



Statement Of Purpose

OUR VALUES

The core values embedded in our beliefs and daily performance include:



Fairness



Compassion



Collaboration



Responsibility



Empowerment

ABOUT US

At Higher Height Care, we work in partnership with 4 Local authorities to provide services directly to vulnerable Individuals.

All of our homes are fully modernised with spacious bedrooms and a office for staff. The bedrooms can be decorated to the bespoke needs of each young person. The communal areas are well appointed.

OUR AIM



Higher Height Care believe that with the right support and guidance, every young person has the potential to develop the motivation and skills necessary for a fulfilling and rewarding life.

Our goal is to foster a supportive atmosphere that enables each young person to access education or vocational training and explore a wide range of employment opportunities.

We understand the challenges young people face as they transition from local authority care to independent adult life.

By offering positive role models and dedicated, empathetic and experienced support staff, we aim to equip them with the life skills needed to move forward and make meaningful contributions to their communities.

WORKING WITH YOUNG PEOPLE



Young people's characters and needs that Higher Height Care can accommodate:

- Males and females aged 18 to 25 years old
- Unaccompanied Asylum-Seeking Children (UASC) Aged 18+
- Young people who have experienced emotional behavioural difficulties
- Young people involved in crime and anti social behavior
- Young people who are NEET (Not in education, employment or training)
- Young people who require support with their independent living skills or require close supervision and significant support.

When placed within our semi-independent homes we focus on the following areas:

- Home care skills (e.g. cooking, cleaning and shopping).
- Budgeting skills and financial awareness.
- Development of service plans with the young person as part of person-centred planning process
- Fully preparing the young person to prepare to 'move on' to independent living at 18 years old by support them to source appropriate accommodation and managing benefit applications
- Exploring, researching and accessing educational or work opportunities.
- Challenging anti-social behaviour through the use of restorative practice techniques, and by encouraging the young person to reflect on their behaviour from the perspective of significant others.
- Managing and developing personal relationships, both formal and informal.
- Developing key life skills in literacy, numeracy, and Information technology.



LEVELS OF SUPPORT

Our success, dedication, and passion drive us to continuously deliver the highest standards of support while actively fostering opportunities for both our young people and our skilled, committed staff.

Our semi-Independent provisions service is led by a team of professionals who bring over 15 years of experience in this field.

Semi-Independent support ranges from:

- Staffed 24/7 Semi-Independent provisions
- High support staffed Semi-Independent provisions
- Outreach work
- Emergency 24hr referral

PLACEMENT PROCESS

Our Placements Manager, who is trained at Level 3 in Safeguarding, carefully evaluates each referral by conducting a thorough risk assessment based on the young person's needs.

This includes reviewing accommodation availability and ensuring compatibility with current residents before making a placement decision.

We also use the referral process to identify any specific needs, such as the need for an interpreter, Makaton, cultural or religious accommodations and access to support networks. Each young person is assigned a dedicated Key Worker who helps them achieve their aspirations through education, training and lifelong learning, preparing them to develop the skills necessary for independent living.

At Higher Height Care, all staff will be trained in PBMPPro to effectively manage or prevent challenging behaviours while recognising the potential influence of past trauma. This external training aligns with our Positive Behaviour Support Plans (PBSP), which incorporate Trauma-Informed Care principles.

ACCOMMODATION

Higher Height homes are situated in a quiet neighbourhood of Milton Keynes. The following amenities are within 10– 30 minutes walking distance of homes:

- *Morrison's and Tesco Express*
- *Gym*
- *Cinema, Theatre and Bowling alley*
- *Several parks and playing fields*
- *Multi faith Centre – Milton Keynes Christian Centre*
- *Halal, grocery shops and take-aways*
- *Mosques*
- *World food shops and a local market*
- *Large shopping centre with fashion/sports clothing shops.*
- *Low cost sports clubs (, football, kick-boxing, athletics etc*
- *Several doctors' surgeries and dentists'*
- *Regular bus service to Milton Keynes Colleges*
- *Regular bus service into Milton Keynes Centre, Oxford and Northampton*
- *Train station with direct train line to Kettering, Leicester, Nottingham, Derby and Sheffield (northbound) or Bedford, Luton and London St Pancras (southbound)*



FACILITIES

Higher Height Care offers a range of facilities designed to support young adults in their transition to independence.

