



GUIDED HEIGHTS CARE

20 Wenlock Road, London, N1 7GU

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Statement of Purpose

Semi-Independent Living Accommodation

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Executive Summary (Background Information)

Guided Heights Care was created with a clear vision to provide exceptional support and accommodation for young people aged 16-18 in the United Kingdom, particularly those who are looked after. We have been dedicated to caring and safeguarding nurturing environments where young individuals can flourish and gain the skills necessary for adulthood. Through close partnerships with local authorities, we provide a variety of high-quality accommodations, including shared housing, floating support, and individual studios or flats, available across Greater London and beyond. Guided Heights Care has grown its services over the years, earning a strong reputation for excellence and achieving significant milestones in positively impacting the lives of the young people we serve.

Our mission is grounded in the belief that every young person deserves a secure and supportive environment where they can thrive and reach their full potential. We recognise the unique challenges young people face, particularly those who have experienced adversity or been in the care system, as they transition into adulthood. Guided by the five core principles of the "Every Child Matters" framework, we provide a comprehensive range of services to support resilience, independence, and confidence. Our goal is to empower these young individuals with essential life skills, enabling them to make a successful transition into adulthood and build fulfilling, independent lives.

Guided by compassion, respect, and a commitment to empowerment, we do more than provide housing; we create a foundation for growth. Our staff builds meaningful relationships with the young people we support, offering mentorship, guidance, and advocacy to help them overcome challenges and pursue a positive future. Through a nurturing and supportive environment, we instil a sense of belonging, self-worth, and confidence, equipping each individual with the resilience and skills needed to navigate the complexities of adulthood.

Our Aim

- Ensure a clean, comfortable, and harmonious living environment.
- Offer safe and secure accommodations for each young person and their belongings.
- Create a personalised life and social skills checklist with each young person to prepare them for independent living.
- Provide strong support to help achieve goals in personal development, education, training, and employment.
- Maintain an outcome- and target-driven approach.
- Make available a full range of support and guidance services for each young person.
- Advocate for young people to help them access necessary support services.
- Facilitate family contact where appropriate.
- Fulfil commitments to social services, youth offending teams, probation officers, educators, employers, and families as needed.



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Admissions Criteria

Guided Heights Care believe that effective outcomes are best achieved when referrals are carefully planned. A detailed referral, which includes a comprehensive assessment of the young person's needs, allows us to determine whether we can provide the appropriate support. Additionally, the skill set of our staff team is considered to ensure they have the experience and expertise to manage any potential issues. If necessary, targeted training will be provided to ensure our team is equipped to meet the needs of the young person.

We also offer prospective service users the opportunity to visit the home, meet our team, and familiarise themselves with the local area before making a decision.

Matching Process

To ensure compatibility and manage risk, we use an Impact Risk Assessment tool. This allows us to assess whether the needs of a new placement align with the needs of existing residents. A risk and compatibility assessment is completed before admitting a young person into the home.

While we primarily accept planned placements, we also consider emergency referrals, subject to availability. Emergency placements are temporary and time-limited, providing an opportunity for us to conduct an assessment and for the referring local authority to find an appropriate long-term placement if Guided Heights Care cannot offer one.

Referral Process

Stage 1 - Pre-Admission Meeting: A pre-admission meeting is held with Guided Heights Care senior management and staff to assess whether placement with Guided Heights Care is in the best interest of the young person. The Impact Risk Assessment is reviewed, and a decision is made regarding placement allocation.

Stage 2 - Placement Meeting: This meeting occurs within three working days of the young person's admission. It focuses on discussing and agreeing upon the initial care plan, outlining the actions needed to meet the young person's needs and ensuring that all parties are aligned in the approach.

Stage 3 - Placement Review: A placement review takes place approximately six weeks after admission. The review assesses whether the young person is benefiting from the care plan, evaluates their progress, and identifies any adjustments or additional support needed.

Stage 4 - Looked After Children (LAC): Review LAC reviews are held at the four-week mark, the three-month point, and then every six months throughout the young person's stay. These meetings evaluate the young person's progress, review their support plan, and identify areas for concern, with a focus on developing an action plan to address these.



