



# STATEMENT OF PURPOSE

SUPPORTED ACCOMODATION FOR YOUNG PEOPLE

Ofsted 'Category 1'

## OUR MISSION STATEMENT

*“MoCoCo House seeks to empower and motivate young adults by offering them the opportunity to work towards living independently within a safe, secure, and caring environment, that understands their needs and backgrounds, which are unique to each individual.”*

MoCoCo House, 75-79 Wheelock Street, Middlewich, CW10 9AE

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EMPOWERING YOUNG ADULTS FOR INDEPENDENT LIVING

[www.mococo.org](http://www.mococo.org)

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PART OF MIDDLEWICH COMMUNITY CHURCH

# STATEMENT OF PURPOSE

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# ABOUT US



MoCoCo House is a part of Middlewich Community Church and was opened as supportive accommodation in February 2015.

The service aims to support Young People in care aged 16-21 from all different cultures, backgrounds, and circumstances.

Young People have access to 24-hour support from experienced staff who motivate and support our Young People to develop their independence skills.

## OUR VALUES

The core values we embed in our daily practice:

**STAY SAFE:** *Safe from crime, bullying, harm, and hazards.*

**BE HEALTHY:** *Healthy eating, physical health, emotional health, and healthy relationships.*

**POSITIVE CONTRIBUTION:** *work, education, Recycling, Communication and Development.*

**ENJOY AND ACHIEVE:** *Culture, self-empowerment, happiness, and recreation.*

**ECONOMIC WELLBEING:** *Household expenditure, money management, preparation for independence.*



# OUR VISION

Our vision is to be recognised for providing excellent supported accommodation for looked after young people within a safe, secure, and caring environment.

MoCoCo House, is not just a place to live, it is a place to learn and develop the necessary skills needed as young adults.

We understand the many challenges young people face as they prepare to leave the care system at the age of 18, and therefore, we make it our mission to ensure every young person receives the skills and tools needed to live independently.

We believe if young people receive excellent support to build resilience, motivation, and life skills, they have every chance to live a fulfilling and rewarding life. We work hard to identify the potential in every young person, and work with them to nurture their own unique talents and qualities and help them grow into well rounded individuals. During their time at MoCoCo House, staff will celebrate all our young people's achievements and milestones, whilst at the same time, being there to support them through their hardships.

We also know how important it is to have the right support in place, providing young people with experienced, dedicated, consistent staff, who always set good examples of professionalism, whilst at the same time showing empathy and understanding.

It really matters to us that we make a difference to each and every young person who resides at MoCoCo House, giving them every chance to succeed and live to their full potential.

Respect

Dignity

Compassion

Guidance

Empowerment

Fairness

Nurture



# OUR AIMS

- ✓ To provide a safe home environment where everyone can feel welcomed, valued, and respected.
- ✓ Young people to be encouraged and supported with any training, education, or employment opportunities.
- ✓ To provide quality support aimed at empowering young people to make their own choices in all aspects of their lives.
- ✓ To enable young people to take control of their lives by exercising their rights and responsibilities.
- ✓ To implement structure and stability for our young people, to help them to live within a community.
- ✓ To work in partnership with other agencies to provide best outcomes for our young people.
- ✓ To provide all service users with a keyworker to complete independence work and support with day-to-day issues.



# WHO WE SUPPORT

MoCoCo House currently operates under 'Category 1' of supported accommodation.

