



A safe base to build a life from.

Ofsted-registered supported accommodation for young
people aged 16 and 17 in South London.

01 · WHO WE ARE

Small by design, so every young person is known.

Caremore Group provides supported accommodation for looked-after young people and care leavers aged 16 and 17. We specialise in small, close-knit homes in South London, with never more than three young people under one roof and staff on site 24 hours a day. Young people live alongside a consistent team who know them well and help them build the skills, confidence and relationships they need for adult life.

Support, not care

We are registered with Ofsted under the Supported Accommodation (England) Regulations 2023. We provide accommodation and support. We do not provide care. If a young person's needs move beyond what supported accommodation can safely meet, we tell the placing authority straight away and work with them on the right next step.

Provider	Caremore Group Ltd	Home size	Up to 3 young people
Ofsted URN	2769510	Staffing	24 hours, every home
Age range	16 and 17	Registered manager	James Robertson
Accommodation	Ring-fenced shared	ICO registration	ZB880365

Young people may stay for a short, planned period after their 18th birthday only where the placing authority has agreed a move-on plan.



Our purpose is to help the young people we support make positive decisions for their future, through targeted, high-quality support delivered by staff who care more.

Caremore mission statement

Small homes. Big futures.

Own

bedroom for every young person

3

young people at most, per home

24h

staff on site, every home

16 & 17

the ages we support

02 · WHO WE SUPPORT

Young people ready for the next step, with staff alongside them.

We support young women and young men aged 16 and 17 who are looked after or leaving care, and who can live safely in a small shared home with staff on site day and night. Many have experienced placement moves, gaps in education or time away from home. We work with each young person at their own pace.

We are well placed to support young people who:

- 01 need a stable base and consistent adults while they build independence
- 02 are working towards, returning to or holding on to education, training or work
- 03 need support with emotional wellbeing, health appointments and daily routines
- 04 have risks in the community that can be managed safely through a clear risk management plan agreed with the placing authority
- 05 are learning to manage money, a home and the practical side of adult life

How we match

Every referral is assessed against the young people already living in the home. We weigh risk, compatibility, location and the young person's own views, and record the decision in a Placement Matching Matrix and RAG risk register. We only offer a placement we believe we can make work.

When we are not the right service

Supported accommodation cannot provide care. If a young person needs care, such as help with personal care or constant supervision, we will say so plainly at referral, so the placing authority can find the right setting without delay.

"Anyone who does anything to help a child in his life is a hero to me." **Fred Rogers**

03 · OUR HOMES

Close-knit and homely. Never more than three young people under one roof.

We keep our homes small on purpose. Staff know every young person well, each young person gets real attention, and the house feels like a home rather than a unit. Our homes are on residential streets in South London, close to transport, colleges and local amenities.



Female-only homes

Homes just for young women, with a calm, safe and supportive atmosphere where young women can settle, feel secure and grow in confidence.



Carefully matched homes

Homes for young people of any gender, matched with each other before anyone moves in, so everyone living together is a good fit.

Every Caremore home has

A bedroom of their own for every young person

A shared kitchen and living space

Staff on site 24 hours a day

A named home manager and staffed office line



To protect the young people who live with us, home addresses are shared with placing authorities at referral and are not published in this brochure.

“Children are not things to be moulded, but are people to be unfolded.” **Jess Lair**



“

I can be changed by what happens to me. But I refuse to be reduced by it.

Maya Angelou

04 • INSIDE OUR HOMES

Homely, safe and ready on day one.

We take real pride in our homes. Every house is kept clean, tidy and well maintained, with safety checks carried out on schedule, so it is a place young people are proud to call home.



