

## **Statement of Purpose**

Compass Supported Living and Domiciliary Care Limited – Short Break Respite  
Service

**Service Location:**

Flat 46A Forest Road,  
London, E7 0DN

**Company Registered Business Address:**

Suite 204, Equitable House,  
7 General Gordon Square,  
London, England, SE18 6FH

**Company Number:** 11630909

**Incorporation Date:** October 2018

**T |** 0208 191 9622

**E |** [info@compasssl.co.uk](mailto:info@compasssl.co.uk)

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## Introduction

Compass Supported Living and Domiciliary Care Limited ("CSLDC") aims to provide high-quality, person-centred short break respite services for young people aged 14-25 years. Our mission is to create an inclusive environment where young people with varying needs can thrive, feel valued, and experience holistic care tailored to their unique circumstances. This service is designed to cater to individuals with complex behavioural needs, physical and learning disabilities, sensory impairments, and other vulnerabilities that may require specialist support within a temporary respite setting. We recognise that providing care for young people with complex needs can be both demanding and rewarding, and our short break service seeks to offer a safe, enriching space that benefits not only the young people but also their families and primary carers.

Our short break respite service aims to empower young people by encouraging independence, supporting emotional health, and facilitating the development of social and life skills. We provide personalised care plans developed in close collaboration with the young person, their family, and other professionals, ensuring that every aspect of their care is tailored to their individual needs and preferences. By offering an environment that is stimulating, structured, and supportive, we aim to enable each young person to reach their potential, engage in meaningful activities, and achieve personal goals in a secure and nurturing space.

For parents and families, CSLDC offers the essential support they need to continue their caregiving role. We understand the importance of providing families with a much-needed respite from their responsibilities, allowing them to rest and recharge while feeling confident that their loved ones are receiving attentive, high-quality care. Our service also facilitates opportunities for parents to build supportive networks and access further information, ensuring they feel empowered in their ongoing role as primary caregivers.

CSLDC is committed to aligning with, and exceeding, the standards set by Ofsted and the Children's Homes (England) Regulations 2015. We understand the importance of compliance with these standards to guarantee that young people are not only kept safe but are also supported to thrive in an environment designed to

foster their development. Our commitment to quality means that we continuously evaluate our practices, ensuring they reflect the latest evidence-based methods in care provision.

Our vision is to create a positive, secure, and engaging environment that promotes independence, enhances well-being, and fosters social development through a community-based model of care. We place the voices and choices of young people at the heart of what we do, ensuring they are respected, listened to, and actively involved in decisions that affect them. We also value the importance of community engagement and aim to help young people build meaningful connections within the local community, encouraging them to take part in social, educational, and recreational activities that support their development and help them feel a sense of belonging.

At CSLDC, we believe that every young person, regardless of their challenges, has the right to access opportunities that enhance their quality of life. Our dedicated and experienced team of professionals are here to make that vision a reality, providing care that is compassionate, respectful, and focused on nurturing the growth and well-being of each young person we serve.

## **Aims and Objectives**

### **1. To Provide High-Quality Short Break Respite Services:**

- Offer a safe, secure, and nurturing environment where young people can relax and engage in structured activities that meet their individual needs.
- Support young people to manage their complex behavioural needs effectively, respecting their individuality, dignity, and right to choice.

### **2. To Support Young People with Disabilities and Vulnerable Groups:**

- Deliver care that is fully adapted to accommodate young people with physical, learning, or sensory disabilities, ensuring accessibility and individualised support.
- Focus on inclusion, helping each young person to engage with activities that promote social skills, independence, and confidence.

### 3. To Foster Emotional and Social Well-being:

- Provide personalised care that acknowledges and addresses the emotional and social challenges faced by young people with complex needs.
- Create structured opportunities for personal growth, social engagement, and community interaction, facilitated by qualified and experienced staff.

### 4. To Support Families and Carers:

- Act as a supportive extension of care provided by parents and families, ensuring peace of mind during respite periods.
- Provide regular updates, open communication, and detailed reports to families regarding their child's well-being and activities during their stay.

