


BUILDING BRIGHTER FUTURES FOR YOUNG PEOPLE



A young person with braided hair, wearing an orange athletic vest over a black shirt, is running towards the camera on a grassy field. They are pointing their right index finger directly at the viewer. In the background, several other young people in similar orange vests are running in the same direction. The scene is set outdoors on a sunny day, with long shadows cast on the grass. The background is slightly blurred, showing trees and a clear sky.

**"This is the best home
I have ever lived in, I have been in care
my entire life and this one has helped
me the most" Young person**

A chalk drawing of a person, possibly a child, is drawn on a dark asphalt surface. The drawing is made with white chalk and shows a head, torso, and limbs. The background is a dark, textured asphalt with some scattered dry leaves.

BUILDING BRIGHTER FUTURES FOR YOUNG PEOPLE

Gracebridge Care believes every child is entitled to live within a safe and nurturing environment. Based in the West Midlands, our residencies provide a stable and consistent home for our young residents.

With our genuine, caring approach, Gracebridge Care is committed to supporting our young residents to achieve their full potential and thrive. Our team uses a person-centered approach and ensures we take an individualised approach to each young person residing within one of our homes - Grace House and Malvern House.

We believe our young residents should be offered the same choices, chances and opportunities as other children. Our children and young people have access to a wide range of activities, experiences, education and resources.

Gracebridge Care provides placement for young people aged between 10 and 18 years old in the care of the Local Authority. Due to the nature of the home, we accommodate young people who have complex needs arising from past experiences and who now display behavioural and emotional difficulties, which is their primary care need.



Our Promise

Gracebridge Care believes in providing a warm, caring and nurturing environment where our young residents can feel at home and thrive. Our child-centered individualised care allows us to meet the needs of the children and young people so they can reach their full potential.

We do this by:

- Providing a structured, stimulating, caring and safe environment that is free from any prejudices
- Working with each of child/young person to implement the objectives of their individual Placement Plan and the Placing Authority Care Plan
- Providing culturally specific care and support for children and young people in line with the Quality Standards
- Giving young people the opportunity to be listened to and express their wishes, feelings and needs and use an open person centered approach in all settings
- Our team encourages a positive sense of self-image through responding to young people's individuality, by treating them with dignity and focusing on reinforcing positive behaviour
- Quality of care we provide to children and young people is continually improved through rigorous monitoring of, and evaluation of, our practices and procedures
- Actively listening to and taking account of, the views, wishes and feelings of the children and young people we care for, as well as significant others in the young person's life
- Recognising unique qualities in each young person and respect their rights, wishes, feelings and needs, and work to enhance the skills of young people to better cope later in life
- Working with and advocating for access to education and ensure the needs of the individual child are identified and met through well thought out and detailed placement plans
- Meeting their cultural, religious, racial, gender and linguistic needs
- Empowering children and young people to have knowledge of, access to, and respect for their community
- Supporting self-identity by recognising that a young person's ethnicity religion, culture, sexuality and language are crucial to their self-image and self-esteem
- The provision of education, after school activities, group holidays and staffing
- Ensuring positive integration of all community groups, whilst respecting and maintaining a functional family setting
- Recruiting an appropriate mix of ethnic minority staffing to reflect children and young people's gender and ethnic background
- Believing all people at our homes - colleagues, children and young people and visitors - should be treated with respect. Disruptive or offensive language or behaviour will not be tolerated and will always be challenged.



Views & wishes of our young people

The care team, children and young people are actively encouraged to be involved in the development and running of the home. We achieve this through a number of participation and involvement activities, such as meetings with our residents, primary discussions, questionnaires, individual sessions, written and verbal feedback from the children and young people.

Our dedicated staff members assist children and young people to transition through significant changes and challenges, develop positive relationships and display positive behaviour. With staff members as role models, children and young people learn to behave appropriately towards each other and within the local community in a non-discriminative manner.

Children and young people are encouraged to understand the diversity of cultures and beliefs that exist within the home, local and wider communities.

"Positive relationships between staff and children provide them with a sense of belonging" Ofsted

Health & Wellbeing

"Children enjoy cooking healthy meals with staff, there is a good emphasis placed on eating meals together. This enhances positive relationships with staff" Ofsted

The health and wellbeing needs for our children and young people are paramount. We strive to ensure they are met and receive guidance and advice on how to lead a healthy lifestyle.