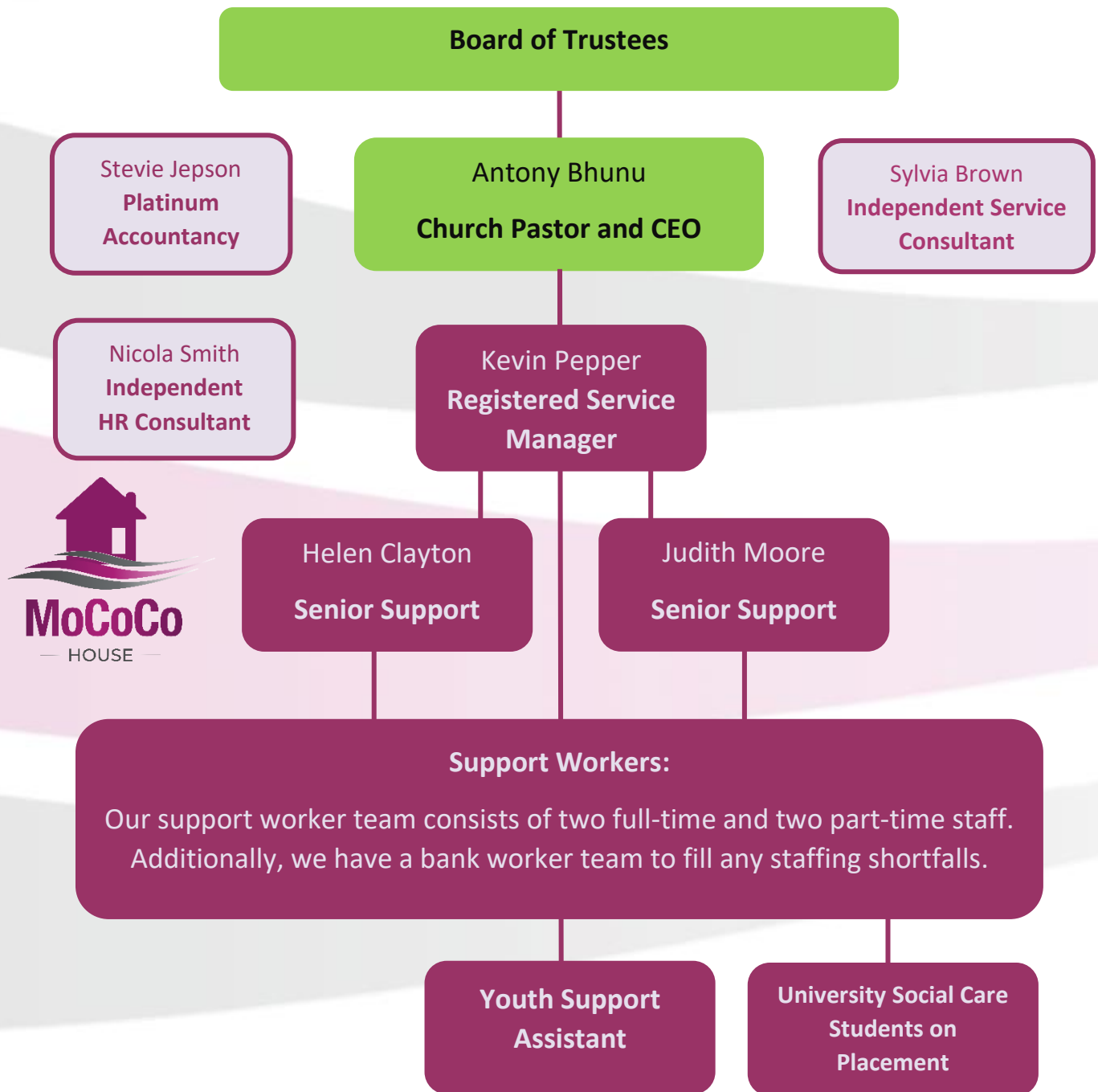
- ✓ All Young People aged 16 to 21 years old, irrespective of gender, or binary preference.
- ✓ Unaccompanied Asylum-Seeking Young People (UASC).
- ✓ Parent and Child Placements.
- ✓ Young People experiencing emotional, behavioural, physical, and learning difficulties.
- ✓ Young people involved in crimes, conduct disorder, and anti-social behaviour.
- ✓ Young People that are 'Not in Education, Employment or Training' (NEET).
- ✓ Young People who require support with their independent living skills.
- ✓ Young people who require closer supervision, and additional support.

# OUR FOCUS

- High-quality accommodation in line with each young person's needs and the requirement of the Local Authority.
- Robust Keyworking materials used to upskill and educate young people, preparing them for 'move on' to independent living sometime after their 18<sup>th</sup> birthday.
- Home care skills (cooking, cleaning, budgeting, and shopping)
- Managing and developing relationships, both personal and professional.
- Signposting young people to other services and agencies for specific support.
- Challenging anti-social behaviour through the use of restorative practice techniques and encouraging young people to reflect on their behaviour.
- Building strong, trusting relationships with staff.
- Having comprehensive systems in place to accurately record, manage and store personal data, in line with current legislation and guidance.



