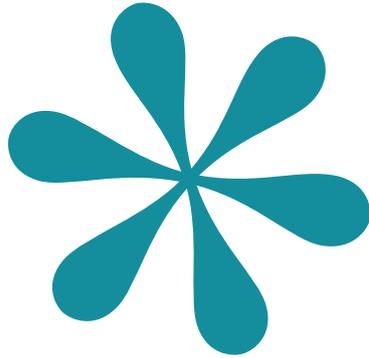


Catchpoint 

*Emotional
Wellbeing for life*



Statement of Purpose

March 2021

Next Review March 2022



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Introduction

This document sets out the Statement of Purpose of the Adoption Support Agency Catchpoint Consultancy Community Interest Company, known as Catchpoint, as is required by the relevant regulations.

Our Statement of Purpose will be updated annually by the management team and reviewed by the Board of Directors. This Statement of Purpose is available to any interested party and those working with our organisation. This document can be reproduced in alternative formats and languages to suit upon request.

In this document 'adoptive' refers to people who care for children not biologically their own, including adoptive parents, special guardians, stepparents, and kinship carers. 'Adopted' refers to children not living with their family of origin whether formally adopted or not.

About us

Catchpoint Consultancy Community Interest Company
Governed by a Board of Directors

Incorporated March 2005
Company Number 05388404

Registered address

Spur 2 The Vassall Centre
Gill Avenue
Fishponds
BRISTOL BS16 2QQ

Telephone: 0117 951 0474
Website: www.catchpoint.org
Email: info@catchpoint.org

Catchpoint is an Adoption Support Agency that is registered with and regulated by the Office for Standards in Education, Children's Services and Skills (Ofsted).

Ofsted
Piccadilly Gate, Store Street
Manchester, M1 2WD
Telephone Number 0300 123 1231
enquires@ofsted.gov.uk
Unique Registration Number SC067034

Background

Catchpoint was founded in 1998 as a therapeutic organisation dedicated to the support of children who had experienced early and complex trauma, and those who cared for them. Very often these children had had extremely disrupted lives, and many had been fostered or adopted. Today our approach still focuses on nurturing positive attachments between the child/ren and their long-term family, using specialist creative arts to help address the effects that trauma has had on their lives. We also place a strong emphasis on providing support for families and carers too.

We continue to work primarily in this way but have also more recently expanded the service we offer to include working with adults who have experienced trauma, whether it be recent or non-recent. This enables us to continue to work with young people who are approaching adulthood, and to support other adults who have experienced trauma in their lives.

Aims

Catchpoint aims:

- to **provide** information and advice to families, adults and professionals about trauma, secondary trauma and attachment related issues to **alleviate** the effects of a child's early life trauma and bereavements
- to **encourage** healthy attachments and strengthen family relationships in families
- to **create** an integrated support team for each family
- to **promote** greater educational and social inclusion of children who have experienced early and complex trauma
- to **support adults** who have experienced recent or non-recent trauma

Objectives

To promote the use of playfulness, acceptance, curiosity, and empathy through creative arts using a psychodynamic and integrated approach, parallel to contemporary validated neuroscience. We work to a trauma informed recovery model for the brain and body relationship to connect, whilst recognising individual and specific developmental needs. We aim to support the child or adult and family feeling safe as individual people and together as one. Our integrated creative model is paramount in helping to address the child's internal system and auditory processing which travels beyond any cognitive awareness and determines the behaviour of the child developed from internal upset and confusion. We aim to support and work towards the adaption of dysregulation, working towards regulation for increased emotional wellbeing, and to support the reduction of secondary trauma in those supporting the child at home.

Throughout the therapeutic journey at Catchpoint our trauma and attachment therapeutic experts will guide and support individual families towards health and growth of humanity based on science and research starting with the foundations the family need to start from in relation to needs identified. To encourage children and families in reaching a greater potential towards social, emotional, psychological wellbeing, attachment and attunement with the hope of participating in shared fun and increased happiness.

