



YOURCARE24

EMPOWERING THROUGH CARE

Empowering children. Enabling futures.

Specialist care and support for children and young people with complex needs, delivered with compassion, expertise and a commitment to independence.



Safety



Dignity



Compassion



Opportunity



Inclusion



A Voice

Every care. Every day.

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Welcome to YourCare24



Experienced Leadership and Clinical Oversight

Our skilled leadership team brings together deep clinical expertise, strong governance and a shared commitment to excellence.

Stuart Chigumira
Director & Registered Manager

Hannah Price-Davies
Children's Clinical Lead

Sandra Madzivire
Adult Clinical Lead & NC Lead

Emmanuel Penduka
Director, Operations and Therapy Lead



Clinical Governance Board chaired monthly by our [Registered Manager](#) and [Operations Manager](#).

At YourCare24, we understand that inviting others to support your child is one of the most important decisions a family can make.

Every child is unique. Every family has their own routines, experiences, worries, hopes and ways of doing things. We believe the best support begins with listening carefully, building trust and understanding what matters most to the child and the people who know them best.

Our children's services are designed to provide safe, nurturing and highly personalised support for children and young people with disabilities, complex needs, sensory differences, health conditions and behaviours that may challenge.

We work **alongside** families, commissioners, therapists, schools and healthcare professionals to provide support that is consistent, responsive and genuinely child-centred. Whether support takes place at home, in the community, overnight, during short breaks or through outreach services, our focus remains the same:

- Helping children feel safe and understood
- Supporting positive experiences and meaningful outcomes
- Building trusting relationships
- Supporting emotional wellbeing and regulation
- Helping children access their communities and daily lives in ways that work for them
- Giving families confidence, reassurance and practical support

Our approach combines warmth, professionalism and strong clinical and safeguarding oversight, ensuring children receive support that is both compassionate and safe.

Who We Support

We support children and young people with a wide range of needs, including:

- ✓ Learning disabilities
- ✓ Autism
- ✓ Physical disabilities
- ✓ Complex health conditions
- ✓ Neurological conditions

- ✓ Sensory and communication differences
- ✓ Behavioural and emotional regulation
- ✓ needs
- ✓ Epilepsy and seizure disorders
- ✓ PEG feeding and delegated healthcare tasks
- ✓ Mobility and moving and handling needs
- ✓ Sleep difficulties
- ✓ Children requiring 1:1 or 2:1 support

We understand that diagnoses only tell part of the story.

Our role is not simply to provide care tasks. Our role is to understand the child behind the diagnosis, what helps them feel calm, safe, included, engaged and happy.

We recognise that behaviour is communication and that many children communicate through body language, facial expressions, sounds, routines, movement, sensory responses and emotional cues. Our teams are trained to understand these differences and to respond with patience, consistency and reassurance



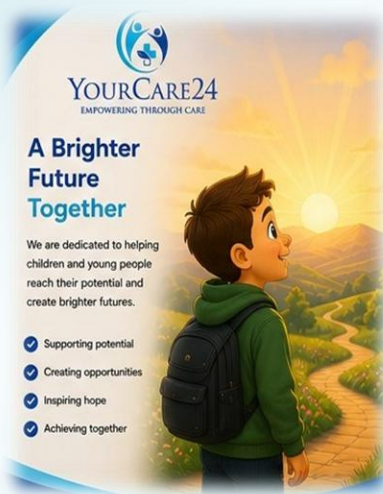
Understanding Every Child

No two children experience the world in the same way.

Some children may feel overwhelmed by noise, changes in routine, busy environments or unfamiliar people. Others may need support to communicate choices, regulate emotions, participate in activities or feel safe during transitions.