# ORGANISATIONAL STRUCTURE



For more information on staff ratios and arrangements, please refer to the service 'Workforce Plan'.



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PART OF MIDDLEWICH COMMUNITY CHURCH

# OUR ACCOMMODATION

MoCoCo House has nine self-contained apartments, designed specifically for young people to succeed, and manage their own space with the support of our staff.

Each apartment has its own kitchen, bathroom, and living space, which can be personalised to the needs of each individual, enabling them to thrive and call MoCoCo House their home.

Staff conduct weekly apartment checks to ensure each young persons living space, is safe, clean and free of any hazards.





# WHAT DO WE PROVIDE?



## Furniture:

- ✓ Bed (including full set of bedding)
- ✓ Under bed storage
- ✓ Bedside table
- ✓ Table and chairs
- ✓ Sofa or comfortable chair
- ✓ TV stand
- ✓ Wardrobe and chest of draws

## Kitchen:

- ✓ Cooker and hob
- ✓ Air Fryer
- ✓ Sink
- ✓ Fridge Freezer
- ✓ Microwave, Kettle, Toaster
- ✓ Pots and pans
- ✓ Plates, bowls, mugs, glasses, cutlery.
- ✓ Kitchen utensils
- ✓ Waste and recycling bin
- ✓ Oven gloves
- ✓ Tea towels
- ✓ Chopping board
- ✓ Measuring jug

## Bathroom:

- ✓ Toilet
- ✓ Sink
- ✓ Shower
- ✓ Bathroom towels
- ✓ Mirror

## Extras:

- ✓ Cleaning pack
- ✓ Washing basket
- ✓ Clothes maiden.
- ✓ Electric fan
- ✓ Electric wall heaters
- ✓ Laundry facilities
- ✓ Free WIFI (Internet)

Staff will support young people to buy any additional items that they would like to truly make it feel like their home.

# COMMUNAL AREAS



MoCoCo House has a communal area for young people to spend time together as well as having access to staff throughout the day and evening.

**The communal Willow Room is used for:**

- ✓ One-to-one Keyworking sessions.
- ✓ Accessing support and advice from staff.
- ✓ Different types of meetings.
- ✓ Workshops and activities.
- ✓ Tutoring and learning.
- ✓ Access to the communal computer.
- ✓ Cooking sessions.
- ✓ Crafts and Hobbies.
- ✓ TV and Film Nights.
- ✓ General chats with staff.
- ✓ The weekly House meal.

The young people also have access to a communal courtyard.

**All communal areas are monitored by CCTV.**



# YOUNG PEOPLE'S RIGHTS AND VIEWS

It is important to us that the young people's rights and views are at the centre of what we do, with the aim of our young people moving on from MoCoCo House as well-rounded young adults. We promote the rights and views of the young people in the following ways:



