



# **Statement of Purpose SC037302**

## **September 2013**

**“Too often we underestimate the power of  
a touch, a smile, a kind word, a listening  
ear, an honest compliment, or the smallest  
act of caring, all of which have the potential  
to turn a life around.”**

## **STATEMENT OF PURPOSE**

**RESPONSIBLE INDIVIDUAL:**

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Assistant Director Families and  
Wellbeing

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**REGISTERED MANAGER:**

Clare Elizabeth Pickering

**September 2013**  
**Revised November 2013**  
**Revised January 2014**  
**Revised March 2014**  
**August 2014**  
**Revised February 2015**  
**Revised April 2015**

## **Persons to whom this statement is to be made available are:**

- a) The person in charge of the children's home
- b) The people who are employed to work in the home
- c) The children and young people who live in the home
- d) The parent (s) or person (s) with parental responsibility for the child or young person.
- e) The social worker that holds case responsibility for a child or young person who is planning to live at the home
- f) Ofsted
- g) Regulation 45 Visitor

### **The Care Standards Act 2000**

The Care Standards Act 2000 requires the Provider of any Children's Home to meet National Minimum Standards. A copy of the Care Standards Act can be made available to parents, carers, children and young people as a guide to what services and level of care they can expect to be provided with.

The Statement of Purpose makes reference to the Care Standards Act; this is highlighted on the Contents Page.

### **Ofsted**

Ofsted are responsible for ensuring that the Home operates within the Care Standards Act 2000 and that the home meets the Requirements of the Quality Care Standards 2015

The inspectors have the responsibility to inspect SC037302 twice a year and report their findings in line with evidence from visual observation; written documentation; discussion with young people, staff and management; and feedback from parents and other professionals. They operate as a registration and regulatory body, with the responsibility to ensure the standard of care within all the homes where young people reside, is safe and providing the service to the young people that give them every opportunity in line with their own abilities as they develop into adult life.

Ofsted can also support complaints or comments.  
The regional office can be contacted at:

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#### **Children's Rights Officer**

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**The Responsible Individual is:**

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**The Registered Manager is:**

Clare Elizabeth Pickering

**Qualifications**

BA Hons Sociology and Social Policy

Post Graduate Diploma in Social Work

NVQ 3 and 4 in Caring for Children and Young People

NVQ 5 in Residential Management

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## **Quality and Purpose of Care**

### **A statement of the range of needs of the children for whom it is intended that the children's home is to provide care.**

SC037302 provides residential care for a maximum of three young people at any one time; we care for young people of both genders up to the age of their 18th birthday. The home is registered under the category of caring for young people with emotional and behavioural difficulties and provides residential care 24 hour 365 days a year.

The service is run by staff that have undergone all safer recruitment checks. The team holds the responsibility of caring for the young people and providing a stimulating, nurturing home, where young people feel they can be themselves and feels safe.

Young people are welcome from any cultural or religious background providing the home can meet the holistic needs of each individual young person.

Prior to admission the young people who live at SC037302 will have been assessed as being in need of a period of stability in a caring and nurturing environment. Before a new young person moves in to SC037302, careful consideration will be given to the needs of the current resident and the impact the new young person may have on their development, this is completed through the impact risk assessment process by the Registered Manager of the home.

The aim and purpose of the home is to provide a safe environment where young people can grow, develop and reach their full potential; in order to prepare them for their adult life.

### **Details of the children's home's ethos, and the outcomes that the children's home seeks to achieve and its approach to achieving them.**

We believe that SC037302 provides a stable, nurturing and welcoming, homely atmosphere, and ensures that the young people is at the centre of all we do.

We recognise and understand that many young people require boundaries to help them feel safe and secure, giving them confidence to make informed choices and to express their feelings and emotions without fear of repercussion from those who care for them.

We also ensure that each individual young person's views are actively listened to and respected and their feelings and thoughts are taken into account when making decisions about their care, and the home.

We believe everyone has the right to feel safe and be valued for the person they are and not discriminated against for any reason.



We acknowledge that everyone has their own individuality and we respect racial, religious, cultural, dietary, health, educational, employment, gender, sexuality, social and spiritual needs and ensure that these needs are being met and fulfilled.

The professionally trained staff team work to empower young people to make informed choices and decisions in their lives and to work towards independence in preparation for adult life.

The ethos of the home is to provide a service which is transparent so that young people feel that the staff can be trusted to care for them in an open and empathetic way.

Our overall purpose is therefore, to provide a safe, high quality service which is a warm, nurturing and empowering environment for young people to live in and to move successfully on from, when they are ready to do so.

We believe that young people who live at SC037302 should be supported by an empathetic and caring staff team who provide a stable welcoming homely atmosphere, with a nurturing ethos where young people are at the centre of all we do.

Young people and their families are advised and supported during any proposed changes to the young person's care plan. Reasons for the changes are explained in an appropriate manner in which all parties can understand the reason for the proposed changes and have opportunity to respond.

The adults who work at SC037302 will act as positive role models for the young people demonstrating in their daily practice positive principals and not imposing their personal beliefs or opinions onto the young people they care for.

Each young person should be given the opportunity to build positive relationships with staff and other professionals and experience activities that will remain as a positive memory as they progress into adult life.

Everyone has the right to keep their own possessions safely and all personal items kept private unless the young person wishes to share with friends, family or staff. This will be over seen with a view to safeguarding the young person and in line with the law.

We aim to provide a friendly and professional nurturing environment that provides the foundation for safeguarding young people in our care endorsing equality and diversity and the individual rights of each young person.

At SC037302 we provide an accepting multicultural and diverse environment and encourage positive human relationships within the home, the community and the wider society.

We advocate strongly, the need to assist young people to build their self-confidence and feeling of self-worth and to support them to become a valued member of the local community and the wider society, giving young people support and encouragement to integrate with the local community and build positive relationships in preparation for their future.

Our main objective is that young people are prepared physically, emotionally, socially and educationally to return where possible to their own family, a foster family or to prepare for adult life and independence.

At SC037302 we provide each young person with an individual person centred care programme and risk assessment, to ensure that all their needs are not just met, but exceeded. Each individual young person will have had opportunity to input to their programme and staff will ensure an emphasis on nurturing, support and guidance to meet their individual needs and wishes, this will make sure that that the young person has a sense of ownership about information that is written about them.

We will also seek to promote and encourage individual self-worth, self-confidence, self-reliance, maturity and motivation in preparation for the young person's future development. Where young people may find some or all of these areas difficult staff and other professionals will work in partnership with the young person to help them gain confidence and reach their goals.

We will promote life skills opportunities in relation to each young person's choice of employment or education provision in line with their ability. Staff will support young people to achieve positive outcomes and where they face difficulty will encourage them to succeed working in partnership with other professionals where required.

Throughout a young person's stay at SC037302 any specific work will be assessed and reviewed, where appropriate outcomes will be discussed with them, their families or significant adults in order to move forward with their care plan. Each individual will be given an opportunity to respond as appropriate and their opinions will be valued and respected.

We work with other professionals to ensure that the young people have access to the best possible health care taking into consideration each element of their health including emotional, physical, sexual and psychological health.

Young people will be supported and encouraged to take responsibility for their health with discussions around prevention of illness in addition to treatment of any current conditions.

Partnership working with the individual young person, family and other professionals is promoted to ensure holistic care is provided which supports the young person in their own identified areas of need.

