

YOUNG



PEOPLES

# Welcome to Genell Support Guide.

Each step closer is one  
more step towards  
success!!

This guide is provided to give you information about the service you will receive from Genell Support.

**If you would prefer a different format or like any further information, please contact speak to the Home Manager who will be happy to accommodate your request.**

**We have Written Guides in the homes for you to access information in the communal area.**

## **About Us**

Genell Support was established in January 2021 by the directors who between them have a combined 40 years' experience in providing support services to young people and young adults. We pride ourselves in our child centred approach to our work to ensure that you will receive a high-quality service.

## **Mission Statement – What we want to do as a service for you.**

Our priority is for you to feel safe, nurtured, and supported in the next steps towards your independence and moving forward feeling ready for the next stage in your life.

## **Aims – What we would like to achieve for you.**

Our aim is for you to be able to answer yes to each of the following statements:

- I am safe and not being taken advantage of in any way.
- I am safe from all forms of abuse and neglect.
- I am safe and secure in my home.
- I have my own private space to feel proud of.
- I have all support plan/plans completed in line with my needs, wants, and goals which are regularly updated by keyworker.
- I feel I can make a complaint, and this would be dealt with quickly and professionally.
- I receive care delivered in a way that is dignified and respectful.
- I am not discriminated against for my chosen lifestyle.
- I am not discriminated for any disability I have.
- I am always shown privacy.
- I know my rights around advocacy and education.
- My voice and opinions are respected and heard.
- I have trained and confident staff to support me
- I am treated with sensitivity around my needs.
- I feel supported in every aspect of who I am
- I know how to make a complaint and know how I will be supported in doing this.
- I have a trusted key worker who I feel comfortable and able to discuss issues with.
- I understand abuse and how to recognise this.
- I am encouraged to build self-esteem and self-worth and I am progressing with the things I want to do.

## **Objectives: - Goals for the service in supporting our you.**

Implementing a personalised service which will enable you to stay safe in your own environment, while allowing you to develop independent living skills in preparation for living in your own home.

- To support you throughout your time at Genell with independence work, leading to a confidence and capability within yourself of managing your own home.
- To support with emotional and mental health concerns you have and help you manage these going forward.
- To create strong and positive relationships with all professionals involved in your support
- To safeguard you in all aspects throughout time at Genell and ensure you know how to safeguard yourself moving forwards
- Helping you access outside support services for you to engage in when you leave our care, so you feel supported within the community.
- Create a safe and secure environment for you to develop and progress with adults you can rely on and trust in.
- Making sure you are leading in your support and your voice is heard and acted upon.
- For you to understand abuse and the signs of this, for you to be able to access in private, relevant websites or help lines.
- To ensure the manager and/ or a staff member is present in all important reviews and placement meetings to best support you.
- To understand your rights and to be supported in line with these.
- To provide you with the information around your rights as a care leaver

## **How do we reach our 'Aims and Objectives'?**

Before you move in, we ensure that your needs and preferences are thoroughly assessed by our manager, along with the local authority. We will ensure we know what you would like to achieve, if we can support you to reach these goals and look at where you are currently in your journey.

We acknowledge that your needs can change, along with your progress or any difficulties you may come across, we will be able to approach this in a supportive and relaxed way whichever way you go, working alongside you, with you at the forefront of your support.

We employ trained Staff members, and ensure they are trained to meet all your individual needs. We monitor and review staff performance through meetings called supervisions monthly.

If staff are sick or on holiday, we make it our priority to provide the same level of care for you as you usually receive.

We only use agency team members as an emergency provision, our aim being to keep your care and support consistent and you have regular, known staff members within your home.

We aim to achieve this vision by committing to making a difference by:

- Providing you with a full assessment of needs and ongoing mentoring assessment.
- Having a trained, consistent, nurturing staff team that you feel safe and supported around.
- Ensuring that you have access to full-time education, including if you unable or unwilling to access mainstream education. - Knowing your education rights and entitlements
- Providing you with transport to meetings and appointments.
- Providing you with the information around your rights whilst with us and moving on as a care leaver, rights to benefits, support, Local Authority duty, housing and working with you to advocate for themselves.

