



## Statement of Purpose - Westland Drive

**Revised March 2021**



“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

The Bungalow  
Westland Drive  
Padgate  
Warrington  
WA2 0OG

## RESPONSIBLE INDIVIDUAL

Sharon Cooper

Head of Service Permanence  
Families and Wellbeing

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## REGISTERED MANAGER:

Julia Edwards

**March 2012**

**September 2013**

**Revised November 2013**

**Revised January 2014**

**Revised March 2014**

**August 2014**

**Revised February 2015**

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**April 2018**

**May 2018**

**October 2018**

**February 2019**

**April 2019**

**July 2019**

**Feb 2020**

**August 2020**

**March 2021**

**April 2021**

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 44 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 and Childrens Homes Regulations 2015.

The inspectors have the responsibility to inspect Westland Drive once 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:

Ofsted	Children's Rights Officer
Piccadilly Gate	Aviation House
Store Street	125 Kingsway
Manchester	London
M1 2WD	
Tel: 0300 123 1231	

The Responsible Individual is:

Sharon Cooper, Head of Service Permanence, Targeted Services, Families and Wellbeing.

The Registered Manager is:

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Padgate  
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Telephone: 01925 817713

Qualifications

BA Hons in Primary Education and Religious Studies with QTS (2:1)  
QCF level 5 in leadership and management for Residential childcare  
Team Teach Intermediate Trainer  
QCF level 3 working with children and young people

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## 1. 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.**

Westland Drive Short Break Home provides short-term residential breaks, to young people and children with Physical disabilities or learning disabilities. There must be either a clear diagnosis or referral from the disabled children's team. In addition we provide excellent support to young people with Autistic Spectrum Disorder. Children can access the service from aged 3 to 17. The home can provide residential breaks for up to three children or young people, of either gender, at any one time. The home also offers tea visits.

The objective of the home is to provide an environment that is enjoyable, stimulating and assists children and young people to achieve their potential within the community. Great emphasis is placed on providing social and leisure experiences for children and young people that enables them to enjoy activities with their peers. Where a child or young person has developed a friendship with another child staying the home we try to ensure that their stays coincide. We support the concept of friendship and socialisation for young people with autism, as we thoroughly understand that this can be difficult for them. We assess their individual needs focusing on them as an individual, their sensory requests and routines.

Admissions are, in the main, accepted on a planned basis following a comprehensive assessment of need. However, emergency admissions will be considered and are subject to an impact risk assessment; emergency placements will last no longer than 72 hours.

Due to the diverse needs of the children and young people using the service, bookings are carefully planned on a three monthly basis. The individual needs of the children and young people are taken into consideration paying particular regard to their vulnerability and any risk factors associated with them.

## 2. The Ethos of Westland Drive

Westland Drive provides a homely atmosphere where children and young people can spend time away from home with friends, try new things and take a step towards increasing independence. 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.

These are our beliefs:

- 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 Westland Drive 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 be supported to keep their own possessions safely.
- Children, young people and their families will always be informed of any changes to the service and the reasons for this.
- Children and young people have the right to advocacy.
- Children and young people have the right to be told about information that has been written about them and depending on their age and understanding, for that information to be explained to them.
- Children and young people who stay at Westland Drive have the right to access the community.
- 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.
- Parents/carers will be fully involved in planning the care for their son or daughter.
- Children and young people have the right to an environment and culture that supports positive behaviour.
- Children and young people have the right to receive personalised care that promotes all aspects of their individual identity.

The home provides a domestic style experience in a safe and caring environment that can also offer continuity e.g. family, friends, education and activities. The home also promotes and encourages good health and well-being, educational achievement, positive behaviour and relationships, individual self-worth, self-confidence and motivation in preparation for the child or young person's future development.

Children and young people will have a written care plan which is reviewed with them and their parents/carers on a six monthly basis. The following people may contribute to the care plan:

- Social workers
- Health colleagues (for example, Specialist Nurse for Looked After Children, Occupational Therapists, Physiotherapists and Special Needs nurses).
- Schools and EHCP co-ordinators
- Educational Psychologist
- Advocacy services and parent and carers services
- Child and Adolescent Mental Health Services (CAMHS)

As a short-break home offering services to a very wide group of disabled children with differing needs, no specific therapeutic model is followed. Every effort is made to take an approach to individual children, which is consistent with that provided by their parents or carers and others closely involved in their care, such as schools. Such information is gathered prior to the child or young person receiving a service and is monitored in their reviews. Key workers play a vital role in supporting a child or young person. They take responsibility for the detailed care of a child or young person and may ask other professionals to support or advise them.