At YourCare24, we take time to understand:

- How a child communicates
- What helps them feel safe
- Their likes, dislikes and interests
- Sensory preferences and sensory triggers
- Emotional regulation needs
- Family routines and preferences
- Important relationships
- Health, mobility and clinical needs
- What successful support looks like for them



We understand that small details matter. For some children, having a calm voice, a familiar routine, visual reassurance or additional time to process information can make an enormous difference to their wellbeing. We also understand that transitions can be difficult. Activities ending unexpectedly, waiting too long, unfamiliar environments or changes in plans can create anxiety and distress. Our staff are trained to recognise early signs that a child may be becoming overwhelmed and to respond calmly and positively before situations escalate.

Children are supported at their own pace, with care adapted around their communication, sensory and emotional needs.

Working Alongside Families

Families know their children best and we see parents, carers and family members as essential partners in care and support, and given many of us at YourCare24 are, ourselves parents; we commit to treat you like we would want to be treated.

Our teams work closely with families to understand routines, communication methods, sensory preferences, healthcare needs, favourite activities and the approaches that work best for their child.



We recognise that consistency is incredibly important for children who may struggle with change, anxiety or regulation difficulties.

This means we work hard to:

- Provide consistent staff teams wherever possible
- Follow agreed routines and approaches
- Share information clearly and openly
- Listen carefully to family guidance
- Adapt support as a child's needs change
- Work collaboratively with therapists, schools and professionals

Families are kept informed about how their child has been, activities completed, emotional wellbeing, nutrition, hydration, sleep, communication, community access and any concerns or achievements during support. We understand that for many families, trusting others with their child can feel overwhelming. Our aim is to build relationships based on honesty, reliability, kindness and professional accountability.

Supporting Communication

Communication looks different for every child.

Some children use speech, while others may communicate through gestures, eye pointing, sounds, facial expressions, communication aids, visual prompts or body language.

YourCare24 staff are trained to recognise and support a wide range of communication methods.

We understand the importance of:

- ✓ Giving children time to process information
- ✓ Using calm and consistent communication
- ✓ Supporting choice-making
- ✓ Using visual supports where appropriate
- ✓ Reducing pressure during communication
- ✓ Understanding emotional and sensory influences on communication
- ✓ Recognising when children may be overwhelmed, tired or dysregulated

We believe every child should feel listened to, included and involved in their daily life. Children are spoken to respectfully, involved in decisions wherever possible and supported to express themselves in ways that work for them.



Supporting Emotional Regulation and Sensory Needs

Many of the children we support experience sensory differences or emotional regulation challenges.

Busy environments, loud sounds, bright lights, changes in routine, waiting, fatigue or communication frustrations can sometimes feel overwhelming.

Our teams are trained to recognise sensory and emotional cues early and to provide calm, supportive responses.

Support may include:

- Structured routines
- Calm and predictable environments
- Sensory activities
- Gentle reassurance
- Reduced environmental demands
- Transition support and countdowns
- Quiet spaces
- Sensory regulation strategies
- Emotional reassurance
- Activity pacing and rest breaks
- We focus on understanding why a child may be distressed, rather than simply reacting to behaviour.

Our aim is always to reduce anxiety, support emotional safety and help children feel understood



A Day with YourCare24

Every child's day looks different because support is designed around their individual needs, routines and interests.

A typical day may include:

- Gentle morning routines and personal care
- Sensory regulation activities
- Support with eating and drinking
- Home learning or educational activities
- Community access and outings
- Play, music, creative or social activities
- Therapy-based exercises or routines
- Quiet time and emotional regulation support
- Evening wind-down routines and overnight support where required

Activities are carefully planned around each child's:

- Energy levels
- Health needs
- Sensory preferences
- Communication needs
- Emotional wellbeing
- Interests and enjoyment

We believe children should have opportunities to enjoy life, explore their communities, develop confidence and participate in meaningful experiences.

Children may enjoy activities such as:

- Sensory play
- Drama and music sessions
- Community outings
- Libraries
- Bus rides and travel experiences
- Water play
- Quiet outdoor activities
- Social interaction opportunities
- Creative and educational activities

Support is always adapted to help children feel safe, regulated and included.