Below is a list of some of the services we work in partnership with:

- Connexions
- Young Person's Drug and Alcohol Team
- Youth Service.
- Youth Offending Team
- Children's Rights Service
- Child and Adolescent Mental Health Services.
- Pupil Referral Unit.
- Advocacy Services.
- Catch22
- NYAS
- Police and Community Support Officers
- Social Work Teams
- Education and Inclusion Service
- Youth Advice Service
- Children in Care Nurse
- Community groups and services.

Here at SC037302 we encourage each young person to identify their own choice of recreational activities and support and motivate them to become involved in community groups in line with their personal choices, with the fundamental aim being to encourage interaction and enhance confidence, together with assisting with physical and emotional development and building of positive relationships.

The staff team, who are professionals in their own right, take responsibility for the detailed care of the young person. In the interest of partnership working they may ask other professionals to contribute to the young person's care plan and risk assessments which when written will be agreed by all parties.

## **Accommodation we provide**

SC037302 is designed as a domestic setting consisting of:

One Floor which includes a large well decorated lounge going out onto the garden, large airy dining room, a large modern kitchen, small toilet, computer room, large bathroom, with shower, bath toilet and sink, 3 young people's bedrooms all with fitted wardrobes, one staff bedroom, one office and second sleep in room and an outside garden and courtyard.

All the young people's bedrooms have large built in wardrobes, and a chest of drawers and a TV fitted to the wall. Young people are encouraged to choose the furnishing for their rooms and personalise their space with pictures, cushions and personal possessions.

On the door of each bedroom alarms are fitted to alert staff that these doors have been opened, the alarms do not make noise outside in the hallway but do in the staff sleep in room next door to bedroom two

The communal areas have a variety of fixtures and fittings which are modern and all meet health and safety requirements. There is a cordless phone for the use of the young people and staff.

The young people have access to a computer, in the computer room which has internet security protection.

The dining area has a table which young people can use when being supported to complete homework and is away for the disruption of the T.V.

SC037302 provides residential care for a maximum of three young people at any one time; we can care for both girls and boys up to the age of 18 years.

SC037302 is situated in the residential area of Old Hall in Warrington.

The home is situated in an area which hosts a variety of schools including state education in primary and secondary education together with schools for designated religions and alternative education provision for meeting the needs of young people with special educational needs.

In the event of emergency the hospital is approximately 1 miles and the local GP and dental services are within walking distance.

The town also has three education provisions for young people above the age of 16 years which cater for academic and vocational qualifications.

The home is approximately one mile away from the town centre. The town has many of the large department stores as well as small individual shops.

There is a large supermarket within walking distance and also a variety of other shops with and cinema and a bowling alley 5 minutes away.

The local motorway network includes the M6, M56 and M62 which makes access from all parts of the country easily accessible. Local buses run to the town centre every fifteen minutes.

Local facilities also include a local library, museum, indoor ice skating rink, ten pin bowling, go karting, rugby and football stadiums and a community hall which houses concerts and local theatre productions.

**There is an in-depth locality report for SC037302 located in the office at SC037302.**

The home is decorated to a very high standard and provides young people with the opportunity to relax within a homely environment. There are a variety of indoor recreational activities including T.V. DVD, Wii, board games, PC and arts and crafts. The young people have their own lockable bedrooms. Each young person will be given their own key. In addition to the locked door young people also have a lockable space to keep all their personal possessions. Each young person has the ability to decorate their room to their own individual style, and rearrange the room how they would like it.

If a young person comes in an emergency, but the young person feels happy at SC037302 and we all feel that we can care for them then, then after a month, they will be given a £70 for new bedding curtains and some pictures to make their bedroom feel more personal to them.

Young people will be made aware that if there are reasons to believe that they have substances or articles in their rooms which are illegal or harmful, or if it is believed that they are keeping something that does not belong to them, staff have permission to search their room. This will happen when the young person is present and the outcome will be recorded.

Upon admission young people will be advised that staff have a responsibility and duty of care and if it is considered that their bedroom is in need of being cleaned to meet health and safety requirements or in the event of an emergency staff will enter a young person's room after knocking and inform them they are about to enter.

The staff at the home do not deliver any form of personal care therefore under normal circumstances staff are not permitted in the bathroom or toilet area with a young person. However in the event of an emergency, where a member of staff believes a young person is in immediate danger, they may be expected to enter the bathroom provided that they have knocked the door and given the young person time to respond.

Young people are welcome to invite visitors and, where possible, privacy will be given for such visits.

The home has two toilets to ensure that there is always one accessible for the young person to use, as we can care for three young people at a time. There are also 2 garden areas so that the young people have suitable space to spend time with their friends or family.

## **The arrangements for supporting the cultural, linguistic and religious needs of children accommodated in the children's home.**

Prior to coming to live at SC037302 careful consideration will be given to any additional requirements in relation to race, religion, culture or methods of communication. Any additional support which is identified will be explored to ensure that the service can be delivered prior to the acceptance of the referral for placement. No young person will be

pressured to belong to any faith or to visit any place of worship should they choose not to, however in the event of a young person taking the decision to follow their religious denomination staff will facilitate and support this.

To promote an understating of the diverse society that we live in, theme nights will be arranged. However participation in this activity is at the choice of each young person. Any dietary requirements based upon religions grounds will be adhered to. In addition to this, young people will be offered support to access multi-cultural events within the community. Advice regarding preparation of meals, and attending religious festivals or places of worship will be sought from the relevant organisation.

Any dietary requirements based upon religions grounds will be adhered to. In addition to this, young people will be offered support to access multi-cultural events within the community.

It is acknowledge that there may be times when young people choose to express their identity by wearing certain garments of clothing in line with fashion, or localisms in addition to religious or cultural dress. This will be permitted taking into consideration any risk of humiliation, victimisation which may result in a negative experience for the young person, or may create a safeguarding issue.

## Complaints

It is the intention of both management and staff for SC037302 to be run in consultation with the young people with input from families and other professionals. We welcome constructive feedback to enable us to provide a quality service.

It is acknowledged that it is the right of the young people to raise any concerns or to submit a complaint if they are unhappy with a situation within the home. As part of their welcome pack all young people will be given information about the young people's complaints procedures inclusive of a child friendly complaints form which was formulated by young people themselves. Upon admission staff will explain the procedure to the young person. It will be discussed with the young people that if they make a complaint they will receive initially a verbal response from the registered or assistant manager then once an investigation into the complaint has been made a written repose will be given to the young person, if they are unhappy with this response then they will be actively encouraged to contact NYAS and have disuse with the registered manager about how they would like their complaint resolved.

In addition all complaints are sent from the registered manager through to Warrington Borough Council complaints officer, who is Sarah Rayner, she ensures that the response to the compliant is fair and appropriate, and ensues that all complaints are logged correctly.

If young people are not happy about any aspect of the care they receive they will be supported to make a complaint. The complaint can be made verbally or in writing and both methods will be taken seriously and dealt with under the complaints policy.

All complaints are dealt with in a transparent manner with all outcomes relayed to the complainant in a level of understanding appropriate to their age and ability. If the young person is not happy with the outcome of the complaint they have the opportunity to appeal and seek independent guidance to which they will be supported.

Within the young people's guide there are contact details for NYAS, the Responsible Individual, NSPCC and the Children's Rights Director.

Young people are also informed about how they can make positive comments if they wish.

In the event of members of the public who have a complaint about the home or the residents the local authority have a corporate policy which can be submitted and dealt with under the Warrington policy and procedures.

