

October 2024

# Transforming Young Lives

GIVING YOUNG PEOPLE THE  
TOOLS TO TRANSFORM THEIR  
LIVES



# We Care Homes CIC Statement of Purpose

Fully registered.

Ofsted URN for Supported Accommodation: 2761239

Responsible for the Statement Of Purpose:

**Adrian Osei-Boayke Adams, Nominated Individual**

Reviewed Oct 2024

**Other versions available:**

-Statement of purpose suitable for young people - contact [referrals@wecarehomes.co.uk](mailto:referrals@wecarehomes.co.uk)

-Statement of purpose easy read - contact [referrals@wecarehomes.co.uk](mailto:referrals@wecarehomes.co.uk)

[wecarehomes.co.uk](http://wecarehomes.co.uk)



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# About We Care Homes

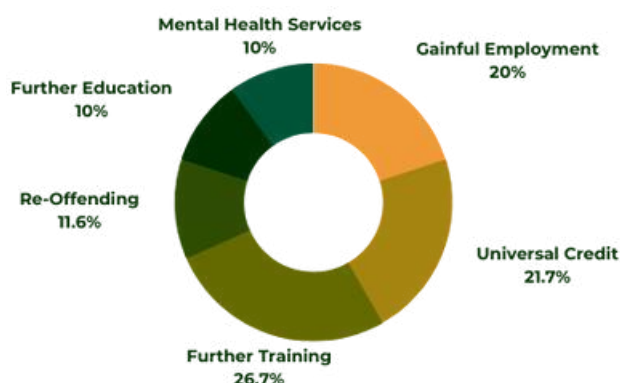
**A Community Interest Company**

**We Care Homes CIC** is a socially responsible social care provider who specialise in providing trauma informed support to 'at risk' young people to become independent adults. We've been providing supported accommodation since 2017.

Our accommodation houses 16-17 year olds and we have separate accommodation housing 18+.

We are adept at supporting young people with emotional and behavioural difficulties triggered by past and current traumas from CSE, honour violence/forced marriage, high-functioning autism, and asylum seekers. Our stats speak for themselves.

**88.4%** of young people we have supported have made positive changes.



**It takes a  
village to  
raise a child**

**It takes a village to raise a child.** We collaborate with many professionals and organisations in the community to provide a holistic approach to supporting the young people to improve their outcomes.

We create an environment where our young people feel safe, respected, and valued by the community around them via various community outreach programmes.

We have been established for a number of years, which puts us in an enviable position to have shaped our values, guiding principles and service with the voice of the young people and our clients.





# We Care Homes Purpose, Aims, Values



We are committed to providing a warm, welcoming, and supportive environment for our young people to thrive, and a place they call home.

We believe that every young person is an individual with unique needs and talents. And, have the potential to achieve great things, and we are committed to helping them reach that potential.

Our purpose is to transform the lives of our young people by teaching them the tools they need to improve their outcomes and supporting them to gain independence.

**Our beliefs and values** act as guiding principles for the way we:

- support Young People and work with their advocates & families
- support and develop our Employees
- work with our Clients and Business Partners

## Our values in practice

**Everyone has Potential** this value has guided many aspects of how we design our service, and manage our staff. It has instilled a never give up attitude through out the organisation.



### Our Values

Everyone has Potential  
Collaborative  
Respectful  
Client Centred  
Continuous Development  
Safe  
Trusted Partner  
Caring  
Accountable

It has guided us to implement a trauma-informed approach to how we support the young people, ensuring our support is not shaped by the negative emotions we see on the service, but by working with the young person to understand the traumas that he triggered such emotions.

To reach NEET young people, we have built innovative CPD-certified courses, and taken our work to the community to support young people with similar trauma in school settings.

For our staff, we have implemented tools to support our staff to maximise their potential. From skills & competency assessments, mentoring, coaching, career paths, and insightful supervisions.