An example of one of our kitchens



The park right behind one of our houses

What every young person can expect

Their own bedroom, furnished and ready when they arrive

A shared kitchen and living space, with help to shop, cook and budget

Staff in the house day and night: everyday help 9am to 10pm, emergency help at any time

At least one activity offered every week

Visitors welcome from 10am to 9pm, in line with their plan

Quiet hours from 10pm to 8am, so everyone can rest

Smoke and fire alarms tested every week

CCTV is never used in bedrooms or bathrooms

"Our children are the rock on which our future will be built, our greatest asset as a nation." **Nelson Mandela**

05 · OUR SUPPORT MODEL

Structured support, planned with each young person.

Every young person has the security of staff on site 24 hours a day, plus individual support hours agreed with the placing authority. Where assessment shows it is needed, waking night cover can be commissioned.

- 1 Before arrival**
 A "How to Support" sheet is prepared so every staff member knows the young person's needs, strengths, risks and preferences from the first day.
- 2 First weeks**
 A key worker is named, the Young Person's Guide is talked through, and a Key Work Plan sets priority topics drawn from the referral and early records.
- 3 Every week**
 Key work sessions are recorded on a standard session record, with what prompted the session, the young person's own words, agreed actions and a Progress Star check-in.
- 4 Every month**
 Progress is reviewed with the young person and the plan is updated. A session that does not go ahead is recorded as not delivered, with a date to try again.

Areas of support

Independent living skills	Money and budgeting	Education, training and work	Health and wellbeing
Family time and relationships	Keeping safe in the community	Identity and aspirations	Planning to move on

"Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world." **Desmond Tutu**



Your past is part of your story. It doesn't decide how it ends.

That's why every key work session records the young person's own words, their goals and the next step they agree to take.

THE CAREMORE APPROACH

06 · MEASURING PROGRESS

Progress the young person can see, and helps to score.

The Caremore Progress Star tracks eight areas of a young person's life on a five-step scale. Each key work session includes a check-in. Each month, staff and the young person agree the scores together. The young person keeps their own visual star, and the placing authority sees the direction of travel.

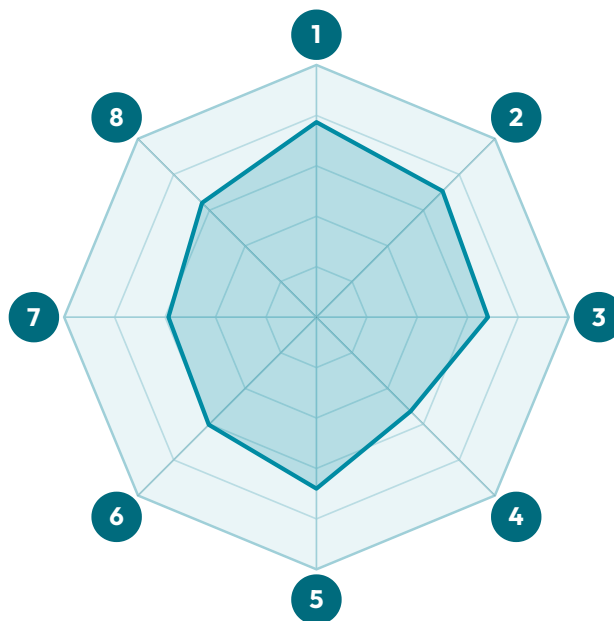


Illustration only. Each young person's star reflects their own agreed scores.

1 Keeping safe
at home, online and in the community

2 How I'm feeling
emotional wellbeing and confidence

3 My health
registration, appointments and routines

4 Looking after my home
cooking, cleaning and shared spaces

5 My money
allowance, budgeting and saving

6 College and work
education, training and employment

7 Family and friends
family time and healthy relationships

8 Me and my future
identity, goals and moving on

"The greatest gifts you can give your children are the roots of responsibility and the wings of independence." **Denis Waitley**

“

Small steps, taken every day, still get you where you're going.

Progress is scored with young people, not about them, and celebrated however small.



07 · KEEPING YOUNG PEOPLE SAFE

Safeguarding that stays ahead of risk.