Within the young people's guide there are contact details for NYAS, NSPCC, the Children's Rights Director (Ofsted) and Paul Connolly:

**Paul Connolly**  
**Service Manager Children in Care,**  
**2<sup>nd</sup> Floor,**  
**New Town House,**  
**Buttermarket Street,**  
**Warrington**  
**WA1 2NJ**  
**01925 443537**

Ofsted can also support complaints or comments.  
The regional office can be contacted at:

**Ofsted**  
**Piccadilly Gate**  
**Store Street Manchester M1 2WD**  
**Tel: 0300 123 1231**

## Views wishes and feelings

## **A description of the children’s home’s approach to consulting children about the quality of their care.**

All young people who live at SC037302 will have their individual care plans reviewed in line with the Care Planning, Placement and Case Review Regulations 2010.

The home recognises the role and importance of the Independent Reviewing Officers in young people’s lives, and how their role can impact significant on the lives of the young people we work with. As such the officers are informed of all meetings and actions relevant to the individual young person.

Prior to the review staff will discuss with the young person their views and wishes. They will then present a report, to the review, outlining the young person’s progress and any issues the young person has requested to be discussed. The young person will be encouraged and supported to attend the review. The worker will ensure that all staff are aware of the recommendations from the review and will oversee these being implemented. If the young person does not want to attend, staff will present the views of the young person, without any interpretation for the staff member to ensure that the young people views are present and documented, purely as their views.

Consultation is at the centre of everything we do, consultation with the young people is paramount and at SC037302 the young people are actively consulted about all aspects of the care that they receive, the plans and aspirations they have. At SC037302 we feel strongly about discussion the young people’s plan, and giving them all relevant information so that they are able to make informed choices, about their future.

Consultation is at worked through at a pace that the young people feel comfortable with, and using language that the young people understand, so they feel empowered about their plan and future, and feel and know that they are steering their plan, with the support of their social worker and staff team at SC037302.

We have regular direct work with eh young people, and young people’s meeting, whereby the young people and the staff team will set the agenda.

Prior to any aspect of the young person’s care being changed such as rewards or sanctions, full consultation and discussion will take place with the young person prior to this taking place so that they are fully aware of the decision and have the space to have their opinion taken into full consideration and the plan explained to them, and possibly changed.

## **A description of the children’s home’s policy and approach in relation to— anti-discriminatory practice in respect of children and their families;**



## Principles underlying the homes policy:

At SC037302 we take seriously the role in supporting and promoting the young people's values, their culture, their means of communication, their likes and dislikes, and their family. At SC037302 we respect and embrace the concepts of:

**Individuality:** Assumptions should never be made about a child or young person. They should be encouraged to make their own choices. At SC037302 we find out about each child or young person, we speak to their social worker, school and parents. We discover and embrace what our young people like to wear, what music they like and what food they like to eat.

**Rights:** Children and young people in our care continue to enjoy the same rights regardless of living within local authority care. Each person we support has the right to say no, the right to have a say in their care. At SC037302 we have to balance the young people rights with our responsibility to safeguard and care for the young people, and we appreciate that supporting the rights and choices of children and young people and balancing safeguarding is often difficult.

**Choice:** It is every child and young person's right to have choice within their lives. Choices however need to be made in the context of each individual child's development, needs and wishes. All of these factors are individual to each child and young person. At SC037302 we take the responsibility to support each child and young person to understand and make informed choices very seriously.

**Privacy:** Consideration should always be given to a child/young person's privacy, this is not just physical and emotional but also in regards to their belongings and information they share.

**Independence:** Each child and young person needs to be allowed to do things for themselves. This aids their personal growth, at SC037302 we embrace the need to guide and support young people's independence by helping them develop and improve skills, to enable them to develop into young adults that reach their full potential.

**Dignity:** Dignity is what we feel when we are respected and it is what makes us feel important in society and in day-to-day life. Whether we are eating, sleeping, living day-to-day, or playing, feeling dignified is what we, as workers, are required to do to give each child or young person quality of life. All children have to be treated with dignity. They should be referred to by their proper names. Being clean and well-presented often supports an individual's dignity and can be particularly important to young people as they grow towards adulthood.

**Respect:** Respect is showing someone that they are important, whatever their age, culture, disability, or gender, and that their opinions and views are important and valued.

**Partnership:** Partnership is a fundamental part of the support of every child/ young person that we care for. At SC037302 we have close working relationships with the children in care social work teams, Health Education and the police. We embrace partnership working and ensure that we listen to others views, keep others informed and be open, honest and transparent with our documentation.

In terms of addressing discriminatory practice one of the functions of a key worker should be to “work with and encourage young people to address threatening, offensive and prejudiced behaviour including domestic abuse, bullying, overtly racist, sexist or homophobic behaviour”

It is important to note that:

- The aim of anti-discriminatory practice is not to generate discomfort, conflict or negativity, although these feelings may be encountered along the way.
- Treating young people the same is not the same thing as treating them equally.
- To treat equally it is important to recognise that society does not provide a level playing field; a variety of factors may have to be taken into account. It is important not to expect to find easy or right answers to everything.

### **Appreciation of diversity encourages:**

- The exploration and valuing of differences.
- A readiness to develop mutual understanding that goes beyond tolerance to a broader appreciation of the varied nature of human life.
- Acknowledgment that there is often curiosity and sometimes fear of difference that has to be surmounted through information, knowledge and a willingness to gain new understanding.

### **(b) Children’s rights.**

Young people have the right to be told that information has been written about them, and depending on their age and understanding, for that information to be explained to them in a manner that they can understand and at a pace that they are comfortable with. Young people will be able to access their information whilst at SC037302 and with support be able to read and sign the information that is written about them, to ensure that they are fully consulted.

Young people have the right to request an advocate or a representative to act on their behalf.

Young people have a right to family life, wherever possible and in line with any court direction. SC037302 staff will assist young people in maintaining contact with their family, friends or other important people in their life while ensuring all elements of safeguarding is upheld.

Young people have the right to be respected and consulted upon at every live about the care they will receive and their feelings about this, this is an aspect of care that SC037302 had embedded in their foundation of working with young people.

## **Education**

### **Details of provision to support children with special educational needs.**

Young people with Statements of Special Educational Needs (SEN) will be supported through their Personal Education Plan and with the support for their social worker, key worker and school, will receive individual support to ensure that they meet their full potential, and gain the opportunities that they deserve to build confidence and a stronger future. In addition guidance and advice will be gained through consultation with the virtual head, Melissa Young who will engage with the school and offer alternative support packages, to help the young person meet their full potential.

In regards to support the young person can receive from SC037302, any additional education equipment that the young person requires to support them within their education will be purchased by the staff team at SC037302.

### **Where the children's home is not dually registered as a school, the arrangements for children to attend local schools and the provision made by the children's home to promote the educational attainment of children.**

Education is a very high priority and is central to the home's vision and its aspirations for the young people living in the home. We aim to ensure that the young people living in the home have good attendance at school and their education is exceptional on a basis that takes into account their own ability and attainment. We do recognise that many young people who come into residential care have a very negative experience of school or college. In these cases we aim to re-engage young people in education or training gradually.

Young people are supported to attend their educational provision and encouraged to take responsibility to be punctual and to engage in all elements of the curriculum. Working together with the educational team, the aim is to prevent education placement breakdown and to promote achievements either vocational or academic.

