PROVIDER INFORMATION PACK

CUTLASS CARE SERVICES

Every young person deserves to feel safe, truly heard and deeply valued

Ofsted Registered Supported Accommodation

Safe, nurturing therapeutic homes that promote stability, independence and positive outcomes for young people aged 16–17.

A Truly Therapeutic Home

Relationship-based support with in-house pluralistic counselling and evidence-informed therapeutic practice.

Youth Development & Mentorship Programme

Mentoring from people with lived experience, relatable guidance, encouragement and positive role models.

Preparing Young People for Life

Supporting young people with trauma, neurodiversity, learning difficulties, substance misuse, gang affiliation and LGBTQ+ identities through personalized therapeutic care.

PROVIDER INFORMATION PACK 2026

Who We Are

Cutlass Care is an Ofsted-registered therapeutic home provider offering Supported Accommodation for young people aged 16–17. Grounded in relationship-based practice, we believe every young person deserves a place where they truly belong, somewhere they feel safe, held and ready to grow into the future they deserve.

16–17

Age Range

2 Regions

London & Essex

✓ Ofsted Registered

Quality you can trust

Our Vision

A world where every young person leaving care is held by hope, empowered by people who believe in them, and equipped to create a future they are genuinely proud to call their own.

Our Mission

To provide safe, therapeutic homes rooted in trusted relationships, where young people feel they truly belong, discover their own strength, and build the skills and confidence to step into adult life with measurably better outcomes.

Our Values

At the heart of everything we do is a deep commitment to each young person: their wellbeing, their voice and their right to feel truly at home in our therapeutic home.

Child-Centred

We listen first. Every decision flows from the needs, wishes and best interests of the young person in our care.

Trauma-Informed

We meet young people where they are, responding to the impact of trauma with compassion, patience and evidence-based care within our therapeutic home.

Empowering

We see the potential in every young person and walk alongside them as they grow in confidence, independence and self-belief.

Collaborative

We build genuine relationships with Local Authorities, families and professionals, because the best outcomes happen together.

Safe & Nurturing

We create warm, consistent therapeutic home environments where young people feel physically safe, emotionally held and genuinely at home.

Aspirational

We hold high hopes for every young person and nurture the courage in them to dream boldly and reach further

SUPPORTED ACCOMMODATION

About Our Service

Our therapeutic homes offer more than accommodation. They provide stable, nurturing environments where young people feel safe, develop trusted relationships and build the confidence and skills needed for adulthood. Alongside personalized support, we offer in-house pluralistic counselling, a Youth Development & Mentorship Programme, helping young people build resilience, strengthen emotional wellbeing and achieve positive outcomes. We support young people with a wide range of needs, including trauma, learning difficulties, disabilities, social and emotional difficulties, substance misuse, gang affiliation, neurodiversity, and LGBTQ+ young people. Our relationship-based approach promotes advocacy, equality, diversity and inclusion, ensuring every young person feels respected, heard and empowered to thrive. We work alongside schools, colleges, alternative provision and training providers to help young people re-engage with learning, overcome barriers to education and develop the confidence and skills needed for long-term success.

What We Provide

- A safe, stable home that promotes placement continuity
- Consistent keyworkers who build trusted, lasting relationships
- Outcome-focused support plans built around each young person
- Life skills that build real confidence and independence
- Education and employment guidance
- Nurturing emotional wellbeing and resilience
- Belonging in the wider community

Who We Work With

- London County Council
- Essex Local Authorities
- Partner Agencies
- Social Workers & IROs
- Commissioning Teams
- Placement Officers

A THERAPEUTIC HOME MODEL

Our Therapeutic Home

At Cutlass Care, we believe every young person deserves to feel safe, seen and genuinely cared for. Our therapeutic home is rooted in eight evidence-based frameworks, woven into every relationship, every conversation and every moment of everyday life.

PACE

Playfulness, Acceptance, Curiosity and Empathy, helping young people feel truly safe and valued for who they are.

DDP Principles

Building safety and trust through therapeutic relationship, drawing on Dyadic Developmental Psychotherapy.