## Service Provision and Activities

### Service Users

The service is specifically designed to support young people aged 14-25 years, offering a comprehensive care approach that caters to a wide range of needs. This includes:

- **Those with Complex Behavioural Needs:** Young people who may have conditions such as Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorder (ASD), or other complex behaviours that require specialist support, structure, and understanding.
- **Individuals with Physical, Learning, or Sensory Disabilities:** The service is equipped to meet the unique needs of those with physical disabilities, learning difficulties, or sensory impairments, ensuring that the environment and the activities provided are fully accessible and inclusive.
- **Young People Experiencing Emotional or Social Distress:** This includes young people who may be facing mental health challenges, anxiety, social isolation, or other forms of emotional distress. The service provides an environment where they can access professional support and build social connections in a non-judgemental and understanding atmosphere.

## Accommodation

The short break service is provided at 46A Forest Road, London, E7 0DN, in a comfortable, welcoming, and fully accessible residential setting. The accommodation includes:

- **Individual Bedrooms:** Each young person has their own bedroom, which provides privacy and a space to personalise. Rooms are designed to create a sense of belonging and comfort, helping young people feel at home.
- **Shared Living Spaces:** A communal lounge area encourages social interaction among residents, where they can relax, watch TV, play games, or engage in group discussions.
- **Accessible Bathrooms:** The bathrooms are fitted with accessibility features, ensuring that young people with physical disabilities have the support they need for personal hygiene.
- **Kitchen and Dining Area:** The shared kitchen and dining space are central to encouraging independence and learning about healthy eating. Young people are supported in preparing meals, which also promotes social skills.
- **Recreational Areas:** There are both indoor and outdoor recreational areas, which include facilities for physical activities, gardening, and relaxation. These areas are critical for promoting well-being and providing opportunities for creative and physical expression.

The entire environment is designed with the young people's safety and comfort in mind, promoting a sense of security while encouraging the development of independence.

## Care Approach and Staffing

CSLDC adopts a holistic, person-centred approach to care, recognising that each young person is unique and has individual needs, preferences, and aspirations. Our care plans are:

- **Individually Tailored:** Care plans are developed in close partnership with the young person, their family, and multidisciplinary professionals, ensuring that every aspect of the young person's needs is addressed. This includes physical, emotional, behavioural, and social requirements.

- **Flexible and Responsive:** The care provided is flexible, adjusting to the changing needs of the young person, ensuring that they continue to receive the right level of support.
- **Qualified and Compassionate Staff:** Our team comprises experienced care professionals, including support workers, health care assistants, and behaviour support specialists. Staff receive regular training in safeguarding, mental health support, positive behaviour strategies, and specific care techniques relevant to the needs of young people in our service.

### Key Activities Provided

**Life Skills Development:** We provide activities focused on developing practical life skills such as cooking, managing personal hygiene, budgeting, and basic household maintenance. These skills are key to promoting independence, and we work with young people at their own pace, celebrating their achievements as they progress.

**Recreational Activities:** A wide range of recreational activities are offered, including arts and crafts, music sessions, board games, and physical exercise. These activities are designed not only to improve motor skills and physical health but also to encourage creativity and boost self-esteem.

**Community Involvement:** Regular visits are organised to local community facilities such as parks, community centres, and libraries. We also arrange visits to places of interest, such as museums, sports centres, and theatres, promoting both social inclusion and cultural enrichment.

**Emotional and Behavioural Support:** Emotional well-being is at the core of our care model. Our staff are trained in Positive Behaviour Support (PBS) and other therapeutic approaches to help young people manage challenging behaviours, develop coping strategies, and build resilience. We offer one-to-one support sessions and small group discussions, encouraging young people to express their thoughts and feelings in a safe and supportive environment.