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Case Review Process

Initial Assessment and Support Plan for Guided Heights Care delivers services under an Initial Assessment and Support Plan, which is based on the young person's Pathway Plan. This plan is developed in collaboration with the young person's Social Worker and reviewed regularly to ensure it meets their evolving needs.

- **Prioritisation of Support Areas:** Using the Initial Assessment and Support Plan as a foundation, our staff will prioritise key areas of support. The support plan is updated regularly, and a comprehensive monthly Case Review ensures that progress is monitored and adjustments are made where necessary.
- **Communication and Information:** Sharing All interactions with the young person are recorded, and communication with Local Authority social services is monitored. We ensure that information sharing and consultations occur regularly, and the frequency and quality of these interactions align with the Initial Assessment and Support Plan.
- **Health Support:** This is provided to address all aspects of the young person's health, including physical health, sexual health, and emotional well-being.
- **Life Skills Development:** Guided Heights Care offers practical life skills training, including cooking classes and cook-offs, to help young people develop essential skills for independent living.
- **Appearance:** We assist young people in maintaining good personal hygiene, appropriate dress, and overall appearance to promote self-esteem and confidence.
- **Well-being:** Ensuring the young person's safety and security is a priority. We also address any issues related to bullying or intimidation, ensuring a supportive and secure environment.
- **Personal Development:** Focus is placed on personal development, including social skills, independence, decision-making, and motivation, to help the young person become more self-reliant and confident.
- **Professional Development:** Support is provided for the young person's education, training, and employment goals to help them progress towards future career and personal success.
- **Relationships:** We provide guidance on managing relationships, including romantic, family, and friendships, and building a solid support network.
- **Identity:** We support the young person's exploration and development of their identity, including racial, cultural, gender, sexual, and religious aspects, helping them understand and embrace who they are.
- **Personal Finance:** Assistance is provided with personal finance, including budgeting, saving, banking, and general money management skills, to ensure they can manage their finances independently in the future.
- **Housing and Home Management:** Support is provided in the areas of housing, including accommodation management and home upkeep, equipping the young person with skills for independent living.
- **Ongoing Support:** We provide continuous support across all areas of the young person's life, ensuring they have access to the resources and guidance they need to succeed and thrive.



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How needs are met

Education, Employment, and Activities

- **Support for Education and Employment:** Guided Heights Care offers support to access apprenticeships, training, and education. We assist with identifying suitable colleges, courses, and job opportunities to help young people progress.
- **Application and Interview Assistance:** We help with completing application forms, preparing CVs, and practising for interviews.
- **Goal Setting and Achievement:** We encourage young people to set positive goals in education, training, and employment and provide the support needed to achieve them.
- **Alternative Education Paths:** We recognise that some young people may have had challenging educational experiences. In such cases, we support them in pursuing education through alternative avenues such as training programs, apprenticeships, or employment.
- **Partnerships with Local Services:** Guided Heights Care works closely with local colleges, employers, and Jobcentre Plus to help young people reach their aspirations.
- **Recreational Activities and Social Support:** We encourage participation in recreational activities such as sports, music, and creative arts and assist with maintaining contact with family and friends.

Promotion of Education for young people

Guided Heights Care understands the importance of education in young people's lives. We are committed to supporting them in achieving their educational potential by contributing to their Personal Education Plans. We will maintain strong communication with local colleges to ensure consistency and support between Guided Heights Care staff and educational institutions.

Managing Budgeting and Personal Independence

- **Supervision of Weekly Allowance:** Guided Heights Care supervises the young person's weekly allowance in agreement with the placing authority to ensure they manage their finances responsibly.
- **Budgeting Assistance:** We provide help with budgeting for food, bills, clothing, and recreation, ensuring that young people develop practical financial management skills.
- **Welfare Benefits and Forms:** Support is given to manage welfare benefits, complete forms, and handle bills.
- **Banking and Financial Management:** We assist with opening a bank account and understanding basic financial management.