Safety, Quality and Clinical Oversight

Keeping children safe is at the heart of everything we do.



YourCare24 operates robust safeguarding, governance and quality assurance systems to ensure children receive safe, responsive and well-managed support. Our staff receive training and competency assessment in areas including:

- Safeguarding children
- Medication administration
- Moving and handling
- Infection prevention and control
- Epilepsy awareness
- Delegated healthcare tasks
- Communication support
- Behaviour support
- Autism awareness
- Equality, diversity and inclusion • Positive behaviour support

Support is overseen by experienced leadership teams who monitor:

- Care quality
- Safeguarding concerns
- Incidents and trends
- Medication safety • Staff competencies
- Risk management
- Documentation and care records
- Family and professional feedback

We use digital systems to support accurate recording, communication and oversight while maintaining confidentiality and professional accountability



Positive Risk Taking and Independence

We believe children should have opportunities to explore, experience enjoyment and build confidence safely. This means balancing safety with meaningful participation. Rather than focusing only on restrictions, we work with families and professionals to identify how children can safely access activities, routines and experiences that are important to them.

Support plans and risk assessments are personalised and regularly reviewed to ensure children can:

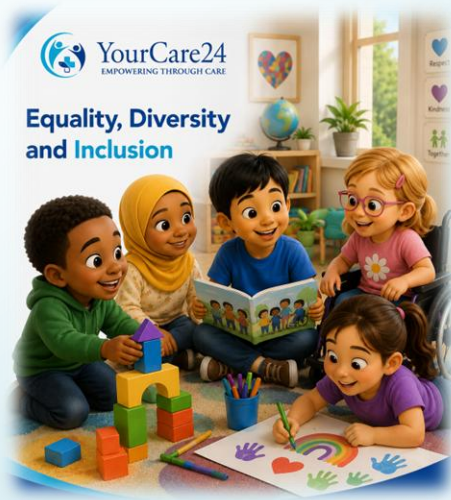
- Access their communities
- Enjoy social opportunities
- Build independence
- Develop communication and life skills
- Participate in activities they enjoy
- Experience choice and inclusion

We recognise that positive experiences, confidence and emotional wellbeing are essential parts of development.



Equality, Diversity and Inclusion

At YourCare24, we are committed to ensuring every child feels respected, valued and included. We understand that every child and family brings their own culture, identity, routines, beliefs and experiences.



Support is tailored around each child's individual needs and family preferences, including:

- Cultural routines
- Religious beliefs
- Communication needs
- Dietary requirements
- Sensory needs
- Family values and preferences

Children are supported in ways that protect their dignity, rights and individuality. We are committed to creating environments where children feel safe, accepted and able to participate fully.