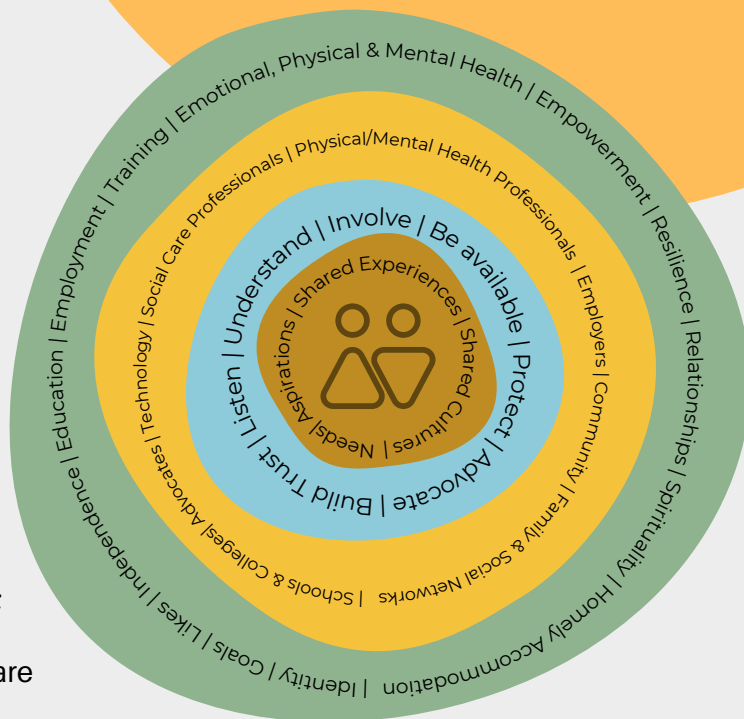


# Our Support Model

Our support model is organic and responsive to the changing needs, aspirations, and experiences of the young people we support. We match our placements, services, and key-workers to the young person's needs, vulnerabilities, aspirations, shared experiences, and shared cultures.

Providing support, free of stigma, throughout the young person's journey

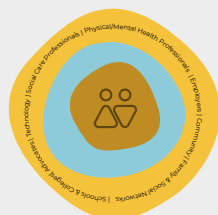
- From onboarding & placement stabilisation;
- To transition to independence;
- To the next stages of their life beyond We Care Homes.



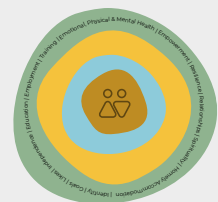
Our support model is organic and responsive to the changing needs, aspirations, and experiences of the young people we support. We match our placements, services, and key-workers to the young person's needs, vulnerabilities, aspirations, shared experiences, and shared cultures. Providing support throughout the young person's journey, from onboarding & placement stabilisation; to transition to independence; as well as the next stages of their life beyond We Care Homes.



The foundation layer of our support is to listen and understand the young person, without this we cannot build an effective, co-produced support plan to support the young person to improve their outcomes, or advocate for them. This is coupled with building trust, being available, and having a protective layer around the young person to keep them safe from harm.



An important part of our support model involves collaborating with external organisations to ensure the young person enjoys holistic support. We collaborate with professionals; community organisations; build relations with the community itself; and most importantly involve family (where appropriate) & advocates.



Services we provide to complete the support plan include safe & homely accommodation, identity work, goal setting, independence skills, education support, employment & career development, healing past and present traumas through emotional & behavioural support, physical health, rights & entitlements, resilience, building healthy relationships. We also have a CPD certified course - RTD, teaching emotional triggers, coping mechanisms and entrepreneurial skills. More details can be found on the Services page.

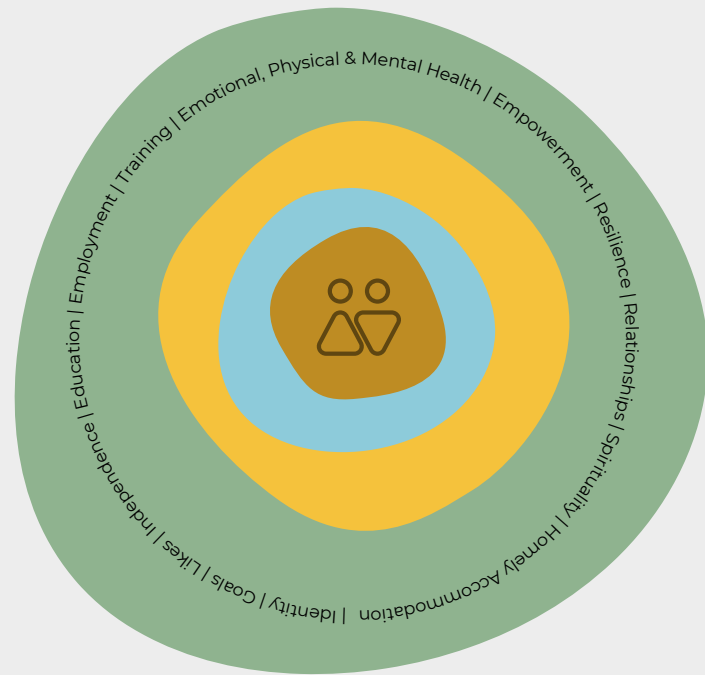
**Other versions:** An accessible version is available [here](#)





# Our Services

We provide safe & homely accommodation, identity work, goal setting, independence skills, education support, employment & career development, healing past and present traumas through emotional & behavioural support, physical health, rights & entitlements, resilience, building healthy relationships. We also have a CPD certified course - RTD, teaching emotional triggers, coping mechanisms and entrepreneurial skills..



## **Supportive Staff**

Qualified, passionate staff with shared experiences and diverse cultural backgrounds, including care experienced.

## **Dedicated Key-worker**

Every young person is allocated a key worker who monitors their progress, they become the experts on the young person. They are the single point of contact regarding the young person for local authority professionals and other staff.

## **Access to an in-house Mental Health & Wellbeing Practitioner**

Supports the emotional wellbeing of both young people and staff through therapeutic support.