Clear safeguarding leadership

A named Designated Safeguarding Lead and Deputy oversee every concern. A manager is on call at all times, so staff can escalate a concern immediately, day or night.

Missing from placement

Our own procedure classifies every absence, records the time of each welfare call and action, and escalates to the placing authority, the emergency duty team and police in line with the young person's plan.

Exploitation and community risk

Concerns about criminal or sexual exploitation are shared promptly with the placing authority and partner agencies, and built into the risk management plan.

Every time a young person goes out

Staff go over where the young person is going, how they will keep in contact and when they expect to return. This is recorded in the daily log with the time.

Individual risk plans

Each young person has a risk management plan, reviewed after any significant event. Each home has its own location risk assessment.

Notifications and openness

We notify Ofsted of serious events under Regulation 27 and refer allegations about staff to the LADO. Staff can raise concerns through our whistleblowing policy.

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Signed, current policies

Including safeguarding and child protection, missing from placement, domestic abuse, LGBTQ+ inclusion and trauma-informed practice. Available to placing authorities on request.

"We owe our children, the most vulnerable citizens in any society, a life free from violence and fear." **Nelson Mandela**



Safe isn't just a rule. It's a relationship.

Someone there, day and night

Staff in the house 24 hours,
with a manager on call.

Adults who notice

Staff know each young
person well enough to see
when something changes.

A plan they understand

Young people know what we
expect and why, in plain
language.

08 · VOICE, RIGHTS AND MOVING ON

Heard while they live with us. Ready when they leave.

Every young person receives our Young Person's Guide when they arrive, written in plain language for their home. It explains their rights, what to expect, how to raise a concern and who to contact. Their own words are recorded in every key work session.

Three clear steps to resolve a complaint

STEP 1**Talk to staff**

Resolved by staff or the home manager within 5 working days.

STEP 2**Formal complaint**

Acknowledged within 2 working days, outcome within 20.

STEP 3**Independent review**

Request within 20 working days, result within 20.

A complaint about the registered manager goes to the Deputy Safeguarding Lead, then to an independent reviewer. Young people can always contact their social worker, an independent advocate or Ofsted directly.

Their money is theirs

Caremore never holds a young person's bank card or PIN. Staff help young people manage their allowance and savings, and help them the same day if a card is lost or a PIN forgotten.

Moving on, planned early

Move-on planning starts at 17 and a half, or on arrival if the young person is older. A written plan is agreed with the placing authority at least three months before the move and before the young person turns 18.

"Every child has the right to say what they think in all matters affecting them, and to have their views taken seriously." **UN Convention on the Rights of the Child, Article 12**



Everyone is welcome here.

We welcome and support young people of every ethnicity, culture, faith and disability, and every sexual orientation and gender identity, including LGBTQ+ and trans young people.

Respected as they are

Staff use the name and pronouns each young person asks for.

Discrimination challenged

Bullying or prejudice of any kind is never ignored, in the home or outside it.

Backed by policy

Our LGBTQ+ Inclusion and Equality policies follow the Equality Act 2010.

09 · OUR TEAM

A small, stable team, safely recruited and well supported.

James Robertson

Director and Registered Service Manager

Over 11 years in supported accommodation for young people, including seven years leading Caremore since 2019 and four years progressing from support worker to operations manager with another provider.

Richmond Osei

Home Manager and Deputy Designated
Safeguarding Lead

Hassiya Richards

Home Manager

Safer recruitment

No one starts until they hold an Enhanced DBS check with the Children's Barred List, and we see the original certificate in person. Staff join the DBS Update Service and are status-checked at least every 12 months. References and right to work are verified before any start.

Supervision

Formal supervision every eight weeks, an individual catch-up every month in between, and a debrief within 72 hours of any serious incident.