Residential staff are responsible for ensuring the safety of the children in their care. Risk assessments relating to the environment are in place and reviewed. Specific issues relating to individual children are identified in the assessment carried out before they begin using the service. An individual risk assessment is then completed using information provided by parents or carers and professionals. The risk assessment is discussed with the parents and signed by the registered manager, parents, social worker on behalf of the placing authority and the key worker. This is completed as part of their placement plan which sets out how a child will be cared for.

Westland Drive provides an environment for children and young people where they can stay as comfortable and happy as possible. As in families, a happy home is based not only on mutual trust but also on understanding by all its members, of the kinds of behaviour that are acceptable and unacceptable. Staff are positive role models for children and young people and develop positive professional relationships with those in their care; continually rewarding and praising children and young people for positive or well-managed behaviour.

The disabled children's service adheres to the social model of disability when considering the needs of disabled children and their families. For Westland Drive, this means taking an outward looking approach to providing short breaks, using community resources whenever possible. By doing so, the service will promote the community presence of disabled children and will challenge disabling barriers in the community. The home recognises that all activities are safe and consistent with the individual care plans for the children.

### 3. Accommodation We Provide

Westland Drive is located in the Padgate area of Warrington, which is approximately 3 miles from Warrington town center. It is part of a private housing estate that was built in 2006.

There is a local park within 5 minutes walking distance, and the local bus company runs a service to the estate. Buses run to the town centre, every twenty minutes, which is approximately three miles away. There are a number of local shops and facilities including a GP practice, dentist, library, chemist, hairdressers and small supermarket.

Westland Drive is a purpose built bungalow on a private housing estate providing residential accommodation for up to 3 disabled children and young people. The bungalow has been adapted to provide accommodation suitable for children with a variety of complex needs, including physical disabilities, sensory needs, learning disabilities and autism. All accommodation is provided in single rooms, children have their own bedrooms. In addition, Westland Drive provides a variety of resources, including a large garden, a vehicle for outings and a wide variety of games, toys and other play and educational equipment. The children and young people have access to a computer, with internet access, for recreational and educational use and a walk about phone to make or receive calls. Where necessary, they will be supported to use the equipment.

The front door is kept locked during the day and night and alarmed at night to ensure that children cannot leave the building undetected. These measures are in place to ensure the safety of the children and young people staying at Westland Drive and are in no way measures to restrict liberty. Where a child or young person expresses a wish to leave the building the doors will be unlocked and the young person will be supported by staff to go out; they will not leave the building without supervision. The door from the dining area is unlocked during the day, giving children and young people unrestricted access to the garden. There are doors from the bedrooms into the garden these will be kept unlocked, if it is appropriate for a child or young people to have unsupervised and

unrestricted access to the garden area. Should it be felt that this is not appropriate, it will be discussed with the parent or carer and placing social worker.

Children and young people can be monitored during the night via an audio monitor placed in their bedroom, should parents or carers so wish. The use of a monitor must be in the best interests of the child or young person, must be agreed with the child or young person's social worker on behalf of the placing authority and must be written into the child or young person's placement plan or risk assessment. In addition young people can be monitored via a video monitor, this will be done with the parents written consent, the video will not make any recordings it is purely used for staff to assess that a young person is safe without disturbing them at night. The consent will be reviewed through the reviewing process; a process that the parents or carers and the child, if appropriate, will contribute to.

Children and young people staying at Westland Drive have their own bedrooms. Their bedrooms are regarded as their own personal space and they will be allowed to spend time in their room alone unless there is a safety concern. Children and young people's rooms are pleasantly furnished and have adequate and safe storage for their personal belongings. Where possible children and young people are given a choice of which bedroom they want. Bedrooms are fitted with thumb turn locks which the children and young people can put on to stop people entering should they so wish. Staff have access to keys which will unlock the doors in emergency situations, for example if they feel that a child or young person may be having a seizure. In all circumstances, staff will knock on a child or young person's door before entering.

Communal areas include a large open plan kitchen/ dining room, and lounge which is all decorated to a modern and very high standard. Children and young people are encouraged to bring personal items with them during their visits to Westland Drive and rooms are personalised with appropriate furnishings and equipment prior to their stay.

There is a large bathroom, with walk in shower, and a bath with a raise and fall seat to lower the young people into the bath. The bathroom is large enough for young people who use wheel chairs to easily move around the bathroom and transfer from their chair to the toilet or bath seat easily.

