

MCCARE

STATEMENT OF PURPOSE

Our commitment to the people we support

An overarching statement for McCare children's, young adult and adult disability services

We want every individual we support to feel safe, valued and included; to enjoy meaningful relationships and everyday experiences; and to have opportunities to learn, grow, participate and build a hopeful future.

DOCUMENT

Website Statement of Purpose

EDITION

July 2026

OUR OVERARCHING PURPOSE

Our Statement of Purpose

McCare provides high-quality residential and community-based care and support to children, young people, young adults and adults with disabilities. Our purpose is to create safe, welcoming and supportive environments in which each person is valued, respected and supported to live a meaningful life, develop their strengths and move towards the future they want for themselves.

We recognise every individual as a person first, with their own identity, experiences, relationships, abilities, needs, preferences and aspirations. Our services are person-centred, rights-based and strengths-led. We listen to the people we support, involve them in decisions affecting their lives and ensure that their voice is reflected in their care, support, daily routines and future planning. We respect and promote each person's dignity, privacy, culture, beliefs, identity and right to make choices.

We want the individuals we support to experience safety, stability, belonging and positive relationships. We aim to provide homes where people feel comfortable, understood and accepted, and where they can build trusting relationships with team members and maintain important connections with family, friends and their communities. Support is individualised and delivered at a pace that reflects each individual's strengths, assessed needs, readiness and circumstances.

Our purpose is not simply to provide a placement, service or programme. It is to support each individual to experience a good quality of life.

Childhood, enjoyment and ordinary life

For children and young people, we believe that care should include the ordinary experiences of childhood and adolescence. Children and young people should have opportunities to play, have fun, make mistakes, laugh, build friendships, enjoy hobbies and recreational activities, celebrate achievements, try new experiences and create positive memories. They should be supported to participate in education, family life and their communities, while receiving the care, boundaries, encouragement and protection they need.

Care should not be defined only by risk, difficulty or preparation for the future. It should also provide warmth, enjoyment, connection, curiosity and a genuine sense of home. Team members should notice and nurture interests, strengths and moments of joy, while helping children and young people develop confidence, resilience and a positive sense of who they are.

Learning, development and independence

Across our services, we support individuals to continue learning and developing. This may include emotional and social development, communication, decision-making, education, training, employment, health and wellbeing, relationships, community participation and practical daily living skills. We support people to recognise their abilities, build confidence and develop greater autonomy without placing unrealistic expectations on them. Development is supported and encouraged, not rushed or imposed.

Preparation for greater independence is part of our work, but independence means different things for different people. It may include learning to cook, shop, budget, travel, manage appointments, care for a home, use community services, make informed choices, develop relationships or prepare for education, employment, aftercare or supported living.

Team members use a “doing with” rather than “doing for” approach. They model, coach, guide and encourage individuals to learn through everyday experience, while remaining available when greater support is required. The level of support may increase or decrease in response to the person’s needs, circumstances and goals. No one should be rushed towards independence because of their age or expected to manage without the support they require.

WHAT WE WANT FOR PEOPLE

Our Intended Outcomes

We want every individual supported by McCare to have the best possible opportunity to experience the following outcomes. What these outcomes look like will be individual to each person and will be reflected in their own plans, choices and goals.

OUTCOME	WHAT THIS MEANS
Safety and welcome	To feel safe, welcomed, comfortable and respected in their home and service.
Relationships and belonging	To experience kind, reliable relationships and a genuine sense of connection and belonging.
Voice, rights and choice	To be listened to, understand their rights and meaningfully influence decisions affecting their life.
Fun and enjoyment	To enjoy friendships, interests, hobbies, celebrations, recreation and ordinary positive experiences.
Learning and confidence	To learn, try new things, recognise strengths and build confidence in their own abilities.
Health and wellbeing	To receive support that promotes physical health, emotional wellbeing, safety and quality of life.
Skills for daily life	To develop practical, social, emotional and independent living skills at an appropriate pace.
Community participation	To be known, included and able to participate meaningfully in their local community.
Education and opportunity	To access education, training, employment and other opportunities that reflect their interests and goals.
Hope and future direction	To experience planned transitions and realistic, hopeful pathways towards the future.

These outcomes will look different for every individual. Progress is measured against the person's own needs, preferences, goals and starting point rather than against a single definition of success. For one person, progress may mean preparing for employment or living with greater independence. For another, it may mean communicating a preference, developing a trusting relationship, participating in a local activity, managing anxiety, establishing a routine or experiencing greater stability and wellbeing.

Safety, dignity and positive support

Our services balance safety with dignity, rights, choice and participation. We provide clear, fair and predictable boundaries, but accountability is never based on shame, humiliation or punishment. Difficulties and incidents are approached with calmness, curiosity, learning and repair. Team members seek to understand what a person may be communicating through their behaviour and work to maintain safety while preserving trust, dignity and relationships.

HOW WE WORK

High Support and High Accountability

McCare is committed to a culture of high support and high accountability. The two belong together: clear standards without support can create fear and defensiveness, while support without accountability can lead to inconsistency and drift. We expect strong professional practice, and we give team members the guidance, development and leadership required to deliver it.

HIGH SUPPORT	HIGH ACCOUNTABILITY
We equip team members to succeed. • Clear induction and role expectations • Relevant training and continuing development • Regular supervision and reflective practice • Accessible policies, procedures and professional guidance • Supportive team meetings and responsive leadership • A culture where questions and concerns can be raised early • Attention to team wellbeing, learning and sustainable practice	We take responsibility for standards and outcomes. • Clear responsibilities from Board level to frontline practice • Professional, ethical and evidence-informed decision-making • Accurate recording and transparent communication • Active oversight of care, safeguarding, risk and quality • Constructive challenge and timely action when standards are not met • Learning from feedback, complaints, incidents and audits • Follow-through on commitments and continuous improvement

High accountability is not a culture of blame. It is a culture in which people act professionally, speak honestly, explain their decisions, follow through on commitments and remain open to challenge and learning. Equally, high support does not mean avoiding difficult conversations or lowering standards. It means giving team members the knowledge, leadership and practical support required to meet those standards consistently.

Every person within McCare, from the Board and senior leadership to managers and frontline team members, shares responsibility for the quality, safety and experience of our services. Practice is

supervised, recorded, reviewed and evaluated. Concerns are raised and acted upon, and learning is used to strengthen care and support.

Partnership and joined-up support

We work in partnership with the people we support, families and carers where appropriate, statutory agencies, multidisciplinary professionals, education and health services, advocates and local communities. Effective support depends on clear communication, shared planning and joined-up working, while keeping the person's voice, rights and wellbeing at the centre.

Governance, safeguarding and quality

Our work is underpinned by safeguarding, ethical practice, professional competence, strong governance, regulatory compliance and continuous quality improvement. We monitor the quality of our services through supervision, service reviews, audits, feedback, complaints, incident learning and oversight at management and Board level. We use what we learn to strengthen practice and improve the experience and outcomes of the people we support.

OUR COMMITMENT

Meaningful Lives and Hopeful Futures

Ultimately, our purpose is to support each individual to experience a good quality of life:

- to feel safe, welcomed and valued;
- to enjoy meaningful relationships and everyday experiences;
- to have fun, learn, grow and develop their abilities;
- to exercise choice and participate in decisions;
- to be included and recognised within their community;
- to build confidence, wellbeing and greater independence;
- and to move towards a future shaped by dignity, opportunity and hope.

This is what we want for every child, young person, young adult and adult who receives support from McCare.

It is also the standard against which we expect our services, leadership and team practice to be judged.

MCCARE

Professional care. Meaningful lives. Hopeful futures.