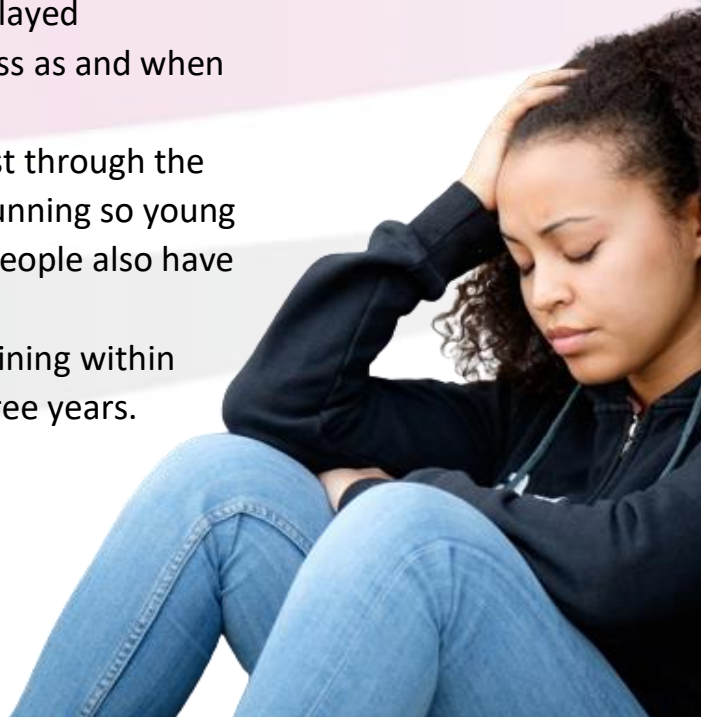
- ✓ We always make sure to listen to young people and give them the time to express their views and opinions.
- ✓ A 'Welcome booklet' is given to new admissions outlining the service and expectations.
- ✓ Access to a Keyworker.
- ✓ Keyworking modules created to empower and develop young people's life skills.
- ✓ Access to trained support workers 24/7.
- ✓ Continual access to Senior Staff and Registered Service Manager.
- ✓ Working to promote family connections and build strong, healthy relationships.
- ✓ Young People's meetings.
- ✓ Young People's notice boards.
- ✓ 3- monthly feedback questionnaires.
- ✓ A robust complaints system.
- ✓ Suggestions box.
- ✓ Access to Advocacy and independent visitors.
- ✓ Access to internet facilities and telephone.
- ✓ Access to interpreting services through the Local Authority.



# PROMOTING MENTAL AND PHYSICAL HEALTH, INCLUDING MEDICATION

Upon admission, all young people are registered with the local GP, Dentist and Optician by staff. Initially, young people are supported with booking and attending their health appointments, however, this is gradually reduced over time to encourage young people to learn to do this for themselves.

- ✓ Our local GP practice offers a range of services for our young people, including a safeguarding GP, who oversees our young people's health needs. This allows our young people to have easy access to face-to-face and telephone appointments, many of which can be arranged for the same day.
- ✓ We also work closely with the specialist Looked After Children's Nurses (LAC) in our area. Having built good relationships with these professionals, staff are able to contact them to ask for advice or further support.
- ✓ Through our Keyworking package, young people are supported to learn about self-care skills and the different types of health services available to them, such as NHS 111, the local pharmacies, sexual health, and walk-in clinics.
- ✓ Access to Mental health support services are displayed throughout the building for young people to access as and when needed.
- ✓ We recognise that young people struggle the most through the night, and for this reason, we keep the internet running so young people can access online health services. Young people also have access to a staff member at the service 24/7.
- ✓ All staff complete First Aid and Mental Health Training within their probationary period and refreshed every three years.



# ACCESS TO WORK, TRAINING AND EDUCATION

MoCoCo House is not just a place to live, it is a place to learn and develop. We understand how important it is for young people to have a daily routine, which promotes their future prospects, whilst also supporting their mental health and self-esteem.

There are many opportunities for young people to learn, grow and prosper:

- ✓ Access to the Local Authority 'Virtual School' who support young people into education.
- ✓ Links with the 'Youth Support Service' in Cheshire, who support young people to find work and education opportunities and access to other services.
- ✓ Volunteering opportunities: local charity shops, working with animals, foodbank, mum and baby groups etc.
- ✓ Strong links with the local Princess Trust program.
- ✓ Young People's Jobs board with latest opportunities for young people in the area.
- ✓ Keyworking sessions to develop CV's and interview techniques, as well as assistance in applying for appropriate jobs and apprenticeships.
- ✓ Effective links with the local colleges; Sir John Deans sixth form college, Reese Health College, and Cheshire College South and West.
- ✓ Good transport link to all local colleges.



Prince's Trust



Cheshire College  
South & West

# OUR KEYWORKING PROGRAM

All Young People are paired with a Keyworker upon moving into MoCoCo House. The Keyworker is there to support each young person with their daily lives, independence skills and completing our carefully crafted Keyworking modules, as well as ensuring that young people are accessing their entitlements as a care leaver.

Young People are expected to meet with their Keyworker at least once a week for a one-to-one session.



