

COVE CARE

Quality, specialist, residential care for young people
with mental health, emotional & complex care needs

Cove Care is a *truly unique* service, operating within the *social care sector*, while aiming a range of clinical and social care services at young people with *clear, or suspected, mental health needs*.

Dear colleagues, myself and Beverly Cyrus, co-founders and directors, each have over 20 years experience working with these young people. As mental health nurses with an extensive range of additional psychotherapy and psychological trainings, we have proven track records through front-line, management, clinical specialist and consultancy roles within in-patient Child & Adolescent Mental Health Services (CAMHS).

Setting up Cove back in 2008, our goal was ambitious, but simple: to fill the gap in the sector with quality, specialist placements for young people, either who are being discharged from in-patient CAMHS and require skilled support and rehabilitation in the community, or as an effective, safe alternative to an in-patient admission.

Now well-established with several residential placements and a clear plan for ongoing developments, we remain committed to this mission today.

Over the years from our incorporation we have identified a further, crucial area of need: the well-publicised 'cliff-edge' drop in specialist mental health services for older adolescents transitioning into adulthood. This national situation has been responsible for so many young people's early-onset mental health conditions becoming chronic; acute relapses; poor social outcomes and living on the fringes of society and suicides. As a result, we have introduced our innovative Cove Care Transitions service – 'CCT' – to support these young people into early adulthood (see p9 for further information).

Lee Smith, Beverly Cyrus

Founders / Directors

Bev Cyrus: Director, Founder

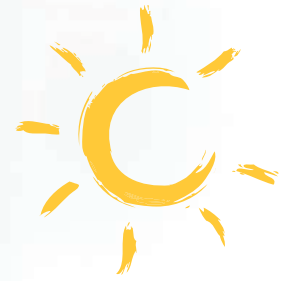
From RMN qualification in 1994, Bev has also dedicated her professional life to children and young people with mental health difficulties, and has worked in open mental health and inpatient settings, young people's eating disorder services and, in 1998, as the ward manager led and piloted the UK's very first CAMHS Psychiatric Intensive Care Unit (PICU).

The immediate success of this cutting-edge independent sector service paved the way for many similar services developing across the country. Bev also qualified as a psychotherapist in 2002, and applies her extensive knowledge and skills directly in sessional work with young people, and also in working closely with the staff, enabling skilled and informed therapeutic team approaches and carefully-established therapeutic environments. Bev is acutely aware of, and committed to improving, the outcomes for those young people who are often seen as 'difficult to engage', 'hard to treat' or 'not suitable for psychotherapy', and Cove is an ideal service to facilitate this.

Lee Smith: Director, Founder

Lee has extensive experience in children's CAMHS, forensic, secure and in-patient services within the NHS and independent sectors. From qualifying as an RMN in 1996, he has developed clinically and professionally through staff nurse, ward manager, Lecturer-Practitioner, CAMHS clinical nurse specialist and Nurse Consultant posts, prior to setting up Cove.

His passion, throughout, has been delivering innovative and best-practice services for young people. Lee's experiences and skills, especially those developed within the 'higher-end' CAMHS tiers, enable the teams that he leads to work proactively with challenging young people, and also to collaborate with involved stakeholders on their often unidentified mental health difficulties.



COVE CARE

‘Cove is *committed*
to delivering the
highest quality care
to young people’



2007

December

The Cove Concept

Working within a large CAMHS hospital, Lee and Bev's vision for Cove clear: to provide skilled mental health residential support for children.

June Commissioning Coniston House

Our flagship placement in Telford ... this period was devoted to staff, service and building development.

Our Head Office was opened in Telford.

2008

December Service Opening

The first young people arrive at Coniston House ... the dedicated staff team, with Lee and Bev very much at the 'coal face' work tirelessly to succeed with these new admissions.



2009

July Introducing ..The Nabb

To cope with increasing demand, we open our second Telford placement.

The Nabb, a beautiful semi-detached cottage, will become a stable, therapeutic home for 1-2 young people for long-term placements.

June A New Avenue

Avenue House was introduced to the expanding company residential portfolio ... a new area, a new team...

2010

January
A Corporate Makover

Fantastic new Head Office opens in the Centre of Wolverhampton.



2013



May
Transitions to Excellence:

CCT is launched



2019



2015



March
Continuing Growth

The Heathers is commissioned, expanding our growth in Telford.

