behaviours and demonstrate to young people there are consequences in society to harmful or negative behaviour.

PBS's will be used wherever possible rather than a CBS. We would much rather work and provide positive rewards for brilliant behaviour than provide negative consequences for negative behaviour. If a CBS has to be used, the staff and the manager will ensure that this is put in place soon after the incident, has a clearly set out timeframe until it is lifted, is relevant to and in proportion with the behaviour which applies. Furthermore, if a young person has clear reasons for their negative behaviour and are able to genuinely reflect on these, learn from them and make some other amendments to their behaviour, all of these will have an effect on the CBS. We will always consider doing a PBS whenever a CBS has been used. Finally, we will never impose a CBS for a behaviour that is clearly linked to a young person's mental or emotional health, e.g. self-harm.



## Placement Expectations

*'What is expected of me? What can I expect of others?'*

This section will explain the basic placement expectations of yourself as a young person living here, and the staff team that work here...

### *Our Expectations...*

1. We will keep ourselves and each other safe at all times
2. We will respect others' right to privacy, dignity and confidentiality
3. We will respect each other as individuals with different cultures, beliefs, and backgrounds
4. We will respect our own and other's property
5. We will speak to, write about and behave towards others politely and respectfully, even if we disagree with them
6. We will always try to be consistent, to do exactly what we say we will do
7. We will speak to others about any difficulties we may have, rather than resort to negative behaviours
8. If I have a problem with somebody, I will try to discuss this with them calmly
9. I will seek support from others if I am struggling with a problem and can't handle it on my own
10. I will offer my own support if I see another in difficulties, if I feel able to offer it
11. I understand and acknowledge that all Young People have their own needs, and I will not knowingly place them in any compromising situation
12. I will immediately report any situation I see, or am aware of, that might involve the abuse of another person, no matter who might be doing wrong

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### What are they?

Positive Behaviour Strategies (PBS) are ways that staff can support you through working with positive behaviours rather

than dealing with negative behaviours when these happen.

**Some examples are:**

Problem requires support: you struggle to remain in school.

PBS: staff arrange an additional paid activity for you after a weeks' full school attendance.

Problem requires support: you have difficulties managing your anger.

PBS: you work towards a weekend camping after 4 weeks of safe behaviour.

**How do I use them?**

A PBS can be made by you and a member of staff if you identify a positive way of supporting a behaviour that you think might be useful. They should then discuss it with a colleague and the Placement Manager, and if agreed you and the staff should sign it off on the Cove Positive Behaviour Strategy form. This should then be logged in the PBS Log Book in the same way that incidents and sanctions are logged.

## CBS Examples

Incident	Context	CBS	Linked PBS
Young Person stays off from work, goes unauthorised into the local area for the day	It has been discussed in key work sessions young person being bullied at work	Planned paid activity is postponed for the following evening	With key worker support young person attends meeting with employer to discuss bullying; if can maintain 2 weeks attendance will work towards a day out to amusement park
Young Person becomes angry, throws pool ball at a window and breaks it	Young person had a disagreement with another about the weekly group activity	Reparation money to be paid directly from young person's allowance over a few weeks	Young people met together with staff and apologised for disagreement; young person working towards a trip to a football match if maintains 2 weeks incident-free behaviour
Young Person behaves excitably in company car, turning up music from the back, not listening to staff	Young person has historical difficulties being transported in vehicles	Young person suspended from company vehicle for 2 weeks, to travel on public transport	Young person to undertake project work in key work sessions about road safety and hand to key worker. If safe car behaviour can be maintained suspension to be lifted

## Behaviour Management: Remaining and Keeping Safe in Placement

It is really important that you stay as safe as you can at all times at the placement and outside it. You have a personal responsibility to do this as a valued member of the community, and as you get older, the consequences for not keeping yourself and others safe become more and more serious. So it is really important that we support you with any problems you have in this area right now to prevent this becoming even more of a problem later on.

The staff will work with you to make sure your risk assessments and care plans develop some really good and effective Positive Behaviour Strategies that will hopefully stop any incidences from occurring. This is our first aim: to keep everyone safe and prevent difficulties.

We do understand though that sometimes young people can become upset, distressed or angry and that sometimes incidences do happen. In these situations, the staff have lots of training and other support to try to calm incidences like these down, to lower effects on everyone involved, and manage them as quickly and safely as possible. This is our second aim: to provide support as soon as possible to reduce the impacts on safety before situations get out of hand; and prevent future incidents from happening.

Finally, again we understand that some young people can become very agitated, distressed and angry and that sometimes they may need more support to maintain their own safety if they are unable to achieve this themselves. Again, staff have lots of training in managing these situations. Our final aim in these situations is to respond safely and effectively, provide a range of supportive, child-centred interventions where necessary to maintain safety, and to provide a warm, positive environment and responses after incidents where the experience can be used as a learning process for those involved.

## Making a Complaint

We are sure you will enjoy your stay with us and all your questions or concerns will be answered satisfactorily, such as in your Key Work sessions, or the weekly Young Person's Meeting. However, we understand that from time to time people might have complaints and you can be assured we will take all young people's complaints very seriously. There are 3 levels of complaint, if you wish to make a complaint, you would firstly, you will speak to a member of the staff team, if you felt that this could not help you to resolve your complaint, you will be offered a complaints form, you can either fill this in on your own or a member of staff will help you to complete this form, once you have completed, this complaint will then be given to the house manager, who will have 7 days to complete, if it cannot be resolved by the manager, then it will be passed onto the senior management, who will then do their best to resolve your complaint within a timely manner.

