

Statement of Purpose

Nwando Care

Delivering Compassionate, Person-Centred Support for Adults and Children

1. Introduction

This Statement of Purpose outlines the aims, objectives, values, and service offer of **Nwando Care**. It is written in accordance with the requirements of the **Care Quality Commission (CQC)** for adult social care providers and the **Children's Homes (England) Regulations 2015** for Ofsted-registered children's residential homes.

At Nwando Care, we deliver specialist, person-centred support to **adults with complex needs** and **children and young people in residential settings**. We believe that with the right environment, nurturing care and collaborative support, individuals can thrive and lead safe, fulfilling lives.

2. Our Values

These values guide everything we do — across adult support, children's residential placements, and professional partnerships:

- **Nurturing Care**
We foster an environment where everyone feels valued, respected, and supported, allowing individuals to thrive in their care journey.
- **Well-rounded Approach**
We consider the whole person – physical, emotional, and social – ensuring a comprehensive, tailored care plan for each individual.
- **Active Collaboration**
Working together with clients, families, healthcare professionals, and local authorities, we ensure a unified approach to delivering care.
- **Never Compromising**
We are committed to the highest standards of care, ensuring that every individual receives the attention, respect, and quality they deserve.
- **Dedicated Support**
Our team is committed to providing consistent and compassionate support, building strong, lasting relationships with the individuals we care for.
- **Outcomes-Focused**
We prioritise measurable, positive outcomes for the individuals we serve, ensuring they lead independent, fulfilling lives.

3. Service Overview

Adult Support Services

Nwando Care provides CQC-registered support to adults aged 18+, including those with:

- Learning disabilities
- Autism and neurodivergent conditions
- Mental health needs
- Physical or sensory impairments
- Complex or co-occurring conditions

Services include:

- Supported living and in-home care
- Personal care and daily living support

- Community access and social inclusion
- Skill development and independent living goals
- Well-rounded support planning rooted in outcomes

We tailor each package to reflect the needs, aspirations and strengths of the individual, underpinned by our nurturing and collaborative approach.

Children's Residential Care

Our Ofsted-registered children's homes provide stable, therapeutic, and supportive placements for children and young people aged 8–18 who may have experienced trauma, placement breakdowns or complex emotional and behavioural needs.

We offer:

- Trauma-informed, attachment-aware environments
- Therapeutic support integrated into everyday life
- Nurturing relationships with dedicated key workers
- Education, health and social development support
- Family involvement and tailored transition planning

Children's progress is measured using individualised outcomes frameworks and robust care reviews.

4. Our Approach to Care

Rooted in our values, our care is:

- **Person-centred and strengths-based**
- **Therapeutic and trauma-informed**
- **Flexible to individual needs and goals**
- **Inclusive and culturally responsive**

Our methods include:

- PACE (Playfulness, Acceptance, Curiosity, Empathy)
- Positive Behaviour Support
- Emotional regulation and resilience building
- Integrated multidisciplinary collaboration
- Active voice and participation from those in our care

5. Safeguarding and Wellbeing

Safeguarding is central to everything we do. We:

- Maintain separate safeguarding policies for adults and children
- Train all staff in identifying and responding to abuse or neglect
- Have Designated Safeguarding Leads (DSLs) for every service
- Operate rigorous recruitment, supervision, and whistleblowing processes

Our commitment to wellbeing includes:

- Access to therapy, healthcare and specialist services
- Meaningful routines, nutrition, and emotional support
- A sense of belonging and relational safety

6. Our Team

Nwando Care is led by experienced managers and supported by trained, compassionate professionals. Our team includes:

- Registered Managers (CQC and Ofsted)
- Key workers and senior support workers
- Behaviour support practitioners
- Therapists and consultants
- Operations, HR and safeguarding leads

All staff undergo:

- Enhanced DBS checks
- Induction and role-specific training
- Ongoing CPD aligned to our outcomes and values

7. Admissions and Referrals

Referrals may be made by:

- Local authority social workers and commissioning teams
- NHS Continuing Healthcare teams
- Families or education providers (with commissioning approval)

All referrals are carefully assessed to ensure:

- Compatibility with other residents
- Safety and wellbeing of all involved
- Alignment with therapeutic and support frameworks

We welcome pre-placement visits and offer bespoke transition support.

8. Outcomes and Quality Assurance

We monitor individual and service outcomes through:

- Key performance indicators (KPIs)
- Feedback from clients and families
- Placement stability and developmental progress
- Regular reviews and planning meetings

Quality assurance includes:

- Monthly audits and supervision
- External inspections by CQC and Ofsted
- Annual review of safeguarding and complaints
- Continuous service improvement planning

9. Legal and Regulatory Compliance

We operate under:

- The Children's Homes (England) Regulations and Quality Standards

- The Care Act 2014
- Health and Social Care Act 2008
- SEND Code of Practice
- Equality Act 2010
- GDPR and Safer Recruitment Standards

10. Contact Details

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