

FAMILY SERVICES

Helping Families Build a Brighter Future



PROGRESSIVECARE

Abbeyfield Family Supported Living Service



A Guide to Family Supported Living

Abbeyfield's Family Supported Living service offers safe, secure accommodation for families who require wrap around targeted or intensive support. The service is designed for families where parents are aged 18 and over and have been identified as needing ongoing guidance, support, or intervention during social care assessment and/or following a residential parenting assessment.

Abbeyfield Family Supported Living offers:

- Short- to medium-term support for vulnerable families
- Access to Support Workers who provide guidance, and practical support
- Access to a multi-agency team, offering specialist advice and interventions where appropriate
- Targeted support delivered alongside the existing multi-agency team including Local Authorities, education services and health professionals, and family and friend safety networks, helping families build on their existing strengths in a safe, supportive setting as they prepare to live independently within their community.
- Family Group Decision Making Meetings chaired by our qualified Social Workers to develop family owned safety plans.

Our service aims to reduce the need for long-term statutory intervention and supports positive outcomes for children and their families.





Family Supported Living at Abbeyfield

At Abbeyfield, our Family Supported Living service is designed to support and guide parents and families to live as independently and safely as possible, while ensuring they receive the wrap around support they need.

We provide:

- Intensive Family Support Plan
- Guidance on the principles of independent living
- Keywork and Practical support to develop parenting skills
- Information to support children's growth and development
- A safe environment where the welfare of all children is a priority
- Signposting to specialist support services within the community
- Access to a multi-agency team, offering specialist advice and interventions where appropriate
- Family Group Decision Making Meetings chaired by our qualified Social Workers to develop family owned safety plans

Within our supported living accommodation, parents and their children can live safely, knowing that tailored support is available to meet the unique needs of each family.

This support may include:

- Practical support and guidance with parenting and daily living skills
- Keywork to support menu planning, shopping, and budgeting
- Support to access and engage with the wider community
- Family Group Decision Making Meetings chaired by our qualified Social Workers to develop family owned safety plans

Families can stay with us for as long as they need, allowing them the time and stability to build confidence and thrive in an independent setting.

Our Team

Senior Manager

Hello, my name is **Kerry Seymour**. I've spent 27 years working with children and families, and throughout that time my focus has always been on helping families feel understood, supported, and treated fairly.

I began my career in an early years settings, qualifying with a Diploma in Nursery Nursing, which gave me a strong understanding of children's development and the importance of stable, nurturing environments. I joined Progressive Care 21 years ago as a Support Worker within Family Assessment and have grown with the service ever since, progressing into roles including Senior Support Worker, Deputy Manager, Registered Manager and now working as a Senior Manager.

Alongside my day-to-day experience, I've continued to develop professionally, completing a Level 4 Diploma in Children and Young People, a Level 5 Diploma in Leadership and Management, an Assessor's Award, and a Level 7 Diploma in Strategic Management and Leadership. This blend of hands-on experience and leadership shapes the way we work across both Family Assessment and Family Supported Living.

Above all, I am passionate about ensuring families feel listened to, respected, and supported. My aim is to make sure every family experience a fair, through assessment and where needed, receives the right guidance and encouragement to move forward safely and confidently.



Local Area

Abbeyfield is located in the north of Sheffield within a culturally diverse community, with a wide range of local shops that reflect the area's diversity.

Sheffield city centre benefits from excellent public transport links and is easily accessible from Abbeyfield via a short bus journey or a 15–20 minute walk.

The area offers a strong range of community resources, including supermarkets, a local park, a library, a children's centre, and places of worship.

Abbeyfield has also established strong partnerships with local agencies, including the local hospitals, GP surgery, health care specialists, the children's centre and much more, ensuring families have timely access to health and community support.



A view of Abbeyfield Park in Sheffield.

Accommodation

The layout of the service has been carefully designed to reflect a small community setting, with apartments designed to promote independence, while maintaining a safe environment - set around a central courtyard. Set within its own grounds, with controlled keypad access and communal CCTV, the environment is both safe and welcoming.

All facilities are designed to promote a homely atmosphere while ensuring families feel secure and supported.

The service comprises:

7 one-bedroom independent apartments

Each one-bedroom apartment is fully self-contained and furnished to a high standard, providing families with a comfortable and practical living environment. Apartments are equipped with everything required for day-to-day living, including a fully fitted kitchen and all essential household items, ensuring families can settle in immediately.



5 Studio Apartments

The studio apartments offer a high-quality, self-contained living space suitable for parents and young children. Each studio is fully furnished and equipped to meet daily living needs, including a private bathroom and a fully fitted kitchen area with all essential equipment provided.

Safety and Environment

Across all accommodation, appropriate fire safety systems are installed, including smoke, heat, and carbon monoxide detection. The service is designed to provide a secure, comfortable, and supportive environment where families can focus on developing independence and stability.



