



Fresh Start Care Group Ltd
Because every child matters.



Who we are:

Fresh Start Care Group is a family run business that provides an integrated service for children who have experienced trauma in their lives resulting in emotional behavioural difficulties. We provide both long-term and crisis-intervention placements that focus wholly on a quality care provision that embraces the concept of family values. Fresh Start operates mainly in the West Country, with homes in Gloucestershire, Wiltshire and Herefordshire.

Creating a family feel

At Fresh Start, we believe that placement stability is simply the beginning of a long process to achieve positive re-engagement. Through this philosophy, we will build a reputation for our commitment to every young person placed with us.

Continued stability is achieved through a sense of hope and direction. Through consultation, we will work with our young people at a pace that is appropriate to their emotional and practical needs.

This approach will enable many of our young people to gain a sense of positive control and develop the motivation to take the first steps towards a better, brighter future.

Quality Care

We firmly believe that this quality care can only be provided by a consistent, motivated and well trained care team. We firmly believe that young people just need someone to believe in them, to listen to what they are trying to say and respond to their needs. In all our homes every young person has a minimum of one carer working with them to ensure they have the support they need.

Our Staff

Our staff are carefully chosen for their experiences and life skills. We believe that the quality care we offer can only be achieved with a consistent, motivated and well trained care team.



Residential Services

We believe strongly that young people should not be placed in large multi-bedded institutions but rather in homes that afford them a sense of attachment. At Fresh Start we have developed a flexible, inclusive and eclectic approach to meeting the needs of these young people.

Therefore, we ensure our homes are selected and furnished with the focus on providing a warm and nurturing environment in which they can flourish.

Our first home is the wonderful Chapel House, just outside the beautiful market town of Tewkesbury, in Gloucestershire. The homes within our services will range from a single placement home to multi-placement homes, this is to ensure that we meet individual needs. However, none of our multi-placement homes will ever have more than three young people living there at a time.

In all our homes every young person will have a minimum of one carer working with them to ensure they have the support they need.

Every young person in our Residential Services is encouraged to participate and attend education and gain essential life skills for their future. We will provide tutors, however we firmly believe that attendance at mainstream schools is most beneficial in the majority of cases and we support attendance to any suitable school or placement for that young person. We also encourage outdoor learning and engagement in the local community, ultimately ensuring we provide fun and inclusion not just life skills.

Crisis Intervention

Fresh Start Response provides short-term activity based therapeutic placements for young people aged up to 18 years of age, of either gender, who may display behaviours or face specific risks that require an immediate therapeutic response.

This Service is designed to meet the immediate needs of both young people and the placing authorities by providing an immediate place of safety and a holistic assessment to inform future placement planning.

Due to our belief that every young person should be able to access education and should be nurtured to learn, all of our response placements utilise outdoor activities which provide an alternative curriculum. The alternative curriculum utilises short-term educational projects and educational certification through the AQA unit award scheme.

Trust

The young people who come to Fresh Start have often had difficult early experiences that are hard to make sense of. Very often, these challenges have been followed by multiple placement breakdowns.

By the time they reach us they may have learned not to trust and have developed a whole range of strategies that are all about self defence. On top of this children or young people will undoubtedly be feeling a whole range of emotions, such as finding it hard to manage feelings, particularly anger and distress. Being able to understand or even care about how others might be feeling may well be difficult for many. Some of them might even blame themselves for the things that have happened to them, and somehow feel that it is their own fault. Feelings of being ineffective and not wanting to co-operate will be completely normal at this stage. We expect many to want to try and control all aspects of their experience, as all too often they will struggle to feel that they actually belong anywhere. Frequently many who we welcome through our doors will not even feel safe.

Insecurity

These types of difficulties are best understood in terms of attachment insecurity. At Fresh Start our goal is to promote attachment security and resilience. We do this by providing an integrated service in which all elements of the organisation, care, education and the clinical team, work together to provide a robust, thoughtful and nurturing environment that might enable more positive models of relationship, and promote a more positive view of the self.

The Secure Base Model

In order to do all this effectively we use The Secure Base Model, developed by Professor Gill Schofield and Dr Mary Beek. By effectively targeting the five domains that are associated with attachment security we hope to make a positive, evidenced based impact on the lives of our young people.

The clinical team are all highly qualified and experienced in working with young people in residential care. We provide individual therapy sessions in our designated suite of therapy rooms, and we conduct monthly consultations with staff teams.