Trauma-Informed Care

Honoring what young people carry and responding with deep sensitivity, patience and a commitment to healing.

CBT-Informed Practice

Helping young people understand and gently reframe unhelpful thought patterns that hold them back.

Person-Centred Therapy

Respecting each young person's own pace, voice and choices every step of the way.

Non-Violent Resistance

De-escalating conflict through calm, connected presence, walking alongside young people through difficulty.

Life Story Work

Helping young people make sense of their journey, their identity and where they belong in the world.

Pluralistic Counselling

Young people have access to confidential, in-house pluralistic counselling tailored to their individual needs, helping them process experiences, strengthen emotional wellbeing and build resilience.

> *Healing happens through everyday relationships. Every interaction, conversation and shared experience contributes to creating a therapeutic home where young people feel safe, valued and able to thrive.*

BEYOND ACCOMMODATION: DEVELOPING FUTURES

Our Youth Development & Mentoring Programme

At Cutlass Care, we believe every young person deserves more than a roof over their head. Our therapeutic home's Youth Development & Mentoring Programme nurtures creative expression, personal growth and one-to-one relationships, supported by mentors with lived experiences, purposefully building the confidence, resilience and sense of belonging each young person needs to achieve lasting positive outcomes and build a life they are truly proud of.

Creative Writing

Giving young people a safe space to explore their emotions, discover their voice and build confidence through the power of storytelling.

Drama & Acting

Nurturing communication, resilience and self-expression in a warm, encouraging environment through performance and role play.

Music Therapy

Using the healing language of music to support emotional wellbeing, creativity and a deeper sense of self.

One-to-One Mentoring

Consistent, trusted guidance from trained mentors — including those with lived experience of the care system — offering relatable support, encouragement and positive role models.

Peer Support

Fostering genuine friendships, mutual care and a real sense of belonging among young people who truly understand each other.

Community Integration

Walking alongside young people as they take confident steps into adulthood through education, volunteering and local partnerships.

Education & Employment Support

Helping young people discover their strengths and gain the qualifications and confidence to move into meaningful education and employment.

Lived Experience Mentors

Our mentors have walked similar paths. They bring authentic hope, honest connection and living proof that change is possible, powerful role models for young people navigating the care system.

Trauma-Informed Practice

Every part of our programme is rooted in trauma-informed principles, prioritising safety, consistency and environments where real healing can take hold.

Why Our Mentoring Model Works

Eight interconnected elements weave together to create a nurturing whole. In our therapeutic home, young people feel genuinely held and empowered to flourish.

Our therapeutic home brings together the healing power of creative expression, the warmth of trusted mentoring and the rootedness of community connection, delivering measurable improvements in confidence, resilience and wellbeing, and equipping young people with real hope and capability for the future.

SUPPORTED ACCOMMODATION

Preparing Young People for Independence

Independence grows from trust, encouragement and being truly seen. At Cutlass Care, our therapeutic home walks alongside every young person, nurturing the skills, confidence and resilience they need to step into adulthood feeling ready, supported and equipped to sustain positive long-term outcomes.

Cooking & Nutrition

Building the joy of cooking, from planning nourishing meals to managing a weekly food budget with confidence.

Budgeting & Finance

Gently building understanding of bills, benefits, banking and handling money independently.

Education & Training

Championing every young person's journey into school, college, apprenticeships or vocational training.

Employment

CV writing, job applications, interview skills and real work experience, with someone in their corner every step of the way.

Community Participation

Fostering a sense of belonging through volunteering, local activities and meaningful social connections.

Tenancy & Housing

Growing the knowledge, pride and responsibility needed to turn a house into a home they can sustain.

> Every young person leaves our therapeutic home with a personalised Pathway Plan: a measurable, hopeful roadmap for their future that they have shaped themselves, designed to support lasting independence.

WHO WE SUPPORT

Who We Support

Every young person who comes to Cutlass Care carries their own unique story. We take the time to truly listen, to understand and to offer the right support, shaped around who they are, where they come from and what they need. Our therapeutic home warmly welcomes young people from all backgrounds, identities and experiences.