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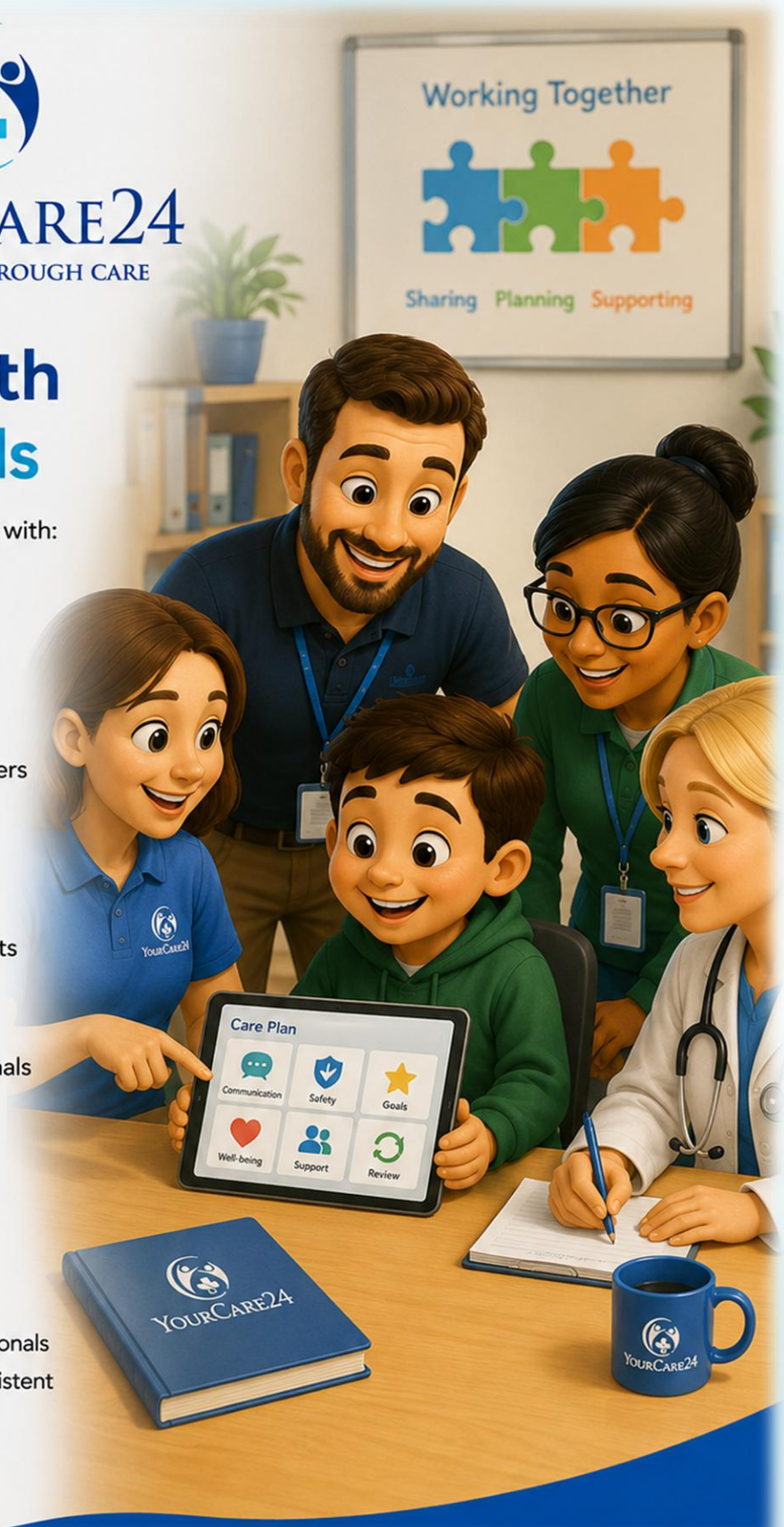
Working with Professionals

YourCare24 works collaboratively with:

- ✓ Local authorities
- ✓ Commissioners
- ✓ Social workers
- ✓ Schools and education providers
- ✓ Occupational therapists
- ✓ Physiotherapists
- ✓ Speech and language therapists
- ✓ Community nursing teams
- ✓ GPs and healthcare professionals
- ✓ Family support networks

We understand the importance of joined-up communication and coordinated care.

Our teams work closely with professionals to ensure support remains safe, consistent and outcome-focused.