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- **Shopping and Meal Preparation:** We guide the young person in preparing shopping lists, shopping, and cooking meals, teaching valuable skills for independent living.
- **Nutrition and Hygiene:** Education is provided on the importance of nutrition, personal hygiene, and maintaining a clean living environment.
- **Domestic Responsibilities:** We encourage the young person to take responsibility for household tasks such as cleaning their room, making the bed, doing laundry, and ironing.
- **Personal Hygiene Support:** Guidance is provided to ensure regular personal hygiene routines are maintained.
- **Health & Safety Awareness:** We offer advice on kitchen safety, maintaining kitchen equipment, fire safety, food hygiene, and proper storage.
- **Life Skills Development:** Support is given to develop broader life skills and build confidence for independent living.

Health

- **Healthcare Registration:** Guided Heights Care ensures that each young person is registered with local healthcare providers, including GPs, dentists, and opticians.
- **Access to Health Services:** We provide information on the locations of essential health services, such as the nearest hospital, NHS walk-in centres, sexual health clinics, and substance misuse services. We also ensure access to one-stop information services as needed.
- **Specialist Services and Counselling:** We facilitate access to specialist counselling services, professional help, and relevant external agencies for specific health needs.
- **Appointments and Support:** Guided Heights Care arranges and supports the young person in attending medical appointments liaising with social workers, doctors, and family members as needed.
- **Emotional Support:** We provide support in dealing with emotional difficulties such as stress and anxiety, offering informal counselling and guidance.
- **Medication Management:** Guided Heights Care supervises the use of prescribed medication, providing prompts and ensuring that prescriptions are arranged and collected from the pharmacy as needed.

Health Protection and Promotion

At Guided Heights Care, we view health protection and the promotion of well-being as integral to our care model. We work collaboratively with young people and healthcare professionals to develop a Personal Health Plan which addresses the full spectrum of health needs, including physical, emotional, and sexual health. We encourage regular health check-ups, including dental, general health, and eye exams, to promote ongoing health and well-being.



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Promotion of Leisure, Sports, and Cultural Activities

- **Encouraging Participation:** Guided Heights Care encourages young people to engage in a wide range of leisure, sports, and cultural activities that reflect their interests and abilities.
- **Cultural Awareness:** Activities are selected to help young people explore diverse cultural experiences, promoting understanding of different ethnicities, languages, religions, and traditions. For example, we support participation in cultural festivals, international foods, films, and literature to broaden their perspectives.
- **Social and Group Activities:** Young people are encouraged to join both group and individual activities, fostering social skills and expanding their personal and cultural horizons.

Continuity of Activities, Hobbies, and Personal Interests

- **Support for Ongoing Activities:** If a young person moves into a Guided Heights Care semi-placement and is already engaged in an activity, club, or hobby, we will make every effort to support their continued participation in these activities.
- **Encouragement of Reading:** We encourage young people to join the local library and purchase books or magazines to foster their intellectual and personal growth.
- **Celebrating Special Occasions:** Guided Heights Care celebrates important events such as birthdays, Christmas, Eid, and other relevant festivals with young people, ensuring they feel valued and included.

Promotion and Encouragement of Religious Beliefs

Religious Support: Guided Heights Care respects and supports young people in following their religious beliefs. When appropriate, we will work in partnership with the young person to facilitate religious practices, including attending services, following dietary requirements, and participating in relevant rituals.

Contact Arrangements with Family, Friends, and Significant Others

Maintaining Family Connections: Guided Heights Care works closely with young people to ensure that contact arrangements with family and significant others, as outlined in their Support Plan, are respected and maintained. We provide constructive support to help young people keep in touch with their families and encourage the importance of family relationships when appropriate.

Consultation with Young People

- **Empowering Young People:** Young people are consistently encouraged and supported to make decisions about their own lives and the running of the home. We aim to consult in a way that is sensitive to



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religious, ethnic, cultural, and linguistic needs. When necessary, an interpreter or advocate is provided to ensure effective communication.