## **In house RTD - CPD certified training course**

The course is for all the young people we support but it also ensures NEETs young people get a sense of achievement. We have an end of year awards ceremony to celebrate them and we find it has served as a gateway for NEETs young people to have confidence and pursue further education or employment. The RTD course is also run in local schools as part of our outreach, see their latest journey [here](#)

## **Identity**

We help young people to develop a positive sense of identity by providing them with opportunities to explore their interests and talents. We also help young people to connect with their cultural heritage and to build relationships with other young people from similar backgrounds.

## **Goals**

We help young people to set realistic goals for the future by providing them with support and guidance. We also help young people to develop the skills and knowledge they need to achieve their goals. But, also showing them new things to widen their horizons.

## **Likes & Hobbies**

We get to know young people's interests and likes so that we can tailor our support to their individual needs. We also encourage young people to participate in activities that they enjoy, as this can help to boost their self-esteem and motivation. Each house has a directory of local activities to choose from. These are found in the young peoples guide.

## **Independence development programme**

We help young people to develop their independence by providing them with the skills and knowledge they need to live on their own. We also help young people to access resources and services in the community, so that they can build a network of support. Reporting provided to the local authority tracks progress against targets, so clients can visually see if the young person is on track or not with regards to their independence.



# Our Services Cont'd

## **Education**

We help young people to stay in education or training by providing them with support and guidance. We also work with schools and colleges to ensure that young people's needs are met.

## **Employment & Career Development**

We help young people to find employment by providing them with support and guidance. We also work with employers to ensure that young people are given the opportunity to develop their skills and experience.

## **Training**

We offer a range of training opportunities to young people, such as life skills training, vocational training, and personal development training. This training helps young people to develop the skills they need to succeed in life.

## **Emotional, Physical & Mental Health**

We provide support to young people who are struggling with their emotional, physical, and mental health. For more complex cases, or during crisis young people have access to a Mental Health & Wellbeing Practitioner. Our sessions include gym visits and nutritional eating. And young people are enrolled to a local GP, Dentist & Opticians.

## **Entitlements & Empowerment**

We help young people to feel empowered by providing them with the skills and knowledge they need to make their own decisions. We ensure young people are aware of their entitlements. We also help young people to advocate for themselves and to build relationships with key decision-makers. All young people have access to an advocate, we collaborate with Coram Advocates & The Children's Society.

## **Resilience**

We help young people to develop resilience by providing them with support and guidance during difficult times. We also help young people to develop coping mechanisms for dealing with stress and adversity. We use mobile apps so they can practice coping mechanisms independently.

## **Relationships**

We help young people to develop healthy relationships by providing them with support and guidance. We also help young people to learn how to communicate effectively and to resolve conflict in a positive way. Understand healthy relationships and build new and mend existing relationships with family where appropriate.

## **Spirituality**

We respect young people's spiritual beliefs and values. We also provide support to young people who are exploring their spiritual beliefs.

## **Safe & Homely Accommodation**

We worked hard to encourage the young person to make the placement feel like home, and we ensure their bedroom feels like their own space. All of our accommodation has visual only CCTV in communal areas. We also provide young people with access to a range of facilities, such as communal kitchen, lounge, dining, laundry facilities, double beds, TVs in their bedroom and a welcome pack.

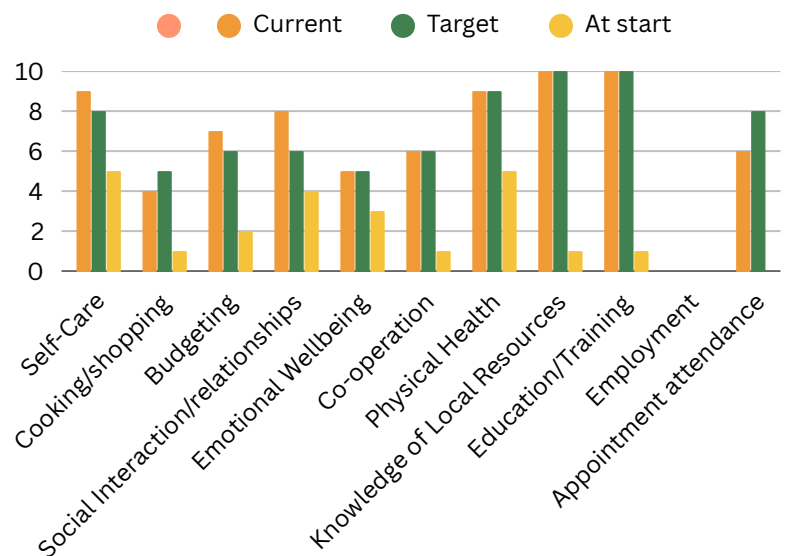
We are committed to providing young people with the support they need to achieve their goals and to build a positive future for themselves.



# Closer Look Independence Development

The purpose is to support and develop the independence skills of the young person so they can transition to the next stage of their life.

As part of the on-boarding of the young person, we assess their current level of independence. We set quarterly targets with the young person and assess their progress against those targets. The reporting of which is also included in the monthly reports provided to the local authority.