PRESENT



Where We Are Today

Working with well over 100 young people to date, Cove Care has the range of clinical, residential and mental health services to support young people within the community – from childhood into early adulthood.

 **Our Story**



'Cove': a *sanctuary*, a *safe place*, an inlet protected from the stormy sea ...
our specialist residential environments provide *protection*, *warmth* and
consistency for those who use our services ...



Specialist Services

We provide the level of expertise you would expect from a specialist mental health provision ...

- Highly specialist in-house clinical team for each young person, including psychiatrist, clinical mental health nurse specialist, social work and comprehensive qualified psychotherapist staffing
- Psychotherapeutic interventions available including Cognitive Behaviour Therapy (CBT; Dialectical Behaviour Therapy (DBT); Eye Movement Desensitization and Reprocessing (EMDR); Trauma-Focussed CBT; etc
- Global and specialist mental health and psychiatric assessments and formulations
- In-house multi-disciplinary reviews for all young people
- Clinical psychodynamic support for dedicated residential support practitioners
- Youth and Adult Mental Health First Aid (MHFA): all staff trained with these cutting edge skills by senior, in-house registered MHFA trainers; company nominated 'MHFA Champion' status

Our Placements

Our beautiful children and young people's residential placements are located in the Telford & Wrekin, Worcestershire and West Midlands areas. Much care is taken by our management team in the location and commissioning process, to ensure that any new placement meets Cove's high standards and expectations.

All residences are spacious, with an emphasis on creating homely, stable environments. Our senior management use their extensive experience to ensure that the homes' therapeutic milieu is promoted in its furnishings, design and upkeep. And, as young people tend to stay with us for around a year*, the staff are committed to helping the children see and treat their surroundings as their homes for the duration of their stay.

For picture tours of all of our placements, please visit our website at www.covecare.co.uk

*Research conducted by Lee Smith and Rachel Oliver, 2015: '50 Young People Admitted to a Specialist Mental Health Children's Residential Service'.

‘Introducing ... Cove Care Transitions (CCT)

Our specialist residential mental health care doesn't stop when a child turns 18. Well aware of the group of young people, approaching 18 and with limited options into their future, we are committed to diverting them from the 'cliff-edge' of mental health care responsible for so many relapses, deteriorations and poor mental health and social outcomes*. Our innovative CCT service provides specialist residential mental health care for young people, aged between 16 and 25 years, who may require any of the following 'transition pathways':



Step-Down Transitions:

Skilled support, recovery and rehabilitation in the community following in-patient treatment.



Step-Up Transitions:

Skilled support, recovery and rehabilitation in the community following in-patient treatment.



Step-Across Transitions:

Effective, safe alternatives to an in-patient admission.

*CCT provides ‘Professional mental health services,
to the standard of tier 4 CAMHS,
within beautiful, homely environments’*

*Reference: Children and Young Person's Mental Health Coalition (2019): It's time to put an end to the cliff edge: meeting the mental health needs of young people.

Cove builds fantastic relationships with
our stakeholders ... evidenced by the
health and social care outcomes
our young people achieve





Training & Consultancy

Alongside our specialist residential services, we provide the level of consultation and training for our staff and external agencies that you would expect from an experienced, professional group of practitioners, all professionals with multidisciplinary backgrounds from psychiatry, psychotherapy, mental health nursing, mental health care practitioners, social workers, and children's residential social care.

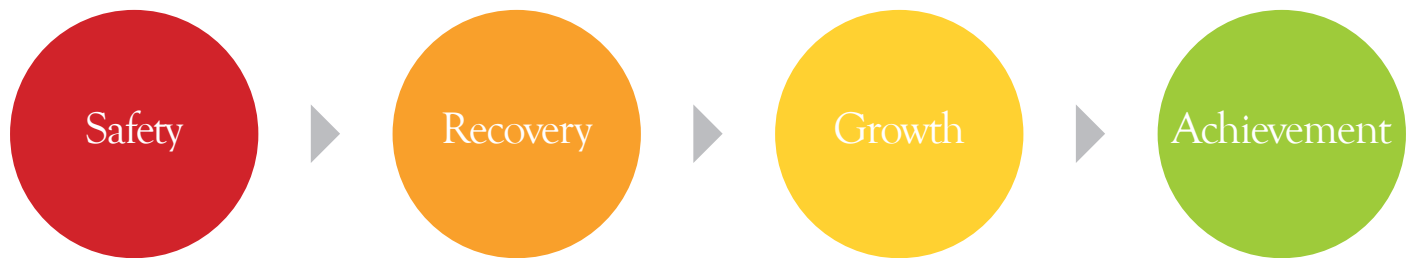
Lee Smith and Beverly Cyrus, our Directors and Rachel Oliver, Operations Manager, at the request of the Independent Children's Homes Association (ICHA), lead a multi-agency national group of ICHA member providers called the Mental Health in Residential Children's Care (MHRCC) special interest group. This group aims to produce best practice guidelines, policy, practice and training in mental health for the sector. We are also regularly consulted by and publish in industry journals.