The way Catchpoint meets its aims is by: -

- working in partnership with parents, adults, professionals, and other support services,
- undertaking collaborative assessments with other staff (including educational and health staff) involved with the family,
- offering therapeutic programmes that focus on the parent/child relationship, or where appropriate, the needs of the adult,
- continual professional development of all Catchpoint staff,
- ongoing evaluation of services,
- sharing our insights and experience within the adoption learning community to inform the policy and practice of others in statutory and voluntary organisations.

Some of the specialist services we provide include working with: -

- adopted children who have experienced significant harm and whose behaviours are preventing them from sustaining healthy relationships or bonding with their adoptive family,
- parents/carers who have adopted older children or sibling groups who are experiencing attachment difficulties and destructive behaviours,
- professionals in adoption agencies and adoption support services concerned with the above,
- teachers and other educational staff of disturbed and disruptive adopted children
- Young people reaching the age of 18 where many traditional support services may cease
- Adults who have experienced recent or non-recent trauma

Registered Provider, Manager and Responsible Individual

The Registered Provider is Catchpoint Consultancy CIC trading as Catchpoint.

The Registered Manager:

Catchpoint appoints Cary Rundle as its registered manager from October 2020.

The Responsible Individual:

Catchpoint appoints Tom Pyne as its responsible individual from its incorporation (May 2006)

Qualifications and Experience of the Registered Manager

Caryl Rundle has worked as a social worker and as a manager for over 20 years, working with adults and young people who were deemed to be at risk. For 12 of those years she managed her own registered service. She is also a qualified Teaching Assistant (at primary level). She has a wealth of voluntary experience within a range of organisations, supporting and advocating for those who often feel their voice is not heard.

Qualifications and Experience of Responsible Individual

Tom is a qualified teacher with a M.Ed. in Special Needs. He worked for a few years in a mainstream setting, but for 18 years he was in a leadership role in a SEMH (Social, Emotional and Mental Health needs) Special School. He is the founding director of Catchpoint and specialised in supporting schools in understanding the needs of the young people and families Catchpoint supports. His current role in Catchpoint is mainly as a Director but he still undertakes some school consultations.

Clinical Manager

Catchpoint Appoints Aimee Biggs as its Clinical Manager from August 2020.

Qualifications and Experience of the Clinical Manager

Aimee is fully registered as a Play Therapist and has evolved from understanding unprocessed trauma when in The Bristol Youth Offending Team where over 14 years learnt the devastating effects of adverse child experiences and how this affects the brain and shapes behaviour. Aimee believes that from a psychological perspective the treatment of therapy is vital for individuals to heal. Aimee specialises in premature births, trauma and attachment as well as being a qualified clinical supervisor.

Organisational Structure

Development of the company is overseen by the Board of Directors which meets quarterly.

Management of the company is by the Management Team which meets monthly.