There is an additional toilet, sleep in room and office, and three very large bedrooms for the young people to enjoy, each are painted different colours, to represent different moods, and the young

people have a choice to sleep in the room they prefer. Two of the bedrooms overlook the garden, the young people choose how they would like their bedroom to look this involves their own personal bedding, toys, moving the furniture around and bring photographs and pictures.

The garden is very large and south facing which is excellent in the summer for when the young people want to play out in the garden. The garden has a high fence around it which makes it very secure, and has a sensory garden and is full of sensory toys.

#### 4. Location of the Home

There is an in-depth locality report for Westland Drive located in the office at Westland Drive.

#### 5. Supporting Cultural, Linguistic and Religious Needs

Careful consideration will be given to the racial, religious, linguistic and cultural needs of the children and young people prior to admission to the service. Staff are trained in understanding diversity and will support and accept diversity. Key workers will work with parents and carers to identify needs arising from race, culture or religion. Specific requests from parents or carers will be considered and every effort made to uphold beliefs. Any racial, religious, linguistic and cultural needs will be included in the child or young person's placement plan. In addition the staff team are trained in a variety of communication methods such as Makaton, PECS, PODD books and communication APPs.

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. 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 acknowledged 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.

The home celebrates different cultures by planning themed evenings where children and young people are encouraged to make displays and try different foods.

Young people and staff will celebrate other cultures, festivals and religions through the young people's meetings where we will discuss trying different foods, look at different celebration and make things to relate to these festivals.

## 6. Complaints

Warrington Borough Council has an established complaints (comments and compliments) procedure, which can be used by parents, carers, children and young people to complain, comment or pay a compliment about a service they are receiving or a member of staff. The procedure includes how to contact the WBC complaints officer and Ofsted and the Children's Rights Director. Parents and carers will be given a copy of this procedure when their child starts receiving a service from Westland Drive. Parent/carers can also contact the responsible individual whose details are recorded at the beginning of this document.

This procedure is inevitably more difficult for the children and young people at Westland Drive to access due to their varying communication skills and learning disabilities. As a result of this Westland Drive has developed an accessible complaints procedure for children and young people. Details of how to complain are also printed in the children's guide. Children who use Westland Drive also have access to advocacy services through the National Youth Advisory Service (NYAS)

In addition all complaints are sent from the registered manager through to Warrington Borough Council complaints officer, who is Sarah Cooper, she ensures that the response to the complaint is fair and appropriate, and ensures 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, 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,

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In addition, Ofsted can be contacted to discuss a complaint, complement or the outcome of a complaint. They can be contacted at the address below:

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Tel: 0300 123 1231**

We additionally send out feedback forms to parents and professionals to encourage constructive feedback so that we can constantly build and improve on the service we provide for young people.

In addition we have regular direct work sessions with young people whereby they are encouraged to understand the process of complaints and making compliments, we would support young person to do this through using different communication resources that we have.

## 7. Views wishes and feelings

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

Westland Drive staff are committed to "listening" to children's wishes and giving children a voice by understanding and using their unique and individual communication style. Thus staff are expected to familiarise themselves with conventional alternative communication systems such as Makaton and symbols, but more importantly they are expected to be alert to the meanings of distress, anger, fear, facial expressions, gestures and behaviour changes which may convey meaning, feelings, choices and opinions for individual children. In addition we acknowledge fully that young people with autism can at times find emotions and feelings difficult to understand and explain, through getting to know young people and close communication with family and the young person themselves we are able to develop a positive working relationship with the young person and work hard to establish how the young person is feeling, and why they are feeling that way.

Staff are expected to give children choices wherever possible (about what to do, where to go, what to eat, what video to watch and so on). By doing this they will begin to understand the individual wishes and feelings of the children and young people with whom they come into contact.

Children and young people are encouraged and supported to participate in their review meetings. Wherever possible this will involve them attending but otherwise the social worker and keyworker will work with them to gain their opinions about their placement. Social workers undertake regular visits to the children when they are staying at Westland Drive to ensure that they are happy and settled.

The National Youth Advisory Service offer an advocacy service to the children and young people who use Westland Drive providing them further opportunity to discuss any concerns.

Children and young people are encouraged to attend 'young people's meetings' to talk about the service they are receiving. We pride ourselves at Westland Drive in the level of consultation we provide with the young people and also parents, carers and professionals. This is through feedback forms, regular direct conversations, and also the planning of a newsletter to be sent out to all parents, carers and professionals.