Their independence development training includes

## **Self-Care**

We teach the young person regarding self-care, resilience, making appointments, medication management.

## **Cooking/Shopping**

The young person is taught about nutrition, how to cook, shopping and will have regular cooking sessions with staff to reduce the consumption of unhealthy food. Health & safety at home is also included in this section.

## **Budgeting**

This includes financial planning for now and the future, and tenancy management is included here.

## **Social interaction/relationships**

Here we teach the young person how to recognise healthy and unhealthy relationships and support them to maintain the networks and/or build new networks.

## **Physical Health**

How to stay physically healthy, also includes gym sessions and other physical activity. But also lessons in sexual health, how to make medical appointments and managing medication.





# The Young People We Support

Our accommodation houses 16-17 year olds who are leaving care; considered a looked after child; or need housing and support under s.17.. We teach them independence skills and support them to overcome challenges that are stopping them from improving their outcomes. We are adept at supporting young people with a wide range of needs, including:

**Emotional and behavioural difficulties triggered by past and current traumas:**

Many young people who have been in care have experienced trauma, such as abuse, neglect, or witnessing violence. This can lead to emotional and behavioural difficulties, such as anxiety, depression, anger, self-harm, or frequently go missing.

**CSE:** Child sexual exploitation is a serious form of abuse that can have a devastating impact on young people's lives. Young people who have been victims of CSE may experience a range of challenges, including low self-esteem, difficulty trusting others, and post-traumatic stress disorder.

**CCE:** Child criminal exploitation can cause physical or psychological harm to the young person. Children and young people are manipulated and coerced into committing crimes. The perpetrators of CCE often use an imbalance of power to control the child, and may use violence, threats, or intimidation to keep them in line. Country lines are frequently involved, and a majority of the victims are male.

**Honour violence/forced marriage:** Honour violence is a form of abuse that is used to control and punish people who are seen as bringing shame on their family. Forced marriage is when someone is married against their will. Young people who are at risk of honour violence or forced marriage may experience a range of challenges, including anxiety, depression, and isolation.

**Abuse due to sexual preference/gender identity** Our staff do not discriminate and have been trained by the industry leading LGBTQ+ charity Stonewall to support young people that have suffered trauma due to their sexual preference/identity.

**High-functioning autism:** High-functioning autism is a developmental disorder that affects how a person communicates and interacts with the world around them. Young people with high-functioning autism may experience a range of challenges, including social anxiety, difficulty making friends, and difficulty understanding social cues. We use various communication methods so the young person can express themselves.

**UASC:** Unaccompanied asylum-seeking children are young people who have fled their home country without their parents or guardians. They may have experienced trauma before and during their journey to the UK. UASC may experience a range of challenges, including language barriers, difficulty accessing education and healthcare, and fear of deportation.

**NEETs** are young people who are not in education, employment, or training. They may be struggling to find work, or they may have dropped out of school or college.



# Leadership Team

Our leadership team has decades of experience in providing residential care & support, business & organisational development, and client experience.

**Residential care and support:** Our leaders have a deep understanding of the needs of people who live in residential care settings. And, understand what it takes to provide consistent, high-quality care and support that meets the individual needs of each young person.

**Business and organisational development:** Our leaders have a strong track record of developing and implementing successful business and organisational strategies. They have a deep understanding of the challenges and opportunities facing the residential support sector, and they are committed to creating a positive and supportive work environment for our staff.

**Client experience:** Our leaders are committed to providing a positive and supportive client experience. They are passionate about ensuring that the young people receive the highest quality care and support, and they are committed to listening to and responding to the needs of our clients. In addition to our leadership team, we have a strong management team that provides support and guidance to our staff.

**Strong Management Team:** Our leadership team have a strong management team behind them, made up of experienced professionals who have a deep understanding of the residential care & support sector. And, share the passion for making a difference for the young people we support.

They are committed to providing our staff with the training and support they need to deliver high-quality care and support to our residents.

They are also committed to creating a positive and supportive work environment for our staff.

Our leadership team and management team have the experience, skills, and knowledge to provide the young people we support with the highest quality care and support.

**We use Safer Recruitment methods to recruit**



**Adrian Osei-Boakye Adams**

Corporate Title: **Managing Director**  
Regulatory Role: **Nominated Individual**  
Qualifications: **Economics & Business Finance BSc**  
Studying: **Level 7 Health and Social Care Management**  
Experience: **12 years**