These include:

- Communal living spaces for socialising and learning essential life skills.
- Private bedrooms with options for personalisation
- Access to laundry facilities, a fully equipped kitchen and dining areas.
- On-site support from trained staff during specific intervals throughout the day and a working night's worker available overnight as needed.
- 24/7 phone availability for emergencies and additional support, ensuring young people have immediate access to assistance.

PERSONALISATION



Our accommodation provides a secure, supportive environment for young people, designed to be adaptable to individual needs. Each young person has a private room, which can be personalised with soft furnishings or artwork and requests for more significant changes are considered on an individual basis.

Room Personalisation Request forms can be found in the **HHC Young Person's Handbook**.



SECURITY

Higher Height Care prioritises the safety and security of all young people residing in our semi-supported accommodation.

Our security measures are designed to provide a safe environment while promoting each young person's independence and comfort.

Key security arrangements include:

- 24/7 support and monitoring
- Routine check-ins by staff
- A working night's worker is available on-site when required
- Full accommodation risk assessments
- Daily young-persons well-being assessments
- A missing person's procedure
- Secure entry and exit points
- Safety alarms and emergency exits in place and clearly marked
- Private, lockable bedrooms with lockable storage
- Accessible Complaint and Incident Reporting



SUPPORT PLANS

Higher Height Care works closely with individuals using a variety of person-centered planning tools to establish support networks, outline overall objectives, and create step-by-step pathways to achieve their goals. These tools are used to develop personalised Support Plans that enhance positive experiences and empower individuals to take greater control and responsibility over their lives.

Each support plan is divided into 21 categories:

- Trust
- Decision Making
- Communication
- My Home
- Healthy Lifestyle: Physical
- Healthy Lifestyle: Mental
- Medication
- Feelings & Behaviours
- Personal Care & Presentation
- Learning & Working
- Healthy Relationships
- Budgeting & Finance
- Legal
- Shopping
- Cooking
- Cleaning & Washing
- Indoor Leisure
- Outdoor Leisure
- Religion
- Managing Risk
- Mobility

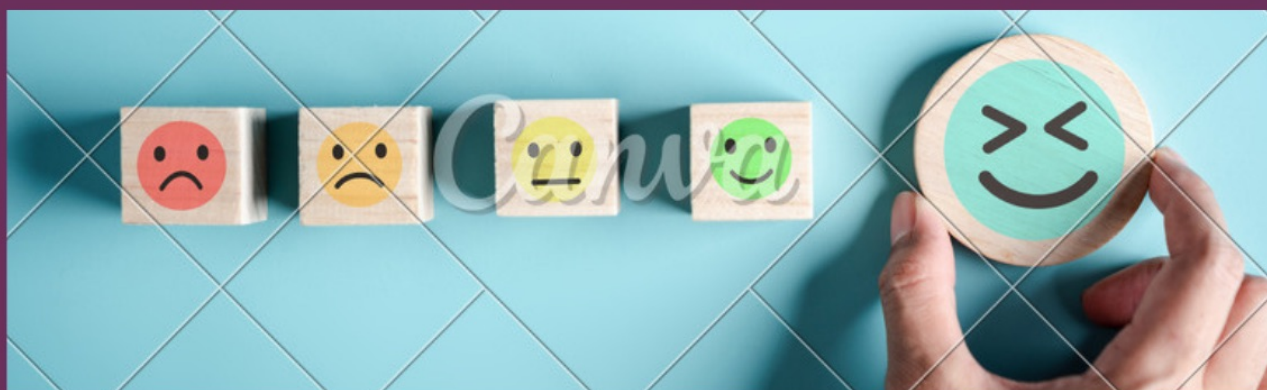
For each category, we explore the individual's background, consent to support, personal priorities, abilities, staff support, the potential use of assistive technology, objectives, goals, pathways and associated risks.



