

## STATEMENT OF PURPOSE

# Abbey House

Residential care for children and young people

## OFSTED URN

2739597

## RESPONSIBLE INDIVIDUAL

Lorraine Anderson

## DUAL REGISTERED MANAGER

Julie Hodgkinson

## SOURCE REVIEW

28 September 2026

Public edition. Identifying location details, property photographs and unnecessary personal information have been withheld to protect children and staff. The complete Statement of Purpose is available to entitled recipients through Guidance Care.

Guidance Care Limited

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# About this public edition

This statement explains the care, support and management arrangements at Abbey House. It is intended for children, families, placing authorities and others considering or reviewing the service.

For referrals, complaints, access to the complete Statement of Purpose or relevant policies, contact Guidance Care Limited at [info@guidancecare.co.uk](mailto:info@guidancecare.co.uk) or 01253 530 008. Business office: Unit 8 Sovereign Court, Wyrefields, Poulton le Fylde, FY6 8JX.

## Contents

|                                                             |   |
|-------------------------------------------------------------|---|
| Abbey House Overview                                        | 3 |
| Description of the Home and Location                        | 3 |
| Accommodation and shared spaces                             | 3 |
| Introduction to Guidance Care                               | 3 |
| Ethos, Aims, and Therapeutic Model                          | 4 |
| Quality and Purpose of Care                                 | 4 |
| Health, Wellbeing, and Inclusion                            | 4 |
| Education and Learning                                      | 5 |
| Family, Relationships, and Community                        | 5 |
| Safeguarding, Missing from Care, and Behaviour Support      | 5 |
| Participation, Consultation, and Children's Rights          | 6 |
| Training, Workforce Development, Supervision, and Appraisal | 6 |
| Complaints                                                  | 7 |
| Leadership, Management, and Governance                      | 7 |
| Team: experience and qualifications                         | 7 |

## Abbey House Overview

Abbey House is a residential children's home located in Lancashire. The home provides both short-term and long-term placements for young people aged 8 to 17 years with social, emotional, behavioural, and learning difficulties. Abbey House can accommodate up to two young people at any one time.

Young people who come to live at Abbey House may have experienced a variety of previous settings, including family or relative breakdowns, the end of foster placements, or transitions from other residential homes. When considering any new referral, careful attention is given to the needs and compatibility of existing residents to ensure each placement is appropriate and supportive.

Abbey House aims to provide a safe, stable, and nurturing environment within a consistent family setting. The home promotes education, health and wellbeing, safety, enjoyment, and achievement, while supporting the development of positive relationships and essential life skills. Staff offer a high level of consistency and care, encouraging young people to engage in physical and leisure activities that help build confidence, a sense of achievement, and holistic wellbeing.

## Description of the Home and Location

Abbey House is a two-bedroom children's home for two children, in a semi-detached property located in a popular residential area of Lancashire, close to local schools, shops, and bus routes. The home is decorated, maintained, and furnished to a high standard, providing comfortable communal and private spaces for young people and staff.

The local area offers opportunities for fishing, picnicking, informal recreation, and nature appreciation, supporting young people to enjoy a wide range of outdoor activities and community engagement.

## Accommodation and shared spaces

The home offers two bedrooms for young people and separate staff sleeping accommodation. Shared spaces include a lounge, family/dining room, kitchen, bathroom facilities and a study/games room.

Gardens provide space for outdoor activities. Staff workspace supports the administration of the home.

## Introduction to Guidance Care

Guidance Care Limited is committed to providing high-quality, nurturing residential care for children and young people aged 8 to 17 years who experience social, emotional, and behavioural difficulties. Our network of homes, situated throughout Lancashire, offers both short and long-term placements and operates in full compliance with the Children's Homes (England) Regulations 2015 and the Quality Standards. Each home provides accommodation for up to two young people, except where Ofsted has approved otherwise, ensuring an environment that is supportive, safe, and conducive to development and personal growth.

