



Protective Care Group

Shaping lives through specialist care

Our approach

We have a thorough approach to recruitment and ensure staff have regular supervision and de-briefing sessions so they feel fully supported and part of the team at all times.

Our support workers are employed to work with each person for as long as necessary, unlike many care providers who swap and change staff regularly. This allows a bond and trust to form which is a vital element in the support process and a significant factor in seeing a reduction in challenging behaviour. Our support workers are also highly skilled and adept at dealing with all types of behaviours which again is crucial when dealing with complex clients. We can offer short term carers for children or adults with complex needs, but specialise in longer-term work involving children with challenging behaviour, to keep the child, family and community safe.

Our key principles of social care governance

Protective Care are committed to delivering all key principles fundamental to the development of a quality service which include:

- Service user and family involvement
- Safety and effectiveness to include full support services for staff, including training and development to continuously provide effective and first class services
- Robust organisational structures and processes
- High quality service provision through policies and procedures to enable continuous improvement. (From the Quality Standards for Health and Social Care, 2006).



We also believe that the key principles fundamental to good governance include:

- A clear focus on the organisation's purpose and outcomes for service users
- Clarity about roles and functions
- Managing risk and transparent decision making
- Engaging with key stakeholders ensuring accountability at all levels

Our company ethos is simple:

- **Keep the people we support and those around them safe**
- **Offer choice and person-centred services**
- **Keep families together**
- **Ensure our services are effective and achieve excellent outcomes**
- **Recruit quality staff that empower and fully support our clients**
- **Review services and make changes when and where necessary to ensure we are meeting the needs of each person we support**
- **Lead by example**