- **Module 1:** Accommodation and Housekeeping.
- **Module 2:** Health and Wellbeing.
- **Module 3:** Personal Care and Hygiene.
- **Module 4:** Health and Safety & Personal Safety.
- **Module 5:** Internet Safety.
- **Module 6:** Managing Money.
- **Module 7:** Community and Citizenship.
- **Module 8:** Healthy Relationships.
- **Module 9:** Personal Development.
- **Module 10:** Tenancy Ready.
- **Module 11:** Parent and Child (Optional)

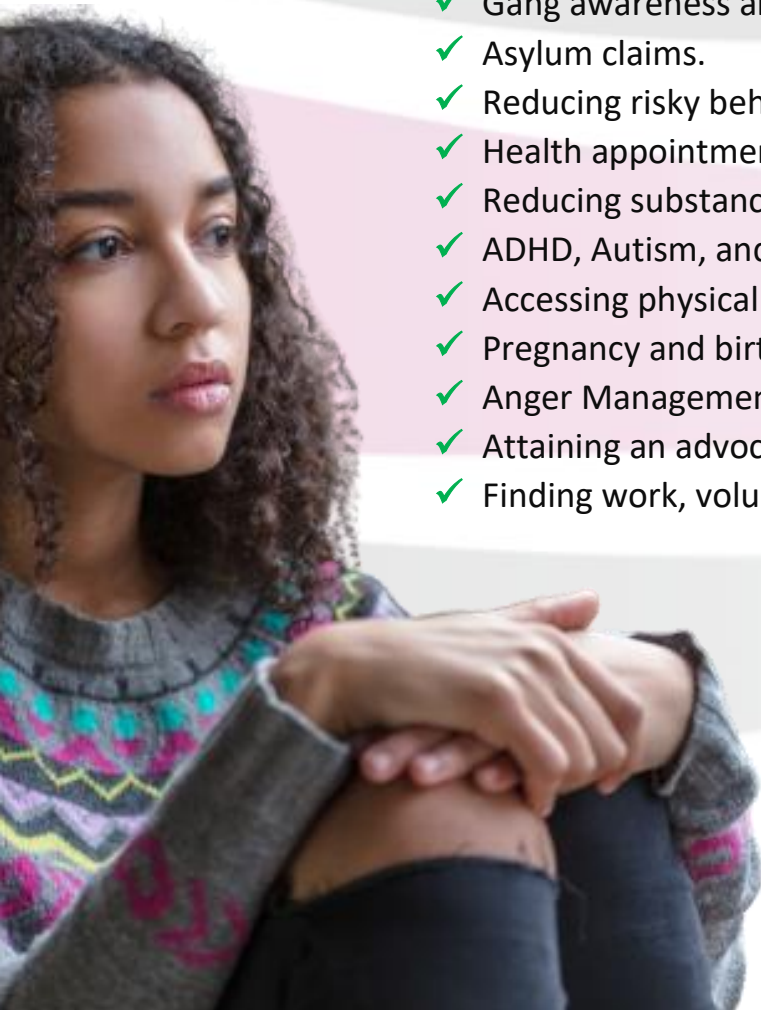


# ONGOING SUPPORT

We understand that many of the young people we support have had extremely difficult experiences and challenges, which can lead to them displaying worrying and risky behaviour(s). It is our role and responsibility to support them to achieve their maximum potential by working towards their individual outcomes.

## Young People are offered specific support with:

- ✓ Developing consequential thinking, behaviours, and outcomes.
- ✓ Understanding family, and family relationships.
- ✓ Promoting relationships with other professionals, including their social workers and support network.
- ✓ Working in partnership with Youth Offending Teams (YOT), and other agencies.
- ✓ Gang awareness and intervention.
- ✓ Asylum claims.
- ✓ Reducing risky behaviour that could lead to exploitation.
- ✓ Health appointments.
- ✓ Reducing substance or alcohol misuse.
- ✓ ADHD, Autism, and other behavioural challenges.
- ✓ Accessing physical and mental health services.
- ✓ Pregnancy and birth of a child.
- ✓ Anger Management.
- ✓ Attaining an advocate or independent visitor.
- ✓ Finding work, volunteering, education, or training.



