

STATEMENT OF PURPOSE

Care Service for All – Specialists in Autism

Domiciliary Care Agency

CQC Provider ID: 1-131465026

Reviewed: August 2026

Registered Manger & Nominated Individual: Kerry Austin	
Owners & Directors of KTM: Kerry Austin & Paul Austin	
Location of Regulated Activities: KTM Care Ltd 8 Angora Business Park, Peartree Road, Colchester, CO3 0AB Company No. 6810910 Contact Details: Telephone: 01376 571152 Out-of-Hours Mobile: 07928 860086 Email: info@ktmcare.co.uk	Welcome to KTM Care <i>KTM Care Ltd is a family-led organisation dedicated to providing high-quality, person-centred care and support for children, young people, and adults with autism and additional support needs. Autism is our specialist area, and we are passionate about empowering individuals to live as independently as possible, access opportunities within their communities, and achieve their personal goals and aspirations.</i> <i>Through compassion, expertise, and a commitment to excellence, we work alongside individuals, families, and professionals to deliver tailored support that promotes choice, independence, and an improved quality of life.</i>

1. Introduction

This Statement of Purpose describes the services provided by KTM Care Ltd and explains how we deliver safe, effective, person-centred support to children, young people and adults with a range of support needs. KTM Care Ltd is a regulated Domiciliary Care Agency specialising in autism whilst providing support to people with learning disabilities, mental health needs, physical disabilities, sensory differences and additional support needs.

Our commitment is to support people to live meaningful, fulfilling and independent lives through high quality, person-centred support that promotes choice, dignity, inclusion and positive outcomes. We recognise that every individual is unique and deserves support that reflects their strengths, goals, communication preferences and aspirations.

Who are KTM.....

Behind KTM Care is a husband-and-wife team who have built the organisation together through determination, resilience and a shared passion for making a difference.

Paul Austin joined KTM Care in 2013, becoming Finance Director and my partner in both life and business. Whilst my focus has always been on leading services, supporting autistic individuals, and developing high-quality person-centred support, Paul brings balance to the business through his financial oversight, practical approach and steadfast support.

KTM Care's journey began with a vision shared between myself and two friends. Like many new businesses, we started with very little but a huge amount of passion and belief in what we wanted to achieve. Unfortunately, as time went on, relationships changed and the original partnership came to an end. At what was undoubtedly one of the most challenging periods in the company's history, the future of the business was uncertain.

It was then that Paul stepped in.

Drawing upon the resilience, discipline and commitment developed during his service in the British Army, Paul joined the business and together we took ownership of KTM Care as equal partners. What could have been the end of the company instead became a new beginning.

Since then, we have worked side by side to grow KTM Care into the family business it is today. I continue to lead on service delivery, quality, autism practice, and positive behaviour support, whilst Paul ensures the business remains financially secure and able to continue investing in the people, services and communities we support.

Our strengths are different, but complementary. Together we share the same values, the same commitment to high-quality care, and the same belief that every person deserves the opportunity to live a fulfilling and meaningful life.

More than a business, KTM Care is a family venture built on trust, perseverance and a genuine passion for improving outcomes for autistic individuals and people with complex needs. We are incredibly proud of what we have achieved together and excited for the future as we continue to grow while staying true to the values that inspired us from the very beginning.

2. Vision, Mission and Values

Our Vision: Individuality - Choice - Empowerment - Independence

We strive to provide opportunities that allow people to lead meaningful lives, develop life skills, build relationships, participate in their communities and achieve the outcomes that are important to them.

Our Mission:

To provide high-quality, safe and effective support that enables people to maximise their independence, maintain their wellbeing and achieve their personal goals through person-centred planning and partnership working. "We strive to give you a voice so that you can make your own choice"

Our Values:

- ✓ Respect and dignity
- ✓ Choice and control
- ✓ Inclusion and participation
- ✓ Equality and diversity
- ✓ Compassion and kindness
- ✓ Honesty and transparency
- ✓ Positive risk-taking
- ✓ Accountability
- ✓ Continuous improvement
- ✓ Partnership working

3. CQC and Regulatory Framework

KTM Care Ltd operates in accordance with:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission (CQC) Fundamental Standards
- Mental Capacity Act 2005
- Human Rights Act 1998
- Equality Act 2010
- Children Act 1989 & 2004
- Care Act 2014
- Duty of Candour Requirements
- Safeguarding Adults and Safeguarding Children legislation

We are committed to delivering services that are:

- Safe
- Effective
- Caring
- Responsive
- Well-led



These principles underpin every aspect of our service provision.

4. Who We Support

KTM Care Ltd supports: (4 years plus) Children, Young people & Adults

Including individuals with:

- Autism
- Learning disabilities
- Mental health needs
- Physical disabilities
- Sensory differences
- Complex support needs
- Behaviour support needs
- Additional care and support needs

We cover: Colchester, Tendring, Witham, Chelmsford, Braintree & other areas if Staff can be sourced.