We are able to administer a range of bespoke psychometric assessments and we regularly apply psychological measures in order to chart progress. In addition, we deliver an extensive programme of in house training covering attachment theory, developmental trauma, sexually harmful behaviour, emotional regulation, ASD, ADHD, to name but a few.

Every young person in our Residential Services is encouraged to participate and attend education and gain essential life skills for their future. We also encourage outdoor learning and engagement in the local community,



Cultural, Linguistic and Religious Needs

Fresh Start recognises that religion may be a key element of a young person's cultural identity.

All staff will ensure that each young person is encouraged and fully assisted to attend to their chosen religious practices, receive instruction and to observe requirements (including dress, diet or other) of the religious persuasion to which he/she belongs.

Fresh Start's staff are representative of the local community and include members from a variety of faith and cultural groups. As far as is possible, young people will be matched with staff members who are able to positively promote their cultural and religious needs. For safeguarding reasons however, staff are not permitted to engage the young person in any language other than English.

For resident young people, they will be supported in their religious observance needs by the purchasing of specialist equipment (i.e. prayer mats), or with liaison with places of worship to facilitate religious observance.

Consultation with The Young Person

Young people are encouraged to contribute to the day-to-day routine and planning of their daily schedule as much as possible. This will include activities, meetings, family contact, medical appointments or social work visits. In addition young people are offered choices with their leisure activities.

Key working sessions with young people provide the opportunity for daily living skills to be developed which enhances independence and brings about confidence. Young people will be encouraged to communicate their wishes and feelings in a group setting or on a one-to-one basis. Young people will also be asked to give their evaluation on the quality of the home, its staff and the activities undertaken. The consultation information received from the young people is used to evaluate the facilities and existing services offered and support the future development of the provision, their environment and the activities undertaken.



Arrangements for the Promotion of Education

Fresh Start recognises the central importance of educational development in the lives of children aged 7-17, and aims to enable the children in our care to achieve good educational attainment on a par with their mainstream peers.

Where children placed with us are in either mainstream education or attend an alternative provision unit full time, our staff will work to help them achieve high attendance rates, to support them with their school work and to help with any conflicts that arise in the young person as regards their total experience of schooling.

We will ensure that each young person placed who is not currently registered with a service within the area, will be registered with the local GP Surgery, Dentist and Opticians, and appointments will be made

for them within three weeks from the start of the placement. There will of course be an element of choice therein with young people being in a position to maintain their original General Practitioners (if practicable).

Good Nutrition

All young people are encouraged in healthy eating habits and are educated about the health benefits of eating a well-balanced diet in accordance with guidelines set out by 'Change for Life'.

Meal times are an opportunity for young people to make decisions on choice, and get involved in snack preparation.

- discussing breakfast, lunch and dinner menus, food preparation and food hygiene, health and safety in the kitchen, shopping for food items, health in terms of choices, identifying nutritional options etc.

To promote choice and variety, young people are also encouraged to bring their favourite foods from home to prepare and cook on the premises.





Positive Relationships

Contact arrangements between young people, parents, relatives and other agencies

We will advocate for the young person to maintain contact with their family and friends as agreed with the placing authority. Arrangements for contact and contacts details are provided in the placement plan and updated regularly.

In order to ensure that the young people are safeguarded, there may be circumstances where contact is restricted, this would always be agreed with the placing authority. Fresh Start promotes and accepts various forms of contact where appropriate, this includes visits and supervised contact as agreed with the placing authority.

Admission Criteria

An Impact and Admissions Assessment will be carried out on every individual before admission.

This is in accordance with Children's Home Regulations and Quality Standards 2015.

11.4 The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's needs as recorded in the child's relevant plans and where they have fully considered the impact the placement will have on the existing group of children.

Referrals

As a company we aim to make sure every young person's needs are met. Fresh Start offers a unique level of commitment to our young people and we believe that if we make an informed decision to work with a particular young person, we have a responsibility to see that work through for as long as it is deemed by all involved to be in their best interests.

Contact us for more information about making a referral at enquiries@freshstartcare.co.uk or contact us on 01384 848123.



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“Inyanga”

Lawnswood Drive

Stourbridge DY7 5QW

Tel: 01384 848123

Email: enquiries@freshstartcare.co.uk



www.freshstartcaregroup.co.uk