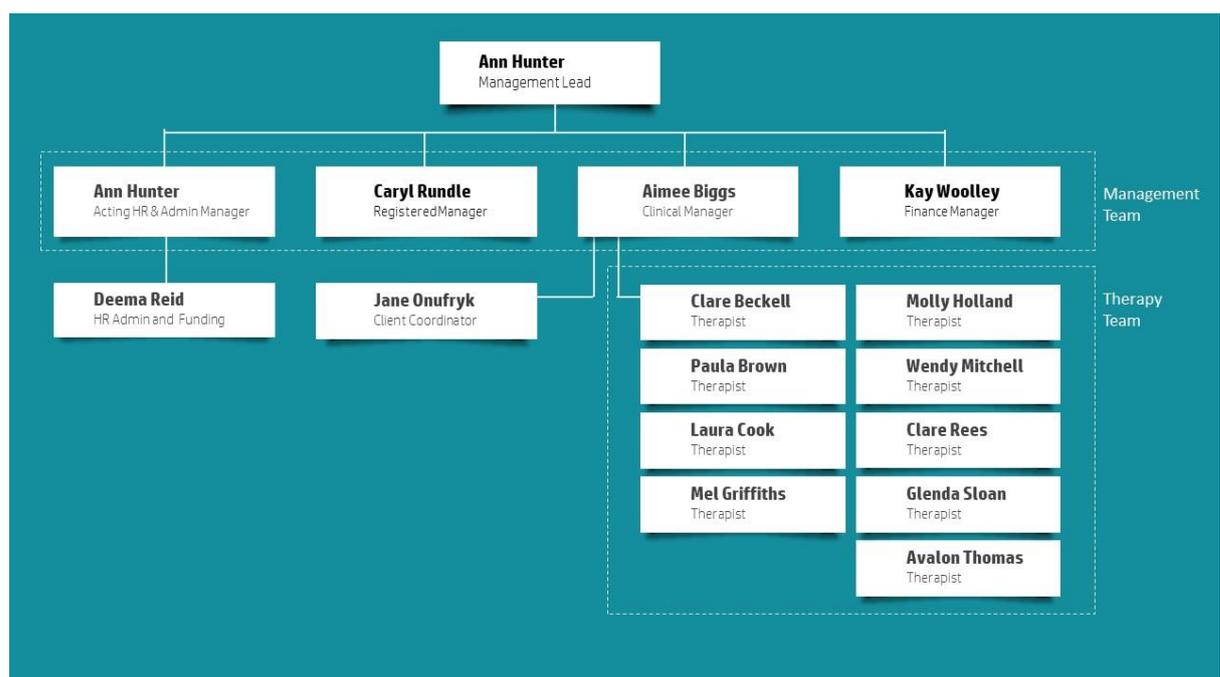
The Board of Directors

Aimee Biggs	Clinical Manager
Andrew Hunter	Finance and Business
Ann Hunter	General Manager
Tom Pyne	Company Secretary (RI)
Dave Whitmarsh	Chairman of the Board
Chris Whitmarsh	Family Voice

Management Team

Aimee Biggs	Clinical Manager
Ann Hunter	Acting HR Manager
Caryl Rundle	Registered Manager
Kay Woolley	Finance Manager

Organisation Chart



Description of Services

Initial Consultations

Catchpoint works with adoptive families, looked after children, adults and individuals experiencing the effects of trauma, complex trauma, secondary trauma, attachment, and toxic stress. The aim of this consultation is to determine whether Catchpoint's services are the most appropriate resource for the needs of the family or client, and to offer adults, parents, carers and support workers the opportunity to find out about the Catchpoint therapeutic model in relation to the needs of trauma and attachment.

The consultation offers parents, carers or clients an opportunity to talk to a therapist about difficulties they would like to address in therapy, and what they hope to achieve through a therapeutic programme, to understand the collaboration of integrated therapies relevant to the needs identified. The therapist can explain how Catchpoint operates, what support services can be offered tailored to specific needs, and will explain the to the parent, carer or client their role in the therapy sessions. This consultation is free if held in Catchpoint premises. We can also offer and provide specific training in person, online training or from an external expert to complete the consultation which will be discussed in advance.

Other Consultations

Parents/Carers, adult clients and education consultations are included as part of the Catchpoint programme, and are also available separately in collaboration with other agencies and can be tailored to the needs of the individual or family and as a one off. A consultation allows you to be heard, ask questions, and identify current needs. This is also an opportunity to learn about adoption, trauma, complex trauma, secondary trauma, attachment, behaviors, mental health, therapy, and neuroscience. Consultations are tailored to the client and can be arranged through the organisation or via professionals. We can incorporate a variety of training packages in person, on-line and through external expert providers to assist in the consultation.

Collaborative Assessments

Catchpoint's Collaborative Assessment focuses on:

- The attachment relationship between child and parents or carers
- The relationships and behaviors of the client if an adult or not within an adoptive family
- Support needs of the family
- Therapeutic needs of the child
- Behaviors of the child at home, at school and in a clinical setting, exploration, training, and strategies alongside therapy for the family and client.
- A variety of training formats can be added to assist with the assessment relevant to the need.

The Assessment is conducted in collaboration with existing support services and professionals already involved with the child, family or client and includes, where relevant, observations at home, in school and in a clinical setting. The report offers recommendations of therapy for the child and support for the family and educational settings. A follow-up parent/professional meeting is usually recommended to agree a programme to meet the needs of the child and family. The collaborative assessment may differ if the client is an adult or not living with family and can be tailored to the needs of the individual.