Each young person has a Personal Education Plan and / or a Pathway Plan, which is reviewed on a 3 monthly basis or as significant changes arise. All staff are available to attend parents' evenings or educational appointments.

Support is offered by staff with homework and staff will ensure student planners and homework diaries are checked and signed. Young people are encouraged to play an active role in school life including attending extra school activities, to enhance their opportunities to develop their social networks and form appropriate friendships and relationships.

The young people have the use of a computer and can access the internet to support their studies. All young people are encouraged to join the local library, and supported to visit places of educational interest.

Children and young people who are not maintaining a level of school attendance, for whatever reason, are supported and encouraged to have their educational needs met by alternative methods. This will be in consultation and partnership with the young person's social worker, family, and the education department. This may include extra tuition, 1:1 support and vocational opportunities to enhance life skills.

School uniforms will be provided and young people will be encouraged and supported to take responsibility to ensure they have the correct school equipment, and physical recreational kit on the times and days they are required.

All educational achievements will be celebrated and the young people rewarded for their efforts. SC037302 will fund any school activity or school away trip that the young person would wish to take part in to ensure they receive a fully inclusive education and educational experiences.

The Virtual School plays a pivotal role in supporting children, in promoting educational achievement and works to improve educational outcomes for all Children in Care.

The Virtual School will advocate on behalf of the child to ensure their specific educational needs are met in recognising the often unique circumstances experienced by the child and the impact this may have on their experience of education and their attainment. This involvement and support is proactively supported by SC037302 and recognised as a vital tool in helping children in care enjoy and progress in their education.

The Virtual School has been rolled out to support the needs of children in care with an emphasis has is on literacy and numeracy to improve achievement at all Key stages. The virtual head teacher is Melissa Young who based at Newtown house, and meets regular with the senior principle manager in regards to how best to support the young people living in residential care, and how to ensure they are empowered within their education, to equip them with the best possible life chances they could have.

## Enjoy and Achieve

**The arrangements for enabling children to enjoy and achieve, including how the children's home promotes their participation in cultural, recreational and sporting activities.**

SC037302 provides a homely atmosphere where young people feel safe. We ensure that all views are taken into account, that everyone has rights and that we take into account racial, religious, cultural, dietary, health, educational, gender and social needs.

The involvement of children and young people in positive leisure pursuits plays a key part in the ethos of SC037302 and helps to promote a sense of self-worth, social integration, independence and achievement. Many younger children who come to live at SC037302 are encouraged to join local organisations such as Rainbows, Beavers and youth centre initiatives. Such activity has enhanced the quality of life of young people and enabled a sense of belonging and achievement. SC037302 promotes the use of other leisure facilities such as sport, music and other cultural activities and has links with the Youth Service and children in care council.

To enable all young people living at SC037302 to participate and feel included in the choices around their hobbies, cultural and leisure activities we believe at SC037302 that:

- Everyone should be treated with respect and dignity and have an opportunity to have their opinions heard.
- Children and young people have the right to be valued as an individual.
- Adults at SC037302 will act as positive role models and take responsibility for the children and young people using the service.
- Children and young people have the right to advocacy.
- Children and young people who stay at SC037302 have the right to access the community and activities.
- The children and young people have the right to stay in a safe, caring environment where they can thrive and enjoy new experiences with their friends.
- Children and young people have the right to an environment and culture that supports positive behaviour.

When a young person moves to SC037302 they are encouraged to continue with any existing hobbies and encouraged to join new activities in the local community, the staff team will support the young person emotionally with this and will offer transport and help to ensure that the young person knows actually how to get to the venue.

Young people who live at SC037302 will be supported and encouraged to access all community facilities and services in line with their age, and personal interests.

The young people who reside at SC037302 will be encouraged to become positive members of the community and to interact with the local residents and to be respectful to their surroundings and property.

There are a variety of indoor recreational activities including T.V. Xbox, enclosed back garden, DVD, board games, arts and crafts.

To promote healthy living the home also has a variety of sports equipment and games to encourage interactive play, and we are actively involved with eh Warrington Wolves programme.

Activities are planned with the young people, on a weekly basis. The young people are also offered the chance to go on an annual holiday of their choice.

Young people's birthdays are celebrated with gifts and either a party or activity with friends.

The home provides a selection of board games, books, and has computer access for education and recreation purposes.

## **Health**

### **Details of any health care or therapy provided, including—**

#### **(a) details of the qualifications and clinical supervision of the staff involved;**

All children and young people are registered with a dentist, optician, GP and have access to the emergency services. All elements of personal health are considered within the young person's health care plan and staff support young people to make the relevant appointments for health checks, and to attend the appointments to promote a healthy lifestyle.

Shan McParland is the Children in Care Nurse, to the young people and staff at SC037302. The nurse encourages young people to attend their statutory health assessment and will advise on alternative ways of monitoring health needs if the young person chooses not to attend their assessment.

Each young person has a unique health care plan designed around their individual health needs. The plan outlines any areas of concerns or development and how positive outcomes can be achieved, and measured. The care plan is written in consultation with the young person, and with their consent the involvement of other relevant professionals and adults who care about them. Within the plan we will consider how we support the young person to promote a healthy lifestyle, for instance, by encouraging a balanced diet and exercise.

It is recognised that physical wellbeing is not the only element to achieving good health and wellbeing but that emotional, sexual and psychological health also play an essential part. Staff will have a basic understanding of these areas however in the event of specialist support being required referrals will be made to the relevant services and the young people will be supported to attend the appointments. The home has access to a named social worker from the Child and Adolescent Mental Health Team and a child psychologist.

Safe administration of medication is a priority to ensure that young people are safeguarded from the misuse of drugs, prescribed or illegal. Only prescriptions which have been dispensed under the direction of a medical practitioner or Dentist will be administered to the young people in our care. The exception to this guidance is the use of homely remedies which are only administered when the person with parental responsibility for the young person has agreed and signed the consent form. All medication will be ordered, stored, administered and disposed of in line with the General Pharmaceutical guidelines for care homes, and only administered by staff that are fully trained to administer medication safely. Stringent records of administration and refusal are kept in line with the National Minimum Standards and Children's Homes Regulations guidelines.

Medication is stored in appropriately designed cabinets, and is kept locked with only access by permitted staff. Controlled drugs are administered only by personnel who have had relevant training and have knowledge of the side effects relating to the medication. All staff are trained annual in relation to administering and safely storing medication, this training also encompasses the legislation around medication. In addition to this training being completed the registered manager or assistant manager will complete a practical observation of the staff member administering medication.

There may be occasions when it is considered that the young person has an understanding and the competency to administer their own medication. Prior to this being permitted a full risk assessment will be completed to ensure the young person understands the implications of over or under administration of the medication. Records will be kept in line with requirements of the Care Standards Act and storage of any self-administered medication will be reflected in the risk assessment.

In addition when extra support may be required for young people to access support with their mental health, a CAMHS referral can be made to the CAMHS worker based in the Children in Care team, these specialist social workers can come and complete and

assessment with the young person and devise a package of individual support and guidance.