We will work alongside parents, Community Nurses, Social Workers, Behavioural Therapists, Teachers and other professionals involved with the health and welfare of the young person in order to ensure that children and young people live in a healthy environment, their health needs are identified and services are provided to meet them.

Each young person has a health plan and the care team ensures that each young person receives any medical or dental assistance, which they require. In addition, they provide the comfort and support, which children and young people need when they are ill. Wherever possible children and young people visit their own doctor and dentist; if this is not possible arrangements will be made for a new doctor or dentist in line with the young person's needs and preferences. Emergency health needs will be met by either the use of the local accident and emergency department or the on-call GP.

Prior to admission the Manager or the young person's Primary Care Worker will liaise with parents, carers, Social Workers and other agencies involved in the young person's health care in order to establish a clear written health plan (within their Placement Plan) covering:

- Medical history
- Any specific medical or other health interventions, which may be required
- Any necessary preventative measures
- Allergies or known adverse reactions to medication
- Dental, hearing or optical needs
- Specific treatments, therapies or remedial programmes needed in relation to physical, emotional or mental health
- Health monitoring required of staff.

Staff members receive training in first aid, the administration of medication and the treatment of minor accidents or illnesses. All treatment and administration of medication will be given in line with our written policy and guidelines to the team which includes instructions on statutory notifications to OFSTED, written records kept within the home and the safe storage and disposal of medications.

In addition to attending to current health needs, the care team oversee that children and young people receive age and culturally appropriate advice on health-related matters in order for them to make considered choices and take appropriate action in relation to their own health needs.

Issues covered relate to smoking, alcohol, the use of drugs, sexually transmitted diseases, Hep C, HIV and AIDS. This advice will be in the form of one to one Primary Discussion sessions, group meetings, the supply of literature and information, and referrals to specialist services if required.

If a young person has therapeutic needs, these will be addressed in the course of Looked After Children reviews and arrangements made to provide appropriate assistance in consultation with all interested parties and consistent with the young person's Care Plan.

All medications are stored and administered in accordance with the home's Medication Policy. Medication will only be administered by staff members that are trained in the Safe Handling of Medicines. Homely remedies will only be administered when a consent form is signed by the parent / carer, GP or consultant or if the remedy has been prescribed.

No specialist healthcare or therapy will be provided in the service unless provide be the young person placing authority.



"Managers have high aspirations for children and are committed to helping them to fulfil their potential" Youth Offending Service

Enjoyment and Achievement

We believe in encouraging and understand the importance for our young residents to participate in their choice of activities.

At the onset of the placement staff will state the young resident's hobbies and interests. Each home has a budget specifically for recreation and each young person will have weekly planners detailing their choice of activity.

Where a young person expresses a particular interest in a specific activity this will, if appropriate, be promoted by the staff and additional money made available to pursue this where possible.

Gracebridge Care has ever-growing links within the local community and accesses culturally appropriate activities for young people. All activities are encouraged as a strategy to develop and enhance our resident's confidence, physical and emotional well-being, team building and inclusion.

The religious beliefs and individual forms of worship of the young person will be taken into consideration within the Care Plan and where necessary arrangements will be made to facilitate this area. This may include transportation to and from a place of worship, providing religious articles such as books, clothing or specific food items. If required a member of the care team will accompany the young person to the place of worship or to a place for formal religious instruction. The home will actively promote the involvement of young people and their families (where appropriate) in the development and running of the home. Not only do we accept the principle of the young person's involvement but it can be seen in practice through a variety of participation and consultation activities within and outside of the home and school environment.

Young people are encouraged to understand the diversity of cultures and beliefs that exist within the home, local and wider communities.



"Children receive help from staff to see their family members, as a result their relationships have improved. Seeing staff and family members work together helps children to feel settled. Ofsted

Positive Relationships

It is usually beneficial for the children and young people who live at Gracebridge Care to maintain constructive contact with the important people in their lives, either directly or by phone or letter. The care team encourages children and young people to keep in contact with their family and friends, and offer support to allow them to do so.

The care team does not place any restrictions on a young person's contact with their family or friends, unless it is specifically stipulated within the Care Plan. Care staff can support or supervise contact visits if this is identified within the Care Plan or requested by the visitor. Alternatively, a private place can also be arranged for contact if this is needed. A written contact agreement must be completed by the Social Worker prior to admission.