**Denise Karaturp**

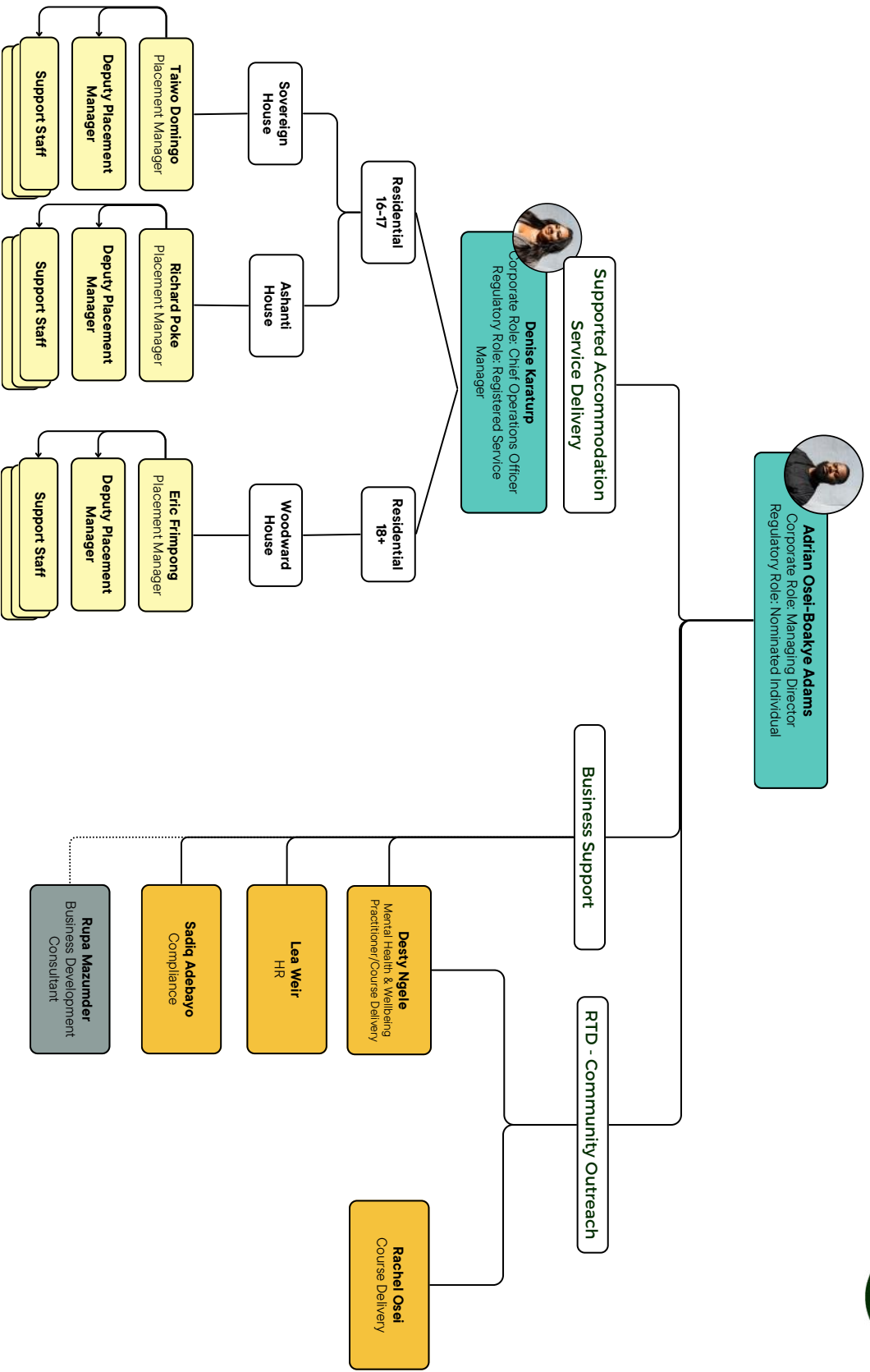
Corporate Title: **Chief Operating Officer**  
Regulatory Role: **Registered Service Manager**  
Qualifications: **Level 5 Leadership & Management in Social Care BA(Hons) Youth Justice**  
Studying: **Level 5 Leadership & Management for Residential Child Care**  
Experience: **18 years**



**Management Team**



# Organisation Structure



————— Staff & Supervision  
 ..... Supplier

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# The Homes



When choosing our locations we do this in full consultation with sufficiency strategies of the local authorities, consultation with the local police force, CCG's, and local community.

We choose locations that have good transport links, an abundance of activities and good access to conveniences and health services. All our properties have all the valid health & safety certificates, and have visual only CCTV in communal areas only, and are implemented young person and staffs safety.

All accommodations have two bathrooms, a fully equipped communal kitchen/lounge/garden, WiFi, CCTV & Fire Safety Equipment. All houses have private bedrooms, most have double beds with bedding, each bedroom has a TV. Each young person receives a welcome pack, including local resources and activities. Staffing at each house consists of a Placement Manager, Deputy Placement Manager, Key Workers, & Support Staff.

**NB:** The Ofsted classification for our accommodation is Shared accommodation (non-ring-fenced). This classification has been chosen, because, although we will only place 16/17 year olds here, some of those young people maybe under s17 (homeless) which is out of scope of the Supported Accommodation regulations, hence our accommodation is clasified as non-ring fenced.