### Ethos and Principles

CSLDC is built on a foundation of values that promote a supportive and inclusive environment. Our core principles are:

1. **Safety:** The safety of each young person is paramount. We ensure that both physical and emotional safety are prioritised through consistent risk assessments, safeguarding measures, and the creation of a stable, structured environment. Staff are trained in safeguarding and de-escalation techniques to handle crises effectively and compassionately.
2. **Dignity and Respect:** We treat every young person as an individual, recognising their worth and respecting their rights. This includes respecting their privacy, honouring their cultural background, and listening to their views and opinions. Each young person is supported to voice their concerns, and their opinions are taken into account in decision-making processes that affect their care.
3. **Independence:** Our aim is to help young people develop the skills necessary to lead as independent a life as possible. We encourage them to take ownership of daily tasks, make decisions, and solve problems, while providing the support needed to succeed. This includes everything from managing money to navigating public transport, preparing them for a successful transition into adulthood.
4. **Choice:** Empowering young people to make choices about their care and daily activities is essential to their development. We encourage young people to choose activities they enjoy, decide on how their rooms are arranged, and engage in planning meals. We believe that giving choices helps foster autonomy and a sense of control over their lives.
5. **Inclusion:** We strive to create an inclusive environment where every young person feels part of a community. Social interaction is encouraged, both within the home and in the broader community. Young people are supported to participate in local events, develop friendships, and engage with groups that reflect their interests. We also promote inclusive practice by celebrating diversity and encouraging respect for differences among all young people and staff.

## Management and Staffing

### Registered Manager:

Our Registered Manager is fully qualified and experienced in working with young people with complex needs. They are responsible for the day-to-day operations of the service, ensuring compliance with statutory and regulatory requirements, including those set by Ofsted.



## Staffing Structure

Our team consists of care workers, behavioural support specialists, health care assistants, and administrative staff. All staff members undergo:

- Enhanced DBS checks to ensure suitability.
- Comprehensive induction and training in safeguarding, first aid, positive behaviour support, and other relevant areas.
- Ongoing professional development, including regular supervision and training in current care practices.

## Safeguarding and Health and Safety

CSLDC has robust safeguarding policies in place, ensuring the safety and well-being of all young people in our care. We adhere to national standards on child protection and ensure all incidents are documented and reported as per statutory guidelines.

### Health and Safety Measures

- **Risk Assessments:** Comprehensive risk assessments are carried out for all activities and environments to ensure the safety of residents.
- **Fire Safety:** Regular fire drills and safety checks are conducted, and all staff are trained in emergency procedures.

## Engagement with Families and Professionals

We recognise the importance of a multi-disciplinary approach to care and actively involve families, health professionals, educational professionals, and social workers in developing care plans. We hold regular review meetings to ensure that care is responsive to the young person's evolving needs and preferences.

## Monitoring and Quality Assurance

CSLDC is committed to providing the highest quality of service. To achieve this, we employ several monitoring mechanisms:

- **Regular Feedback:** We actively seek feedback from young people, their families, and professionals to identify areas for improvement.

- **Internal Audits:** Regular audits are conducted to evaluate service delivery against regulatory standards.
- **External Inspections:** We are fully committed to engaging with Ofsted and other external regulatory bodies to ensure compliance and continual service improvement.

## Complaints and Compliments

We have a clear procedure for handling complaints, ensuring all concerns are taken seriously and addressed promptly. Acknowledging and learning from feedback is crucial to maintaining high standards of care.

## Outcomes and Benefits for Young People

The primary outcome for our short break service is to provide a safe, enjoyable, and enriching experience for young people while providing families with the confidence to take a break from their caring roles. We aim to:

- ✓ Improve young people's independence and social skills.
- ✓ Enhance their emotional well-being through structured support.
- ✓ Provide positive experiences and opportunities for personal growth.

## Conclusion

Compass Supported Living and Domiciliary Care Limited is dedicated to providing an exemplary standard of short break respite care, ensuring that young people aged 14-25 years are supported in a safe, engaging, and inclusive environment. Our approach centres on nurturing independence, resilience, and emotional well-being, all while creating a positive and caring atmosphere that respects each young person as an individual. We recognise the importance of offering a service that not only addresses the immediate care needs of young people but also empowers them to achieve their full potential, fostering confidence, autonomy, and a sense of belonging.

Our carefully designed care plans are at the heart of what we do. Developed in partnership with the young person, their family, and a multidisciplinary team of

professionals, each plan is unique and reflective of the individual's needs, aspirations, and preferences. We take a holistic approach to care, which means that our focus is not solely on physical or behavioural needs but also encompasses emotional health, social engagement, and skill development. By doing so, we aim to provide each young person with the tools they need to navigate life's challenges, build meaningful relationships, and work towards their personal goals.