Our placing criteria are clearly defined. We do not accept admissions for young people with severe learning disabilities, significant alcohol or drug misuse issues, or severe mental health diagnoses that require primary clinical intervention. The referral process always considers the needs and wellbeing of any young people already resident in the home, ensuring compatibility and stability for all.

## **Ethos, Aims, and Therapeutic Model**

The core ethos of Guidance Care Limited is to provide a safe, stable, and nurturing home where every young person is given the opportunity to feel valued, loved, and supported as they work towards fulfilling their individual potential. Our practice is rooted in trauma-informed care and therapeutic support, delivered by skilled and dedicated staff who are committed to understanding each young person's unique experiences and needs.

A key element of our enhanced service is the provision of in-house psychotherapy and counselling, available to all young people within our care. Our therapeutic model is needs-led and places a strong emphasis on emotional healing, resilience, and personal growth. Each young person is offered regular, confidential sessions with our in-house therapist, who works collaboratively with staff and external professionals. This partnership supports not only the young person's emotional wellbeing but also informs placement planning, behaviour support, and keywork sessions. Where appropriate, external clinical psychology, CAMHS, or other specialist services may also be accessed.

We promote reflective practice at every level of the organisation, encouraging staff to continually evaluate and adapt their approach in response to the evolving needs of the young people. Families, social workers, and the young people themselves are fully involved in planning, review, and decision-making, reinforcing a truly person-centred, partnership approach.

## **Quality and Purpose of Care**

Guidance Care Limited strives to create positive experiences for all young people by offering a structured, family-like environment that fosters a sense of belonging and security. We actively promote the development of practical, social, emotional, and educational skills, equipping young people for successful futures and encouraging their independence within a framework of positive boundaries and support.

Placement and Positive Behaviour Support Plans are carefully tailored to each individual, regularly reviewed, and adjusted as required. Our approach emphasises restorative practice and positive reinforcement, with incidents and challenges managed through discussion, reflection, and ongoing direct work. We celebrate achievements of all kinds, large and small, and ensure that every young person feels their efforts are recognised and valued.

All young people have access to a full range of leisure, cultural, and recreational activities both within the home and in the wider community. We actively encourage participation in activities that reflect the young person's interests, promote their wellbeing, and help them to build confidence and resilience. Activities are also used as an opportunity to broaden horizons, experience success, and develop positive peer relationships.

## **Health, Wellbeing, and Inclusion**

Supporting the holistic health and wellbeing of our young people is central to our practice. Every young person is registered with a local GP, dentist, and optician, with health plans maintained and regularly reviewed. Staff ensure that medication, medical appointments, and health needs are managed with care and diligence, and health education is woven throughout the support provided.

A healthy, balanced lifestyle is promoted through diet, exercise, and personal care. Staff work closely with young people to address topics such as healthy eating, personal hygiene, sexual health, and the prevention of substance misuse, always in a manner that is respectful, age-appropriate, and supportive. Where necessary, we collaborate with external health professionals to provide additional specialist support.

Diversity and inclusion are celebrated across all homes. We are committed to recognising and meeting the cultural, linguistic, religious, and gender needs of each young person. Monthly themed activities, celebration of world cultures, and flexible menu planning help ensure that everyone feels welcome and respected. Staff are expected to challenge any behaviour or language that is not inclusive, and managers monitor the diversity and accessibility of the service provision.

## **Education and Learning**

Education is a fundamental right and a vital part of every young person's development. Guidance Care Limited works in close partnership with local schools, colleges, and alternative providers to support uninterrupted access to learning and to promote academic attainment. Education and personal development plans are created for each young person, and their progress is tracked and celebrated.

For young people not currently in formal education, structured personal health and social education timetables are implemented to build skills, self-confidence, and routine. Staff are proactive in supporting attendance, homework, and enrichment, and attend all relevant meetings and reviews. Every success, academic or otherwise, is recognised as a key milestone.