## Going forward

We always want to involve you in the planning and moving forward of our initiatives, and look to make a difference with your time with Genell and going forward, we want you to engage in the local community to help you feel safe and able

We can help support you with this by engaging with:

**Local community initiatives** - we embrace our social responsibilities and want to give back to our local communities, we will provide you opportunities to form and run youth advisory groups, the chance to take part in associate-led projects with our partner organisations, as well as facilitating volunteer opportunities within the arts, animal shelters, and other caring ventures.

**Governance initiatives** – the objective of our governance programme is to bring our young people together to create a sense of achievement and pride. The aim is to provide young people with decision-making opportunities they may not otherwise have experienced. This could mean playing an active role on our policy review committees, interview panels, quality assurance assessments, provider forums, and other areas that can impact directly on the lives of the young people themselves.

## Who will support me?

Your support team are nurturing, trained, understanding, non-judgemental and are here to give you the support you need.

Our team members are experienced and are all trained or are training towards the minimum standard of Diploma Level 3 in Health and Social Care or the equivalent to be able to support and keep you safe.

Some of the training that the team members complete, you will be invited to complete so you have real qualifications that will help and support you in developing skills when living independently, this will be items such as First Aid, Health and Safety and Foody Hygiene training.

All our Support workers have interviews and you are invited to engage in these interviews so we can also understand what you are looking for and need, you are invited to ask questions you feel may be important within the supported service, you are the best person for the job, it's you they will be supporting. All support workers have checks completed to make sure they meet not only the legal requirements, but also our own high standards before they support you.

Staff are trained in being able to identify and act upon any signs of abuse or concerns around you. Offering guidance and support in you being able to safeguard yourself and managing your risks going forward.

Staff will weekly send all your reports, observations, conversations and key work sessions to your social worker to keep them up to date with progress.

Staff will send out any missing reports or accidents/incident reports within 24 hours of the incident.

Staff will have the training and knowledge to raise any issue or safeguarding concerns with team leaders or management.

You will have 24/7 hours a day access to a member of staff if there is an emergency– there is always a member of staff on site.

Your home mobile number will be given to you on arrival and the address of the placement for your information.

There are contact details in the grab bag for all emergency services and social care teams if there was a fire on site and staff would have these on exiting the building.

You will be taken through emergency contacts and who to contact on your arrival but also:

**Police/Ambulance/Fire – 999**

**Mental health support: 111 option 2**

**NHS Medical Support: 111**

**On call Management – Alysha Hackett - 07543532843**

Staff also have 24/7 access to on call and the manager.

### **Key Working**

When living with us you will have a keyworker, a staff member who has been carefully selected to work with you while you are with us.

You will be supported by every team member, but your key worker will be working hard to make sure you have everything you need, and they will help you learn new skills and prepare you for adult life. Your key worker will ensure your files and paperwork is up to date and received by the needed professionals.

These are things a key worker will do:

- Arrange time with you 1:1 each week to talk about anything that is on your mind; to set goals and complete any tasks you may need support with.
- Helping you have your voice heard around making plans for your future.
- Discuss your progress at meetings (team meetings, review meetings, parent/carer teacher meetings at college)
- Help you keep in touch with family and friends as priority
- Advocate for you and ensure you know your rights and how to access complaints procedures, who to talk to if you have a complaint and what will happen throughout that process
- Help you plan for your future moving on to another home or learning to live independently in your own home.
- Focus on achievements and progress and continuing to encourage your journey of success
- Create scrapbooks and memory boxes for you to keep and take forward, documenting your time at Genell.
- To ensure you are receiving person centred support and encouraging you to take an active role in your support
- Ensuring pathway plan is being followed and goals set in line with this.
- Completing feedback questionnaires with you 3 monthly around support and how you are feeling and what could be improved.

## Monitoring & Reviewing

When your support starts and you have had time to settle, we have an ongoing monitoring process.

Independence initial assessment will be completed with you and then 3 monthly assessments and reviews within a key work session around your strengths and things you may need more support with a plan is then put into place to work towards.