MENTAL AND PHYSICAL HEALTH

At Higher Height Care, we prioritise the mental and physical health of young people, focusing particularly on safe medication handling, recording and safe-keeping. Only trained, authorised staff handle and administer medications to ensure proper use. Each young person has a personalised medication plan, created with healthcare input, which details medications, dosages and schedules for consistent and tailored care.

We maintain detailed records for every instance of medication administration, including the name, dosage, time and responsible staff member, ensuring accuracy and traceability. These records are reviewed regularly to monitor compliance and effectiveness, allowing healthcare professionals to make adjustments as necessary. All medications are stored securely, accessible only to authorised staff, with separate storage for each young person where possible.



Young people are also educated about their medications, helping them understand usage, purpose and possible side effects. When appropriate, we support supervised self-medication to foster independence safely.

Our staff monitor young people for any adverse effects, promptly documenting and communicating these to healthcare providers. Any incidents involving medication are thoroughly reported, investigated, and addressed to prevent future occurrences. Through these measures, Higher Height Care ensures that all aspects of medication handling, recording, and safekeeping meet the highest standards, promoting the well-being of each young person.

THERAPEUTIC AND PSYCHOLOGICAL SUPPORT

We offer a range of therapeutic interventions designed to assess and provide psychological support to young people with complex needs. Our approach integrates various therapeutic methods to deliver tailored support, ensuring that each individual receives appropriate care when needed.

TRAUMA-INFORMED PRACTICE

We encourage our support staff to approach adversity and trauma with professional curiosity, taking the time to listen to young people, understand the underlying causes of their behaviours and avoid making assumptions or offering premature solutions.

We are actively integrating a trauma-Informed approach into our policies, procedures, staff training and support systems to better address the needs of the young people in our care

Specific Steps Taken Include:

- We encourage our support staff to reviewing and updating our policies and procedures to align with and build upon the six principles for adversity and trauma-informed practices outlined by Young Minds and Health and Education England.
- Utilising the Adversity and Trauma-Informed Practice (TIP) Guide for professionals developed by Young Minds to further embed TIP into all aspects of our work.

OUTCOMES

Our motivated and skilled staff strive to maximise independence and fulfilment for the vulnerable young people we support through carefully structured Risk Assessments and Individual Care Plans.



The majority of our outcomes align with the areas outlined in the Assessment Framework*

* Framework for the Assessment of Children in Need and their Families, Department of Health, Department for Education and Employment Home Office



OUR WORKFORCE

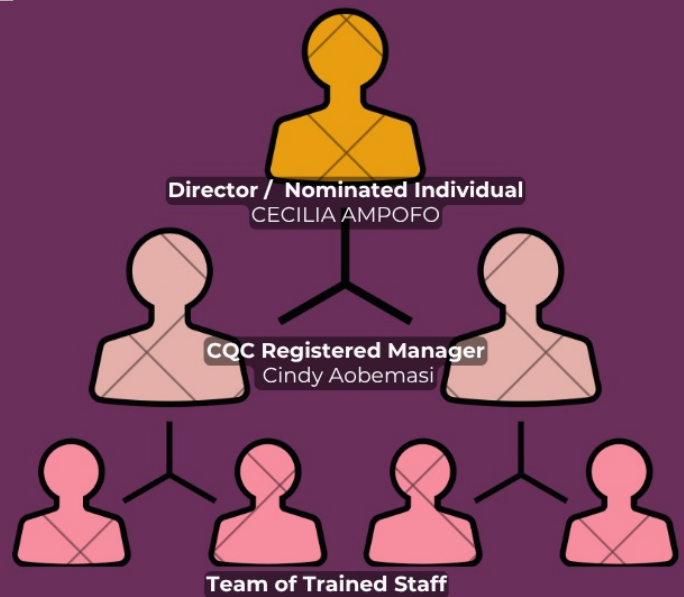
Employees are our most valuable asset in providing high-quality care. Alongside the mandatory training necessary for safe and efficient operations, Higher Height Care places a strong emphasis on ongoing professional development for staff, aiming to go 'Beyond Compliance.' All staff receive mandatory training and additional specific training to meet specific training needs, including:

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- A background image showing several hands of different skin tones reaching in from the edges of the frame to assemble a large puzzle made of light-colored wooden pieces. The puzzle is partially completed, with some pieces already in place and others being held by the hands.
- **Safeguarding L2 and L3**
 - **Equality and Diversity**
 - **First Aid**
 - **Radicalisation and Extremism**
 - **Food Safety and Hygiene Level 2**
 - **Report Writing and Recording**
 - **Health and Safety Level 2**
 - **Self-Harming Behaviours**
 - **General Data Protection**
 - **Child Protection**
 - **Safeguarding Young People with Learning Disabilities**
 - **Substance and alcohol misuse**
 - **Staff boundaries and safer caring**
 - **Managing risk**
 - **Understanding and mitigating gang related activity and 'County Lines'**
 - **Cyber bullying, e-protection**
 - **Child exploitation training; sexual, criminal, financial and Modern Slavery**
 - **Sexual health and personal health**
 - **Child and adolescent development training, related to preparation for independence and the transition to adulthood (leaving care).**

All our staff members are recruited within a safer recruitment framework and have a current enhanced DBS check.

All our support staff are required to be trained to QCF (NVQ) Level 3 or equivalent and all Managers are required to be trained to QCF (NVQ) Level 5 or equivalent

ORGANISATIONAL STRUCTURE



Details of Nominated Person and Registered Manager

The Nominated individual is **Cecilia Ampofo** who has 15 years' experience within the healthcare care setting, covering all aspects of care work, business management, recruitment, administration, care management and policies & procedures. In Cecilia's absence, Cindy Aobemasi will assume all responsibilities. Cindy Aobemasi is trained in Management of Level 5 Diploma In Leadership for Health and Social Care and Children and Young People Services.

Cecilia is trained in Management of Level 5 Diploma In Leadership for Health and Social Care and Children and Young People Services. Cecilia has and maintains qualifications and trainings in the following:

- Advanced Communication Skills
- COVID 19
- Basic Life Support
- Autism & Communication
- Autism & Sensory Experience
- Autism Stress & Anxiety
- Medication Management
- Manual Handling Objects
- Manual Handling People
- Safeguarding Adults
- Safeguarding Children
- Fire Safety
- Food Safety Level 2
- Dignity & Respect
- Diet & Nutrition
- Person Centred Care
- Health & Safety
- Infection Prevention & Control
- MCA & DoLS
- Communication
- Equality & Diversity
- GDPR

Details of Registered Manager

The Registered Manager, **Cindy Aobemasi**, holds a degree in Law and Psychology and has over nine years of experience in the healthcare sector. Her background spans all aspects of care delivery, business management, recruitment, administration, care coordination, and the development and implementation of policies and procedures.

Cindy is trained in Management of Level 5 Diploma In Leadership for Health and Social Care and Children and Young People Services. Cindy has and maintains qualifications and trainings in the following:

- COVID 19
- Basic Life Support
- Autism & Communication
- Autism & Sensory Experience
- Autism Stress & Anxiety
- Medication Management
- Manual Handling Objects
- Manual Handling People
- Safeguarding Adults
- Safeguarding Children
- Fire Safety
- Food Safety Level 2
- Dignity & Respect
- Diet & Nutrition
- Person Centred Care
- Health & Safety
- Infection Prevention & Control
- MCA & DoLS
- Communication
- Equality & Diversity
- GDPR

CENTRALITY IN SERVICE DELIVERY

Higher Height Care places the young person at the heart of all support, service delivery, and planning. This approach ensures that each young person's rights, needs, and perspectives guide their experience and progress during their time in our semi-supported accommodation.