The professional training and qualifications across our team include MSc Psychotherapy, PGCertEd, PGDip Child Forensic Studies: Psychology & Law; BSc Social Work, DipSW, and we undertake a range of relevant Continuous Professional Development activities in subjects such as Cognitive Behavioural Therapy, Dialectical Behaviour Therapy; and to Train-the-Trainer level in Neuro-Linguistic Programming, Clinical Hypnotherapy, Mental Health First Aid, and Management of Aggression. We are an accredited Youth, Adult and Schools Mental Health First Aid trainer with Mental Health First Aid England.



Our Model of Care: The Therapeutic Spectrum

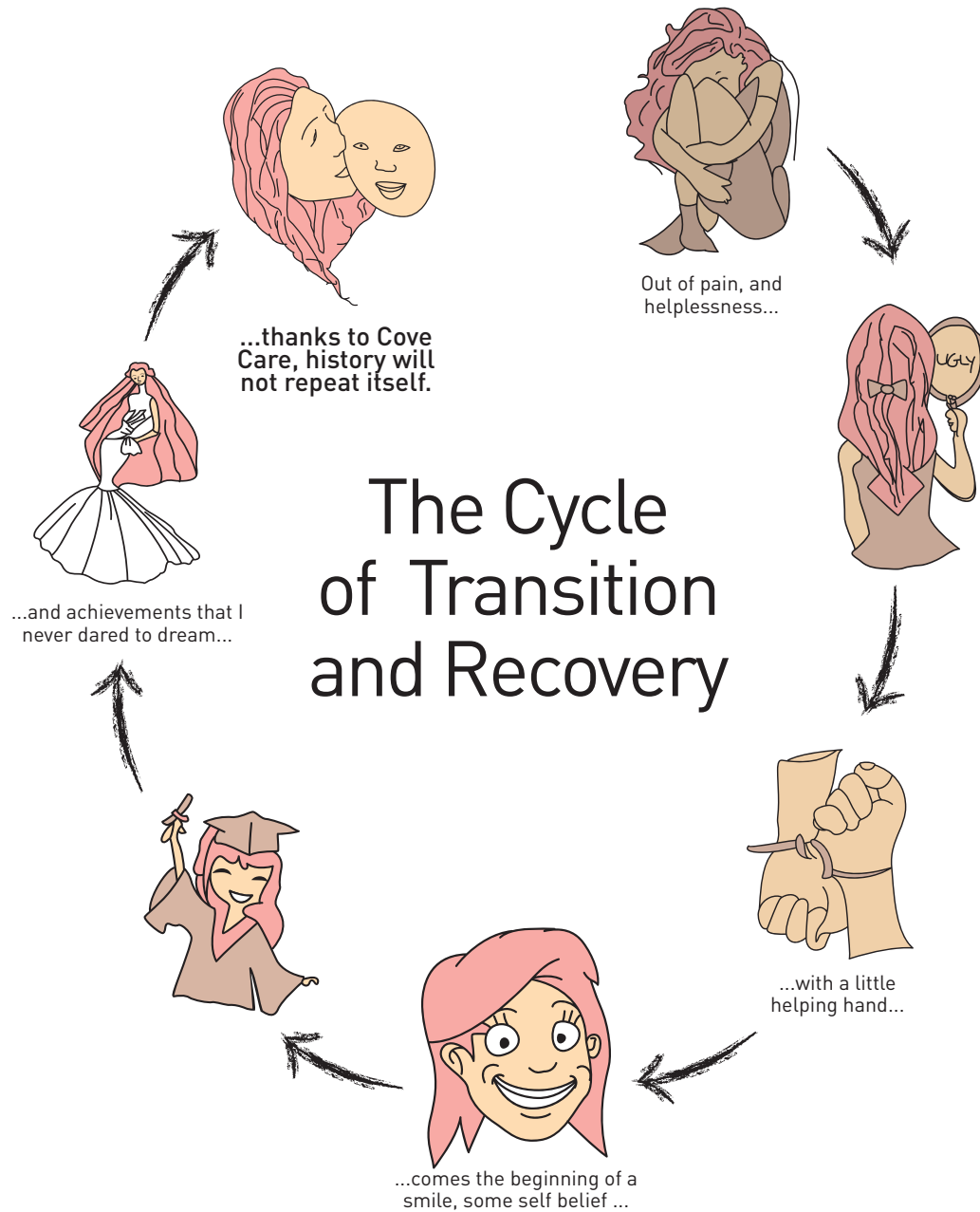
This model conceptualizes how we deliver care at Cove.