All plans are reviewed and updated at least six monthly. This allows the team members to identify if the plans are still adequate to meet your needs and choices. We will also have regular meetings with you to make sure you are happy with the plans and if there are changes you would like to make.

Key work sessions outline targets and goals set and how we get to achieve these and who does what in getting to those goals, you are at the forefront of your targets and goals set.

**You can request to see your files at any time, and this is your right to do so, we will need to ensure there is no third party information in your file before we are able to share this with you.**

## Equal Opportunities

We are committed to providing the highest standard of support for you and the other young people who live with us. We believe that promoting equality will enrich your support and ensure it is fairly accessed and sensitive to your needs. We will strive to ensure your support will be well met on the grounds of gender, sexual orientation, nationality, ethnic origin, religious beliefs, disability, marital status, age, or any other grounds.

We aim to respect your ethnic and cultural identity and your individual needs to promote an effective and sensitive service. We recognise to achieve these aims we must have regard of your views and opinion on how your care plan is being delivered.

We complete an equality and diversity plan with you to outline your wants, likes and dislikes and to encourage cultural involvement, helping support you to be who you are, wear the clothes and present how you want to without judgement or questioning.

Staff are trained around equality and diversity to help you feel supported and put together, with yourselves, a plan to help you make sure all your needs are being met around cultural, identity, equality needs.

## **YOU ARE FREE TO BE EXACTLY YOURSELF.**

### **Your safety at home**

All our staff take your safety and security very seriously, we do have CCTV within the home and external to the home to help keep you safe. Your social care team with read and sign permissions around CCTV in the home and this will be discussed with you on your arrival. This is for the safeguarding and the promotion of the welfare of our young people.

**These are not in bedrooms or bathrooms, only in the communal areas as this adds security for you.**

You will have house rules specific to your needs and support in place and on arrival with be taken through these and asked to sign if you agree.

You will have individual risk assessments put into place on your arrival to safeguard and ensure all staff work together to maintain your safety.

### **Staying safe**

Fire safety – There are fire alarms in the home that we check weekly, this is something we encourage you to engage with. We complete a fire evacuation each month with staff and young people and meet at the designated evacuation point. We will take you through the fire evacuation process on your arrival.

We have fire risk assessments completed by outside companies and we will ensure you are aware of any visitors entering your home.

We make sure that the home is as safe as possible for you. Our team members are trained to know how to prevent fires and what to do if a fire starts. If you see fires tell a staff team member. If there is a fire you should leave the home and go outside to the evacuation meeting point. You will be told where the safe place is. You should stay there until told otherwise.

If you are in an emergency call:

Fire- Call **999** and state the address and they will support you through the phone with directions.

**Regular key work sessions will be completed around what to do in the event of a fire, if a staff member is injured or becomes ill, carbon monoxide alarm goes off.**

**We also have the young peoples guide in the communal areas with all emergency service information for you to have access too.**

**We will support you to know what to do in an emergency as we know this can be challenging.**

## Quality Assurance

Delivering a high quality and person-centred service to you is our priority. We monitor the quality of your support for you with 2 monthly audits completed by management which manages the service you are receiving.

We appreciate your views on your support being voiced. Either through verbal feedback, or written surveys, compliments, and complaints, to ensure we are meeting your needs.

You will be asked to complete a feedback form every 3 months around your support and this will go towards improving our service to benefit the young people we support.

Quality assurance starts with recruitment of the best support staff possible; this is an area we welcome you into assist with, engaging in the interviews, asking pre planned questions for you to ask the interviewee.

## Incidents & Accidents

Any accident, injury or dangerous occurrence affecting you or another young person that lives in our homes, is reported to our directors. Incident report sheets or an accident book are provided for this purpose and are reported within 24 hours by the manager. All incidents will be thoroughly investigated, taking appropriate action in the case of misconduct or to develop preventative strategies. Accidents and incidents will be reported to the relevant authorities,

and the Health and Safety Executive if required. All risk assessments are reviewed at least 6 monthly, or whenever new risks are identified.

## Confidentiality

Any confidential information is stored and handled appropriately in accordance with the Data Protection Act 1998. Our team members all sign a confidentiality agreement before induction and commencement of their roles. Our grievance, whistle blowing, and abuse policies ensure that although confidential information is held, it does not preclude that information cannot be disclosed if any abuse is suspected.

