

# Young Consultants Ltd

## Statement of Purpose

CQC Aligned | 2026 (Updated)

### Document control

<b>Document title</b>	Statement of Purpose
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## Read alongside (key governance documents)

This Statement of Purpose is supported by our governance documents and procedures. These set out how we deliver safe, effective and person-centred support across all placements and boroughs. Compliance is non-negotiable: staff are trained, supervised and audited to ensure policies are followed.

- Safeguarding Adults Policy (CQC aligned 2026) - raising concerns, reporting routes and whistleblowing.
- Safeguarding Children Policy (where applicable) - reporting routes and escalation.
- Code of Conduct (CQC aligned 2026) - professional boundaries, duty of candour, information governance and expected standards.
- Client Agreement Form (CQC aligned 2026) - service expectations, consent, fees/payment (where applicable) and cancellation arrangements.
- Risk Assessment framework and Positive Behaviour Support (PBS) plans (as required).
- Medication Management Policy and MAR procedures (where medication support is provided).
- Recruitment, DBS, induction, training, supervision and competency framework.
- Complaints, compliments and feedback procedure.
- Data Protection and Confidentiality procedures (UK GDPR / Data Protection Act 2018).
- Health and Safety, infection prevention and control (IPC) and incident reporting procedures.
- Quality assurance and audit schedule (spot checks, record audits, learning from incidents).

### 1. Introduction

Young Consultants Ltd is a provider of care and support services for adults and young people aged 16+, including people with learning disabilities, autism, mental health needs and other additional support needs. We deliver personalised, strengths-based support that promotes independence, dignity, choice and community participation.

We work in partnership with individuals, families, advocates and commissioners to ensure support is safe, outcomes-focused and aligned with each person's needs, preferences, culture and communication style.

### 2. Our mission and values

Our mission is to empower people to live fulfilling lives through consistent, respectful and skilled support. We aim to reduce risks, increase independence and improve wellbeing, while protecting human rights and promoting equality.

#### Core values:

- Respect - dignity, privacy, choice and culturally sensitive practice.
- Empowerment - supporting people to make informed decisions and build life skills.
- Safety - safeguarding, risk management and least restrictive practice.
- Compassion - kind, patient and trauma-informed support.
- Accountability - accurate recording, supervision, learning from incidents and continuous improvement.

### 3. What makes our approach different

**KEY: Young Consultants delivers a two-in-one approach: we combine professional care support and**

mentoring together. This means we do not only support with tasks - we support with progress. We help individuals with day-to-day living, including routines, personal care, emotional support, healthy lifestyle choices, cooking, budgeting, shopping and community access. At the same time, we mentor people to build confidence, improve emotional regulation, develop independence skills, and work towards positive goals in life.

This two-in-one approach is delivered through person-centred support planning, clear outcomes and consistent staff practice. We focus on progress that can be evidenced through improved routines, safer community access, increased independence skills and improved wellbeing.

#### 4. What we provide

Support is delivered in the community, in supported living environments and other settings as commissioned. Packages are designed from assessment and review, with clear outcomes and measurable progress.

##### Day support and community inclusion

- Community access: shops, cafes, parks, leisure venues and social groups.
- Health and wellbeing: gym, swimming, walking plans and healthy lifestyle routines.
- Education and skills: literacy/numeracy support, communication development and structured routines.
- Life skills: cooking, budgeting, travel training and personal care routines.
- Meaningful activities: arts and crafts, gardening, volunteering/work experience (where appropriate).

##### Individualised support (1:1 to 3:1)

- Personal care support where assessed and agreed (delivered in line with consent and dignity requirements).
- Support with appointments, and medication prompts/assistance where agreed, risk assessed and staff are competent.
- Emotional support, anxiety management and de-escalation.
- Positive Behaviour Support (PBS) for behaviours of concern, with proactive strategies and crisis planning.

#### 5. People we support

We support adults and young people aged 16+ who may require help to live safely and independently, including people who:

- Have learning disabilities and/or autism.
- Have mental health needs or dual diagnosis.
- Experience behaviours of concern and require structured routines and skilled support.
- Need support to access education, employment, training or community activities.
- Require support to build daily living skills, confidence and social connections.

#### 6. Working with London boroughs and partners

Young Consultants works with local authority adult social care teams, brokers, NHS partners and community organisations. We operate across London boroughs including (but not limited to) Redbridge, Haringey, Havering, Barking and Dagenham, Waltham Forest and Newham, as well as neighbouring Essex authorities, subject to commissioning arrangements.

We follow each borough's safeguarding procedures, placement requirements, information sharing protocols and contract monitoring expectations. We attend reviews, multi-agency meetings and safeguarding enquiries as required.