- Opportunities for Feedback: Consultation occurs through various methods, including key worker sessions and young people's meetings. The views of the young person's family and significant others are also considered in decision-making.
- Consultation with Management: Young people also have the opportunity to consult with the home manager, and any concerns or issues can be raised through this channel to the staff team and Regional Manager.

Countering Bullying

- Zero Tolerance for Bullying at Guided Heights Care acknowledges the detrimental impact of bullying on young people and has a zero-tolerance policy towards bullying behaviour.
- Staff Training and Policy: Our staff are trained to recognise and address bullying, and the issue is regularly discussed at team meetings and young people's meetings to raise awareness and ensure a supportive environment for all.

Supporting Equality and Diversity

Guided Heights Care is committed to equality and diversity. Any form of discrimination based on age, gender, nationality, ethnicity, culture, race, language, religion, belief, or sexual orientation will not be tolerated. Incidents involving young people will be reported to the responsible social worker, and further action will be taken. If the incident involves staff, appropriate actions will be taken, which may include dismissal.

- Guided Heights Care ensures fair treatment for all young people, regardless of their race, gender, sexuality, religion, or disability, under the Equality Act 2010.
- Guided Heights Care acknowledges the diverse backgrounds of the young people we support, helping to build effective communication.
- Guided Heights Care has a zero-tolerance policy for racism and discrimination on the grounds of culture, race, religion, gender, sexuality, or immigration status.
- Guided Heights Care encourages young people to participate in religious, cultural, and social activities within their communities.
- Guided Heights Care ensures that religious festivals and significant cultural events are celebrated throughout the year.
- Guided Heights Care provides access to interpreting services when needed.
- Guided Heights Care staff are sensitive to each young person's individual needs and experiences.
- Guided Heights Care offers diversity training for all staff to ensure inclusive and culturally competent care.



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Operational Guidelines

This document outlines essential operational guidelines for maintaining a safe, organised, and compliant working environment. Key areas covered include:

House Meetings

House meetings are held monthly at an agreed time, usually on a set day each month.

- **Attendance:** All young people placed at Guided Heights Care and the staff on duty will be expected to attend. The meetings will be scheduled to avoid conflicting with appointments or other planned activities.
- **Purpose:** These meetings provide a space for young people to freely discuss any concerns they may have about the house, how it operates, or any issues with other residents. It is also an opportunity for young people to suggest improvements or changes.
- **Decision-Making:** While young people may not receive immediate answers, staff will listen to all concerns, and decisions will be made shortly after the meeting.
- **Meeting Notes:** A young person will take notes during each meeting, which will be kept for future reference. At the start of each meeting, staff will review any issues raised in the previous meeting.
- **Limits to Changes:** While we encourage suggestions, it is important to understand that some changes may not be possible due to **legal requirements** or rules necessary to operate the home.
- **Private Discussions:** If a young person prefers to discuss an issue privately with a staff member, arrangements can be made. However, we do not keep secrets at Guided Heights Care, and any concerns raised may be shared with the staff team and, if needed, other professionals, such as the social worker.

Staffing

Guided Heights Care staff come from diverse cultural backgrounds to reflect the society we live in.

We have a strong Recruitment and Selection Policy to ensure we have enough staff to run the service effectively. This policy also ensures staff are qualified, experienced, and matched to roles to meet the needs of our young people safely and effectively.

- **Safer Recruitment:** All staff undergo enhanced DBS checks, qualifications are verified, and references are obtained. At least two satisfactory references are required.
- **Probationary Period:** New staff are on a 6-month probation.
- **Qualified Staff:** We have enough skilled staff to meet the needs of service users.



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- Teamwork: Staff work together as a multi-disciplinary team, with the flexibility to adjust staffing as needed.
- Clear Management Structure: There is a well-defined management structure to support services year-round.
- Effective communication is key to ensuring good care. We keep staff informed through daily handovers, a computerised logbook, and regular progress reports to the placing authority.
- Supervision: Staff have supervision every six weeks. Each staff member has a designated supervisor, and managers oversee the supervision process.
- Annual Appraisals: Key workers and support staff are appraised yearly with set objectives that are reviewed regularly.