## **Family, Relationships, and Community**

We understand the importance of family and support networks as sources of resilience and stability. Contact with family and friends is encouraged and supported wherever safe and appropriate, always in line with the young person's placement plan and any risk assessments. Staff work to help repair and strengthen fractured relationships and to support the development of positive peer connections.

Participation in the community is integral to our approach. Staff identify and promote opportunities for young people to engage with local resources, including sports, clubs, volunteering, and cultural activities, ensuring that community inclusion is meaningful and rewarding.

## **Safeguarding, Missing from Care, and Behaviour Support**

Safeguarding is embedded in every aspect of our work. All staff receive robust training on safeguarding procedures, including annual updates, and understand their roles and responsibilities in keeping children safe. Concerns are reported, recorded, and escalated without delay, in accordance with statutory guidance and local protocols. Multi-agency working is standard practice, and the Responsible Individual monitors all safeguarding and complaints.

When young people go missing from care, we follow clear protocols that prioritise their immediate safety and wellbeing. Each incident is taken seriously, with prompt reporting, multi-agency response, and a supportive debrief on their return. Individual risk assessments and missing profiles are maintained for every young person.

Behaviour support is delivered through positive, pro-social approaches. All staff are trained to Team Teach Intermediate level, using de-escalation and intervention strategies in line with our behaviour management policy. Physical intervention is always a last resort and is fully documented, reviewed, and analysed to identify patterns or additional support needs.

## **Participation, Consultation, and Children's Rights**

We place high value on the voice of the child. Young people are actively involved in their care and daily life, contributing to meetings, reviews, and decision-making. Feedback is routinely sought through suggestion, keywork, and meetings, ensuring that young people have the opportunity to shape the service they receive.

Children's rights are at the centre of our practice. Each young person is provided with information about advocacy services, children's rights officers, and clear guidance on how to make a complaint both internally and externally. All concerns are taken seriously, with processes in place to support resolution at both informal and formal levels.

## **Training, Workforce Development, Supervision, and Appraisal**

Guidance Care Limited is committed to the ongoing professional development of its workforce. All staff are recruited safely and complete a comprehensive induction programme, which includes (but is not limited to) safeguarding, Team Teach, first aid, health and safety, medication, and fire safety.

Ongoing mandatory training is supplemented by enhanced and specialist courses, including, but not limited to, trauma-informed care, therapeutic models, attachment and PACE, mental health, self-harm, substance misuse, sexual health, and diversity and inclusion. Training needs are reviewed regularly and are informed by the presenting needs of the young people, emerging themes in the sector, and any specific issues identified through supervision or team reflection.

We invest in our workforce through opportunities for further qualifications and progression. Staff are encouraged to undertake their Level 4 or 5 Diplomas and to pursue career development within the organisation. Additional providers, bespoke training sessions, and multi-agency workshops are arranged to meet identified needs. Guidance Care also develops internal workshops for specific areas and practices, including leadership training.

Supervision is a central pillar of our workforce development strategy. New staff receive supervision every two weeks during their induction period, with sessions closely linked to their induction log and developmental needs. Staff with between six months and two years of service receive monthly supervision, ensuring ongoing support and professional growth. For staff with over two years' service, supervision is provided quarterly. All staff receive an annual appraisal, typically held in December, to review performance, development, and future objectives. Staff who require additional support may be offered more frequent supervision at the discretion of the manager.

Managers receive regular management supervision and are trained at Designated Officer level in safeguarding. Senior management provides further oversight, ensuring standards are maintained and practice is continuously improved, through Quality Assurance and compliance monitoring.

## Complaints

Guidance Care Limited promotes a culture of openness and transparency, welcoming feedback and encouraging young people, families, and professionals to raise any concerns. All young people, families, and social workers are provided with a copy of the complaints procedure upon admission, with easy access to complaints cards and advocacy contacts.

