*Built for Belonging*

# Welcome Guide

Therapeutic homes for children and young people.

Stepping Stones



In the past 18 months, young individuals entrusted to our homes have enjoyed stable, long-term placements, with an average duration of 2 years.

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# Stepping Stones Care: a journey of positive growth

This timeline showcases Stepping Stones Care's remarkable journey, characterised by steady growth, quality care provision, and industry recognition. We remain dedicated to making a positive impact on the lives of children under our care, supported by a robust team and a commitment to excellence.

### 04/05/2020 · Establishing foundations

Registered Sandstone House, our inaugural Children's Home, a 3 Bedroom Therapeutic EBD Home in Romford.

### 01/09/2020 · Strengthening our team

- Welcomed Head of Recruitment, enhancing our capability to attract top talent.
- Cared for 5 children across our homes.

### 21/03/2021 · Expansion & recognition

- Registered Opal House, a 4 Bedroom Therapeutic EBD Home in Quinton, which received a commendable Ofsted outcome on 08/09/2023.
- Became finalists for Employer of The Year at the CYP Awards in October 2021.

### 08/06/2021 · Further expansion & validation

Registered Onyx House, a 4 Bedroom Therapeutic EBD Home in Rowley Regis, garnering a favourable Ofsted outcome on 06/06/2023.

### 07/02/2022 · Continual growth

Registered Garnet House, a 2 Bedroom Therapeutic EBD Home in Wolverhampton, achieving a positive Ofsted outcome on 20/06/2023.

## A JOURNEY OF POSITIVE GROWTH

### 01/06/2022 · Strengthening leadership

- Welcomed a Head of Operations to our team.
- Successfully expanded our care to 15 children.

### 01/08/2022 · Operational enhancements

- Managed care for 10 children.
- Bolstered our team with a Referrals Manager and Office Administrator.
- Opened our new Head Office, reflecting our commitment to excellence.

### 18/10/2022 · Expansion continues

- Registered Marble House in Oldbury and Amber House in Bromsgrove, both 3 Bedroom Therapeutic EBD Homes.
- Amber House received a positive Ofsted outcome on 18/04/2023.
- Earned another nomination for Employer of The Year at the CYP Awards in October 2022.

### 01/02/2023 · Innovating for better care

Rolled out a new model of care to further enhance our services.

- **01/10/2023 · Industry recognition**
  Won the prestigious Employer of The Year Award at the CYP Awards.
- **08/04/2024 · Expanding horizons**
  Welcomed Amethyst House and Coral House to our portfolio, marking our continued commitment to providing exceptional care.
- **11/12/2024 · Quality of care**
  Garnet House recognised as Outstanding in Leadership and Management by Ofsted.
- **29/01/2025 · Further recognition**
  Opal House recognised as Outstanding in Leadership and Management by Ofsted.
- **19/06/2025 · Our new home**
  We are proud to announce the opening of Emerald House, our newest home dedicated to providing care, comfort, and support.

**30%**
Increased company staffing

**85.3%**
Strong staff retention rate

**85%**
Of the children in our care are in education

**Integrated Therapeutic Division**
DDP and Pace informed

Statistics are accurate as of October 2025.

# Our values



**Narinder Singh**
Co-founder

As one of the founders of Stepping Stones Care, I envisioned a company dedicated to delivering outstanding provisions for vulnerable children, creating warm and welcoming homes. Our mission is not just to provide care, but to develop our staff into residential leaders of tomorrow and ultimately, to help our young people find their path in life.

**B** Believe

**E** Encouraging

**L** Loyal

**O** Optimistic

**N** Nurturing

**G** Genuine

# Our model of care

The Stepping Stones Care Model of Care is a comprehensive framework built on five key steps that guide our therapeutic approach. These steps address immediate concerns and lay the foundation for a resilient and thriving future for the children in our care.




**Seek to understand:** We delve into the unique experiences, backgrounds and emotions of each child, so our approach is tailored to their specific needs and challenges.

**Thoughtful care:** Intentional, considerate care in a safe and nurturing environment where children feel supported and valued — building the trust and security essential for mental well-being.

**Enabling meaningful relationships:** Meaningful relationships are the bedrock of mental health. We encourage positive connections with caregivers, peers and other support systems, developing social and emotional skills.

**Progressing beyond trauma:** Through therapeutic interventions and a supportive environment, we empower children to heal and move forward, breaking the cycle of trauma.

**Successful transitions:** Transitions between homes, schools or caregivers can be challenging. We prepare children for change, giving them the tools and support to navigate it successfully.

# Our approach

**Understanding needs:** From pre-admission, we use our Clinical Team's resources to understand our Children and their needs.

**Building relationships:** We focus on forming genuine relationships to help Children achieve positive futures.

**Authentic care:** Carers are trained to be their authentic selves, ensuring Children feel accepted and understood.

**Building trust:** Emphasis on attachment to help Children learn to trust.

**Child-centric focus:** We prioritise what our Children need over what we think they need.

# Our principles

**PACE approach:** We use Playfulness, Acceptance, Curiosity, and Empathy to understand Children's internal worlds and their perspectives.

**Responsive care:** We listen to and respond to Children's expressed needs to understand their hidden needs, providing consistency and stability.

**Positive outcomes:** By offering thoughtful and consistent care, we help Children feel safe, trust others, process trauma, and achieve lasting positive outcomes.

# Our clinical team



## Sarah Stringfellow

**Clinical Lead**

Sarah provides group clinical consultation and support to our homes, and oversees our clinical work. She is a Forensic Psychologist, with extensive experience of forensic settings, including working with young offenders. She has experience of providing consultation to teams working with children in therapeutic residential care and providing therapy, prior to joining Stepping Stones Care. Her areas of specialism are trauma, attachment, compassion and personality.



## Liam Barrett Hawkins

**Counselling Therapist**

Meet Liam, one of our valued team members who brings a wealth of experience and expertise to our organisation. His approach is deeply rooted in person-centered principles, integrating trauma-informed practices, attachment theory, and interpersonal neurobiology theory. Liam recognises the importance of tailoring therapeutic interventions to meet the specific needs of each individual, whether in a clinical setting or a more informal environment.

Find out more about Liam and Sarah and the work they do here at Stepping Stones Care by visiting our YouTube channel: **youtube.com/@SteppingStoneCareUK**



# Meet Rachel

**Rachel Loosemore**

Referrals Manager

Hi, I'm Rachel, and I've been part of the Stepping Stones Care family since August 2022. As the Referrals Manager, my role revolves around supporting the Admissions and Moving On processes for all our homes. By deeply understanding each child's needs and journey, along with the expertise of our dedicated teams, I ensure effective multi-disciplinary collaboration, ultimately leading to positive outcomes for the children and young people in our care.

Across five homes, we are currently supporting five young people to remain within their home local authority.

**95%** of the children currently residing in our Midlands homes come from West Midlands local authorities.

*Built for Belonging*

# Thank you

If you'd like to learn more or explore our homes further, feel free to reach out to me.


CALL

**0121 461 6921, Option 2**

EMAIL

**wmreferrals@steppingstonescare.com**