Social & Emotional Difficulties

Holding space for young people experiencing emotional distress, anxiety or low self-worth, so they feel seen and supported.

Mild to Moderate Learning Difficulties

Nurturing confidence and capability through support that adapts to each young person's pace and potential.

Attachment Difficulties

Gently helping young people experience safe, consistent relationships so trust can grow over time.

Trauma & Adverse Childhood Experiences

Walking alongside young people on their journey of healing, guided by compassion and a deep understanding of trauma.

Multiple Placement Breakdowns

Providing the warmth, stability and consistency that helps young people finally feel at home and begin to flourish.

ADHD & Autism

Celebrating neurodiversity with personalised support that meets each young person exactly where they are.

Homelessness & Family Breakdown

Offering a safe, welcoming therapeutic home to belong in, alongside the practical support to rebuild a stable foundation.

Emotional Regulation Difficulties

Growing healthy coping skills and stronger connections through caring, consistent relationships.

Substance Misuse

Non-judgmental, harm-reduction focused support that helps young people build healthier coping strategies at their own pace.

Gang Affiliation & Exploitation

Trauma-informed care to help young people safely exit harmful relationships and rebuild positive, hopeful futures.

Gender Identity & Transition

An inclusive, affirming environment where every young person is respected, celebrated and supported through their journey.

Emergency Placements

Working closely with Local Authorities to respond quickly in a crisis, providing a safe, stable and therapeutic environment while longer-term plans are developed.

Our Commitment

We believe every young person, regardless of their background, identity or experiences, deserves to feel safe, valued and truly at home. As a therapeutic home guided by equality, diversity and inclusion, our warm and experienced team provides compassionate, trauma-informed care that advocates for each young person's rights, ensures their voice is heard, celebrates who they are, and empowers them to heal, grow and step confidently towards a positive, independent future.

Equality, Diversity, Inclusion & Advocacy

Creating a Place Where Every Young Person Belongs

We are committed to creating therapeutic homes where every young person feels safe, respected and valued. We celebrate diversity, promote equality and provide personalised support that helps every individual thrive, regardless of their background, identity or experiences.

Equality, Diversity & Inclusion

We promote an inclusive culture where every young person is treated with dignity, respect and fairness. Our support embraces different cultures, faiths, identities, abilities and life experiences, creating a genuine sense of belonging within every home.

Advocacy & Empowerment

We encourage young people to express their views, understand their rights and actively participate in decisions about their future. Through trusted relationships and consistent support, we help build confidence, resilience and independence.

Supporting Individual Needs

We provide personalised support for young people with learning difficulties, disabilities, neurodiversity, social and emotional difficulties, substance misuse, gang affiliation, trauma, and gender identity or transition, ensuring every young person receives the support they need to achieve positive outcomes.

Working With Local Authorities

Our Referral & Matching Process

We know that the right placement can change a young person's life. Our referral process is built on trust, open communication and genuine collaboration, working closely alongside local authorities and multi-agency partners so every young person arrives somewhere stable, consistent and truly made for them.

Initial Enquiry

Reach out to our team by phone or email. We're always ready to have an open, honest conversation about how we can help and whether our therapeutic home is the right fit.

Referral Submission

Share a referral form and supporting documentation, including the young person's needs assessment and placement history, so we can build a clear picture before they arrive.

Needs Assessment & Matching

We take time to understand each young person deeply, matching carefully to promote placement stability: for them, for the therapeutic home and for the relationships they'll build.

Pre-Placement Meeting

We bring together the young person, their social worker and key multi-agency professionals for a warm, thoughtful introduction before any move takes place.

Move-In & Settling In

A personalised settling-in plan is agreed together, with caring, consistent check-ins throughout the first four weeks to support a smooth and stable transition.

Ongoing Reviews

Regular quality assurance reviews, keyworker sessions and multi-agency meetings ensure every young person continues to feel heard, supported and that their placement in our therapeutic home remains right for them.

Emergency Placements

When a young person needs somewhere safe urgently, we're here. We can respond to emergency referrals within 24 hours. Please call our team directly so we can act quickly together.