# CULTURAL NEEDS AND CELEBRATIONS

- ✓ Birthday celebrations: All young people receive a gift and card from the staff team.
- ✓ Festive celebrations and activities enjoyed throughout the year suited to individuals living at MoCoCo House.
- ✓ Support in accessing food suited to individual cultural and health needs.
- ✓ All young people are supported to continue with their individual faith and practices.
- ✓ Accessible information to local community faith venues/ places of worship.
- ✓ In addition to online faith literature, the service has hard copies of mainstream faith texts.
- ✓ Support in accessing festival and birthday entitlements from the Local Authority.

## HOUSE OUTINGS



Whilst our main role is to support young people to gain their independence skills, we also recognise that the transition into adulthood is hard for many young people, and we feel it is important for young people to have opportunities to have fun and live out the rest of their childhood.

MoCoCo House plan regular activities in and out of the house, open to all young people which are all free of charge and fully supported by staff. Young People are given the opportunity to suggest the places that we visit.





# PARENT AND CHILD PACKAGE

MoCoCo House supports young people through pregnancy from pre-birth assessments onwards, developing individual plans for the parent and baby in conjunction with the Local Authority. Dependent on the outcome of assessment, the young person and baby will be supported to move from the service according to their own individual care plan.

- ✓ Comprehensive Keyworking program with an additional Parent and Child Keyworking module, designed for new parents caring for their child.
- ✓ Baby simulators to support the parent to learn how to care for their unborn baby, which could be used to support the local authority with their parenting assessments.
- ✓ At risk babies will be monitored and will have their own individualised care plans, as set by the local authority.
- ✓ Online baby training courses.
- ✓ Outreach program where required.
- ✓ Family contact supervision.
- ✓ Support to attend midwifery appointments.
- ✓ Support with benefit claims.
- ✓ Help and support to return to work and education.
- ✓ Sourcing childcare to support parent with education and work.



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Section 3: Safer Sleeping

Q: What do you know about safer sleeping for your baby?

It is recommended that your baby sleeps in the same room as you for the first 6 months.

Activity: From the pictures below, can you identify the safe and unsafe cots below? Please explain why some are unsafe.

	
A:	A:
	
A:	A:
	
A:	A:

MoCoCo House - Module 11: Parent and Child - 2023



**WEEKLY  
ALLOWANCE**



**BIRTHDAY  
ALLOWANCE**



**FESTIVAL  
ALLOWANCE**



**CLOTHING  
ALLOWANCE**



**SETTING UP  
ALLOWANCE**



**TRAVEL  
ALLOWANCE**



## YOUNG PEOPLE'S ENTITLEMENTS

We understand the importance of all young people receiving their entitlements from the Local Authority to support them with their lives, and we make it our mission to ensure that they can access these throughout the year.

We work with social workers to ensure all entitlements can be provided to young people within a timely manner. To make this process more efficient, funds are prepared by the service, and invoiced, enabling young people to have access to their money as funds are released.

The service monitors individual young people's entitlements and ensures all young people are aware of what they are entitled to, and when. If appropriate, the service will raise this in young people's formal meetings to ensure these needs are being met.

Young people are supported to manage their own entitlements, and they are often supported to spend their money wisely. This can include shopping in the community and making online purchases. The service also supports in buying travel passes to help our young people access public transport.

## Prescribed Medication and Homely Remedies:

MoCoCo House is not authorised to administer 'Prescribed Medication' to the young people we support.

Young People on prescribed medication will be supported to manage their own medication safely and securely, according to their individual care plan and risk assessment.

However, MoCoCo House may be required to store medications on behalf of young people, if it is risk assessed that they cannot self-medicate without support. The health and safety of our service users is of huge importance, and therefore, we need to ensure that young people have access to their prescribed medications or a 'Homely Remedy' (*Paracetamol, ibuprofen, antacid, flu and cold*) when unwell, but in a safe and managed way.



