



## Capstone Foster Care South West Statement of Purpose Young People's version

### Introduction:

This document is a summary of Capstone Foster Care's Statement of Purpose and was developed with the help of young people in Capstone's care.

We believe that if children are placed with our foster families, they can begin to have a positive life.

Although there are many rules that Capstone is required to follow, your needs are our priority.

This Statement of Purpose is so that you can see what is important to Capstone.

These are the laws that Capstone has to abide by:

- The Care Standards Act 2000.
- The Fostering Services Regulations 2011.
- The National Minimum Standards for Fostering Services 2011.

We also listen to suggestions from children, carers, families, social workers, etc. Their ideas can help Capstone find new and better ways of working.

This Statement of Purpose also tells you what we provide as a company and what we want to achieve.

This document is updated every year and was last [updated in November 2020](#)



Building brighter futures



## Aims and objectives

All children have different behaviour and different needs and Capstone does its best to provide each child with a family that will be right for them.

Foster carers at Capstone have lots of training so that they develop skills to help the different needs that children have.

Capstone works with your social worker to find out what you need and to find you a fostering family where we think that you will have the best chance of living a positive life.

Capstone works “therapeutically” with children. This means that we try to help you to sort out any problems that you think you may have and – with your foster carers – we find ways of supporting you.

Sometimes children will see a therapist as well to help them to understand and work through their feelings so that they can get on with their life without a lot of bad memories getting in the way.

## Standards of Care

Capstone and all the people that we work with make sure that:

- We work in a way which puts you first and this leads to positive outcomes for children and their carers.
- Children are protected and kept safe while in foster care.
- Children and foster carers are “matched” carefully so that they are right for each other.
- Each child’s cultural needs are met. This could be about their religion, race, language or any other cultural need.
- We provide a well-rounded service that meets all of your needs and helps you to be yourself and to be happy:
  - Physical needs
  - Emotional needs
  - Education
  - Hobbies
- We make sure that you are prepared for when you leave care, for example so that you:
  - Have savings in the bank
  - Know how to take care of yourself
  - Find a job which is right for you
  - Continue in further education if it is appropriate for you
- We arrange contact with parents or other people who are important to you if this has been agreed. Sometimes children don’t want contact and sometimes the court doesn’t allow it.
- We recruit people who will make very good foster carers. They need to understand feelings and be strong people.

- Make sure you feel safe and secure. Capstone supports the children and the carers so that everybody feels looked after.
- Provide qualified and experienced supervising social workers and therapists.

## Services and facilities

Children who are placed with Capstone have all sorts of different needs. We have skills in many different areas, including carers who have very good emotional understanding and can provide you with a secure, safe and nurturing home.

## About the staff at Capstone

At Capstone we think it is important to have the right people working for us.

We have 4 offices in the South West with approximately 35 staff, consisting of social workers, administrators and managers for each office. We also have support workers and therapists on a casual basis, as well as independent panel members and assessing social workers.

## Complaints and Outcomes

Capstone has a clear complaints procedure and the person who handles the complaints is called the Complaints Officer. The procedure is available to everybody – children, young people, carers, parents and other professionals – and is explained in your Capstone Young Person's Guide.

If you are unhappy about anything and feel you need to speak to someone about this, you can contact us at [complaints@capstonefostercare.co.uk](mailto:complaints@capstonefostercare.co.uk) or call us on **01626 320 840** or for free on **0800 012 4004**.

Children may also contact the [Children's Commissioner](#) on **020 7783 8330** or freephone **0800 528 0731**, email [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk) or via the website [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk).

**Advocate:** If you would like an adult to support you to make your views heard, then please ask your carers or the supervising social worker for information on accessing an advocate.

## Carer recruitment, assessment and support

### Recruitment

Capstone looks for both new and experienced carers who we believe can be the sort of carers who will give you everything you need to enjoy a good life.

In Capstone, we know that every child is different, so we employ lots of different sorts of people and their families, all with different interests, skills and experiences to make sure that we have a family that is right for you.

What makes all our carers similar is that they are all committed to the children that they care for. They work with Capstone to give every child the best opportunities possible so that they can have a good life.

### **Assessment**

We want to make sure that people are going to be really good carers, which is why the assessment process can be quite long, usually between 4 to 6 months.

A social worker will visit the potential foster carer's home many times and will also talk to their friends and family to find out more about them. We need to make sure that they have lots of energy and understanding to look after you.

They will have a check-up with the doctor to make sure they are fit and well and we check to see if the person has ever been in trouble with the police or with social services.

### **Training**

Training is a very important part of being a carer and all carers must make the time and effort to go to the training.

Carers also have to complete a workbook which shows what they have learnt from the training that they go to.

There are carer support groups where carers get together and talk about their experiences so that everybody can learn from them. There is a therapist at these clinics to give professional support. Conversations are kept confidential.

Capstone encourages all carers to work towards getting qualifications and learning as much as possible. This might be training from outside Capstone – maybe on the internet or at college.

### **Supervision and Support**

Carers have a Supervising Social Worker whom they will see at least once a month.

The Supervising Social Worker will give support and make sure that the children and the carers are all ok.

All carers have a review each year to make sure that they are doing a good job. This may be done by their Supervising Social Worker or it may be done by somebody else.

During the review Capstone asks lots of people what they think about the carers – their birth children, you, your social worker and someone at your school – to make sure that you feel good about being in this family and things are going well for you. We will not ask you what you feel in front of your carers, so that hopefully you can be honest with us.

If you find it difficult to write down what you really think, that's ok, but we really would like to know what you think. Perhaps you will find it easier to talk to someone – you can talk to your carer's Supervising Social Worker. Or perhaps you would prefer to draw a picture to explain what you are feeling? Then you can do that instead of writing something down.

## Finally

Capstone makes sure that we get your views in lots of different ways:

- By talking to you regularly.
- By listening to what you say (or don't say!) in the carers' review.
- By giving you a questionnaire to answer when you leave us.
- By asking you to participate in activities which may involve some discussion about what you're feeling
- The Children's Champions will also be available to support and listen to you

Capstone tries very hard to give the best opportunities to children so that they can have positive lives. **But there is always room for improvement!!** We are always ready to listen to ideas and looking for ways to make things even better.

Capstone Foster Care (South West) is a registered limited company No: 4343716.

Capstone Foster Care (South West) is registered with Ofsted (URN: SC032760) and is inspected by them regularly. Our current Ofsted rating is "Good with Outstanding features".