Support is tailored to the needs of everyone regardless of age, diagnosis, background or level of support required.

5. Services Provided

KTM Care Ltd provides a range of specialist services including:

- Regulated Care Services - Personal Care
- Domiciliary Care (Minimum 3hr Session)
- Supported Living / 24-Hour Support Services
- Adult Social Care Support Services
- Children's Social Care Support Services
- Alternative Education Programmes (4years plus)
- Short Breaks and Respite Support
- Training Services - Specialist Autism / Sensory / Communication / PBS Training

These services may be delivered within the KTM Hub, individual's home, family home, educational setting, community setting or supported living environment.

Funding your support with KTM Care is simple and flexible. We are happy to discuss the various funding options available during the referral process, including Local Authority funding, Personal Budgets, Direct Payments, Individual Service Funds (ISFs), and other arrangements. Our team will happily guide you through the options to find the solution that best meets your needs.

6. Person-Centred Practice

Person-centred working is fundamental to everything we do.

We actively involve individuals in planning and reviewing their support and ensure their views, wishes and goals remain central to decision-making.

Our person-centred approach includes:

- Individualised Digital care and support plans (Sekoia)
- One-page profiles
- Outcome-focused support planning
- Goal setting and review
- Communication passports
- Accessible information
- Family involvement where appropriate
- Co-production with individuals and those important to them

We recognise that people are experts in their own lives and should have maximum choice and control over the support they receive.

7. Active Support

KTM Care Ltd embraces the principles of Active Support.

Active Support enables people to take part in meaningful activities and everyday tasks regardless of the level of support they require.

Our staff support individuals to:

- ✓ Participate in daily living activities
- ✓ Develop life skills
- ✓ Build confidence
- ✓ Increase independence
- ✓ Make choices
- ✓ Engage within their local communities
- ✓ Develop relationships and social networks

Rather than doing tasks for people, our aim is to provide the right level of support so individuals can participate as fully as possible in their own lives.

8. Positive Behaviour Support (PBS)

We utilise Positive Behaviour Support (PBS) approaches throughout our services.

PBS focuses on improving quality of life by:

- ✓ Understanding the reasons behind behaviours of concern
- ✓ Identifying unmet needs
- ✓ Reducing barriers to participation
- ✓ Developing proactive strategies
- ✓ Supporting emotional regulation
- ✓ Promoting communication and understanding
- ✓ Reducing restrictive practices

Support plans are developed using the least restrictive principles and focus upon individual strengths, preferences and positive outcomes.

9. Autism and Neurodiversity

Autism remains our specialist area of expertise.

We recognise autism as a lifelong neurodevelopmental difference and adopt neuro-affirming approaches which celebrate individuality and recognise the strengths of autistic people.

Our support includes:

- Autism-informed care planning
- Individual communication approaches
- Visual supports
- Structured routines
- Predictability where required
- Environmental adjustments
- Specialist autism-trained staff
- Collaborative working with families and professionals

We respect people's preferences regarding identity and communication and tailor our support accordingly.

10. Sensory Support

Many individuals experience sensory differences that impact daily life.

KTM Care Ltd provides sensory-aware support through:

- Sensory Inhouse assessments
- Environmental adaptations
- Visual support systems
- Personalised sensory regulation strategies
- Low-arousal approaches where appropriate
- Occupational Therapy recommendations where available

Sensory needs form an integral part of support planning and are incorporated into individual risk assessments and care plans.

11. Communication

Effective communication is essential to person-centred support.

Staff are trained to use a variety of communication methods including:

- PECS
- Makaton
- TEACCH approaches
- Visual timetables
- Communication boards
- Social Stories
- Assistive technology
- Communication passports



We adapt our communication methods to ensure each individual can express their views, choices and preferences effectively.

12. Assessment, Risk Management and Care Planning

Prior to the commencement of services, comprehensive assessments are undertaken to determine whether KTM Care Ltd can meet an individual's needs safely and effectively

This process includes:

1. Initial Pre-assessment
2. Risk assessment
3. Sensory assessment
4. Environmental assessment
5. Communication assessment
6. PBS considerations
7. Capacity considerations where applicable

Care plans are developed collaboratively and reviewed regularly to ensure they remain relevant and effective, all within the Sekoia Digital Care planning tool.

13. Safeguarding

KTM Care Ltd is committed to protecting people from abuse, neglect, discrimination and harm.

We maintain robust safeguarding systems through:

- Safeguarding Adults procedures
- Safeguarding Children procedures
- Whistleblowing arrangements
- Safer recruitment practices
- Staff training
- Regular supervision
- Multi-agency partnership working

Any safeguarding concerns are reported and investigated in accordance with local safeguarding procedures and legislation.

Adult Safeguarding (Essex)

Essex Safeguarding Adults Board (ESAB) Safeguarding Portal

Report concerns regarding abuse, neglect or exploitation of an adult at risk through the Safeguarding Portal.