### 7. CQC approach - safe, effective, caring, responsive and well-led

Our governance and day-to-day practice is designed to meet the CQC Fundamental Standards and the CQC assessment framework. We focus on the five key questions and use learning from audits, incidents and feedback to continuously improve.

CQC key question	How we meet it
Safe	Safeguarding, risk assessments, competent staff, incident reporting, safe recruitment and safe care practices.
Effective	Outcomes-based support plans, staff training, supervision, partnership working and evidence-based PBS.
Caring	Dignity, empathy, person-centred communication, respect for culture and a trauma-informed approach.
Responsive	Flexible packages, review-led adjustments, accessible complaints process and timely responses to change.
Well-led	Strong governance, audits, learning culture, clear policies, duty of candour and leadership oversight.

### 8. Regulatory and legal framework (key references)

We deliver support in line with national legislation, CQC requirements and local authority procedures. The table below summarises key CQC regulations and where our supporting documents apply.

CQC / legal requirement	What this means in practice	Key supporting documents
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 - Reg 9, 10, 11	Person-centred planning, dignity and respect, consent and capacity considerations built into daily practice.	Support plans, Mental Capacity Act practice, Code of Conduct, Client Agreement
Reg 12 - Safe care and treatment	Risk assessments, safe working practices, infection prevention and control, incident learning.	Risk assessments, IPC procedures, training and competency records
Reg 13 - Safeguarding from abuse and improper treatment	Zero tolerance of abuse, clear reporting routes, whistleblowing and multi-agency cooperation.	Safeguarding Adults Policy, Code of Conduct, incident/concern forms
Reg 16 - Receiving and acting on complaints	Accessible complaints process, timely response, learning and improvements.	Complaints procedure, Client Agreement
Reg 17 - Good governance	Audits, supervision, policies, outcome monitoring and quality improvement.	Governance/audit schedule, training matrix, supervision records
Reg 18 and 19 - Staffing and fit and proper persons employed	Safe recruitment, DBS checks, induction, training, supervision and competency checks.	Recruitment policy, training and supervision framework, Code of Conduct
Reg 20 - Duty of candour	Open and honest communication following incidents; apology and learning where appropriate.	Code of Conduct, incident reporting and complaints procedures
Care Act 2014 and Mental Capacity Act	Making safeguarding referrals,	Safeguarding Adults Policy, MCA

2005	supporting wellbeing, capacity assessments and best interests decisions.	guidance, support plans
UK GDPR and Data Protection Act 2018	Confidential records, lawful information sharing and secure storage of personal data.	Confidentiality / Data Protection procedures, Code of Conduct

### 9. Safeguarding and protecting people from harm

Safeguarding is central to our practice. We follow the Care Act 2014 and the safeguarding procedures of the borough in which support is delivered, including referrals, strategy discussions and Section 42 enquiries where applicable.

- All staff complete safeguarding training, understand types of abuse (including self-neglect, domestic abuse and exploitation) and know reporting routes.
- Concerns are recorded promptly and escalated to the appropriate manager and local authority safeguarding team without delay.
- Whistleblowing is encouraged; staff can raise concerns internally and externally without fear of reprisal.
- We work openly with families, advocates and professionals, and share information lawfully to keep people safe.

### 10. Consent, capacity and positive behaviour support

We obtain consent wherever possible and support people to make their own decisions. Where a person may lack capacity for a specific decision, we act in line with the Mental Capacity Act 2005, recording capacity assessments and best interests decisions.

We use Positive Behaviour Support (PBS) to understand behaviours of concern, identify triggers and teach alternative skills. We use least restrictive practice and work to reduce restraint, using de-escalation and proactive strategies.

### 11. Workforce, recruitment and training

We recruit safely and support staff to deliver high-quality care. All staff are expected to follow our Code of Conduct and complete induction before working independently.

- Enhanced DBS checks, right to work checks, references and safeguarding checks prior to employment.
- Mandatory training: safeguarding, first aid, medication (where required), health and safety, infection control, moving and handling, autism/LD awareness, and PBS.
- Ongoing supervision, spot checks and competency assessments to maintain quality and safety.
- Clear expectations on professional boundaries, confidentiality and respectful communication.

### 12. Quality assurance, incidents and complaints

We have a robust quality framework to monitor outcomes and maintain high standards across all boroughs and placements.

- Regular audits of care records, incident logs, medication processes (where applicable) and safeguarding responses.

- Learning from incidents and near misses, with action plans and communication of learning to staff.
- Accessible complaints process for clients, families and commissioners; complaints are investigated and resolved with transparency.
- Duty of candour: we are open and honest where things go wrong, including timely apologies and learning.

### 13. Contact information

For referrals, commissioning discussions or to request a copy of our supporting policies, please contact:

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- Telephone: 07462 580758
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