No calls are allowed during mealtimes or after the young person have retired for the night, unless an emergency and this will be closely monitored by staff. Other than when directed by the placing authority, children and young people can send and receive mail, which will not be opened or read by staff. Within the Children's Guide, children and young people are provided with the procedures for visitors to the home. No young person is made to see a visitor that they do not wish any contact with. Family or visitors to the home are provided with privacy and refreshments.

Where a young person does not have contact with any family or friends, Gracebridge Care will request from the Placing Authority permission for an Independent visitor. Gracebridge Care recognises the importance of attachment related issues for our children and young people in a care environment and the subsequent separation from their families.

Continuity of relationships is important and attachments will be respected, sustained where possible, and developed. We feel it is important to show an interest in how visits have gone, for some children and young people specific strategies may need to be developed to manage their behaviour and give additional support at these times. Partnerships with parents and relatives are crucial to ensuring that children and young people retain and build their identity.



Education

Here at Gracebridge Care, we understand the importance of education for our young residents and what they need to be happy, successful, healthy and safe, actively encouraging learning and development. We have access to additional support from Spring hill High School, our sister company, which is DFE registered Independent Special School for SEMH education provision.

Our residents are:

- Given a variety of learning experiences and opportunities e.g. work experience, group discussions, educational outings, research and projects.
- The opportunity to reach their full academic potential and achieve recognised qualifications
- Given structure to daily living routines
- Encouraged to socialise safely both in house and within the community.
- All of our young residents must have an agreement from the placing authority to provide education at the initial placement planning meeting. Our aim is re-engage young people in education if they are currently not engaging. For those in education, we aim to provide support and where young people are progressing, we will support the Pathway Planning process.
- Gracebridge Care also provides project work which is individualised to each young person and their needs regarding educational support. This is completed once a week, as well as education.
- Gracebridge Care is not a registered provider of education. However, we do provide a team of staff to support the young people in order to maximise inclusion, opportunity and individual potential.
- Education support staff can work in partnership with placing authorities to support and identify mainstream education plans. Wherever possible we will provide transport and equipment such as pens and books etc. We will also provide supervised access to computers.
- At the end of year 11 we will have a Pathway Plan and this must involve potential employment, a college placement, modern apprenticeship programme or further education.



Our Homes

Gracebridge Care believes in providing a warm, caring and nurturing environment where our young residents can feel at home and thrive.

Our child-centered individualised care allows us to meet the needs of the children and young people so they can reach their full potential.

We provide residential care for young people aged between 10-18 years of age. Our goal is to support children and young people to fulfill their potential, grow into independent adults and have happy, successful futures. Our homes, Grace House and Malvern House, provide a safe home environment, where we support young people that have emotional and social behaviour difficulties (EBD).

We want our children and young people to feel safe and secure in our homes, so they can blossom into their true selves within a homely environment filled with care and positivity. Both of our homes are located in the West Midlands and have been adapted with the young people in mind to allow for it to reflect family dwelling and comfort.

At Grace House, located in the beautiful suburb of Sutton Coldfield, it was a conscience decision to only have a three bedded home, plus a transitional suite for 16+ years. This allows for more quality time together and inevitably leads to better outcomes for each child in the home, whilst the transition suite is designed to support young people to become more independent.

Malvern House is a beautiful semi-detached 3 storey house, which has been fully refurbished throughout and located in Acocks Green, a residential and multicultural suburb of Birmingham, approximately 5 miles from the city centre.

Our homes are within easy reach of a number of schools, churches, mosques, and temples. There are also cinemas, youth clubs, theatres, social clubs, beauty and spa facilities, bowling alleys, parks, community activities, dancing, track and field athletics – plenty to keep our young residents inspired and entertained!

Aston Villa and Birmingham City football grounds are both within easy reach, allowing the opportunity to watch top level football games



Children's Rights

- To be protected from harm.
- To be able to express their wishes and feelings in the knowledge that the concerns will be considered and their complaints will be dealt with fairly
- To be provided with information about their family, and other important people, and have contact with them, or an explanation of why this is not possible.
- To be advised clearly of what they can do and what boundaries are in place.
- Not to be discriminated against for any reason.
- To be provided with education and healthcare that suits their needs.
- To be provided with opportunities to develop their skills and interests.
- To be encouraged to participate in making decisions and plans for the future.
- To be prepared for life as an adult with the necessary help available to them while they do this.



We create the same opportunities
that we wish for all children.