



Leotha Healthcare

LEOTHA HEALTHCARE UK

Family Information Guide

How Leotha Healthcare works with young people, families and professionals.

Empowering Young Lives • Building Independence • Transforming Futures

Public website edition

For families, carers and trusted supporters

This public guide summarises the information presented on the Leotha Healthcare website. It is not a contract, care plan, clinical instruction or complete controlled policy document.

Working with families

Families can provide important history, relationships, insight and continuity. Leotha Healthcare aims to work openly with families while protecting the young person's rights, privacy, choices and consent.

The young person remains at the centre of planning. Family involvement is agreed in a way that is lawful, respectful and useful.

Our services

The service model combines person-centred support, wellbeing activity, education, practical life skills, community participation, transition planning and future-focused employment or education support.

Person-centred care

- Support begins with strengths, routines, goals, communication and what matters to the young person.
- Plans should be practical, clear and reviewed as needs change.
- Positive behaviour support and trauma-aware approaches aim to understand needs rather than simply react to behaviour.
- Progress is recognised through goals, practical assessments, reviews and certificates.

Communication and involvement

Initial planning Families may contribute relevant history, preferences, risks and transition information.	Ongoing updates Communication arrangements should be agreed, proportionate and consistent.
Reviews Progress, wellbeing, goals and changes in support are discussed at planned reviews.	Concerns Safeguarding, complaints and escalation routes should be explained clearly.

Reviews, safeguarding and transition

Safeguarding

Concerns about abuse, neglect, exploitation, unsafe practice or significant risk should be reported and escalated through the appropriate safeguarding route. Confidentiality does not prevent necessary information sharing to protect someone from harm.

Transition planning

Transitions should be paced and planned. Information, relationships, routines, risks, practical skills and future goals are considered so that change is understandable and as stable as possible.

Complaints

Families can raise concerns through the complaints process. Complaints are opportunities to understand experience, correct problems and improve practice. Whistleblowing and safeguarding routes remain available where relevant.

What progress may be measured

- Independence and practical-skills development.
- Wellbeing and emotional measures.
- Education attendance and achievements.
- Employment, work experience or volunteering outcomes.
- Community participation and health appointments.
- Personal goals, satisfaction and family feedback.

Important: Service availability is subject to assessment, placement matching, staffing, commissioning arrangements and any regulatory registration required for the activity concerned.