**Ashanti House**  
**West Ham, London E15**  
**London Borough of Newham**  
5 person, mixed occupancy 16+

- Supported Accommodation for 16/17yo Leaving Care/LAC or s.17
- 24/7 staffing
- Double bedrooms where the young person is supported to personalise
- Two Bathrooms
- Communal Lounge
- Communal, well-equipped kitchen
- CCTV in communal areas only. Used for protection of the young people and staff.
- We are careful to match young people, and often will have a male only floor and a female only floor
- Virtual tour available, contact [referrals@wecarehomes.co.uk](mailto:referrals@wecarehomes.co.uk)



**Sovereign House**  
**Tottenham Hale, London N17**  
**London Borough of Haringey**  
5 person, mixed occupancy 16+

- Supported Accommodation for 16/17yo Leaving Care/LAC or s.17
- 24/7 staffing
- Double bedrooms where the young person is supported to personalise
- Two Bathrooms
- Communal Lounge
- Communal, well-equipped kitchen
- CCTV in communal areas only. Used for protection of the young people and staff.
- We are careful to match young people, and often will have a male only floor and a female only floor
- Virtual tour available, contact [referrals@wecarehomes.co.uk](mailto:referrals@wecarehomes.co.uk)





# Risk Strategies

## **Admissions & Emergency Referrals**

We accept planned placements and emergency referrals. We review referral documents and risk assessments provided by the Placing Authority to ensure we can support the young people and match staff, location and the needs of the existing young people to manage risks. There would need to be a dialogue with the existing placing authority and a comprehensive risk assessment in place, before placement. Furthermore, a planning meeting will need to take place with the local authority within 72 hours of admission, unless an Emergency. Emergency Placements are taken on the understanding that missing information will be shared within 72 hours of placing and that the package will reflect that additional staff will be involved in the support of the young person while full risks and needs are unknown. We require a planning placement meeting within 48 hours of an emergency placement commencing, along with how the local authority is going to support the placement (including out of hours) until the planning placement meeting has occurred and relevant young person's support documents have been transferred, this must include any missing protocols to follow.

## **Child protection**

All staff operate within the London Child Protection Procedures and follow the organisation's own Child Protection Policies. Staffing ratios ensure that there are appropriate staff levels to support the assessed supervision requirements of each young person. All staff members receive ongoing safeguarding training to promote competence in keeping children and young people safe. Each young person have an individual risk assessment that is reviewed and updated regularly.

Each young person is made aware of their rights, their entitlements and how to complain.

All staff members are subject to robust scrutiny through our safer recruitment process. This includes an enhanced DBS and reference checking before commencing employment. **Protection policies are available to view, see contact section [here](#).**

## **Bullying**

We Care Homes (WCH) has a zero-tolerance for bullying behaviour.

Staff members are required to always promote anti-oppressive practice both with young people, each other and any other person visiting the home, either in a professional or personal capacity. When children, young people and staff first come to the home, they are made aware of the policy and related in-house procedures for tackling bullying.

Staff will report any concerns to the senior staff member on duty.

Discussions will take place and strategies and agreements will be put in place to eradicate bullying behaviours. A full written account of the concerns and the actions that are carried out must be held in the home, and information placed on the relevant child's or young person's file.

## **Radicalisation**

All staff members receive training to identify possible signs of radicalisation and have knowledge of the National Prevent Strategy. Any concerns identified are shared with relevant individuals and organisations.

## **Child Sexual Exploitation**

All our staff members are highly trained in helping children at risk of CSE. Staff members receive training regarding CSE, Grooming, gang affiliation and Identifying risks pertaining to CSE and CCE. Staff members are trained to utilise protocols and procedures where risk is identified. We Care Homes have extensive partnerships with CSE/CCE leads with multiple agencies, including police and NHS.





# Risk

## Strategies Cont'd

### **Missing from home**

When children and young people go missing from the home without permission, all staff follow the organisations missing from home policies and procedures and local missing-from-home protocols; agreed upon by the local authority and the police.

Staff will take steps to reduce the likelihood of young people leaving the house without permission and encourage young people to have good and consistent communication when out of the home. The placing authority will be asked for return-home interviews to be conducted by an independent person on their behalf within 72 hours of children or young people returning home. The purpose of these interviews is to establish the reason for young people going missing and provide opportunities to implement strategies to reduce or eliminate missing-from-home episodes as well as identify any well-being issues.

Key worker sessions are conducted to discuss missing-from-home episodes and educate young people to understand the dangers of leaving the house without permission and going missing as well as ensuring the young person is equipped with knowledge about supporting organisations available to them whilst out of the home. We follow the Philomena Protocol.

### **Anti-discrimination**

Staff take every step to make sure that individual young people are not subject to discrimination, marginalisation or bullying from their peers by virtue of their age, religion or belief, race, disability, ethnicity, cultural and linguistic background, nationality, sex, gender reassignment, gender identity, sexual orientation, marriage or civil partnership, pregnancy and maternity, mental or physical health, or for any other reason.

