



**CARESPEC
SUPPORT**

**Personalised
Support Services**



Introduction

Welcome to Carespec Support, an established and experienced provider of semi-independent support services for young adults.

About us

Carespec Support is the UK's leading independent provider of support for young people aged 16+. Our purpose is to deliver a high standard of accommodation and support services to young people across the country. Our innovative services are focused on enabling young people to achieve their goals through individually tailored solutions.

We believe encouraging independent decisions boosts self-esteem and a sense of confidence, invaluable to young people who have faced challenging life situations. We aim to empower individuals through our services, whether that is achieved with 24-hour assistance or just a few hours a week. Putting the individual and their needs at the heart of our services ensures our staff provide a person-centred, customised level of help unique to us.

Our Mission

At Carespec Support, we guide our services based on the young people who use them, so the assistance we offer is entirely dependent on the individual's requirements. Our mission, therefore, is to provide a comprehensive, personalised system of support for individuals aged 16+ that speaks to them and not above them. Collaboration is vital in building trustful relationships between the service user and their support worker, which makes a positive impact, and, over time, changes lives for the better.

This is our ultimate mission and driving motivator.



Aims and Objectives:

- The service user feels safe and stable in the environment we provide.
- The service we provide is consistent, high-quality and effective.
- We encourage independent choice where possible.
- We build strong relationships and work in collaboration with young people, their family and other agencies if necessary.
- We develop our staff skills through regular training, update sessions and support.

Services

Depending on what is best for our service users, we provide a variety of services ranging from accommodation support to counselling work.

Supported Accommodation

Independent, shared and 24-hour supported living accommodation. Our high quality, fully furnished properties provide the ideal setting for young people to develop their independent living skills, and we can provide step-down accommodation specific to young people transitioning to 16+ living.

What our accommodation includes:

- Private rooms
- High-speed Wi-Fi
- Shared kitchen and living area
- Washing machine and dishwasher

We train our staff to be able to help young people with maintaining tenancies, paying bills, budgeting and 24-hour support is available where necessary.

Counselling/Personal Support

Our mentoring and support services vary depending on what is required. This could be personal services, such as help with maintaining a good social life, healthy eating etc. or helping develop interpersonal skills and confidence through mentoring.

Escorting Service Users

We understand that sometimes accompanying a young person to a perhaps nerve-racking first college appointment or counselling session is of utmost significance in guiding them on the right path. We offer services escorting young people placed in our homes to attend important appointments. This may include solicitors, youth offenders and immigration-related appointments, doctor appointments, contact with family or anything else agreed in advance with their social worker or personal advisor.

Religion and Culture

As part of the pre-admission process, we gather information on the religious and cultural needs of the individual. Staff are trained to be considerate and always willing to widen awareness of religious and cultural beliefs. We believe this promotes tolerance and respect for others. In this context, we encourage people to explore and get to grips with their rights concerning challenging discrimination. We also insist on respect to other people's rights, fostering a non-discriminatory environment.

Floating Support Service

Floating support is defined as support not linked to accommodation, for instance, when a person might need support with issues like budgeting, drug or alcohol misuse, avoiding becoming an offender etc. Carespec Support can provide such assistance as a stand-alone service without providing or arranging accommodation.

From your first step into independent living, our floating support services can assist you with a range of activities within your own home. We ensure a smooth transition into tenancy is achieved through continued support, followed by a post-tenancy period offering further support to uphold a tenancy if needed.

Examples include:

- Benefits advice - this includes support with making benefit applications.
- Help to access local services - e.g. mental health teams, drug and alcohol services and support for minority ethnic groups.
- Help to find education - including voluntary work, employment and leisure services.





Staffing Policy

We keep one staff on duty during the day and a minimum of one sleeping staff on duty by night. Where necessary, there may be waking night staff, for example, if a full risk assessment has been carried out and has been agreed with management and the placing authority at the earliest opportunity. Staff numbers will reflect the number of young people present and their needs. Carespec Support has a pool of staff to cover holiday and sickness where necessary.

Our Policy covers:

- Fire awareness
- Safeguarding
- Child Sexual Exploitation awareness
- Diploma Level 3 in Health and Social Care or Children and Young People Workforce
- Food hygiene and Safer Food
- Safe administration of medication
- Bullying
- Runaways
- Team Teach
- PACE
- Self-harm awareness





CARESPEC SUPPORT

Contact Us:

Our staff are always on hand to offer any assistance. To talk in-depth about your requirements, or any questions related to our services, please do not hesitate to contact us.

0132 231 4750

info@carespecsupport.co.uk

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