Facilities

Utility Area

The service includes a dedicated utility area where families can manage their own laundry. The space is equipped with washers and dryers, allowing families to take responsibility for day-to-day household tasks.

Surveillance and Security

CCTV is in operation at Abbeyfield within external areas of the service and communal stairwells to support the safety and security of families and the premises. All CCTV systems are managed in line with the **Data Protection Act 2018** and the **UK General Data Protection Regulation (UK GDPR)**.

Meeting Facilities and Office Accommodation

The service provides a dedicated, private meeting space for professional partners to hold reviews, multi-agency meetings, and one-to-one sessions with families.



Supporting Families

Abbeyfield Family Supported Living offers a safe and structured environment where families can develop their skills, confidence, and resilience. The service is designed to support, guide, and empower parents, rather than take over responsibility for their daily lives.

A pre-admission risk assessment will be completed by social care, informed by any recent assessments and identified support. This pre-admission risk assessment will inform the individual support plan.

Support is flexible and responsive to individual needs, and families are encouraged to take the lead in managing their homes, routines, and daily responsibilities.

How the Team Works with Families

The Support Team works in line with the agreed intensive support plan developed at the point of admission.

- Regular welfare and monitoring checks are carried out as identified by social care
- Keywork will be completed to support the development of parent's knowledge as identified within the support plan
- Where practical support has been identified this may include gentle guidance with routines, boundaries, planning daily and weekly appointments
- Responsive support to need to prevent difficulties from escalating
- Access to a multi-agency team providing specialist advice and interventions, if identified within the support plan and criteria is met
- Signposting or referrals to relevant services, including health, education, training, and employment
- Family Group Decision Making Meetings chaired by our qualified Social Workers to develop family owned safety plans

Optional Support and Development Opportunities

Abbeyfield offers a range of additional services and activities that families may choose to access to build skills, confidence, and independence. These opportunities are optional and tailored to meet the individual needs of each family.

Life Skills

- Cooking and meal planning
- Budgeting and money management
- Debt management
- Assertiveness, confidence, and self-esteem
- Personal Development

Health and Wellbeing

- Healthy eating and fitness
- First Aid
- Sexual health awareness
- Drugs, alcohol, and mental health support
- Guidance on self-care and caring for children

Parenting Support

- Child development and stimulation
- Establishing routines and boundaries
- Feeding, weaning, and practical parenting strategies
- Coping with behaviour and managing stress

Education, Training, and Employment

- Support to access training, courses, and employment opportunities
- Key skills sessions and awareness workshops
- Employability and personal development support

In-House Training Opportunities

Families may access accredited training, including:

- Health and Safety
- Fire Safety
- Food Hygiene
- Paediatric First Aid

ASDAN Independent Living Skills Qualifications

- Independent Living
- PSHE

Learning & Development Service Referrals

- One-to-one tuition
- Functional Skills in Maths, English, and Digital Skills
- ESOL Skills for Life

Freedom Programme

A programme that addresses the impact of domestic abuse and supports recovery.



Ethos & Values

1. Aspiring for Excellence

Driven by the Managing Director/Responsible Individual, we are committed to continually raising standards through learning, evaluating and reviewing quality of service delivery. This culture is disseminated from senior management through to the whole staff team. We believe that the direct experiences of families provides a unique insight into the benefits of behaving appropriately. Through continuous consultation this informs the development of high-quality services.

“Continuously learning from what we do to improve service delivery”

“Investing in and supporting individuals to reach their full potential”

2. Investing in People

We encourage families and our teams to aspire to reach their full potential, making the most of the opportunities available to them. We have an ongoing commitment to provide a wide range of educational and training opportunities that offer choice and flexibility.

3. Person-Centred

Our individualised planning ensures that we provide tailored packages of support, dependent on the families’ needs. Our approach is responsive and flexible to individual needs and changes, showing unconditional positive regard and respect.

“Putting parents and their children first, is at our core”

“Involve, listen and learn”

4. Working in Consultation

Participation is an active process where we involve, listen and learn from families. From the outset, families are involved in the planning and continual review of their bespoke support package. We work in a consistent, open and honest way, where positive relationships are built through transparent and non-judgemental practice. We believe that each family has the right to be consulted about decisions regarding their future.

5. Encouraging Independence

We go the extra mile in providing families with the opportunity to learn new skills to develop their independence and self-reliance. We empower parents to make informed choices and develop their capacity to provide safe and positive outcomes for their children.

“Promoting social justice, independence and choice”

“Consistently championing fairness”

6. Ensuring Equality & Diversity

We promote equality and diversity across the Organisation, ensuring individuals are treated with the respect and dignity they are entitled to, appreciating individual differences and celebrating uniqueness. We ensure each individual is aware of their rights and responsibilities.

Aims & Objectives

As an Organisation we aim to:

1. Go the Extra Mile

Families deserve the best chances in life, we have high aspirations for them to reach their full potential and achieve their goals. Aiming to exceed expectations and get the small things right, gives a sense of belonging. We respect and believe in families, investing time to build confidence, self-esteem and we value their thoughts and feelings. We create a nurturing environment enabling the pursuit of hopes and dreams.