Our commitment to delivering high-quality care is reflected in the calibre of our staff. We pride ourselves on employing highly trained, compassionate professionals who are dedicated to enhancing the lives of the young people we support. Staff undergo continuous professional development, ensuring they remain well-equipped with the latest skills and knowledge to meet the diverse needs of our service users. We understand the importance of maintaining an environment that is supportive not just in terms of physical care but also in providing emotional support, promoting positive behaviours, and fostering social development.

A strong ethos of respect and dignity is embedded in everything we do at CSLDC. We believe that every young person, regardless of their challenges, deserves to be treated with kindness, respect, and consideration. This means listening to their voices, empowering them to make decisions about their own lives, and celebrating their individuality. We strive to create an inclusive environment where young people feel valued, safe, and encouraged to be themselves, and where differences are embraced as strengths.

We also recognise that providing short break respite care is not just about supporting young people but also about giving their families the opportunity to take a well-earned rest from their caregiving role. By providing a dependable and enriching respite service, we offer families the reassurance that their loved ones are being cared for in a nurturing, high-quality environment. We aim to build strong partnerships with families, working collaboratively to provide consistent support that is in the best interests of the young person.

CSLDC is committed to meeting and exceeding the standards set out by Ofsted and the Children's Homes (England) Regulations 2015. We believe that compliance with these regulatory standards is not just a minimum requirement but a foundation upon

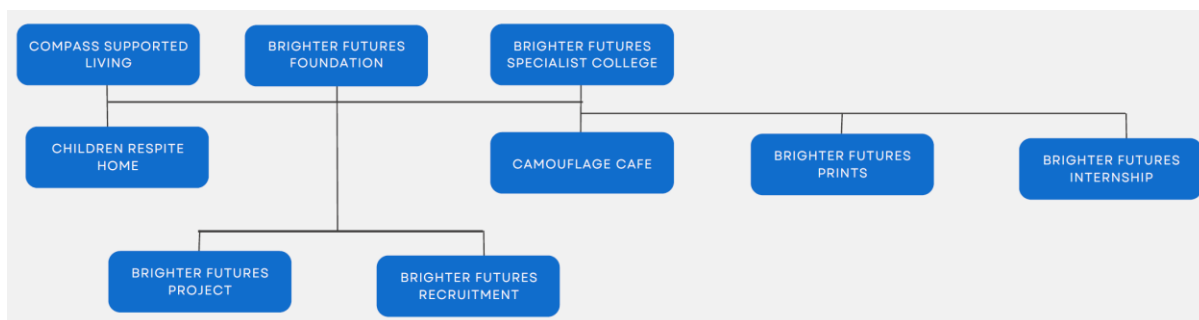
which we build our high-quality service. Our aim is to surpass these standards, setting new benchmarks for excellence in short break respite care. We are continually evaluating and improving our practices, ensuring that our service remains at the forefront of best practice and innovation in care provision.

Ultimately, our vision is to create an environment where young people are not only supported but are also encouraged to flourish in every aspect of their development. We want each young person who comes to CSLDC to leave feeling more confident, capable, and connected, having gained skills, experiences, and friendships that will benefit them throughout their lives. Our service is designed to enhance their quality of life, provide opportunities for growth, and ensure they feel seen, heard, and valued.

By offering a holistic, person-centred approach, we provide a service that is responsive to the needs of young people, adaptive to their aspirations, and supportive of their well-being. We are confident that our commitment to quality, respect, and positive outcomes will ensure that Compass Supported Living and Domiciliary Care Limited becomes a trusted provider of short break respite services, providing a vital support network for both young people and their families, helping them to feel empowered, reassured, and hopeful for the future.