Staff Responsibilities

- Provide individual key working sessions based on the young person's needs.
- Attend LAC/PEP meetings and contribute to reports.
- Support the young person in maintaining connections with family, friends, and professionals.
- Ensure registration and necessary medical checks (e.g., dentist, optician, doctor).
- Oversee the completion of semi-independent or personalised support plans.
- Encourage participation in leisure activities and engagement with the professional network.

Staffing Ratio

In our 24-hour units, there is at least one staff member for every two young people during the day. Overnight, there is always at least one staff member, with a waking night service available.

During induction, all staff are trained in the following:

- Confidentiality
- The Rights of Service User
- Fire Safety
- Health and Safety
- General Data Protection Act
- Safeguarding
- Food Hygiene and Safety



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- Infection Control
- Key Workers & Support Worker's Responsibilities
- Philosophy of Care
- Communication and Interpersonal Skills
- Disability awareness
- Equal Opportunity and Diversity
- Report Writing Skills

House Rules

To ensure the safety and comfort of everyone, we have set house rules for each home. Young people are responsible for following these rules, which are outlined in the Licence Agreement.

Security

Young people must take responsibility for their safety and the safety of others. This includes ensuring that their room doors are locked when unattended and that the external doors to the property are securely closed when entering or leaving.

Each property is supplied with the following:

- Bed – Double / Single
- Wardrobe
- Chest of Drawers
- Hoover, Microwave, Mop & Bucket, Dust Pan and Brush
- Kettle, Toaster
- Washing Machine
- Kitchen Bin
- Mattress protector
- Duvet, two pillows, duvet set, sheet
- Towels – Bath, Hand
- Face Cloth



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- Pots, Baking Tray
- Kitchen Utensils, Tea Towel, Washing Up Liquid, Tin Opener
- Cutlery – Knife, Fork, Dessert Spoon, Tea Spoon
- Crockery – Plate, Bowl, Mug, Glass
- Toothbrush, Toothpaste, Deodorant, Shower Gel
- Toilet Brush, Toilet Roll
- Cleaning Sprays
- Clothes Airer
- Hangers

We maintain efficient heating services to ensure the temperature in the home stays above the minimum health and safety requirement of 16°C, providing a warm and comfortable environment for all young people.

Cameras and Surveillance

To enhance safety and security, Guided Heights Care has installed CCTV in some shared and floating support homes. Social workers are informed about this before placement, and written information about CCTV is included in the Licence Agreement.

The only other form of electronic surveillance used is for young people who are electronically tagged as part of a court-imposed sentence. In this case, the necessary equipment will be installed in the home.

Young people considered at risk, such as those involved in gangs, drug use, or self-harm, will be closely monitored. If these risks threaten the safety of the placement, a Disruption Meeting will be held to discuss better ways to manage the risks.

Disciplinary Policy

The staff at Guided Heights Care understand that clear and consistent boundaries are important for supporting young people's behaviour. Upon admission, reasonable boundaries will be set and form the basis of the contract between the young person and Guided Heights Care. This code of conduct will clearly explain the expected behaviour and outline any consequences for unreasonable behaviour.

The code of conduct is not judgmental but focuses on setting clear, fair sanctions that are appropriate to the incident. These sanctions will be designed to encourage reparation and restitution rather than punishment. The actions will be consistent and as fair as possible. A copy of the contract will be kept in the young person's file.



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No disciplinary action will involve withholding personal finances (e.g., pocket money) or essential care items such as food.

Challenging behaviour will be discussed with the young person, avoiding confrontations. Guided Heights Care believes in identifying the underlying causes of the behaviour. The consequences of unacceptable behaviour will be clearly explained, and young people will be given options to help resolve the situation.

Monthly house meetings will be held to discuss behaviour management and potential conflicts. These meetings will help maintain open communication.

Unauthorised absence/ young people who go missing/ monitoring unauthorised absence.

Each young person at Guided Heights Care will be given clear instructions about unauthorised absence. No young person will be permitted to be absent from the premises without a clear written agreement from their social worker.