Here's how we achieve this centrality in service:

Individualised Care and Support Plans

- Each young person receives a tailored care plan developed with their input to align with their unique needs and goals.
- Plans are regularly reviewed to stay responsive to changes in circumstances.

Empowering Young People's Voices

- Key workers hold one-on-one sessions to provide a safe space for young people to express their views.
- Feedback channels for young people to share opinions on service.
- A transparent complaints process

Inclusion in Decision-Making

- Young people set personal goals for education, training, and development within their Pathway Plan.
- Room personalisation options to make their space feel uniquely theirs.

Rights Education and Advocacy

- Each young person receives a handbook outlining their rights, discussed in clear terms by staff.
- External advocacy is available to support in expressing their views.

Building Trust and Respectful Relationships

- Staff approach young people with respect and empathy to foster trust.
- Reliability in staff interactions build a dependable support system.

Celebrating Achievements and Progress

- Staff celebrate milestones to reinforce confidence and self-esteem.
- Positive reinforcement keeps young people motivated on their path to independence.

EQUALITY AND DIVERSITY

At Higher Height Care, we are deeply committed to promoting equality and diversity in every aspect of our service. Our ethos, culture and approach to care reflect a dedication to treating each individual with respect and valuing the unique perspectives and contributions that come from the diverse backgrounds of our young people, staff, partners and stakeholders.

Our team is committed to anti-discriminatory practices that respect all young people and their families. Our services promote a diverse, inclusive environment where each individual is valued and supported in their unique identity. Staff are trained to recognise and address discrimination, fostering a culture of respect and equity.

Our commitment to anti-discriminatory practices includes:

1. **Culturally Sensitive Care:** We respect each young person's cultural, religious, and linguistic needs in their care plans.
2. **Inclusive Communication:** We use accessible language, translation, and visual aids to engage everyone effectively.
3. **Equality Training:** Staff receive training on equality, diversity, and unconscious bias.
4. **Celebration of Diversity:** We honour cultural and religious holidays to foster respect and inclusion.
5. **Zero Tolerance:** Discriminatory behaviour is strictly prohibited and addressed immediately.
6. **Accessible Support:** We ensure equitable access to facilities and personalised support for young people with disabilities.
7. **Family Involvement:** Families are included in planning, with respect for cultural preferences.
8. **Respectful Interactions:** Our staff engage young people with empathy and respect.
9. **Equal Access:** We provide fair access to all activities, accommodating special needs as necessary.
10. **Privacy:** We uphold privacy and confidentiality, especially regarding cultural and health information.



POLICY AND PROCEDURES

Higher Height Care (HHC) has a thorough and well-established set of policies and procedures designed to support best practices and meet legislative requirements. These policies are regularly reviewed and updated to maintain compliance.

Every new young person receives a copy of our **Young Person's Handbook** upon arrival at their HHC home. The handbook provides essential information needed to make informed choices about their semi-independent living placement, including our core values, rules, policies, procedures, and their rights and responsibilities.