Adult Social Care: 0345 603 7630 Out of Hours: 0345 606 1212

[Safeguarding Portal: Essex Safeguarding Adults Board](#)
[Children's Safeguarding \(Essex\)](#)

Essex Children and Families Hub / Request for Support Portal

Concerns regarding a child or young person should be referred to the Children and Families Hub.

Telephone: 0345 603 7627 Out of Hours: 0345 606 1212

[Request for Support and Concern Reporting: Essex Safeguarding Children Partnership](#)

KTM's DSL's are: Ross Thompson & Natalie Brooks-Smith.

KTM's Deputy SL's are: Laura Clifford, Kerry Dersley & Kerry Austin.

14. Equality, Diversity and Inclusion

We are committed to promoting equality, diversity and inclusion throughout our organisation.

We strive to ensure:

- ✓ Equal access to services
- ✓ Respect for cultural differences
- ✓ Protection from discrimination
- ✓ Fair recruitment practices
- ✓ Inclusive service delivery
- ✓ Accessibility of information and communication

Our practice is underpinned by the Equality Act 2010 and Human Rights Act 1998.

15. Workforce and Training

The quality of our services depends upon the quality of our workforce.

All staff undergo:

- ✓ Robust recruitment checks
- ✓ Enhanced DBS checks
- ✓ Comprehensive induction
- ✓ Mandatory training
- ✓ Regular supervision
- ✓ Competency assessments
- ✓ Annual appraisal

Training includes:

- ✓ Oliver McGowan Specialist Training Level 1&2
- ✓ Autism Awareness & Sensory Awareness
- ✓ Active Support
- ✓ Positive Behaviour Support / Restraint & Breakaway (Timian)
- ✓ Safer Recruitment (Head Office / Senior Manager's only)
- ✓ Safeguarding Adults & Safeguarding Children
- ✓ Mental Capacity Act
- ✓ Medication
- ✓ First Aid

- ✓ Communication
- ✓ Equality and Diversity
- ✓ Health and Safety
- ✓ Epilepsy & Buccal Midazolam

KTM Care Ltd is committed to the continuous professional development of all employees.

16. Quality Assurance and Governance

Quality assurance systems enable us to monitor, review and continually improve our services.

These include:

- ✓ Service user feedback
- ✓ Quality audits
- ✓ Spot checks
- ✓ Observations
- ✓ Care plan reviews
- ✓ Incident analysis
- ✓ Complaints monitoring
- ✓ Staff supervision
- ✓ Governance meetings

Learning from feedback, incidents and outcomes helps us continually improve service delivery.

17. Complaints, Comments and Compliments

KTM Care Ltd welcomes feedback and views complaints as opportunities to improve.

Individuals are supported to:

1. Raise concerns
2. Submit complaints
3. Provide compliments
4. Share ideas for improvement

Information is available in accessible formats and all concerns are dealt with fairly, openly and promptly.

CQC Contact details:

Lead Inspector
Eastern Regional
Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA Telephone: 03000 616161

www.cqc.org.uk

[Contact Online Form](#)

[KTM Care Ltd – CQC Website link](#)

19. Company Hierarchy

KTM Care Ltd is a family-run organisation owned by Kerry and Paul Austin. We are proud of our dedicated and hardworking team who share our values and commitment to delivering outstanding person-centred support. Our leadership team remains actively involved in day-to-day operations, enabling us to maintain strong relationships, high standards and consistency across all areas of the service.

Our frontline staff are supported by an experienced management team comprising Danielle Cross, HR & Operations Manager; Natalie Brooks-Smith, Training, Development & Quality Manager; Ross Thompson, Children's Operations Manager; and Kerry Dersley, Adult Services Manager. Their collective expertise ensures that our workforce is well supported, appropriately trained and equipped to deliver high-quality support that is tailored to each individual's needs, preferences and goals.

We are fortunate to have an exceptional team of staff who are the true heart of KTM Care. Their kindness, dedication, and tireless efforts ensure that every individual we support receives the highest standard of care. We are deeply grateful for their passion, professionalism, and commitment to improving lives every single day.

20. Our Commitment

At KTM Care, we are committed to delivering high-quality, person-centred support that enables autistic individuals and people with complex needs to live fulfilling, meaningful, and independent lives. We promote dignity, respect, choice, and inclusion, working closely with individuals, families, and professionals to achieve positive outcomes. Through skilled and compassionate staff, Positive Behaviour Support, and a culture of continuous improvement, we strive to make a lasting difference to the lives of those we support.

KTM Care Ltd embraces the CQC Three core pillars:

Right Support: Supporting people to achieve independence, participate in communities and have meaningful lives.

Right Care: Delivering compassionate, human-rights based support that promotes dignity, respect and safety.

Right Culture: Creating a positive organisational culture that values openness, learning, accountability and continuous improvement.