### **Safe Home Environment**

WCH is wherever possible, kept free from hazards. There are environmental risk assessments in place to support a safe home environment. These are reviewed and updated regularly to ensure they accurately reflect environmental and property risks including maintenance. An annual fire risk assessment is completed by an appropriately competent fire assessor to ensure that the house meets fire regulations. Fire extinguishers and fire blankets are on site to use if required. They are checked and serviced regularly to ensure they are in good working order. A fire alarm is installed in the house, which is regularly checked, and all children, young people and staff have fire induction on arrival and take part in regular fire drills to promote the safe evacuation of the building in the event of a fire. Annual legionnaires testing and PAT testing take place to ensure the safety of water and electrical equipment.

### **Cameras and Surveillance**

WCH has a surveillance system in all its properties. Cameras are in external areas of the properties and communal areas in the properties to ensure privacy and dignity. Social workers are advised of this prior to placement and consent of its use is sought at the stage of placing. Young people are given the information in their young people's guide.

### **Whistleblowing**

We Care Homes have a Whistleblowing policy that is distributed to the staff and introduced to them during their induction. The policy is available as part of the Staff Handbook.



# Risk

## Strategies cont'd

### Positive Behaviour

Staff are committed to supporting children and young people to build and sustain positive relationships. At WCH, we strive to earn the trust of children and young people who might have suffered insecure attachments before their placement at WCH. We aim to offer the highest standards in childcare practices. Each child and a young person live as part of the group in the home and share in the day-to-day activities that are common to the lives of children generally. This includes eating together, sharing activity/leisure time, and developing joint interests and hobbies. It is also acknowledged that children and young people need their own space. Therefore, we will ensure they have opportunities to participate in activities and spend time as individuals and not always as part of a group.

Staff members support each young person to live as a group in the house. They assist each child to understand and manage their relationships with peers and staff in constructive ways. This will be achieved through a combination of formal and informal discussions with children and young people.

We strive to support all children and young people to understand the importance and value of safe and reliable relationships. They learn to manage social interaction in positive ways and improve their socialisation skills by utilising behaviour management which includes the young person's input.

Staff members encourage children and young people to develop their own identity and build their self-esteem. This is essential in developing relationships with others.

At WCH, we will ensure that all children and young people have clear boundaries and regular routines. This gives children and young people consistency and supports them to feel secure.

Rewards systems are in place that promote positive behaviour, and each goal or target will be individually created in response to the needs of each young person.

We believe that boundaries and structure are essential components of responsible parenting.

We believe this is best achieved by:

- Promoting positive relationships
- Promoting respect for self and others
- Providing clear guidelines regarding appropriate behaviour
- Providing clear statements regarding the rules of the home
- Providing clear statements regarding sanctions
- Treating all children and young people as individuals

We involve children and young people in setting out the rules and expectations of the house and agreeing with appropriate sanctions.

We aim to encourage positive behaviour in children and young people, by building relationships with them based on trust, created by consistent practice, mutual respect and understanding. We understand that on occasions children and young people will test the boundaries set by staff and that there will be times when disciplinary actions are required.

We do not use restraint as a policy, but staff are trained in restraint practices, we avoid the need to use such techniques through de-escalation and conflict management and resolution.



# Quality Assurance

## Monitoring of Quality of Support

Staff at WCH will consistently promote opportunities for young people to have their views heard and their wishes granted where possible. Several forums are available to listen to young people's views, which include:

- Regular Young People's Meetings
- Individual Key Working Sessions
- Questionnaires
- Advocacy Services
- Talking directly to the Home Manager
- Support to develop their own, young person-friendly, care plan
- Looked After Children Reviews
- Using reflective practices, to learn from feedback and incidents

We conduct our own Quality Assurance reviews as well as inviting an independent visitor to perform reviews.

## Views of Others

At WCH, the children, young people living in the home have the right:

- a) To be treated fairly.
- b) To be physically well cared for in relation to, for instance: their health, clothing, food and a warm, clean and safe home.
- c) For friends and families to be made welcome in accordance with their care plan.
- d) To have their views encouraged and considered.
- e) To be supported in following any religion they may choose.
- f) To expect choices whenever they are available.
- g) To read what we write and record about them.
- h) To receive care, requiring regular review and update
- i) To complain if unhappy with the care received or offered.
- j) To have their own copies of their daily care plan and review papers on request

