



NBV Enterprise House

David Lane

Nottingham

NG6 0JU

Tel: 0115 860 2306

Info@smilecareservices.co.uk

www.smilecareservices.co.uk

Dear Commissioner,

RE: Smile Care Services

- 1.0 I would like to thank you for downloading our brochure letter which we hope you will find interesting and lead to us working together going forwards.

- 2.0 As a leadership team, we take our responsibilities seriously thus the implementation of our enhanced quality assurance mechanisms as we are an expanding developing business that commissioned our website as part of a wide range of up-grading of our quality assurance processes. Our website demonstrates our commitment to our residents.

- 3.0 **Quality Assurance:** We have commissioned long-term partnerships with Clear Direction Consultancy Ltd to support with training and developing our workforce to help us achieve our continuous improvement aspirations. Our partnership with Clear Direction Consultancy Ltd., and Red Pressures Ltd., enable everyday access and support from HCPC registered, social care expertise to help us ensure our quality assurance mechanisms are effective.

- 4.0 **Leadership and Management:** We seek best value in everything we do; Our leadership team, commissioned bespoke support for our business growth period as we strive to ensure excellence in everything we do.

- 5.0 We have also commissioned development of our bespoke Customer Relationship Management (CRM) system to enable us to effectively risk manage our services, improve our performance management and progress tracking.
- 6.0 **Commissioners:** We look forward to discussing your care and support needs further, as we have a large range of services that we can offer to help to rehabilitate and change the life chances and presenting futures of our prospective residents.
- 7.0 **Service Provisions:** Smile Care Services provides professional semi-independent, supported living and independent care and support services for young people and young adults aged 16 – 24 years who are in care, leaving care, young offenders, troubled or troublesome.
- 8.0 We work in partnership with our commissioners, young people or young adults, their families and other professionals to provide life and social skills training to safeguard and educate them whilst they transition into their *more* positive futures.
- 9.0 **Commissioners:** Contact us if you would like to place young people or young adults in our services.
- 10.0 **Life and Social Skills:** We have over 300 life skills courses available to choose from which enables us to tailor support packages to meet the specific needs of each young person or young adult utilising our services.
- 11.0 **Semi-Independent Living:** We work within a multi-agency, multi-disciplinary framework with our commissioners and other professionals to ensure the transition from Local Authority care to semi - independent living is a safeguarded transition, tailored to reduce anxiety and incidents for the young person.

- 12.0 Our **Semi-Independent Living** services provide assessed support packages to young people which progress to safely transitioning them from semi-independence to Independent Living.
- 13.0 **Supported Living:** We provide a different approach to supported living for young adults in that each of our residents have the right to their own tenancy agreement and have exclusive access to their own accommodation or living space in shared tenancies.
- 14.0 Our residents will be fully involved in the planning of their support plan. The actual support received will have the aim of supporting the individual to maintaining and developing maximum levels of independence within their home and community.
- 15.0 **Independent Living:** We work as part of the team around the resident to prepare and transition them into independent living when they have completed their life and social-skills courses as part of an agreed planning process. We don't stop there as we support the transition process further when the resident moves on from our services.
- 16.0 **Offending Behaviour Programmes:** Our **offending behaviour programmes** are delivered by experienced criminal justice programme tutors with a wealth of experience and expertise, this is simply part of the service we provide due to our robust partnership arrangements with relevant multi agency professionals.
- 17.0 **Community Interventions:** We link into community based services and interventions to support residents sense of belonging to their new locality. This helps them swiftly build new friendships and familiarise themselves to their new community.

18.0 We look forward to discussing your requirements further.

Yours truly,



Iftikhar Ahmed
Chief Officer