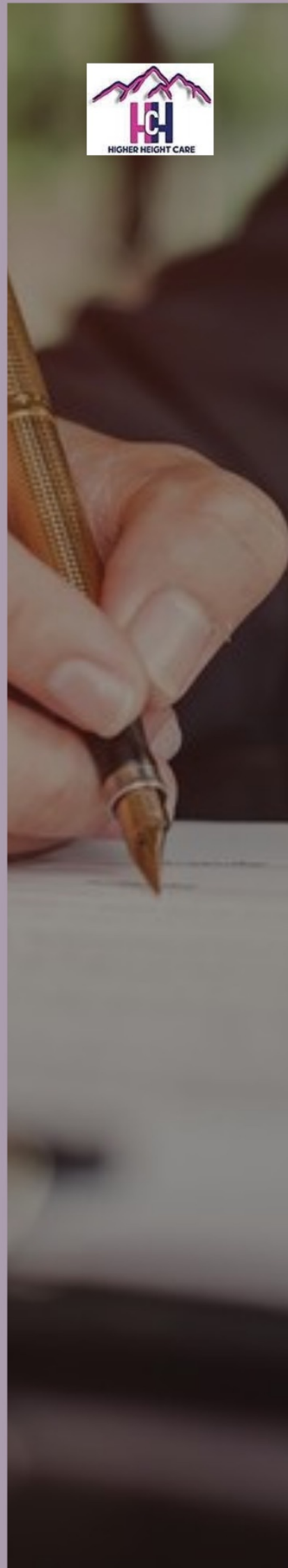
Staff members review the handbook with the young people to ensure they fully understand all the rules and policies.

COMPLAINTS

Higher Height Care prioritises the rights and views of young people, ensuring that their opinions shape their care, service delivery and planning.

Young people have opportunities to provide feedback on their experience and make complaints without fear of reprisal, as outlined in our **Young Person's Handbook**.

Complaints can be made through forms, verbally to staff, or through other trusted professionals, with a strict policy of non-involvement from any implicated individuals to ensure a fair process.



HOW TO MAKE A REFERRAL

A referral must be made via email to our Placements Manager at **office@higherheightcare.co.uk**. If the referral is initially made by phone call, this must be followed up in writing via email together with the referral details and risk assessment, if applicable.

The referral must include information such as age, gender, information around any safeguarding concerns, and as much information as possible in regards to the young person's life experiences and background.

HHC will then conduct a risk assessment and placement match for the young person being referred to us. The aim is to establish any possible causes for concern based upon information available at the time of referral.

HHC will respond within two hours, if not immediately to acknowledge receipt of referral and identify whether we feel we are able to meet the young person's needs or not. If HHC are unable to meet the needs, HHC will advise the reasons why in writing, and the referral will be closed.

Referrals made through dynamic purchasing vehicles (Care Place):

HHC Placements Manager will receive an email notification that our service has been chosen and details of our homes that have been selected will be displayed. Placements Manager can then access the information on the site and download the referral and risk assessment. Placement risk assessment and matching process will be carried out and an offer will be made if applicable. If we are not able to offer a placement there are options to select according to the reasons for rejection.

Privacy

Records will be designed, used, and stored so as to assure privacy and that the best care is given. Legislative controls over records, such as GDPR and the Data Protection Act, will be adhered to and the Client's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service user.





DETAILS

Registered Provider:

Name: Higher Height Care Ltd

Address: 124-126 Queensway, MK2 2RU

Info@higherheightcare.co.uk

Experience: Higher Height Care Ltd has experience of providing Personal Care and Social & Emotional Support as well as different specialities.

CQC Registered Manager

Name: Cindy Aobemasi

Experience: Cindy Aobemasi has been in the support and care sector for 9 years.

LLB Degree and NVQ 5 in Management and Leadership for Health and Soical Care and Children and Young People (England)

Nominated Individual:

Name: Cecilia Ampofo

Address: 10 Neath Crescent, MK3 6LN

Experience: Cecilia Ampofo has been in the support and care sector for 15 years.

NVQ 5 in Management and Leadership for Health and Soical Care and Children and Young People (England)

Insurance

Higher Height Care is currently insured through Tower Gate Insurance.

Legal status

Registered with the Care Quality Commission

CQC Provider I.D.: 1-9764772545

Certificate Date: 10/05/2021

CQC Certificate Number: CRT1-10875606115

Company Registration Number: 12732231