Our Commitment to You

Every referral is held with care and genuine urgency. You can trust that the young people you refer will be welcomed into our safe, stable, nurturing and experienced therapeutic home.

Quality & Safeguarding

Safeguarding is woven into the fabric of who we are. We hold a statutory duty to protect every young person in our therapeutic home through robust safeguarding practices, contextual safeguarding, effective risk management and strong multi-agency partnerships, creating nurturing environments where every young person feels safe, valued and empowered to thrive.

Safeguarding First

Robust safeguarding practices rooted in *Working Together to Safeguard Children 2023* and shaped by genuine care for each young person.

Ofsted Registered

Fully registered and compliant with the Supported Accommodation (England) Regulations 2023: standards we embrace, not simply meet.

Risk Management

Personalised, regularly reviewed risk assessments and safety plans developed collaboratively with each young person and their social worker to actively reduce harm.

Staff Training

All staff hold or are working towards relevant qualifications and receive ongoing safeguarding training, professional curiosity, reflective supervision and practice and continuous professional development to ensure high-quality, evidence-informed practice.

Quality Assurance

Regular internal audits, placement reviews and rigorous management oversight, because every young person deserves consistently excellent, accountable care in a therapeutic home.

Whistleblowing & Complaints

Clear, accessible complaints and whistleblowing procedures. Young people are always supported to raise concerns in a safe, trusted space.

We welcome Ofsted inspections, local authority monitoring visits and placement reviews as meaningful opportunities to demonstrate our safeguarding standards, evidence the quality of care in our therapeutic home and to keep improving in the best interests of every young person we support.

Why Choose Cutlass Care?

Choosing the right placement is one of the most important decisions a social worker or commissioning team can make. Here is why Local Authorities across Essex and London trust Cutlass Care to deliver the placement stability, therapeutic consistency and measurable positive outcomes that their young people deserve.

Relationship-Based Therapeutic Support

Every young person has a dedicated keyworker who genuinely knows them, supported by our full therapeutic framework built around trust, connection and placement stability.

Individualised, Outcome-Focused Planning

Support plans are created together with the young person, their social worker and key professionals, so every voice is heard, every goal is clear and progress is evidenced.

Careful Referral Matching

We only welcome a young person when we know the placement is genuinely right for them, protecting stability from day one and reducing the risk of placement breakdown.

Focus on Independence & Life Skills

Our structured programme gently builds confidence, resilience and the practical skills young people need to achieve positive outcomes and thrive in adulthood.

Strong Partnership with Local Authorities

We work openly and collaboratively with placing authorities, attending reviews, sharing outcome data proactively and keeping relationships strong throughout the placement.

Safe, Structured & Nurturing Therapeutic Homes

Our Ofsted-registered therapeutic homes feel like real homes: warm, welcoming places where young people feel safe enough to put down roots and grow.

Commitment to Positive Outcomes

We measure our success by the growth, confidence and happiness of every young person in our care, tracked, evidenced and shared with commissioners.

Young people who flourish: that is the Cutlass Care therapeutic home difference.

CUTLASS CARE
SERVICES

GET IN TOUCH

Contact Cutlass Care

To make a referral, request information or talk through a placement, please reach out to our caring management team. We warmly welcome enquiries from Local Authorities, Social Workers, Commissioning Teams, Ofsted professionals and partner agencies across London and Essex.

Telephone

Primary Contact: Momtahena Jaigirdar

+44 7448 321 577
+44 7973 824 045

Speak directly with our team about referrals, placements, availability or any questions you may have. We are always happy to help.

Email

info@futurehorizoncare.com

Send referral documentation, placement enquiries or requests for information. We aim to respond with care and promptly.

Service Area

Ofsted-Registered Supported Accommodation for young people aged 16–17.

Operating across:

- **London**
- **Essex**

We partner closely with Local Authorities to offer safe, nurturing, person-centred therapeutic homes where young people can truly belong.

"Creating Safe Homes. Building Brighter Futures."

Cutlass Care is dedicated to providing warm, person-centred therapeutic homes where young people feel safe, valued and supported to grow, building the confidence, independence and life skills they need to flourish.