Complaints are taken seriously at every stage. Informal issues are addressed through open discussion and mediation wherever possible, but all complaints are recorded and reviewed. If a young person is dissatisfied with the outcome, or if the complaint is more serious, the social worker is notified, and additional support is provided. Complaints can also be raised directly with Ofsted, the Responsible Individual, or the Regulation 44 visitor.

For complaints enquiries and information about access to the complaints policy, child protection policies or behaviour management policy, contact Guidance Care Limited at [info@guidancecare.co.uk](mailto:info@guidancecare.co.uk) or 01253 530 008. Correspondence may be addressed to the Responsible Individual.

## Leadership, Management, and Governance

The home's management arrangements are supported by a team of practitioners with diverse backgrounds and skills. The Responsible Individual ensures compliance, quality assurance, and the effective oversight of all services. Regular audits, team meetings, and ongoing development underpin a culture of continuous improvement and accountability.

## Team: experience and qualifications

### **Lorraine Anderson** Responsible Individual

Extensive experience in social care. Four years with Guidance Care, including two as manager at Coniston House and one in Quality Assurance. Supports homes and teams in maintaining compliance and high standards.

Qualifications and development: NVQ Level 3 Diploma in CYP; NVQ Level 5 Leadership and Management in CYP.

### **Julie Hodgkinson** Dual Registered Manager

Julie is the dual registered manager for Abbey House and Willow House. Over nineteen years of experience working with children in schools and children's homes. Previously managed a home for one year with another childcare provider and worked as deputy manager of a five-bed home for children with learning disabilities. Promotes children's voices, choices and individual development.

Qualifications and development: NVQ Level 3 Diploma in CYP; PGCE with QTS in General Primary; BA (Hons) English. Currently studying Level 5 Leadership and Management.

**Alexandra Bamford** Deputy Manager

Background in youth and community work, with extensive experience supporting children and adults in domiciliary care. Experience assessing and coordinating care. This is her first residential care role.

Qualifications and development: Enrolled on Level 4 Diploma.

**Brad Eames** Senior Residential Support Worker

Previous experience working in children's residential care homes. Committed to supporting young people to achieve positive outcomes.

Qualifications and development: NVQ Level 4 Diploma in CYP. Continuing professional development is underpinned by mandatory and service-specific training and qualifications.

**Anna Price** Senior Residential Support Worker

Previous experience working in children's residential homes. Aims to build on this experience and support young people to achieve positive outcomes.

Qualifications and development: NVQ Level 4 Diploma in CYP. Continuing professional development is underpinned by mandatory and service-specific training and qualifications.

**Peyton McLachlan** Residential Support Worker

Experience working with children and young people, including in residential children's homes.

Qualifications and development: Level 3 NVQ in CYP. Continuing professional development is underpinned by mandatory and service-specific training and qualifications.

**Tracy Hewitt** Residential Support Worker

Over thirty years of social care experience, predominantly with adults. Brings transferable skills and a commitment to developing her practice in supporting young people.

Qualifications and development: NVQ Level 3 Social Care. Continuing professional development is underpinned by mandatory and service-specific training and qualifications.

**Sam Corthwaite** Residential Support Worker

Previous experience in customer-facing roles, bringing transferable skills and a commitment to developing knowledge of residential childcare.

Qualifications and development: Enrolled on Level 4 Diploma.

**Nigel Baker** Night Residential Support Worker

Over twenty years of social care experience, predominantly with adults. Brings these skills to supporting young people.

Qualifications and development: Continuing professional development is underpinned by mandatory and service-specific training and qualifications.

**Shakeel Bhamji** Night Residential Support Worker

Experience working in a residential children's home. Committed to learning and developing skills to support young people to achieve positive outcomes.

Qualifications and development: Continuing professional development is underpinned by mandatory training.

**Joseph Threlfall** Night Residential Support Worker

Extensive experience working with children with special educational needs, predominantly in educational settings. Brings this knowledge and skill set to supporting positive outcomes.

Qualifications and development: Continuing professional development is underpinned by mandatory training.