

UK Happy Care LTD

# Happy Care

STATEMENT  
OF  
PURPOSE

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# UK Happy Care

## COMPANY DETAILS

Company Name: UK Happy Care LTD.

Company Number: 12356371

Registered Manager: Fatima Roma Hussein

Responsible Individual: Habiba Barre

Director: Zelgai Farooqi

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## Introduction

UK Happy Care is a Semi-Independent supported living service providing accommodation-based support to young people between the ages of 16-18 years, who may be looked after children, unaccompanied asylum-seeker, care leavers associated with complexed needs. Young people transition into independent accommodation shortly after turning 18 years old.

We consider the individual requirements of each of our service users to deliver adaptable person-centred support while staying in harmony with the fluctuating needs of our young clientele.

Our unique care plans are tailored to meet everyone's identified needs. For services users transitioning from full time residential care to allows them to make the next step in their progression. With our trained and qualified staff, we endeavour to provide a high standard of 24/7 care **and** to equip our residents with the relevant tools to succeed in life. We believe that by working in partnership with the young people, parents, social workers, and everyone involved in their care; we can achieve positive outcomes and assist them to achieve their goals.

Our approach is based upon the recognition that young people require safety, space, clear boundaries, opportunities for growth, time to reflect and to be encouraged and supported to be involved in the decision-making process that affects their lives. We know and acknowledge that young people also need opportunities to develop and experience positive relationships with adults. This requires the support and guidance of positive role models, as well as a structured environment and the opportunity for new experiences.

## UK Happy Care

### Services

We currently offer a range of services to best accommodate our young people. We offer high quality accommodations and flexible support packages tailored to meet the needs of the young person and the local authority.

### Services users

- ▶ Both genders:  
Unaccompanied asylum-seeking minors (Ages 16-18).
  
- ▶ Young people with challenging behaviour (shared /solo) (Ages 16-18) HIGH, Medium and Low Risk young people on bail, tag, or curfew
  
- ▶ Emergency placements (Ages 16-18)
  
- ▶ Transition placement

### Accommodation Type

- ▶ Our 24/7 Provision are primarily for 16- to 18-year-old.
- ▶ 24/7 staffed placement where monitoring and key work support is included.
- ▶ key work support is included and can be within property or out in community.

## Aims and Objectives

- ▶ To provide individual support that tailored to each young person's specific needs
- ▶ To work with each young people, towards identifying, implementing, and reviewing a personal support plan which adequately reflects his/her needs at any one time.
- ▶ To promote independent living, working within each young people range of abilities and competencies.
- ▶ To meet each young people physical, emotional needs and overall well-being in a dignified non-judgmental way.
- ▶ To serve all young people regardless of age, gender, race, religion, ability, class culture, ethnicity, or sexuality, ensuring that all young people integrate within accommodation setting through promotion of understanding of differing values, beliefs, and faith.
- ▶ To ensure that the forms of communication, language and address used are suitable for the needs of each young person.
  - ▶ To ensure each young person are always treated with dignity and respect and that they are safeguarded from risk of harm and abuse.
  - ▶ To ensure each young person privacy and confidentiality is always maintained.
  - ▶ To ensure each young person is accepted into the community are not subject to any form of abuse, racial or otherwise.
  - ▶ To ensure each young person lead as independent life as possible.

## Tangible, evidence-based results

Every young person placed with UK Happy Care will receive a tailor-made support package and leaves with evidenced details of their skills development and progression into independence. They are to be scored on a weekly basis and results are monitored every month in a bid to highlight areas where greater intervention or support is required.

UK Happy Care is among one of the providers that takes reporting and evidence-based progression beyond expectation with the use of Weekly reports, internal care plans, progression targets and independent learning assessments.

UK Happy Care uses the Circle of Support to help shape and direct a young person's support journey. On arrival, each young person works with us to complete their initial Circle assessment, encouraging and enabling them to:

- ▶ Assess their current strengths
- ▶ Recognize areas for development and agree goals
- ▶ Identify ways of moving towards those goals using AQA awards to support and demonstrate progress.

At subsequent assessments the Circle gives a quick pictorial representation of their 'distance travelled' - This helps young people to feel more in control of their lives and more confident about moving towards successful independent living. In addition to helping young people and their key workers in joint planning and assessment, the Circle tools allows UK Happy Care to benchmark performance within and across its service.

## Measurable outcomes with our care management system.

We take detailed reporting on the management of care and service user progression quite seriously. This means, the reporting system needs to not just make documenting and reporting a faster and more efficient process but to offer tools where the 9 main skills and development targets for each young person could be charted, measured, and analysed. The system was also designed as an open access environment where authorized stakeholders including local care authorities can interact, contribute, and make use of the robust reporting system as guest users.