**You have the right for your information to remain confidential and to only be shared with professionals who have the justified need to see this.**

## Complaints and Compliments

We always welcome feedback from you – any comments at all, both positive and negative.

A quality assurance feedback questionnaire is given out at least 3 monthly and its findings are used to monitor our standards and make changes that will help support and make you feel listened too. We welcome your input and recommendations. This information is for every person's benefit.

## Complaints Procedure

- We ensure there is a clear, simple, and fast-moving procedure for dealing with your complaints:
- We have a young persons guide in the communal areas with complaint forms, concern forms and all the contact details you may need to make a complaint.
- Complaints are dealt with at the appropriate level and with minimal delay.
- All complaints received are accurately recorded.
- Complaints will be received and dealt with in an open and fair manner.
- Complaints will be investigated, and the outcome confirmed within a maximum of 4 weeks. When this is not possible, an explanation of the position and reason for the delay will be sent within 14 days.
- On arrival we will discuss the complaints procedure you will be given details of who to contact and how to contact someone if you have any issues.

Every complaint received, either written or verbal, is recorded, and immediately acknowledged in writing. The Home Manager will undertake the necessary enquiries promptly and the outcome confirmed in writing within a maximum of 4 weeks. All complaints are monitored on a continuous basis by the Manager, who will submit a summary of complaints to any respective purchaser on demand. If

you need to make a complaint this can be made to any of the team members who work with you, and they can help you to write this.

It will be discussed and documented on your arrival around complaints and that you have your social care teams contact details if you feel you need to make a complaint, we also make sure you have access to an advocate and have the contact details of this person.

Please see details of **Genell support** Management you can contact if you have a complaint:

**Genell Director:** Lyana Russell-Sinclair **Work Number:** 07791404634 **Email:** [Lyana@genell.co.uk](mailto:Lyana@genell.co.uk)

**Genell Manager:** Alysha Hackett **Work Number:** 07543532843 **Email:** [Alysha@genell.co.uk](mailto:Alysha@genell.co.uk)

If you feel you don't get the support you need, please see OFSTED complaints information:

### **OFSTED**

**Telephone Number:** 0161 618 8524

**Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Website:** [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Further to this you can contact the children's commissioning for support:

### **Children's commissioning**

The **children's commissioner** has a duty to promote and protect the rights of all children.

Children's commissioners' details:

**Dame Rachel de Souza -**

**Telephone number:** 0800 528 0731

**Email:** [help.team@childrenscommissioner.gov.uk](mailto:help.team@childrenscommissioner.gov.uk)

**Website:** [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk) – you can complete an online form also here.

**Also, there is NYAS – A national youth advocacy service**

**Helpline:** 08088081001

**Email:** [www.nyas.net](http://www.nyas.net)

More information and contacts will be available to you in the young people's guide within the Genell homes around services open to you, help and guidance locally and nationally you can access.

### **Our Moving on Programme**

- **Long-term support planning** – we will put together a pathway plan for you moving on to independent living. We will work with you in doing this and identify and assign key team members to support your transition. Your key worker will provide support to you throughout the whole process, and for as long as you need our support afterwards.
- **Maintenance of key relationships** - several months before your transition to independent living, our team members will assess your readiness and assign a transition mentor to you. Following your transition, support will be provided at your independent living accommodation if required and agreed by your self, team members will gradually reduce the support as you gain the life skills and confidence you need to safely complete your transition to full independent living.
- **Ongoing consistent support** - when you are transitioning to your independent accommodation, the same key team members you had in our supported living services will provide ongoing outreach support. This outreach support will be gradually reduced only when you are able to safely live independently. Throughout every stage of the programme, you can retain access to all our services, providing a consistent environment where you can socialise, meet with friends, attend our education and training programmes, and receive mentoring/therapeutic support if needed.

We are here to support and protect you from harm. We work in partnership with professional services, your local authority and others involved with you to help you achieve the goals you want from life.

**WELCOME TO GENELL SUPPORT.**