## Appendices

### Appendix 1: Organisation Chart



### Appendix 2: List of Key Policies (available on request)

Safeguarding and Child Protection Policy

Health and Safety Policy

Equal Opportunities and Inclusion Policy

Behaviour Management Policy

Medication Management Policy

Privacy and Data Protection Policy

Staff Recruitment, Training, and Development Policy

Emergency Preparedness and Response Policy

Healthcare and Well-being Policy

Missing Child Policy

### Appendix 3: Complaints Procedure

**Policy Statement:** Compass Supported Living and Domiciliary Care Ltd. is committed to providing high-quality services to children, young people, their families, and all stakeholders. We recognise that there may be occasions when individuals wish to raise concerns or complaints about the care or services provided. This policy sets out a clear, transparent, and accessible procedure for managing complaints, ensuring they are handled fairly, promptly, and respectfully.

**Scope:** This procedure applies to all complaints raised by children, young people, parents, carers, staff, and other stakeholders involved with Compass Supported Living and Domiciliary Care Ltd. This includes complaints related to the care provided during short break respite services, staff conduct, or any aspect of our operations.

#### Aims:

- To ensure that complaints are dealt with efficiently, in a timely manner, and at the appropriate level of management.
- To provide a clear process for raising and resolving complaints.
- To ensure that learning from complaints is used to improve service delivery.
- To ensure that complaints are managed in accordance with the Children Act 1989 and Ofsted guidance.

#### Procedure:

##### 1. Informal Resolution:

- We encourage individuals to raise concerns directly with the relevant staff member, who may be able to resolve the issue informally and swiftly. This can often prevent a minor concern from escalating.
- If the concern cannot be resolved informally, the individual may submit a formal complaint following the process below.

2. **Making a Formal Complaint:** Complaints can be made verbally or in writing (including via email) to the Service Manager. All formal complaints will be acknowledged within 3 working days, and the complaint will be logged in our Complaints Register.
  - **Verbal Complaints:** If a verbal complaint is made, the staff member receiving the complaint will record the details and provide the complainant with a copy of the recorded complaint for confirmation of accuracy.
  - **Written Complaints:** Written complaints should be sent to the Service Manager at the following address:
    - Compass Supported Living and Domiciliary Care Ltd., Suite 204, Equitable House, 7 General Gordon Square, London, SE18 6FH.
    - Email: [info@compasssl.co.uk](mailto:info@compasssl.co.uk)
3. **Investigation:**
  - The Service Manager will assign a senior staff member, who is not involved in the complaint, to investigate the matter.
  - The investigator will gather all relevant information, which may include interviewing the complainant, staff members involved, and any witnesses.
  - The investigation will be completed within 14 working days unless the complaint is complex and requires more time. In such cases, the complainant will be informed of the revised timeframe.
4. **Response to the Complaint:** Once the investigation is complete, the Service Manager will provide a written response to the complainant. This response will include:
  - A summary of the complaint
  - The findings of the investigation
  - Any actions taken or planned to address the issue
  - Information on how to escalate the complaint if the complainant is unsatisfied with the outcome.
5. **Escalation:** If the complainant is not satisfied with the resolution, they can request that the complaint is reviewed by the Director of Compass Supported Living and Domiciliary Care Ltd. If the complainant is still dissatisfied, they have the right to escalate the matter to external bodies, such as:
  - Ofsted (for complaints related to childcare and service provision)
  - The Local Authority
  - The Children's Commissioner

Contact information for Ofsted:

- Address: Piccadilly Gate, Store Street, Manchester, M1 2WD
- Telephone: 0300 123 1231

**6. Learning from Complaints:**

- All complaints will be reviewed regularly to identify any patterns or trends.
- Where appropriate, lessons learned from complaints will be used to improve service delivery, staff training, and overall practices within the organisation.

**7. Confidentiality:** All complaints will be handled in a confidential manner. Information will only be shared on a need-to-know basis with those directly involved in the investigation or resolution of the complaint.

**8. Support for Children and Young People:** Children and young people who wish to make a complaint will be supported throughout the process. Staff will ensure that their concerns are taken seriously and that they are provided with appropriate assistance, including access to an advocate if required.

**Policy Approved by:**

Kemi Madumere

**Policy Review Date:** 9th October 2025

**Contact Information:**

Suite 204, Equitable House, 7 General Gordon Square, London, SE18 6FH

Tel: 0208 191 9622 | Email: [info@compasssl.co.uk](mailto:info@compasssl.co.uk)