Level 1, which will be answered by the Registered Manager with you, and entered into the Complaints Book kept at the home. The Manager and yourself will sign this off if you are satisfied with the Manager's response.

Level 2 is for any Level 1 response that you are not happy with; or for more complicated issues that require a more in-depth investigation. For Level 2 complaints, a senior manager outside the placement will take charge of this investigation, speak to relevant people and look at any relevant documents, and write a more formal report. Complaints at this Level 2 will take up to 7 days to complete for us to look at it in detail.

Level 3 is conducted externally to the company. Any Level 2 response that you are not happy with; or for any complaint you feel (or others on your behalf) requires to be made to an external organisation. Your Keyworker or the Registered Manager, or a more senior manager if your complaint has already been through Level 2, will assist you with this level of complaint.

## Fire Policy

Our placement has really clear procedures in place to prevent the risks from fire. Every three years as a minimum (or more regularly than this if the building changes in any way) we have a Fire Risk Assessment conducted by an outside company. This assessment shows any actions that are needed regarding fire safety and these are acted on immediately by the Manager.

All staff have annual Fire Safety training which teaches them about fire and the procedures to follow in the event of a fire occurring in the placement. We try to get young people on these courses alongside the staff as well. The staff and young people have regular fire drills, which are 'practice runs' for evacuation in the event of a fire. You will do these drills with the staff 3 times in your first month (1 must happen in the evening); after these drills will be regularly.

We have an excellent fire detection system in the office, fire doors in relevant areas as the risk assessment stipulates, different types of fire extinguishers in the placement and emergency lighting.

In the unlikely event of a fire:

1. RAISE THE ALARM BY OPERATING THE NEAREST ALARM POINT.
2. CALL 999.
3. LEAVE THE BUILDING AND GO TO THE FIRE ASSEMBLY POINT, WHICH IS THE CAR PARK AREA TO THE FRONT OF THE BUILDING.

Or you hear the alarm:

- LEAVE THE BUILDING IMMEDIATELY
- DO NOT COLLECT BELONGINGS
- WALK CALMLY AND QUICKLY WITHOUT RUNNING
- DO NOT RE-ENTER UNLESS TOLD TO DO SO BY STAFF OR FIRE OFFICERS.

## Regulation and Inspections CQC

The placement has been set up to look after you, to protect and care for you and to support you in your education, social activities and daily living. As this is such an important job the placement has to work within lots of rules, regulations and laws, and there are lots of people, usually called inspectors, who are not associated with the placement or the company, who visit regularly to make sure the placement is working within all these laws. These are Ofsted; Regulation 44 Inspectors; and Quality Assurance Inspectors.

## Care Quality Commission (CQC)

CQC is the government agency that registers, inspects and regulates all services that work with adult health and social care providers. They do this by making sure placements are ready and good enough to set up and register for this important work in the first place, then they attend the placement without telling anyone to do regular inspections, at least every year, to make sure placements are working in line with all the rules and regulations that they are required to.

### *What to Expect: CQC Inspections*

There may be one or more inspectors, and they will introduce themselves to you and explain what they will be doing during their visit. They will always offer to see you on your own to hear what you think about the placement, the staff, and your care, and make a time to do that if you want to around what you are doing that day.

CQC will try not to disrupt your day or the placement routines and will do their best to base their inspection on the 'normal' day at the home. They will also spend time with the management, individual staff, and try to speak to as many other people that know you as possible like your family, your social worker and other professionals.



## After an Inspection

The Inspectors write a report, which says how well the placement is working for the young people who live there. The report will describe what the service does well and what improvements should be made. These are called 'requirements' if they are something that we must do, or 'recommendations' if they are something that could make our service better. This report makes an overall judgment, and also separate judgments in these different areas of the service:

- Safe: People are protected from abuse and avoidable harm
- Effective: People's care, treatment and support achieves good outcomes, promotes good quality of life and is based on best evidence
- Caring: The service involves and treats people with compassion, kindness, dignity and respect
- Responsive: The service meets people's needs
- Well-led: The Leadership of the organisation assures high quality care, supports learning and promotes openness

Each of these areas will receive a 'judgment' using these grades:

OUTSTANDING

GOOD

REQUIRES IMPROVEMENT

INADEQUATE

CQC will write to the manager to tell them what the grade is and what they must do for next time. CQC will also write to you to tell you the grade, and send you out a questionnaire for you to share your views of the inspection.

## *Quality Assurance Inspections*

A Quality Assurance ('QA') Inspector is a senior social worker from your local authority (and others from the placement local authority if you come from a different area) who also regularly visit and inspect the placements. Often they will arrange their visits by letting the management know, but they can also arrive without letting us know. Sometimes your own social worker may request for the QA to attend the placement, for example if they have had a question or a concern that they haven't been able to get an answer to through the placement managers. Like Ofsted, QA's will also visit the placement on an annual basis routinely.

## NOTES

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