



Statement Of Purpose

Supported Living

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 staff offices, spacious bedrooms that can be decorated to the bespoke needs of each young person and well appointed communal areas.

We currently have 12 supported living homes.

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.



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 supported living 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 24/7 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 are 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.

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.





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.

WORKING WITH YOUNG PEOPLE



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

- Males and females aged 16 to 25 years old
- Unaccompanied Asylum-Seeking Children (UASC)
- 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 behavior through the use of restorative practice techniques, and by encouraging the young person to reflect on their behavior 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.

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, circular 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 Behaviors**
 - **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

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 People'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, 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.

Details of Registered Provider, Nominated Person and Registered Manager

The Responsible individual/Registered Manager is **Cecilia Ampofo** who is the Company Director and has 15 years' experience within the care setting, covering all aspects of care work, business management, recruitment, administration, care management and policies & procedures.

Cecilia has experience working in medium secure units for over 5 years. 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 Centered Care
- Health & Safety
- Infection Prevention & Control
- MCA & DoLS
- Communication
- Equality & Diversity
- GDPR.

HOW TO MAKE A REFERRAL

A referral must be made via email to our Placements Manager at **office@higherheightcare.com**. 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: 10 Neath Crescent, Bletchley, MK3 6LN

Experience: Higher Height Care Ltd has experience of providing Personal Care and Social &

Emotional Support as well as different specialities.

Registered Manager and Nominated Person:

Name: Cecilia Ampofo

Address: 10 Neath Crescent, Bletchley, MK3 6LN

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

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

URN: 2805784

Company Registration Number: 12732231