The absence form will require the following details:

- where the young person is going
- who they are meeting
- a contact telephone number and address
- what provision has been made for their travel
- what time they are due back
- The young person's signature

Unauthorised Absence

If a young person fails to return by the agreed time, the first step will be to contact them directly. If contact cannot be made, the last known location or the person they were meeting will be contacted. If their whereabouts are still unclear after these steps, the manager will be alerted, and the placing authority, parents (if applicable), and the director of Guided Heights Care will be notified. If the young person has not been located after an hour, the police will be informed.

An emergency procedure will be in place to allow staff to search the local area. Staff will assist the police in completing a missing person's form, and an up-to-date photograph of the young person will be provided to help with the search.



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Once the young person is located, they will be collected by the manager or a director of the company. The unauthorised absence will be discussed with the young person, and appropriate action will be taken, depending on the specific circumstances. All instances of unauthorised absence will be documented and included in the young person's review.

All staff members will be made aware of the procedure for unauthorised absence. Should a young person fail to return on time, the manager should be alerted as the first point of contact.

Complaints Policy

Guided Heights Care is committed to providing a high-quality service to young people and professionals. We aim to create a fair, open, and transparent environment where feedback, concerns, and complaints are welcomed from all parties, including young people, professionals, and visitors.

We understand that everyone has the right to raise concerns, objections, or complaints about the services they receive without fear of discrimination, disadvantage, or intimidation. If the Local Authority or other professionals wish to raise concerns or complaints on behalf of a service user, we welcome those as well.

All concerns and complaints will be taken seriously. We will listen carefully, investigate thoroughly if necessary, and respond respectfully and courteously.

General Feedback and Concerns

Some concerns are straightforward and can be resolved immediately to everyone's satisfaction. For less serious issues, feedback or concerns can be shared informally with Guided Heights Care staff or senior management. These are matters that can often be addressed on the spot by staff or with the support of the manager. This kind of feedback can also offer valuable learning opportunities, which can be shared across the organisation.

However, there may be times when expectations are not met, and a formal complaint may be necessary. At Guided Heights Care, we take accountability seriously and respond appropriately to complaints following a thorough investigation.

We understand that when people are dissatisfied, they want their concerns addressed quickly. If the complaint relates to a specific event, it is important to raise it as soon as possible after the incident.



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Formal complaints should ideally be made in writing and addressed to the Home Manager. Complaints can also be emailed to gachiaa@guidedheightscare.co.uk

This ensures that the complaint is recorded and can be properly investigated. We aim to respond to all formal complaints promptly and professionally, keeping the complainant informed throughout the process.

All formal complaints will be investigated within 7 days. We will keep the complainant informed of the progress, reassuring them that appropriate action will be taken and ensuring they are satisfied with the resolution. This process helps us to continuously improve the quality of care we provide.

While we often provide verbal responses, especially to service users, we will always follow up with a written response, which will be kept on the young person's file for record-keeping purposes.

Fire Precautions, Emergency Procedures, and Safe Working Practices

Fire Safety and Emergency Procedures

Guided Heights Care has a comprehensive fire and evacuation procedure. All staff and young people are fully informed about evacuation protocols, including individual responsibilities (e.g., checking rooms) and the location of assembly points outside the building.

A full fire drill is conducted at least once every 6 months, involving all staff and young people. This includes mandatory participation from employees, trainees, and temporary staff in fire drills and training, as required by The Fire Precautions Act 1971.

Fire drill notices are displayed clearly, outlining the actions to take in the event of a fire. All fire exits are marked with appropriate signage.

Young people are informed about the risks of smoking, matches, and lighters in bedrooms, and smoking is prohibited in both bedrooms and communal areas.

Everyone is made aware of the location of fire safety equipment, although only trained personnel should use it in an emergency.



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Safeguarding Young People

The arrangements for safeguarding young people are detailed in the Guided Heights Care Safeguarding Policy.

At Guided Heights Care, we are committed to safeguarding and promoting the welfare of young people in our care. We maintain a safe organisational culture focused on protecting young people.