### **How the children's home measures the effectiveness of its approach the evidence referred to by the children's home to demonstrate the effectiveness of its approach, and how this information can be accessed.**

Each young person has a health care plan designed around their individual health needs. The plan outlines identified health areas of concerns or development and how positive outcomes will be achieved, and measured. The plan is written in consultation with the young person, and with their consent the involvement of other relevant professionals and adults who care about them. Within the plan we will consider how we support the young person to promote a healthy lifestyle, for instance, by encouraging a balanced diet and exercise. Through monthly summaries, each element of the young person's care including health is evaluated to look at where the young person is doing well, and where they may require some extra support. An action plan is devised with the young person, and where necessary other professionals and introduced to offer the specialist support the young person may require. Through this process the keyworker will evaluate if the young person has attend all their health appointment, if so there will be relevant rewards for the young person, and if there has been difficulties, attending the keyworker and the staff team will look at alternative ways to support the young person in reaching their full potential in relation to their health, this has included the Children in Care Nurse attending the home, rather than the young person going to see them.

## **Positive Relationships**

### **The arrangements for promoting contact between children and their family and friends.**

At SC037302 we fully understand how important it is for young people to keep in touch with family and friends, promoting positive relationships and maintaining their own identity. However we also have a duty of care and a responsibility to the other young people in our care therefore our overriding principals will be in relation to keeping all the residents and staff safe and preserving privacy and confidentiality.

Contact and visiting arrangements will be discussed at the placement meeting and any directions from court relating to contact or the restrictions on contact will be recorded and adhered to.

If there are any concerns in relation to visitors a risk assessment will be completed prior to the visit and any required precautions put in place. In extreme cases the visitor may



not be permitted to visit the home. However if it is considered that contact for the individual young person will be beneficial this will take place away from the home. Any restrictions to contact or visiting will be made clear to the staff the young person, and visitor at the start of the placement.

Visitors are welcome, we do however have to remain mindful that other young people also reside in the home and any visits must not intrude on their daily living. All visitors must adhere to basic house rules, if they choose not to, they will be asked to leave. We welcome young people to invite friends to the home and by prior arrangement are welcomed to join us for a meal, and spend time with us, or go out for outings with the young person living at the home.

Telephone contact between the young person and their social worker is available at all times. Unless previously directed by the social worker, telephone contact with family is also available at any time. Telephone contact with friends is at the discretion of the staff team in line with the young person's risk assessment.

When contact has been agreed with friends and family, staff will transport young people to and from the contact, we view this as invaluable, as it allows the young person a safe space to talk about if the contact has been difficult or the positive and happy feelings they have about seeing family and friends.

“Time doesn't take away from friendship, nor does separation.”

[Tennessee Williams, \*Memoirs\*](#)

## Protection of children

### **Details of the children's home's policies for safeguarding children, preventing bullying and the missing child policy.**

Safeguarding our young people is the main priority of those who work at SC037302 and with that in mind all policies and procedures are linked to the safety and wellbeing of each individual young person.

All plans and decisions made relating to the care of the young people or the home take into consideration what is in the best interest of the young people.

All staff undertake safeguarding training in line with the Requirements and National Minimum Standards. Staff attend a refresher course, on an annual basis, to ensure that their knowledge is relevant and kept up-to-date. Multi agency child protection courses are held with our colleagues from the police, education and health service and this gives staff a good understanding of each other's roles.

SC037302 holds a copy of the Pan Cheshire Safeguarding Procedures which are freely available to staff to act as point of reference at all times. There is however an expectation that all staff know and understand without reference, the principals of safeguarding and the immediate actions to follow in the event of concern for a young person's safety including the whistle blowing policy relating to concern around the practice of a colleague.

Staff will ensure that all relevant parties are informed of any significant risk relating to the protection of young people living in SC037302 and will work with other relevant professionals to ensure all correct procedures are followed to protect the young people in our care.

We at SC037302 provide a caring family atmosphere for young people and we do not tolerate any form of bullying.

Children living in care are all valued as individuals and we all have a duty to be mindful of the possibility of them being bullied. Staff at the home play an important role in the early detection of bullying and it is their responsibility to act quickly to minimise any distress that others may be causing residents in our care.

Staff are trained to be aware of all types of bullying and the way that bullies operate including the bully who often puts up a pretence that they are the young person's friend in order to get close to them and then intimidate or force them to become involved in immoral or illegal actions.

Children accused of bullying may need help just as much as those being bullied. Their behaviour may be connected to hidden personal and social problems. Other children may manipulate them, or they may be falsely accused. Working with a team of professionals around the young person both bullies and those who are being bullied can be supported to have a positive outcome to the events.

It is important to remember bullying happens in so many ways and takes so many forms. Whatever the type of bullying, we **always** take it seriously.

Within the home respect for others is promoted both individually and as a group. Young people are encouraged to attend fortnightly house meetings where they can discuss any ideas or concerns. Young people are encouraged to chair the meetings and record their discussions.

Young people can always have access to their social worker, and NYAS, Ofsted and NSPCC, if they feel that they cannot come and speak to the staff team.

SC037302 has clear expectations in relation to standards of behaviour and this is explained to the young person upon admission and is demonstrated by codes of conduct

and respect towards the young people from staff. Relationships are based on honesty, trust, mutual respect and recognised good child care practices.

Young people are encouraged to take responsibility for their own actions with positive actions being acknowledged.

In day-to-day decision making staff always take into account the needs and wishes of the individual young people. With additional thought to the group as a whole and the need to ensure the safety and wellbeing of everyone who resides, works or visits the home.

Staff acknowledge that due to certain circumstances and experiences that the young people have had to endure in their lives this may lead to an unacceptable or dangerous behaviour. At these times it is necessary to make sure that young people are made aware that their behaviour is inappropriate or could be a risk to themselves or others. It may be necessary to put sanctions in place that all staff are aware of, to provide a consistent approach. Sanctions should be relevant and appropriate to age and level of understanding. The home also implements the restorative practice approach giving young people the opportunity to take responsibility and ownership of their actions and to understand the implications of others who may have been affected. The ethos being that from a negative experience there can be a positive outcome.

There is in place a policy which outlines the zero tolerance approach to bullying of any description. Young people are encouraged and supported to have the confidence to speak out if a situation arises where they feel uncomfortable or at risk.

The home primarily focuses on positive reward rather than negative sanctions although it is acknowledged that at times consequences for actions may have to be put in place. Any consequences are recorded and are in line with the legislation in relation to the prohibited sanction list and discussed in a 1:1 session with a the young person.

Staff, social workers and, where necessary, the police work with young people to encourage them to be positive members of the community and encourage them to understand the consequences of criminal acts both to the victims and to themselves.

Young people have a behaviour management plan and risk assessment which outlines how risks and behaviour should be managed consistently to achieve the best outcomes for the young person. The plans are completed with the young person and agreed with the young person's social worker and where appropriate the young person's parents. All staff are aware of child protection issues, and are vigilant to any behaviours which may be making a young person's stay in the home unpleasant or unsafe and will take immediate action as required to ensure safeguarding is a priority.

As a children's home it is our belief that we act as corporate parents and therefore take the responsibility of the whereabouts of the young people at all times very seriously.

All young people living at SC037302 will have a missing from home risk assessment in place. If a young person does not return at an agreed time staff will attempt to establish

their location by using mobile phones or physically searching in the local vicinity or at addresses where the young person is known to gravitate to.

If staff are unable to locate the young person and establish that they are safe, the support of the police will be sought. SC037302 prides themselves on the joint working with the police and has a joint understanding that all possible avenues to locate the young person will have been followed before the police are called. This prevents waste of police resources. However in the event of a call being made the police will be aware that this is a serious call and there is a genuine concern for the young person's safety or wellbeing and they will then act immediately under the Pan Cheshire Protocol which has been written in conjunction with the police and Cheshire local authorities. Social worker and parents will be informed unless otherwise stated in their care plan. Written records of all unauthorised absences are maintained. These include; the details of the absences, action taken by staff and discussions with the young person on their return.