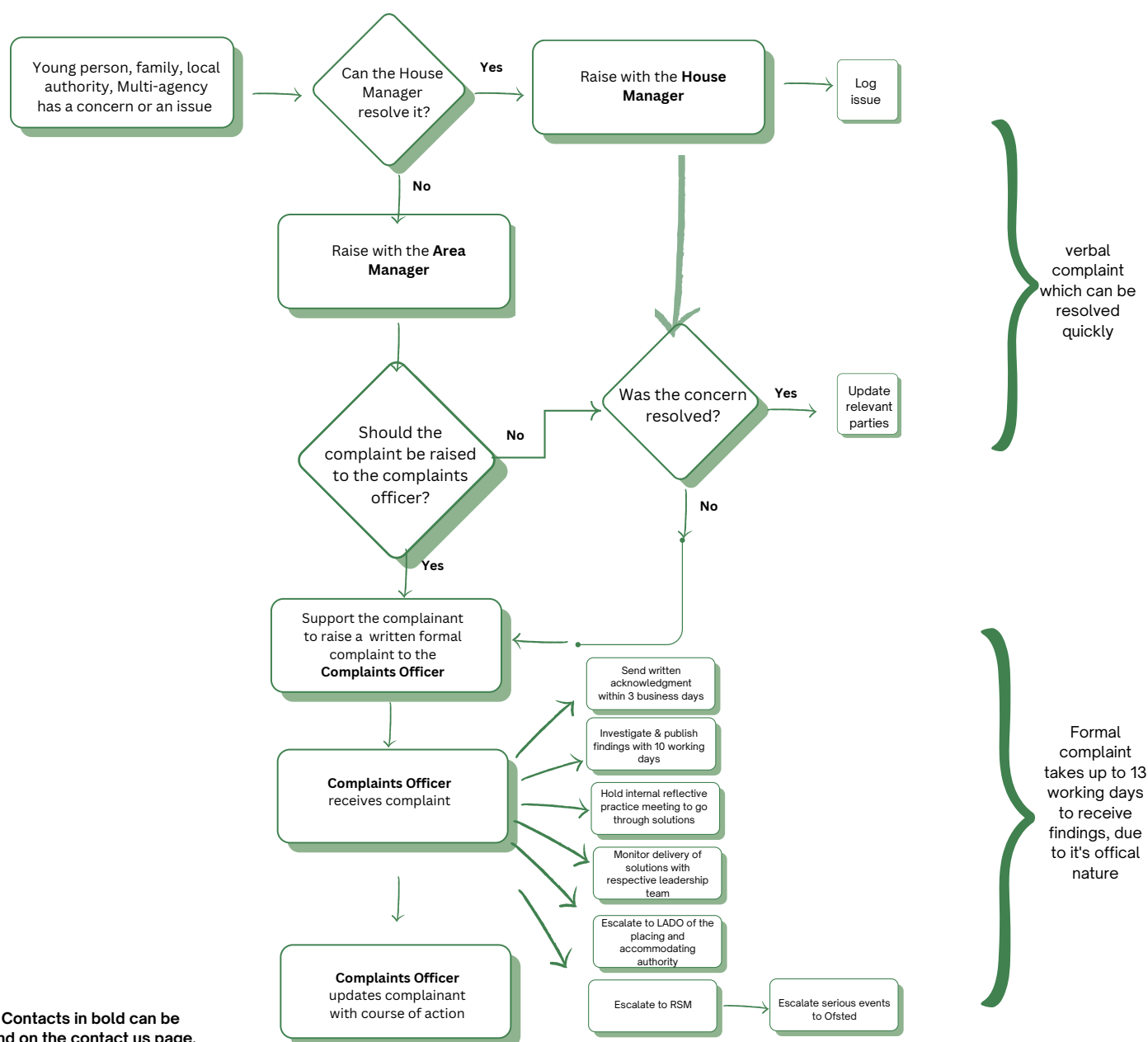
The views of the community, that the young people live in, including safety organisations are consulted during our location risk assessment. Feedback is sought from professionals involved in the young persons support via our surveys. Young persons feedback (anonymous or otherwise) is also sought using various methods from surveys, suggestion boxes and as part of the quality of support review.



# Complaints

- An accessible complaints policy is made available to the young people we support as part of their induction and notices are included on the young persons notice board.
- The complaints policy can be made available to local authorities, multi-agencies and family on request.
- Staff are supplied with the complaints policy as part of their induction and is included in the staff handbook.
- A copy of the policy is located in each home.
- We are fully committed to investigating all complaints, and first welcome complaints to be resolved informally in the first instance. This is to prevent unnecessary delay in providing a quick solution.
- If the issue is not resolved satisfactorily then we invite complaints in writing. Written complaints are usually acknowledged within 3 working days. These are investigated and findings are usually published within 10 working days.
- We use reflective practices to understand and learn from complaints so we can implement lessons learnt and implement solutions.
- Serious events & trends are reported to Ofsted

A quick guide is included below.





# How to Contact Us



## Referrals

[referrals@wecarehomes.co.uk](mailto:referrals@wecarehomes.co.uk)  
020 8175 1806 Office hours  
020 8150 1195 Out of hours

## Further Info

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

## Complaints

[compliance@wecarehomes.co.uk](mailto:compliance@wecarehomes.co.uk)

## HR

[hr@wecarehomes.co.uk](mailto:hr@wecarehomes.co.uk)

## Escalations

- [adrian@wecarehomes.co.uk](mailto:adrian@wecarehomes.co.uk)  
Nominated Individual
- [denise.karaturp@wecarehomes.co.uk](mailto:denise.karaturp@wecarehomes.co.uk) Registered Service Manager

## The Houses

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Protection Policies are available by contacting [info@wecarehomes.co.uk](mailto:info@wecarehomes.co.uk)