2. Provide Targeted and Intensive Support

This service supports families, providing the opportunity to demonstrate their ability to meet their children's needs and keep them safe with support whilst living independently and/ or sustain and build on the positive changes achieved during a residential family assessment centre.

Likewise, families who have been subject to other statutory interventions in the community who still require targeted support and/or teaching that has been recommended.

3. Incorporate Wishes & Feelings

Parents and children are valued as individuals and regularly consulted in regards to their lived experience. This ensures that all families have a platform for their wishes and feelings to be heard, listened to, taken into account and actioned where necessary.

We will work with parents and their safety networks to develop family owned safety plans. Our qualified social workers will chair Family Group Decision Making Meetings to inform these plans, with the agreement of the family and the Local Authority.

4. Promote Positive Identity & Individualised Placements

We provide bespoke packages of support that meet the individual and cultural needs of all the families we work with.

Families with complex needs and vulnerabilities, including but not limited to:

- Learning Disabilities
- Immigration Status
- Transitioning from Looked After status
- Chaotic and transient lifestyles caused by Trauma, Exploitation, Mental Health and Substance Misuse

- Families who require ongoing support following an assessment in a Residential Family Centre
- We work openly and transparently with families and aim to build self-esteem and confidence.

We foster a solution-focused approach whereby the needs are identified from the start and SMART planning is implemented to support families to achieve all desired objectives.

As practiced across all our services, we adopt a 'trauma-informed' approach to ensure our team support families using informed practice of their needs and vulnerabilities.

Overall, we aim to empower families to make safe choices for themselves, develop existing skills and confidence in all targeted areas.

5. Provide Positive Experiences and a Nurturing Environment

As with all our services, Progressive Care prides itself on providing a quality, safe and comfortable environment where families are given the opportunity to live in a safe and secure, nurturing environment.

Families will be supported to access a range of support services that are targeted to their individual needs.



Privacy and Dignity

At Abbeyfield, we are committed to treating all families with respect and promoting the best interests of both parents and children. Our approach ensures that privacy and dignity are maintained at all times.

- Families have access to dedicated meeting rooms, for consultations with Social Workers or other professionals.
- Any support or targeted sessions provided by staff is done sensitively, with the welfare of both parent and child as the priority.
- Staff will knock before entering apartments; however, access may be required in situations where there are immediate concerns for the safety or wellbeing of the family.
- All interactions and support are delivered in a non-intrusive, respectful manner, ensuring families feel valued and supported.



Service Expectations

Abbeyfield has a set of basic service expectations designed to ensure the safety, wellbeing, and comfort of all families residing in the service. These expectations also support the smooth operation of the service and promote a safe, respectful environment:

- Families are expected to follow NHS guidance on the Safe Sleep Policy.
- Families are expected to treat the property with respect and report any damage or breakages to staff promptly.
- The service address must not be shared externally without prior discussion and consent from the support team.
- Families are expected to allow the support team reasonable access to the accommodation to ensure safety and wellbeing checks. Families should also contact staff promptly regarding any concerns.
- Children must not be left unattended in the accommodation at any time, even for short periods.
- The possession or use of illegal substances, including alcohol, on the premises is strictly prohibited.
- Families are required to engage respectfully and collaboratively with the support team, maintaining openness and honesty throughout their placement, in line with their support plan.

These expectations form part of the service's broader framework for safeguarding, risk management, and promotion of positive outcomes for children and families.



Fire Safety

Fire safety is a key priority at Abbeyfield, and robust procedures are in place to protect all families and staff. On arrival, families are familiarised with the service's fire safety procedures, including evacuation routes and designated assembly points.

All staff are trained in fire safety protocols, including raising the alarm, evacuating the building, and contacting emergency services. Routine fire drills are conducted to ensure preparedness and to maintain a safe environment.

In the event of a fire or fire alarm activation, established procedures ensure the prompt and safe evacuation of all families and staff, with a senior member of staff coordinating contact with the Fire Brigade. Families are not permitted to re-enter the building until it has been confirmed safe by staff or emergency services.

Fire safety measures are regularly reviewed and maintained in accordance with statutory guidance and best practice.



Complaints and Feedback

Abbeyfield has a clear and robust complaints and feedback procedure to ensure that families can raise concerns, provide feedback, or report dissatisfaction at any time. Families are informed of the process on arrival, and staff are available to support its use if required.

Complaints can be made directly to staff, or via written submission using the service's formal complaint forms. Where appropriate, families may also involve their Social Worker or another professional already engaged with the family.

The procedure ensures that all complaints are responded to promptly, transparently, and in line with regulatory and safeguarding requirements. Feedback is used to inform service improvements, maintain high standards of care, and promote positive outcomes for families.





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If you need any further help or advice
please feel free to contact us:

0114 2800 230 or **07790 883 956**
and **referrals@progressivecare.co.uk**



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