Staff will endeavour to ascertain if there is a reason within the home, which has caused the young person to abscond. An independent person from Catch 22 will visit the young person within 24 hours following the young person's return to discuss any concerns the young person has. The worker will also be available to offer advice and guidance to staff. If there is a history of a young person absconding from school a monitoring system would be set up. All staff are training and understand the key indicators of CSE (child sexual exploitation) and work closely with Catch 22, the police and the social worker team regarding any concerns in relation to CSE and how to protect the young person.

If a young person absconds on a regular basis they will be seen by their social worker and a meeting held in order to check if there is anything that can be done to reduce the amount of absences and to identify what the pull push factors may be. Ofsted will also be made aware through the notification process of the outcome of the meeting and the action plan in place.

The staff team have access to CAMHS social workers that work from the children in care teams, and are based at Newtown house, they work individually with young people around issues that may be concerning them including missing from home, in addition to this staff have monthly consultation with the CAMHS workers around concerns they have regarding young people or themes that they are concerned about such as missing from home, issues are assess med such as pull push factors, friend groups and how we can communicate better with the young people and keep them safe.

## Behaviour Management

## **Children's Behaviour**

### **12. A description of the children's home's approach to the surveillance and monitoring of children accommodated there.**

Young people will be made aware that if there are reasons to believe that they have substances or articles in their rooms which are illegal or harmful, or if it is believed that they are keeping something that does not belong to them, staff have permission to search their room. This will happen when the young person is present and the outcome of the search will be recorded.

In addition there are window locks on the young people bedrooms, this is for their safety, to act a prompt not to climb out through the windows, in addition the young people have stated that they feel safer in opening the windows at night when it is warm knowing people cannot get into their bedrooms due to the building being a bungalow.

In addition there are bleep alarms on all the exterior doors, this allows the exterior doors to be monitored in the evening with the young people feeling that they are being followed around. In addition this ensures that nobody enters the building without the staff team being aware. There are also bedroom alarms on bedrooms one and two these cannot be heard in the hallway but can in the staff sleep in room next to bedroom two.

### **14. Details of the children's home's approach to behavioural support, including information about—**

#### **(a) the children's home's approach to the use of restraint with respect to children accommodated there;**

Physical intervention is very rare at SC037302; we believe the emphasis on promoting positive behavior and support young people through difficult times is about knowing the young person as an individual and respecting their needs and preferences.

The staff team are trained in SPACE methods of physical intervention however in line with Warrington policy the main emphasis is one of de-escalation and the use of diffusion, diversion and negotiation prior to any hands on intervention being used. Only in the event of extreme probability of a fatality or serious injury would physical intervention be used.

SPACE training was chosen as it was highlighted to share the same ethos as Warrington Borough Council's residential homes, which is that on self-reflection, rewarding positive behaviour and working on supporting young people to meet their full potential.

This is what SPACE training say about themselves:

SPACE Training has been a trusted name in conflict training for over 20 years. We specialise in Positive Behavioural Support including conflict resolution, challenging behaviour and physical interventions. Our facilitators are skilled in training in Mental Health Services, Customer Care, Learning Disabilities, Child Services, Young Adult Services, Elderly Services, and a wide range of Professional Development areas.

Our **Proactive Approach to Conflict** training offers a real alternative to people working with complex and challenging behaviours. The core philosophy behind our teachings is that by 'proactive working' the need for **physical interventions can be avoided**.

We are accredited by the British Institute of Learning Disabilities (BILD); our conflict training has been built around the **BILD Code of Practice** and has been fully risk assessed. Our training offers excellent value – we are one of the lowest priced BILD Accredited Training Companies in the UK.

Currently the staff team use the strategy of SPACE, which is a qualification gained after intensive training around de-escalation, pull away techniques from situations. Within Holding a young person is an absolute last resort to keep the young person safe from harm, it is not a strategy that is often used and is taken very seriously.

If there has been a situation where by the staff team have had to use break strategies away a full de-brief will take place after the incident with the young person, staff member and any young person that had witness the incident, to ensure that they feel supported.

**We at SC037302 endorse and embrace that, restraint is not used as a means of punishment.**

What the staff team say about space training

“ this training has made me reflect upon my presence and how I present to young people, it has highlighted more to me that if I am positive and calm, it can change a young person’s outlook” (staff member from SC037302 December 2013)

In the event of any intervention which leads to a child protection concern this would be referred to the LADO (Local Authority Designated Officer) and reported to Ofsted.

In the event of any physical intervention young people will be offered the opportunity to receive medical attention and will be supported to do so. Any injury sustained in any intervention would be recorded on an accident or incident form.

Within the home respect for others is promoted both individually and as a group. Fortnightly young people's meetings are held to discuss any ideas or concerns and young people are encouraged to chair the meeting and record their discussions.

SC037302 has clear expectations in relation to standards of behaviour and this is explained to the young person upon admission and is demonstrated by codes of conduct and respect towards the young people from staff. Relationships are based on honesty, trust, mutual respect and recognised good child care practices.

Young people are encouraged to take responsibility for their own actions with positive actions being acknowledged. We believe that being able to support young people with their behaviour is about truly knowing the young person, and the difficulties they are going through, this enables the staff team to truly develop a positive relationship with the young person based upon honesty and trust. This safe environments and nurturing staff team enables young people to make mistakes, but to be supported in dealing with the situation and work towards a positive outcome.

In day-to-day decision making staff always take into account the needs and wishes of the individual young people. With additional thought to the group as a whole and the need to ensure the safety and wellbeing of everyone who lives, works or visits the home.

Staff acknowledge that due to certain circumstances and experiences that the young people have had to endure in their lives this may lead to an unacceptable or dangerous behaviour. At these times it is necessary to make sure that young people are made aware that their behaviour is inappropriate or could be a risk to themselves or others. It may be necessary to put consequences in place that all staff are aware of, to provide a consistent approach. Consequences will be relevant and appropriate to age and level of understanding of the young person. The home also implements the restorative practice approach giving young people the opportunity to take responsibility and ownership of their actions and to understand the impact on others who may have been affected. The ethos being that from a negative experience there can be a positive outcome.

The home primarily focuses on positive reward rather than negative sanctions although it is acknowledged that at times consequences for actions may have to be put in place. Any consequences are recorded and are in line with the legislation in relation to the prohibited sanction list and discussed in a 1:1 session with a the young person.

Staff and local police work closely with young people to encourage them to be positive members of the community and encourage them to understand the consequences of criminal acts both to the victims and to themselves.

Behavioural Management strategies, which are agreed with relevant professionals including social workers together with parents and the young person, are put in place to ensure that there is a consistent approach in addressing unacceptable behaviours and reinforcing positive behaviours. All staff are aware of child protection issues, and are vigilant to any behaviours which may be making a young person's stay in the home

unpleasant or unsafe and will take immediate action as required to ensure safeguarding is a priority.

In the event of any physical intervention due to break away strategies being used, young people will be offered the opportunity to receive medical attention and will be supported to do so. Any injury sustained in any intervention would be recorded on an accident form and cross referenced to the restraint report, the incident would be discussed with the social worker, parents, and Ofsted would be notified. In addition after the event the young person is offered time with a senior staff member or their keyworker discuss what happened to work through any things happened and any concerns they may have

**(b) how persons working in the children’s home are trained in the use of restraint and how their competence is assessed.**

The staff team are trained in SPACE methods of physical intervention however in line with Warrington policy the main emphasis is one of de-escalation and the use of diffusion, diversion and negotiation prior to any hands on intervention being used. Only in the event of extreme probability of a fatality or serious injury would physical intervention be used.