Therapy Programmes

The focus of therapy is the quality of the primary attachment relationship to bring about recovery from the effects of early trauma, adverse childhood experiences and key developmental stages. We help build positive attachment patterns and security to the family, placement and in life. The therapy allows and encourages the body and mind to react as humans were intended to do, many of the emotional receptors will be confused due to trauma and attachment difficulties. This also applies to looked after children, non-adoptive families and adults experiencing symptoms of trauma and/or attachment difficulties.

Through directive and non-directive art, play, psychoanalysis, and creative mediums including therapeutic life story work parents/carers are encouraged to attend therapy to aid the child's healing and complete the bridge between mind and body. The role of the parent or carer is to engage and allow the therapists to guide so they do not need to feel pressure of being in charge, this is the role of therapists in the room who will explore and discuss fully within consultations and pre therapy so parents, carers and clients know what

to expect. It is also vital that multi-disciplinary working is necessary to ensure the child, client and family are always receiving the correct support. Sometimes it is necessary as part of the healing to work separately with the parent or carers and child if this is assessed as a need. We can also provide training delivered in person, remotely and through external specialists as a collaboration. Zoom and remote therapy is also an option should in person contact need to be avoided or to suit the client and family.

Unprocessed trauma is worked through in line with neuroscience and integrative skills brought together from highly qualified professionals who continue to undertake specific training in this field. The Catchpoint model challenges the child's controlling and rejecting behaviors at the same time as modeling calm emotional regulation and non-anxious presence for the parents all of which is handled professionally. Acceptance and non-judgement inform the therapy to encourage trust and a safe space for all.

Parent, carers and clients can access support in-between sessions via telephone or electronic communication and with therapists where feedback and ongoing parallel working is encouraged. Sessions can become intense and triggering as the unprocessed trauma is worked through, this is expected and a part of the process for healing which is why therapists work closely with clients and families to ensure support is available before and after therapy. Time is spent towards the end of the session in focusing on regulating the client, so they leave in a non-heightened state. However, therefore ongoing support is identified as necessary because complex trauma and attachment are wide and complicated subjects. The strong emotions developed from them need the correct support outside of the therapy room which is built into the program.

The form of therapy will suit the client and can also include counselling, discussions, active listening, and training. It is integrated with other models of therapy with the needs, desires, and objectives of the client in mind and delivered by highly qualified integrative therapists.

Therapeutic Programmes include:

- Weekly or fortnightly therapy, which includes at least one parent and can include other family members. (Timing can be flexible to suit the needs of the family).
- Consultations with parents or the client to which the adoption support worker is welcome
- Consultations with clients/adults if adoption is not relevant, whereby other support workers are welcome if the client agrees and is it relevant
- Consultations with school staff including visits if required
- Email or telephone support between sessions
- Report and review as agreed.
- Families travelling from a distance may have 3 or 4 sessions over 2 days, or a half-day session during which the parents and children will be seen separately and together. During certain times of the year we can offer intense sessions or modify the schedule to meet the needs of families and clients.

Two therapists often start initial programs and as therapy develops it may be necessary to see one therapist instead of two. One therapist may be assigned to an individual adult undertaking therapy.

Therapeutic Network Meetings

The Therapeutic Network Meetings bring together everyone around the child or relevant to the client to create a support network with a common understanding of the needs of the child and family, and an integrated approach to finding solutions. These meetings are about making 'Every Child Matters' a reality and the safeguarding of adults.

School Consultations

Information from observation and discussion with staff in school is included in the collaborative assessment of all school age children. However, it is our experience that families and schools frequently want to build on this. Issues such as control, hypervigilance, dissociation, exhaustion, poor concentration and peer friendships, dramatically different behavior patterns at school and at home physical aggression alongside great charm, developmental delay and emotional stress can seem very puzzling and are all symptoms of trauma and attachment. The child is not choosing to behave in this way yet when seen in context this is logical to them. School Consultations allow us to introduce a different way of seeing a child in class, help frame strategies for responding to challenging behaviors. And to point out early indicators of stress and to highlight ways schools can support children and families undertaking therapy and to aid healing holistically.