... and in each of these areas are supported by staff's skilled interventions to progress 'rightwards' across the Therapeutic Spectrum ... from occasionally having difficulties with maintaining their own or others safety in some areas, to recovering, growing and achieving as they make progress with us.

Stage / Goal	Issue / Timeframe	Level of Support	Therapeutic Modality
Safety	High risk, compromised safety, immediate / short term (days - week)	Staff-led, pedagogic, interventionist	General assessment; supportive / Brief Solution focussed
Recovery	Absence of compromised safety over short / medium term (weeks – month)	Increased child involvement as safety improves, staff retain the lead.	More specific assessments, some treatment areas might be identified
Growth	Recovery maintained over medium-term (3+ months)	Baseline staff support, clear elements of autonomy as child safely takes increased responsibility	Specific treatment areas delivered: focussed CBT, DBT etc
Achievement	Growth maintained over longer term (6+ months)	Young person led, andragogic, low-level staff interventions	Greater exploratory work, focussed CBT, EMDR etc

The Cove Model... in practice (designed by a former young person).





The professional and personal experience, skills
and qualifications of our clinical and residential
support teams operate a shining beacon, brightly
reflecting our quality, and focus.



Feedback from Stakeholders

Ex-Deputy Manager (feedback given to Director during exit interview from Avenue House):

'The assistance provided and the expertise and insight you've shared with me in our field is invaluable. I consider you a mentor on both a professional and personal level, and I have learned so much while working for you ... I will forever remember my time working here, how welcomed and settled I have felt within the Cove Care team'.

Young Person, Post-Discharge (feedback to Avenue House staff and management post-discharge):

'Hi all! I wanted to update you all as I miss you guys ... Since December I've been in 2 music videos' (lists, playing on MTV)

'I've also been cast in an independent short film as the lead, I'm filming in October, showing at (the cinema) in November ... I do hope you can pop down to see it!

'I'm currently 4 weeks into my 3 month stay in America working at a Summer camp in Maryland, doing everything from camping to caving to climbing to survival to ropes to hiking! 'AND ALSO I passed my driving test and have a car!
Thanks for everything guys, miss you all'.

Young Person's Mother (written feedback to placement staff post- discharge after her 18th birthday):

'When (young person) arrived at Coniston House we were already on an emotional rollercoaster ... from the very first meeting until her last day we have been shown care, kindness and understanding and the utmost professionalism.

'Every member of staff has been fantastic with (my daughter) and also taken the time to help me and explain each step ... I would like to thanks each and everyone for keeping my daughter safe and helping her become the young lady she is today'

Social Worker, London Borough of Greenwich (emailed feedback to Registered Manager during young person's placement at Coniston House):

'Can I say that I have been very impressed with the way you and your staff work ... It really has been a pleasure working with you and I hope we can work together again in the future'.

Young Person, Post-Discharge from the Nabb (feedback to Head Office and to Placement staff):

'My journey with Cove Care ...
'My journey whilst at Cove has been a rocky one, I've had some ups and some downs but I can honestly say they have changed my life for the better.

'I think what makes Cove stand out from all the other residential homes is the staff. They all go above and beyond their job role and they really do care. Cove Care provides stability, sanctuary and just a bit of normality that we all need in our lives.

'Cove holds a special place in my heart and I can honestly say they are like my family, Cove made me the person I am today and I will be forever grateful'.

Missing Person's Coordinator, West Mercia Police / Telford & Wrekin (feedback to Director following Multi-Agency Meeting regarding 2 young people at Coniston House):

'Thanks for a superbly well run meeting ... it was one of the best strategy meetings I've been to and ran superbly under some testing circumstances with the situation of the two girls ...'