Staff attend a 2 day intense programme of academic work, practical and then an exam to assess competence; this is the aim of SPACE

Working with people who may challenge calls for unique skills, it is our aim to clarify exactly what these skills are, then help people to develop and enhance them. The SPACE Training programme ‘A proactive Approach to Conflict’ is modular based training that has been specifically designed for care professionals working with children and young people in residential settings.

physical interventions (PI) training meets the standards of the **British Institute of Learning Disabilities Code of Practice**. If you read the statement from one of our Clients in the PDF below, you will see that our training makes a difference and we work in partnership to make it fit your needs.

- Plan **the programme in conjunction with clients in order to ensure that what is delivered is both realistic and relevant**
- Work in **partnership with managers to ensure that the training supports the organisations policies and procedures**
- Specify **clear learning objectives for each programme**
- Provide **high quality hand-outs and other supplementary materials**
- Evaluate **all training from the perspective of both the attendees and the trainer**
- Feedback **any issues arising during training sessions to the client**



- Recognise, embrace and value **the diversity and needs of all participants**
- Maintain a **dedicated database of all training, delegates and outcome.**

Restraint is not used as a means of punishment.

SPACE also offer follow up sessions, whereby they attend team meetings and offer support and guidance regularly to the staff team, to ensure they are fully competent in the strategies they are using.

## **Leadership and Management**

### **Contact details**

**18.** The name and work address of—

(a) the registered provider (including details of the company owning the children's home);

Warrington Borough Council  
Families and Wellbeing Directorate  
New Town House  
Buttermarket Street  
Warrington  
WA1 2NJ  
Tel 01925 444400

**(b) if nominated, the responsible individual;**

Paul Connolly  
Families and Wellbeing

**(b) if applicable, the registered manager.**

Clare Pickering

## **Staffing Matters**

**20. Details of the experience and qualifications of staff working at the children's home, including any staff commissioned to provide education and health care.**

**21. Details of the management and staffing structure of the children's home, including arrangements for the professional supervision of staff employed at the children's home, including staff that provide education or health care.**

The Registered Manager is responsible for ensuring that there is a sufficient numbers of experienced and trained staff in order to ensure that the needs of all young people can be met.

Staff working within the home work on a rota basis, there is the expectation that staff will be flexible to meet the needs of the service and the young people they care for, while remaining within the working time directives.

It is the intention of the management to keep the use of agency staff to a minimum to ensure a consistent approach to supporting the young people. Members of the relief staff team support the regular staff team in the event of annual leave and sickness.

During the night there will be two staff on sleep in duty, sleeping in the allocated staff bedroom. In the event of a young person requiring assistance during the night the sleep in staff member will provide assistance until that young person returns and settles in their bedroom. Sleeping in hours are 11.00pm to 7.00 am.

The staff on duty have access to the Out of Hours team that can be called upon for out of normal hours advice in relation to child care and health and safety issues.

Staff receive monthly reflective supervision and an annual appraisal in line with Warrington policy. Within the supervision session staff will discuss the young people, personal development, workload, team issues, and personal issues affecting their work and will be encouraged to reflect on their own practice. The supervisor will provide constructive feedback to the staff member and develop and action list for the coming month.

Staff meetings occur on a fortnightly basis, where possible. Meetings have an agenda that staff are actively encouraged to participate in, with part of the meeting dedicated to the young people and their progress. Guest speakers are invited to the meetings to support multi-agency working. This makes for positive working relationships between professionals. All meetings are recorded and the minutes signed by all staff working in

the home. In addition to the usual team meetings there are quarterly meetings with staff from other local authority homes.

The team can access a wide variety of training courses both mandatory and optional. This gives staff the opportunity to develop an area of expertise and ensures that the staff who care for our young people are adequately trained to meet their needs.

All training achievements are recorded on a training matrix kept by the Registered Manager. Training issues are considered within supervision and personal development plans.

The registered manager monitors the welfare of the children and young people by a variety of methods; talking to children, daily and monthly checks (Regulation 45) and the supervision of staff. In addition to this there are also monthly inspections, by Elected Members and officers, in accordance with Regulation 44. Ofsted also inspect the service, unannounced, on a twice yearly basis.

There are clear policies and procedures in place which all staff read and sign. Managers and supervisors ensure that the home operates in accordance with the policies and procedures, via the supervision process and team meeting.

The skills, knowledge and experience of the SC037302 staff team are the cornerstone to providing a safe and effective service to children and young people. All staff employed are appropriately trained and qualified and many have significant experience in working with children and fostering services. There is a significant commitment to ensuring the professional development of all staff working at SC037302 and staff are encouraged to undertake a range of post qualifying courses leading to further qualifications. All staff are subject to an annual performance and development plan where future training and development needs are identified.

## SC037302 Children’s Home - Staff Team

<b>Staffing</b>		
<b>Name</b>	<b>Job role</b>	<b>Experience and Qualifications</b>
Clare Pickering	Registered manager  37 hours	Clare has been working with children and young people since 2001 when she joined Warrington Borough Council. From 2001-2005 she worked as a community support worker on the leaving care team and child protection teams, then worked for 3 years as a qualified social worker on the disabled children’s team, She then went on to gain

		promotion to assistant homes manager, where she had 3 years' experience, and two years' experience of working with disabled children and young people as the Registered Manager. Clare's qualifications include a BA Honours in Sociology and Social Policy and a post graduate Diploma in Social Work, as well as NVQ 3 and 4 in caring for children and young people. QCF 5 in Residential Management
Catherine Chandler	Assistant manager  37 hours	Catherine joined SC037302 on the 27 <sup>th</sup> July 2013, previously Catherine has been a senior residential care worker for advance child care for 7 years, previously to this Catherine had been an acting homes manager, residential care worker, classroom assistant and a nanny, she has extensive knowledge regarding safeguarding, child protection and ensuring young people receive excellent care within a homely environment. Catherine holds her NVQ 2 and 3 in health and social care and will be continuing with her QCF 5 in leadership and management.
Caroline Cook	Residential Admin Assistant (part-time)	Caroline joined SC037302 in July 2005. Previously to this Caroline was a school secretary in a large mainstream primary school for ten years. Her previous experience includes parent classroom support and secretary to the PTA.
Teresa Stephenson	Residential care worker (part-time)  24 hours	Teresa joined SC037302 in February 2003. Teresa's previous experience includes working at the David Lewis Centre with disabled children. Teresa has completed her NVQ 3 in Caring for Children and Young People.
Katherine Hughes	Residential care worker (part-time)  30 hours	Katherine joined the service in November 2010 as a casual residential care worker. Katherine has worked in customer services and also for Knowsley Homestart as a volunteer family support worker. Katherine was also a sessional worker for SC037302 and Main stream children home St Katherines.
Julie Herbett	Residential Care worker (part-time)  24 hours	Julie started work on the 7 <sup>th</sup> April 2015, Julie was head of care at chaigeley school in Warrington, where by Julie support young people who were living at the school as a residential placement.
Lucy Burrows	Residential	Lucy worked as a residential childcare worker for