Required training

Safeguarding children, Level 2 or above

Child protection

First aid

De-escalation

Fire safety, and health and safety

Equality, diversity and inclusion

Data protection

Lone working

Medication awareness, where relevant

*"Children have never been very good at listening to their elders,
but they have never failed to imitate them."* **James Baldwin**



“

**There can be no keener revelation
of a society's soul than the way
in which it treats its children.**

Nelson Mandela

10 · QUALITY AND REPORTING

You will always know how a young person is doing.

Daily logs are our source of truth. Every report is built from them, every entry is factual and timed, and nothing is reported as done unless it was done.

What placing authorities receive

Weekly	A written report in the same 15-section structure every week, covering safety, progress, health, education, family time, multi-agency contact, key work and recommendations.
Monthly	A summary of patterns, trends and progress over the month, alongside the young person's Progress Star.
As it happens	Incident reports, absence notifications and safeguarding updates, each recording what happened and what staff did, with times.
At reviews	Evidence for looked-after reviews, pathway planning and strategy meetings, drawn from the same records.

How we check our own quality

Regulation 32 reviews

A review of the quality of support every six months, shared with Ofsted.

Statement of Purpose

Written to Regulation 9 and kept current. Available on request.

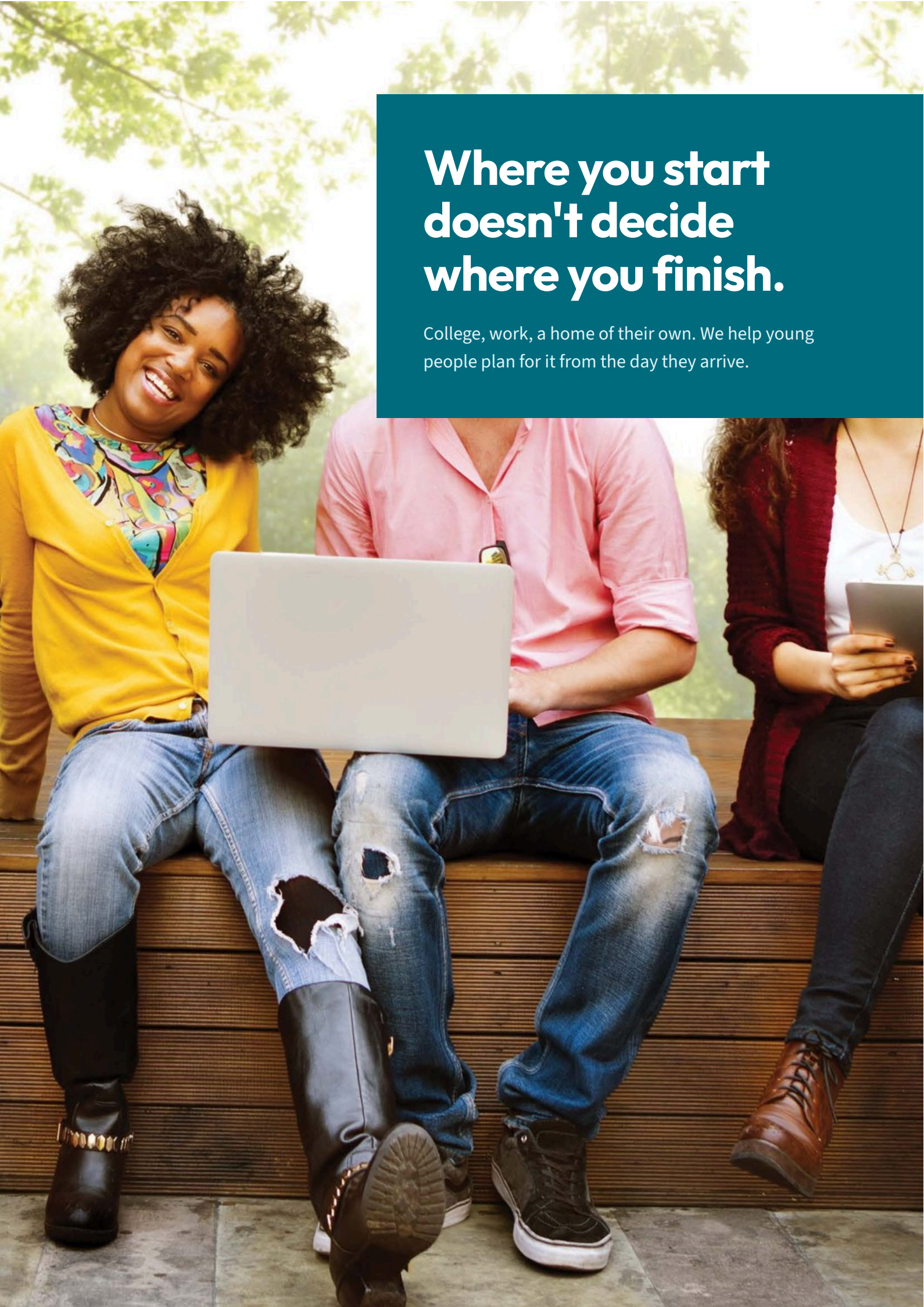
Policy register

Every policy signed, version-controlled and reviewed at least once a year.

Records audit

Reports and key work records checked by the registered manager before they are sent.

"Children are the living messages we send to a time we will not see." **Neil Postman**



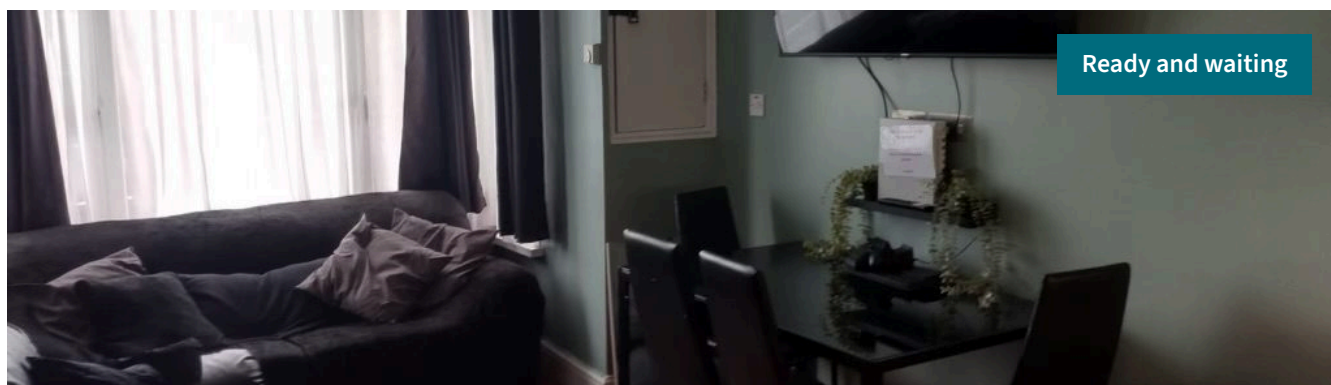
Where you start doesn't decide where you finish.

College, work, a home of their own. We help young people plan for it from the day they arrive.

11 • MAKING A REFERRAL

From referral to welcome.

- 1 Send us the referral.** The placement request form and any recent assessments or reports.
- 2 We assess the match.** Against the young people already living in the home, and the young person's own needs and views.
- 3 You receive a full response pack.** Placement Matching Matrix, RAG risk register, location risk assessment, business continuity plan, and a welcome and room profile.
- 4 Matching meeting.** Once the match is confirmed, we complete a formal Placement Match Assessment.
- 5 Welcome.** The room is ready, the "How to Support" sheet is in place for staff, and the young person receives their Young Person's Guide.



REFERRALS

referrals@caremoregroup.co.uk

PHONE

07538 800950



Every young person deserves people in their corner.

That's what we set out to be. We care more.

REFERRALS

referrals@caremoregroup.co.uk

PHONE

07538 800950

WEB

caremoregroup.co.uk