



# Personalised Support Services



**BEMOTTA  
HEALTHCARE SERVICES**  
Integrity, Excellence, Holistic Care  
and Integration

# Introduction

Welcome to BEMOTTA Healthcare Services, an established and experienced provider of semi-independent support services for young adults.

## About us

BEMOTTA Healthcare Services is the UK's leading independent provider of support for young people aged 16+. Our purpose is to deliver a high standard of accommodation and support services to vulnerable people across the country. Our innovative services are focused on enabling young people to achieve their goals through individually tailored solutions.

We believe encouraging independent decisions boosts self-esteem and a sense of confidence, invaluable to young people who have faced challenging life situations. We aim to empower individuals through our services, whether that is achieved with 24-hour assistance or just a few hours a week. Putting the individual and their needs at the heart of our services ensures our staff provide a person-centred, customised level of help unique to us.

## Our Mission

At BEMOTTA Healthcare Services, we provide our services tailored to the individual needs of the young people who use them, so the assistance we offer is entirely dependent on the individual's identified needs and requirements. Our mission, therefore, is to provide a comprehensive, personalised system of support for individuals aged 16+ with our trained staff that speak to them and not above them. Collaboration is vital in building trustful relationships between the service user and their support worker, which makes a positive impact, and, over time, changes lives for the better. This is our ultimate mission and driving motivator.





## Services

Depending on what is best for our service users, we provide a variety of services ranging from accommodation support to signposting the young person for counselling where needed.

### Aims and Objectives:

- The service user feels safe and stable in the environment we provide.
- The service we provide is consistent, high-quality and effective.
- The service is person-centred.
- We encourage independent choice where possible.
- We develop our staff skills through regular training, update sessions and support.
- We build strong relationships and work in collaboration with young people, their family and other agencies if necessary.

### Supported Accommodation

Independent, shared and 24-hour supported living accommodation. Our high quality, fully furnished properties provide the ideal setting for young people to develop their independent living skills, and we can provide step-down accommodation specific to young people transitioning to 16+ living and beyond to independent living in the community.

### What our accommodation includes:

- Private bedrooms
- High-speed Wi-Fi
- Shared kitchen/communal areas.
- Washing machine, dishwasher, fridge and microwave

We train our staff to be able to support young people to maintain their tenancies, paying bills, budgeting , cooking and 24-hour support is available where necessary.

### Counselling/Personal Support

Our mentoring and support services vary depending on what is required. This could be personal services, such as help with maintaining a good social life, healthy eating etc. or helping develop interpersonal skills and confidence through mentoring.

### Escorting Residents:

We understand that sometimes accompanying a young person to a perhaps nerve-racking first college appointment or counselling session is of utmost significance in guiding them on the right path. We offer services of escorting young people placed in our homes to attend important appointments. This may include solicitors, youth offenders and immigration-related appointments, doctor appointments, contact with family or anything else agreed in advance with their key worker or social worker or personal advisor.

## Key Worker Service:

Each young person (or Resident) in our service shall be allocated to a Keyworker who will be their main first contact on regular basis. Usually weekly or at any agreed interval between the key worker and the resident.

## Religion and Culture

As part of the pre-admission process, we gather information on the religious and cultural needs of the individual. Staff are trained to be considerate and always willing to explore awareness of religious and cultural beliefs. We believe this promotes tolerance and respect for others. In this context, we encourage people to explore and get to grips with their rights concerning challenging discrimination. We also insist on respect for other people's rights, fostering a non-discriminatory and non-judgmental environment.

## **Other Services**

### **1. Floating Support Service**

Floating support is defined as support not linked to accommodation, for instance, when a person might need support with issues like budgeting, drug or alcohol misuse, avoiding becoming an offender etc. BEMOTTA Healthcare Services can provide such assistance as a stand-alone service without providing or arranging accommodation.

From your first step into independent living, our floating support services can assist you with a range of activities within your own home. We ensure a smooth transition into tenancy is achieved through continued support, followed by a post-semi-independence period offering further support to uphold a tenancy if needed.

Examples include:

- Benefits advice - this includes support with making benefit applications.
- Help to access local services - e.g. mental health teams, drug and alcohol services and support for minority ethnic groups.
- Help to find education - including voluntary work, employment and leisure services.

### **2. Advocacy Service**

Where needed we can provide advocacy service to residents in the areas such as debt management (or signposting to debt management organisations) or reconciliation of young person with a family, etc.





## Staffing Policy

We keep a minimum of one staff on duty during the day and one staff on duty by night. Where necessary, there may be a waking night and sleep-in staff, for example, if a full risk assessment has been carried out and has been agreed with management and the placing authority at the earliest opportunity that such level of staffing is required. Staff numbers will reflect the number of young people present and their needs. BEMOTTA Healthcare Services has a pool of staff to cover holiday and sickness where necessary.

Our Policy covers:

- Fire Safety awareness
- Safeguarding
- Child Sexual Exploitation awareness
- Diploma Level 3 in Health and Social Care or Children and Young People Workforce
- Food hygiene and Safer Food
- Safe administration of medication
- Bullying
- Runaways
- Team Teach
- PACE
- Self-harm awareness
- Mental Health Awareness
- Drugs & Alcohol/smoking, and many others.



## Contact Us:

Our staff are always on hand to offer any assistance. To talk in-depth about your requirements, or any questions related to our services, please do not hesitate to contact us.

0785 911 4781

[info@bemottahcs.co.uk](mailto:info@bemottahcs.co.uk)

[www.bemottahcs.co.uk](http://www.bemottahcs.co.uk)

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