	support worker (part-time)  20 hours	Lancashire County Council on a casual basis. Lucy has four years' experience working with Children and young people with complex physical and learning needs. Lucy has an honours degree in dance studies and is hoping to start her QCF 3 in Children and Young People.
Gareth Morris	Residential Care worker (part-time)  30 hours	Started on the 16 <sup>th</sup> June 2015, he has vast amount of experience in working within children's homes and had previously been a manager, this was primarily in wales. Gareth has completed his NVQ level 3.
Lynsey Shiels	Residential support worker (part-time)  20 hours	Lindsey has worked for Warrington Borough Council for over 5 years, and has supported young adults with complex behaviours and health needs, including ASD. Lindsey started work at SC037302 in February 2014. She will be working towards her NVQ3 in caring for Children and Young people.
Alison Leigh	Residential Care Worker (Full-time)  37 hours	Alison Leigh was a state registered nurse, and came to work in Warrington children residential services in 2005 as a waking night worker, Alison is qualified with her NVQ 3, and has been a residential care worker since March 2012. Alison has worked both within main stream children homes and disability services.
Vacancy	Residential Care Worker (Full-time)  37 hours	
Jean Francis	Residential Care Worker (Full-time)  37 hours	Jean has 14 year's residential experience working with children and young people, with emotional and behaviour difficulties. Previously as a waking night worker and since 2012 as a residential care worker. NVQ 3 in caring for children and young people

## Care Planning

The aim of the care plan is to ensure that the young person is given all relevant support to have their individual needs addressed and where possible their thoughts, feelings and wishes taken into consideration.

The objective of the plan is to provide a template for a consistent approach to the young person's care and acts as a point of reference for all staff and other professionals to access.

The Registered Manager oversees practice and communication in the home and ensures that communication between team members and other professionals provides consistency in approach to service delivery.

We advocate strongly that at SC037302 it is important to ensure that young people are equipped to move on to their own accommodation or to another placement. Work towards achieving independence will start as soon as the young person moves into the home. We will work at the young person's individual pace taking into account their own level of ability at the time and providing appropriate support and encouragement where required.

In the six months prior to a young person moving to independent living they will be issued with an independent skills booklet. Staff will help the young person work through the booklet. The booklet will provide evidence of the young person's ability and competence to complete such tasks as basic first aid, cooking and food hygiene. This will then provide landlords with evidence that the young person taking any tenancy is practically ready for adult life. Emotional support is also included in the booklet with signposting for young people to access services in the event of them requiring additional support.

When a young person is 15 years 9 months a member of staff will work with the young person, their social worker and all others involved to produce an assessment of need and a pathway plan. This will take into account the young person's health, education, accommodation, financial situation, contact arrangements and methods of support and leisure activities.

Prior to leaving care the team at SC037302 will assist young people to purchase items they may require in their new accommodation with an emphasis on budgeting and quality of products made to last.

Arrangements for moving on are planned during the review process in consultation with the young person, their family and other professionals. The Independent Reviewing Officer will be informed at every stage of any plan to move a young person and the reason behind the move. If the young person voices any concerns around the proposed move consideration will be given to their reservations and alternatives may be considered if it is thought appropriate.

If it is agreed the young person is moving on to a new placement introductions will be made over a set agreed time with the young person having the opportunity to form relationships with any new carers prior to moving from SC037302.

We acknowledge that this can be a very difficult time for young people and staff will support the young people during the transition period listening to any concerns the young person may have and supporting them to address any difficulties they may be facing.

In some circumstances SC037302 staff will make appropriate arrangements to continue contact for an agreed period of time. This will be individually evaluated to meet the young person's needs.

The staff team believe that any move on from the home should give young people an opportunity to disengage from those who they have become close to so memories of being at SC037302 are positive ones.

We do however accept that there may be occasion when in the event of exceptional circumstances the placement may need to end at short notice. In such cases the move will be handled in a sensitive manner and staff will endeavour to make the experience as positive as possible. Only in extreme circumstances such as safeguarding will the young person not be given notice of any intended move.

Preparing young people for adult life is very important; therefore each young person is encouraged to assist with daily home activities including washing of their laundry and cleaning of their bedroom appropriate to their age.

To minimise the risk of harm to young people it is the responsibility of all staff to ensure that health and safety guidelines are upheld. In relation to hazardous chemicals staff will ensure that health and safety regulations are followed and product data sheets are available to forward to the hospital in the event of burns or ingestion.

As SC037302 is a family group home a menu is devised with the young people inputting to the weekly choices and an alternative to the main meal will be available at each meal time.

All meals and alternatives will be devised taking into consideration the need for a healthy and nutritional diet with a variety of different cultural meals to encourage young people to develop their taste palate and to maintain a healthy body. Snacks will be available with an emphasis on healthy snack.

The purchase of the food eaten by the young people supports both local businesses and local supermarket provision. Young people are encouraged to engage in shopping and the preparation and cooking of meals to support their steps towards achieving independence.

All staff are trained in food hygiene and as young people work towards independence they are also encouraged to undertake the basic food hygiene certificate. This will include the understanding of cross contamination of foods and personal hygiene standards which will help minimise the risk of food poisoning.

Any individual identified dietary needs will be recorded and meals stored, prepared and cooked in line with any special requirements by staff that has the knowledge and skills.

The home has access to a computer where young people and staff can print off different recipe ideas from a variety of different countries and cultures.

It is the responsibility of all staff to prepare young people for their adult life and this includes budgeting and saving skills. With this in mind staff will support and encourage young people to spend their pocket money wisely.

We acknowledge that young people will want to spend money on items such as sweets; however staff will promote positive spending during sessions of direct work with each individual young person.

There may be occasional times when pocket money will be supervised. This will be evaluated in line with the young person risk assessment and care plan.

We believe that stability is the key and that young people need to feel safe and secure at SC037302, young people feel confident that staff will not give up on them.

### **Any criteria used for the admission of children to the children's home, including any policies and procedures for emergency admission.**

Young people will only be accommodated after careful consideration of their needs, with a belief that we can provide the right environment. Consideration will be given to the impact of any other young person in at SC037302. Prior to any agreement of a placement an impact risk assessment will be completed by the Registered Manager. The final judgement in relation to acceptance of a referral will be made by those with in-depth knowledge and understanding of the current young people living at SC037302. The final decision as to the agreement of the placement lies only with the Registered Manager and in their absence the Assistant Manager.

SC037302 does not accept direct access admissions and also does not accept emergency referrals from the police or YOT.

Placements which may be required at short notice can only be authorised by the Registered Manager or the Responsible Individual.



It is expected that the majority of young people coming to live at SC037302 will be on a planned basis and only in extreme circumstances will this be an exception to the rule.

Once a placement has been identified, arrangements are made for the young person to visit the home and meet some staff and the other young person.

During this visit the young person will be given a young person's guide along with some basic information about the house. Practical arrangements such as bed times and pocket money will also be discussed along with offering the young person the opportunity to ask any questions or discuss any concerns they may have about their stay. Young people will be given the option of an overnight stay prior to their admission if this is appropriate. Staff may also arrange a home visit should the young person so wish.

A placement agreement meeting will take place prior to admission whenever possible or within 72 hours. This meeting will involve the young person, their social worker, other significant adults and the Registered Manager of SC037302.

At this meeting the placement plan will be agreed, highlighting the young person's areas of need and ways in which the staff and other professionals can meet the individual's needs. A written care plan, health assessment and PEP will be available on file within 10 working days in addition to leisure plans and contact arrangements.