## Anti-Discriminatory Practices:

- ✓ Encouraging young people to develop respect for themselves and for others.
- ✓ Recognising and building upon the strengths of young people from all cultures, religions, genders, ages, sexual orientation, ability, and backgrounds, in ways that meet their individual needs which helps them to achieve their full potential.
- ✓ Ensuring MoCoCo House is welcoming to everyone, which is reflected through our communication with others, both spoken and written, through our posters, display boards and notices.
- ✓ Ensuring all Keyworking materials are developed to serve all young people to learn independence skills, reviewing the suitability of the resources to support everyone.
- ✓ Expecting staff to challenge attitudes, behaviour and language that are non-inclusive and discriminatory, in a positive way.
- ✓ The Registered Service Manager will monitor the range of young people placed within the service, in terms of ethnicity, gender, sexual orientation and disability. This is to ensure that the service is offering support to all young people equally, and not creating barriers to certain groups.
- ✓ We provide support to young people to protect themselves from all forms of discrimination. Any discriminatory behaviours (direct or indirect) are challenged by staff who will support young people to understand how to treat others respectfully.

## Complaints, Compliments and Feedback:

We understand and support the rights of all young people to complain about the service. We welcome all feedback to enable us to improve the quality of the service we offer. Our 'Complaints Policy' allows for both informal and formal resolution to complaints, and young people are supported to follow the procedure when making a complaint. A copy of the complaints policy and forms are available 24/7 on the young people's notice board and is also explained through a process map in the young people's 'Welcome Booklet'.

## Young People's Privacy:

Young people will always be treated with respect and consideration is always given to the need for privacy. We understand that due to the nature of the service provided at MoCoCo House, it can be challenging to gain complete privacy at all times of the day, when compared to living totally independently. However, simple procedures can make all the difference in protecting young people's privacy:

- ✓ Young People can lock their own apartments.
- ✓ Staff always knock and wait for young people to respond before entering a apartment to check on the welfare of individuals (unless in a case of emergency).
- ✓ Staff have a master key to enable entry to apartments in the event of emergency or sickness. Young people are aware of this and have agreements on file.
- ✓ Young People are given privacy to open their own mail, and make phone calls, unless support has been requested.
- ✓ Discussions with other professionals can be made privately unless we are invited by the young person.
- ✓ Staff are always careful to protect privacy when talking to young people in front of others.

## Quality Management:

The quality of our service is dependent on the quality of the management structure in place, as well as the abilities of the staff team and the Registered Service Manager. We strive to maintain high standards throughout our service delivery. In doing this, we ensure our policies and procedures that are in place to protect and support our young people, are regularly reviewed in accordance with new legislation and guidance.

# SERVICE POLICY AND PROCEDURE

- **MH01** – Safeguarding and Child Protection Policy and Procedure
- **MH02** - Child Sexual/ Criminal Exploitation (CSE/CCE) Policy and Procedure
- **MH03** - Missing from Home (MFH) or Absent Policy
- **MH04** - Peer-on-Peer Abuse (Anti-Bullying Policy and Procedure)
- **MH05** - Behaviour Management Policy and Procedure
- **MH06** - Anti-Drugs Policy and Procedure
- **MH07**- Complaints, Compliments & Feedback Policy
- **MH08** - Visitor Policy and Procedure
- **MH09** - Health and Safety & Building Maintenance Policy, and Guidance
- **MH010** - Fire and Evacuation Policy and Procedure
- **MH011** - First Aid Policy and Practice
- **MH012** - Management of Medication & Homely Remedies Policy and Procedure
- **MH013** - Control of Infections Policy, Procedure and Guidance
- **MH014** - Mentoring Program Policy and Procedure
- **MH015** - On Call Policy and Procedure
- **MH016** - Data Protection & Privacy Policy and Procedure
- **MH017** – Surveillance and Monitoring Policy and Procedure
- **MH018** - Service User Transport Policy
- **MH019** – Equality, Diversity, and Inclusion
- **MH020** – Training and Development Policy

All Policies and Procedures are continuously reviewed as changes are implemented, and a full review of each document is conducted bi-yearly.

Our service Policies and Procedures are in place for the safety and wellbeing of all young people and staff at MoCoCo House.

They also form part of our staff induction training program and have been designed to enable staff to work consistently to support young people and ensure the smooth running of the service.

Staff have individual access to hard and electronic copies of all service policies and procedures.

A copy of our policies are available upon request.