Business Relations / Commissioning Manager, Staffordshire County Council (feedback to staff and Registered Manager following Quality Assurance Visit of Coniston House):

'Thank you for co-operating with us regards to the Children and Care Council visit. The feedback was extremely positive, with the home being very welcoming and friendly. They were impressed with the quality of the provision and the care and mental health services being provided. This information was fed back to counsellors at Staffordshire's corporate parenting panel and I have to say I was immensely proud, as it demonstrates we commission good quality placements ... Keep up the good work! Please share this with the home'.

Social Worker, Wiltshire County Council, giving direct feedback following a successful planned Transition into the Nabb from Tier 4 CAMHS'


'Cove Care provides a warm, friendly, stable and consistent environment to meet the needs of a Y/P who had, prior to moving to The Nabb, been accommodated in secure hospital environments for nearly two years.

The Y/P has complex needs including being institutionalised. However, Cove staff have consistently demonstrated their ability to retain the Y/P central to their care ethos. This was demonstrated when staff visited the Y/P weekly, for approximately 9 months, prior to the Y/P moving to The Nabb. This consistency gave the Y/P with a sense of belonging and being wanted, alongside helping to reducing anxieties which were destructive emotionally, physically and mentally. Even when anticipated discharge planning dates came and went, Cove remained consistent in their commitment to accommodate the Y/P post discharge.

Their knowledge around Mental Health is invaluable, alongside their ability to work alongside other professionals, as well as the birth family, who play significant parts in Y/P's life. This approach indicates a commitment to retaining the Y/P central in all aspects of their development, whilst providing opportunities to move on with the skills necessary to support moving into the adult world.

Cove staff consistently demonstrate their ability to retain Y/P central to their care ethos. For this reason, I am confident in recommending Cove's ability to look after y/p holistically in all aspects of their Emotional, Physical and Mental Health development. Cover Care really do go the extra mile.'



A person in a white kayak is shown from the side, paddling on a calm body of water. The scene is set during sunset or sunrise, with a warm, golden light filling the sky and reflecting on the water. The person's arm is raised, holding a paddle. The background shows a distant shoreline with trees under a cloudy sky.

AQA Training Provider 'Next Steps Life Skills & Training (feedback to Cove Head Office following a staff training session at Coniston House):

'The visit to Coniston House was excellent yesterday and I was really impressed with the way the staff have taken on the AQA's, they are truly a credit to your organization and I am really pleased to be working with and associated with you'.

Social Worker, Staffordshire County Council (written feedback to routine stakeholder views questionnaire, Coniston House):

'Their (staff) knowledge (of mental health) has enriched our (local authorities) ability to meet the YP's needs' ... 'as such I have confidence in recommending The Cove's ability to effectively safeguard YP experiencing mental health problems in a way which is child centred and compassionate'.



A warm, golden-hour photograph of a field. In the foreground on the left, the shoulder and arm of a person wearing a blue and white plaid shirt are visible. The background is a vast, sunlit field of tall grass and wildflowers, with a bright sun creating a strong lens flare and illuminating the scene with a warm, orange-gold light. The overall mood is peaceful and hopeful.

‘Cove is *committed* to delivering the
highest quality care to young people’

Making a Referral

We welcome any enquiries regarding young people through a range of professional agencies, including local authorities, in-patient and out-patient CAMHS, CMHT's, consultant psychiatrists and psychologists, hospital social workers, education and secure facilities. We can explore the young person's needs in these enquiries and discuss how to proceed.

Referrals from local authority social workers can be made through the following channels:

By telephone: 01902 854 259 (in service 24-hour)