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Our Promise to Families

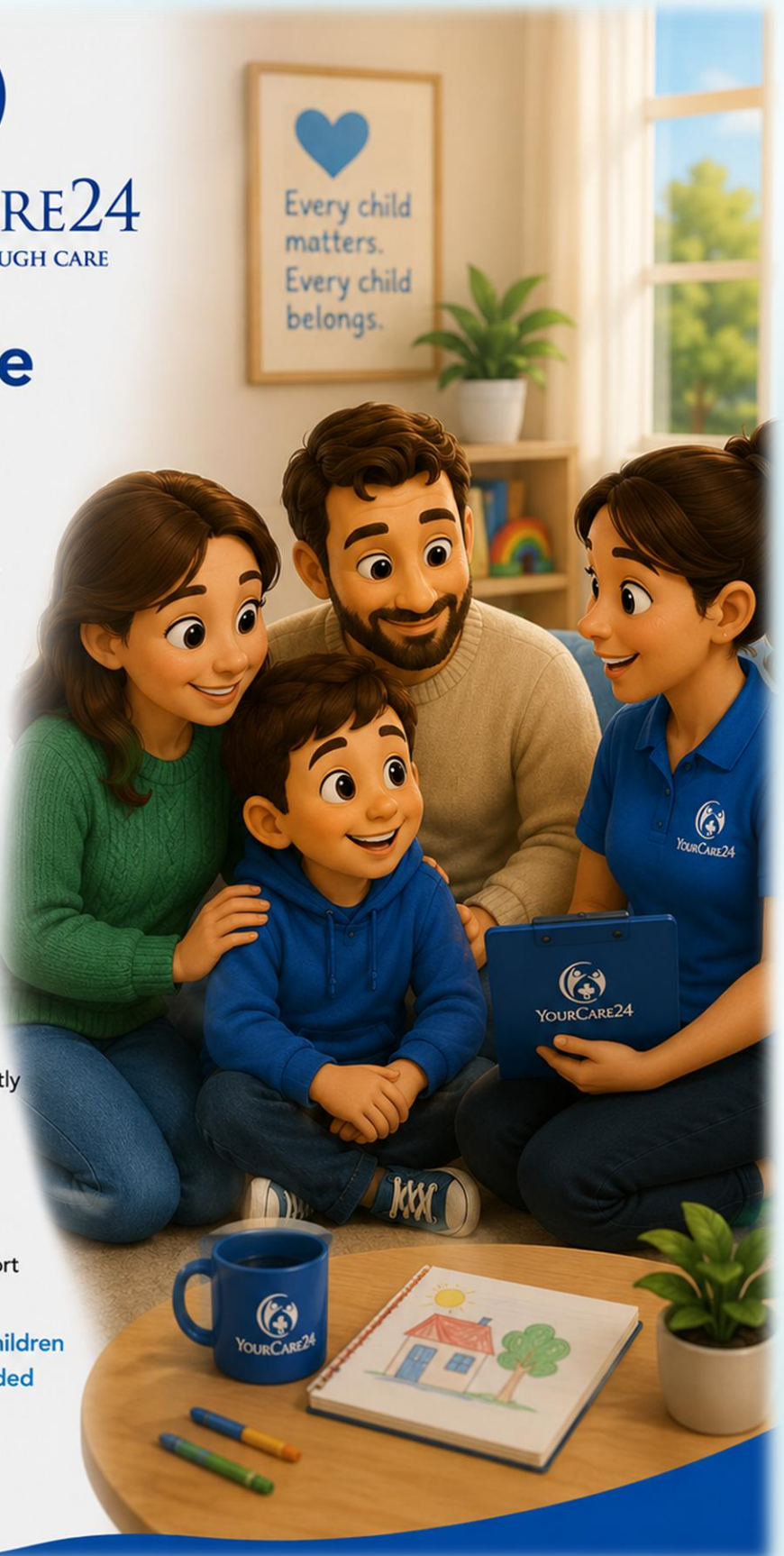
We know that choosing support for your child is deeply personal.

At YourCare24, we promise to:

- ✓ Treat every child with kindness, dignity and respect
- ✓ Listen carefully to families
- ✓ Build trusting relationships
- ✓ Support children safely and compassionately
- ✓ Recognise each child's individuality and strengths
- ✓ Communicate openly and honestly
- ✓ Promote positive experiences and meaningful outcomes
- ✓ Provide reliable, consistent and professionally accountable support



Above all, we aim to help children feel safe, understood, included and valued.



Contact Us

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For referrals, placements or further information about our children's services, please contact our team.