Creative Life Story Programmes

This art therapy based programme aims to provide the parent and child with the opportunity to explore together the child's pre-adoption experiences through creative media. The outcome is not a life story book but a range of pieces of work that relate to the places, people, and memorabilia from the child's history to encourage the child to make sense of their world. The therapist works with the adoption support worker and placing agency to collect the material, followed by 6 direct work sessions with the child (parents included). A report is written at the end. Any issues or questions that may come from the creative activities are dealt with in a therapeutically.

Monitoring and Evaluation Procedures

Catchpoint services are delivered in programmes arising from clear assessment which supports monitoring and evaluation. In therapy each child has his/her own outcomes agreed with the parents and reviewed regularly (i.e. at least after 10 sessions.) Reports refer to these therapeutic outcomes and are thus able to demonstrate any progress. They are also used to set new targets.

Catchpoint's staff receive regular clinical supervision from the Clinical Lead Therapist every month at which progress is reviewed. In addition, monthly team meetings include group supervision where staff share aspects of their work. This also includes feedback on the impact of training and other types of professional development. All therapists also receive external clinical supervision in addition and staff support each other and the cases whilst working at Catchpoint.

Parents and children are invited to fill out questionnaires that monitor aspects of progress that are measurable. The SDQ forms (Strengths and difficulties) also used as an inventory behavioural screening questionnaire developed by United Kingdom child psychiatrist Robert N. Goodman. It is used by clinicians to measure and understand behaviour and emotional wellbeing.

For parents we measure the effect on them of living with a traumatised child and stability of family relationships. The children's questionnaires measure attachment difficulties and effects of trauma. Parents are also invited to fill in evaluation forms at the end of Therapeutic Network Meetings. In addition, we plan to survey a sample of a group of service users annually; 1. Parents and Carers, 2. Children and Young People, 3. Adults, 4. Agencies, 5. School staff.

The questionnaires and tools used to measure are also adaptable for non-adoptive families and adults and made relevant to the therapy and support they receive.

Summary of Complaints Procedure

Catchpoint has a robust complaints procedure which aims to address any concerns raised at any time by anyone. We welcome both positive and constructive feedback to ensure our service continues to meet the needs and expectations of all those we work with.

Our Complaints procedure comprises 4 stages. A copy of the full procedure is available from the office – please call 0117 951 0474 or email info@catchpoint.org to request a copy.

Stage 1 Information Complaint

We will listen to and try and resolve any concerns as they arise. This can be achieved via email, letter, telephone or in person. The concern will be investigated, and a response provided within 10 working days.

Telephone: 0117 9510474

Email: info@catchpoint.org

Address: The Vassall Centre, Gill Avenue, BRISTOL BS16 1QQ

State 2 Formal Complaint

Formal complaints must be put in writing to the Responsible Individual (RI). Complaints at this level will be acknowledged within 3 working days.

The RI will investigate and may talk to or meet with the complainant (and anyone informally supporting them) and any other people involved.

Stage 3 Review Panel

If a complaint cannot be resolved at Stage 1 or 2, it will be considered by a Review Panel, comprising Catchpoint's Clinical Lead, Personnel Manager and Responsible Individual. The Panel will investigate and respond formally to the complainant within 28 days. Responses will also be sent to the commissioning agency where appropriate.

Stage 4 Independent Review

This Review is undertaken by an individual who does not have responsibility for the service being complained about, and who is not employed by Catchpoint Consultancy.

The Independent Person will investigate the complaint fully, and will aim to respond formally within 28 days. Where investigations may take longer, all parties will be kept fully informed. All findings and recommendations from this review will be given to the Complainant, Responsible Individual and commissioning agency.

Our Independent Person is Steve Jones.

Email: jonesland@btopenworld.com

Phone: 07887 826 783

Where the complainant remains unsatisfied, they may wish to contact:

Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD. Tel: 0300 123 1231

There is a separate Grievance Policy for staff.

Review Date:

March 2022