By email: info@covecare.co.uk

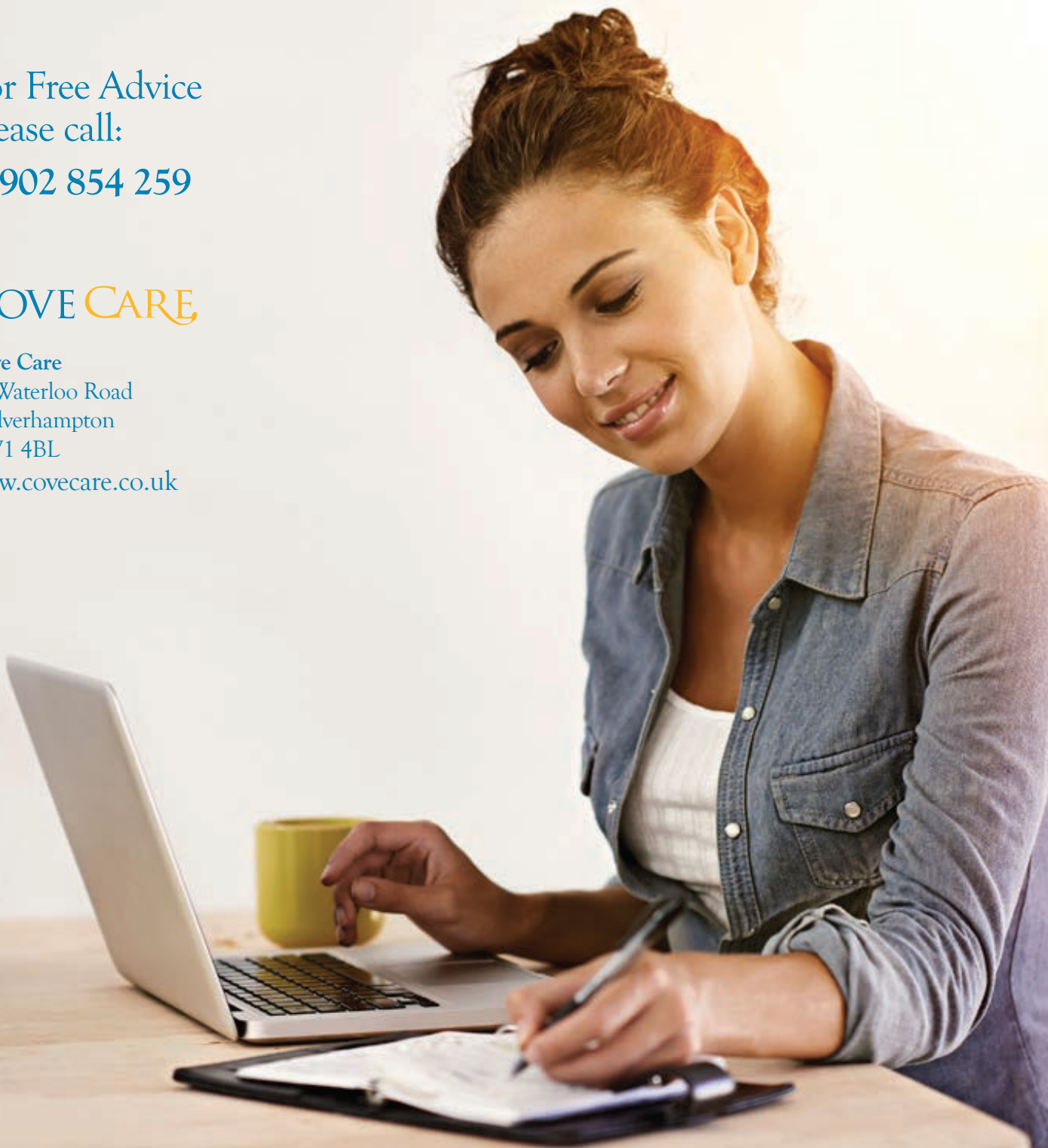
By on-line referral form: www.covecare.co.uk

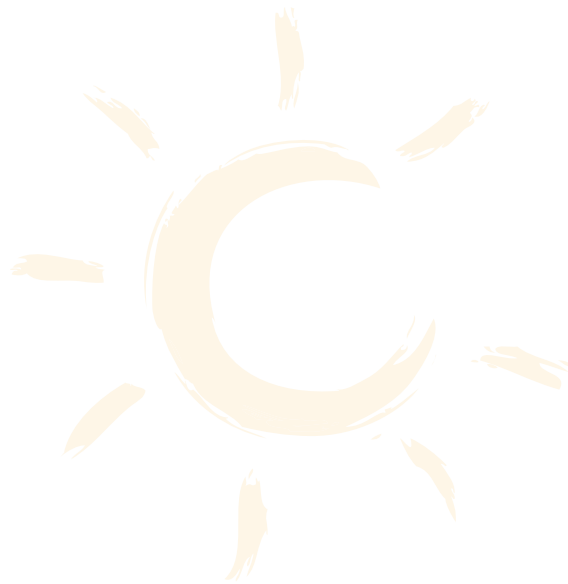


For Free Advice
please call:
01902 854 259

COVE CARE

Cove Care
16 Waterloo Road
Wolverhampton
WV1 4BL
www.covecare.co.uk





COVE CARE

Cove Care
16 Waterloo Road
Wolverhampton
WV1 4BL

01902 854 259
www.covecare.co.uk