Everyone working with Guided Heights Care shares the responsibility to ensure the safety and well-being of young people by:

- Providing a safe environment where young people can grow and develop.
- Identifying young people who are suffering or at risk of harm and taking appropriate actions to keep them safe.

To achieve this, Guided Heights Care has systems in place to:

- Prevent unsuitable individuals from working with young people.
- Promote safe practices and challenge unsafe ones.
- Identify concerns about young people's welfare and take action to address them.
- Contribute to effective partnership working.

We will take all reasonable steps to protect young people, especially when staff or associates are involved in their care.

Any suspicions or allegations of abuse will be taken seriously and acted upon immediately. We ensure that all staff and those working with us are well-informed and confident in making safeguarding decisions. We expect all staff, volunteers, and anyone working on behalf of Guided Heights Care to read, understand, and follow this policy and related procedures.

Guided Heights Care has a designated person responsible for overseeing all safeguarding matters.



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Guided Heights Care Policies & Procedures

All aspects of running and managing our service are outlined in a comprehensive set of policy documents. These policies ensure that we meet the requirements for providing Supported Living services and are regularly reviewed to stay current. Copies of our Policy Manual are available at each provision and our office.

Processes to Support Consistent Practice

To ensure Guided Heights Care delivers consistent best practices, we have developed a series of workflows that guide all support services. These processes are designed to ensure that every aspect of care is provided consistently and to the highest standard.

These workflows are below but not limited to:

- Action Plan Checking
- Contact Sheet Checking
- DBS Process
- Incident Report procedure
- IRO 6-Month Review Checklist
- Keys Workflow
- Keyworker Hours - Hours & Timesheet Validation
- Master Young People Checklist
- On Call Procedure
- Petty Cash Procedure
- LAC Review Provision
- Property Inspection Sheet Checking
- Repairs Log Procedure
- Report Check Guide for Reports Team
- Report Completion Checklist for Key Workers
- Workflows for Recruitment
- Workflows for Referrals
- Young People Allowance Procedure
- Young People Information Sheet Checklist



GUIDED HEIGHTS CARE

20 Wenlock Road, London, N1 7GU

Telephone number: 020808135436 | Mobile number: +(44) 7450205425

Email address: info@guidedheightscare.co.uk

- Young People Move-in Procedure
- Young People Move-out Procedure.
- 24-hour Shift Guide
- Key Worker Help Guide



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The Organisation

The registered Provider is Guided Heights Care Ltd

3 Greener Court, 1 Martini Drive, Enfield, EN3 6GT

Telephone number: 020808135436

Managing Director - Gabrielle Achiaa-Poku

Principal contact for the business

Gabrielle has over six years of experience working with families and young people, including in areas such as mental health and social care.

Over ten years of experience providing customer service with a strong focus on client-centred practice.

Six months experience working for Enfield Council with a full understanding of the needs of young people transitioning to adulthood.

Director – Richard Okyiri

Secondary contact for the business

BA (Hons) in Architecture & Master of Architecture (MArch)

Level 3 Diploma – Children and Young People's Workforce

Over two years of experience as a Property Coordinator, where I managed the day-to-day operations of support and accommodation services for young people aged 16-18. My responsibilities included conducting property inspections, organising and maintaining administrative files, managing utilities, and coordinating with councils, contractors, and agents to ensure smooth property operations.

In addition, I have three years of experience working directly with young people affected by CSE (Child Sexual Exploitation), as well as those who are vulnerable and exploited. I have worked in 16+ units and 24-hour care units, children's homes, and I have also served as a keyworker, providing tailored guidance and support to young people aged 16-18.



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The Statement of Purpose will be reviewed and updated annually to ensure it consistently reflects best practices at Guided Heights Care. The primary parties responsible for developing, approving, and maintaining the plan include:

Gabrielle Achiaa-Poku

Managing Director

Guided Heights Care

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Richard Okyiri

Director

Guided Heights Care

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Last Reviewed Date: 02/12/2024

Next Review date: 02/12/2025