## UK Happy Care

The progression chart or ladder is a most efficient way to set development targets bespoke to each child/young person in our care. Targets are set and fed data from weekly reports enable an accurate view of how a child is progressing in care. Needs, trends, barriers and other aspects of care are much more visible and can be actioned more efficiently with visible outcomes.

## Positive Activities

UK Happy Care will support young people to identify and take part in leisure, volunteering, education, training, and employment and other activities and opportunities aimed at improving young people's self-esteem, confidence and economic well-being. Bonding activities of fun, and team building focus are regular activities at our units where our young people look forward to regular activities such as adventure days, karting, bowling teams, movie nights and Foodie Fridays. We run our homes like a traditional family would - warm and earthy interiors with our young residents and staff adding their own personal touch.

## Quality Management

The quality of our service will depend on the quality of the Management and abilities of the staff and manager. We strive to maintain high standards throughout the service delivery and our various policies and procedures provide suitable, accurate and up to date guidance on how to operate in accordance with relevant legislation, whilst protecting the health, safety, dignity and respect of our service users.

To do this we aim to:

- Understand service users' needs.
- Provide suitable staff and environments.
- Promote best care values.
- Train and motivate staff.
- Constantly review policies, procedures and service delivery
- Monitor plans, seek feedback and react accordingly.



## Staffing

Our team has a wealth of experience in working with people within the social care system and this means that they understand the issues that affect young people. Staff are well trained with the majority of staff being qualified to Degree level in health and social care, Psychology and counselling, Bsc Early childhood and enrolled in Level 5 in social care or working towards it. We also adopt a policy of continual training through in house methods and external providers.

The directors and management adopt a very hands-on approach. As such we can provide stability to service users through a core group of **staff that** have been with the company since its inception.

All staff employed by UK Happy Care undergoes a robust recruitment process by the recruitment administrator and Manager. It is our policy that all staff must satisfy the following prior to taking employment with the company.

- ▶ Proof of eligibility to live and work in the UK
  - Must be over 18
- ▶ Complete application form, equal opportunity monitoring form as well as the Health Questionnaire.
- ▶ Attend both written and oral interview session to test both literacy and numeracy skills.  
Successful candidates will then go through the next stage as seen on the next bullets points below.
- ▶ Must undergo a DBS Disclosure and Barring Service.
  - Provide two references (one mainly from current employer or college of study) and a character reference preferably from a professional body (No reference is accepted by any family member).

Each successful candidate must undergo 3-days full paid induction training and 4 weeks of induction period having to opportunity to supervise senior member of staff.

## Standards within our Accommodation

### Bullying

We develop and maintain an anti-bullying policy that sets out the approach to discouraging and dealing with incidences of bullying. Our policy also covers bullying that may take place outside of the Accommodation Setting and young people will be supported when this happens. The policy also includes cyber-bullying.

### Substance Misuse and Anti-Social Behaviour

We have developed and maintain a substance misuse policy that sets out the approach to:

- Supporting Young People who misuse drugs and alcohol.
- Preventing or reduce the risk of young people engaging in Anti-Social Behaviour.
- We implement a zero-tolerance policy to the use of both alcohol and drugs at the Accommodation.

### Complaints

UK Happy Care aims to provide excellent standards of service to our clients. However, we accept that events may arise that may give you cause for complaint.

UK Happy Care has in place a Complaints policy which explains the way in which a complaint can be made in the event that any incident(s) arise where you feel you have been unfairly treated or are dissatisfied with the conclusion of any service-based matter.

UK Happy Care commits itself to the endeavour of providing a full and sympathetic investigation of all valid complaints, be they formal or informal. In all circumstance we will aim to provide a fair and amicable solution for all peoples concerned, as quickly and efficiently as possible.

All members of UK Happy Care are duty bound to report and log all complaints **and** provide a resolution for **the** complainant as soon as is possible.

## UK Happy Care

### Record Keeping

At UK Happy Care we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **ZB186120** and we are the data controller of any personal data that would be provided to us.

Our Data Protection Officer is ZELGAI FAROOQI and Any questions relating to this notice and our privacy practices should be sent to [info@ukhappycare.com](mailto:info@ukhappycare.com)

### Placement Vacancies

We have a beautiful 7 bedroom in south Harrow, HMO compliance and certified. Experience staff ready to welcome your young people.

**We now currently hold a Accredited status with the Commissioning Alliance (WLA)**

<https://www.careplace.org.uk/Information/STSAccreditation>

#### Location

67 Arundel  
Drive Harrow  
HA2 8PN

#### Service

16 to 18  
24/7 Monitoring  
Sleep in unit.

#### Capacity Gender Vacancies Availability

4 minimum keywork session

7

Mixed

6 Male and 1 female

Immediately  
Semi Independent  
Accommodation