Children who stay at Westland Drive receive services at the request of and with full consent of parents and spend only short periods of time at the home. Contact therefore is not a necessary consideration. Parents are welcome to ring the home at any time to check on the welfare of their child and could also ask to speak to them by phone. Similarly, children are able to ring their parents and will be offered support to use the phone. If a child becomes unwell during their stay the parents and carers will be informed and a decision made about the best course of action. 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.

We also communicate with families through the home Westlands diaries, where we will document what activities the young person has taken part in and also how their stay has been. In addition we always actively contact families to say how their child has been whilst they have stayed at Westland Drive, and we actively seek feedback from parents to improve and develop the service we provide.

## 8. Policy - anti-discriminatory practice and children's rights

### **8.1 Principles underlying the homes' anti-discriminatory practice policy**

At Westland Drive 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 Westland Drive 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 Westland Drive 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 Westland Drive 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 Westland Drive 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 Westland Drive 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 Westland Drive 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.

## **8.2 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 Westland Drive 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. Westland Drive 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 visit, about the care they will receive and their feelings about this; this is an aspect of care that Westland Drive had embedded in their foundation of working with young people.

## 9. Education

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

Young people with a Statement of Special Educational Needs (SEN) or an Education, Health and Care Plan will be supported through their EHC 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 addition all EHC plans and school reports have been requested from the schools that young people attend, so that we are fully aware of the young people education needs and targets.

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

We support all young people to complete their homework whilst staying at Westland Drive and we will provide a quiet area and a computer to be able to do this.

## **9.2 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.

All staff recognise the value and importance of education to the children and young people who stay at Westland Drive. Decisions made in relation to their education are the responsibility of their parents or carers who have parental responsibility. However, staff will continue to support children and young people with their educational needs during their stay at Westland Drive, for example supporting them with their homework and ensuring that they attend school on time. Children and young people have access to a computer which they can use for the completion of homework.

Keyworkers make contact with, and where possible, visit the schools on a termly basis to establish what children are learning about for example, road safety and cultural and diversity issues. Keyworkers will then use this information to plan activities that support the child or young person's learning in school for instance this might be a themed evening, celebrating a particular culture.

Children and young people's education needs are reviewed at each care plan review. 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.

All young people's educational achievements will be celebrated and there will be rewards given to the young person and we will take pride in displaying any certificates. In addition we work to work all young people in incorporate informal learning as part of their educational developmental, this includes independence skills, sensory learning and experiencing opportunities in the wider community.

## 10. 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.**

Westland Drive 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, social needs and communication methods.

One of the home's main objectives is to provide social and leisure experiences for all children and young people. The home has a variety of resources including a safe outdoor play area, art and crafts equipment, computer, televisions and stereos. The children and young people are able to enjoy outings to local parks and facilities and, where possible, take part in day trips for example, trips to the beach and museums. Children and young people are consulted about what they would like to do during their stay. Westland Drive prides itself in the quality of leisure activities we provide for young people and the social opportunities we can provide for them, as well as just having fun!

Children and young people are also supported to local clubs during their stay for example the art club, sports club and play mobility and staff will support hobbies that a child does at home to ensure that they don't miss out. In addition a local art therapist also attends Westland Drive every school holiday and works individually with young people, the therapist's background is working with young people and children on the Autistic spectrum and children with additional needs. The young people have thoroughly enjoyed these sessions, in addition and creating a calm and educational setting it also supports the young person's creativity and cognitive development.

To enable all young people staying at Westland Drive to participate and feel included in the choices around their hobbies, cultural and leisure activities we believe at Westland Drive 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 Westland Drive 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 Westland Drive 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.
- The young people who come to stay at Westland Drive 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, access to Warrington's sensory hub out of hours.
- To promote healthy living the home also has a variety of sports equipment and games to encourage interactive play.
- 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.
- Bookings are arranged to support and maintain friendships between the children and young people who stay at the home.

Westland Drive has a vehicle which is used by staff to support children in their social and leisure opportunities. Any requirements in relation to transportation will be recorded during a child or young person's placement meeting, for example the need for an escort or safety harness.

We also support the use of public transport for outings.

## 11. Health

**Details of any health care or therapy provided, including the qualifications and clinical supervision of the staff involved.**

The preferences and dietary needs of children is discussed and recorded in the child or young person's placement plan before they begin staying at Westland Drive. Any food allergies a child or young person has are also clearly recorded in the emergency information at the front of their file. All staff are aware of keeping this information up-to-date and check for changes each time a child or

young person stays. Parents and carers are asked to complete a 'changes' form prior to each stay their son or daughter has. This form will advise staff of any changes to the child or young person's dietary needs, since the previous visit.

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 who are fully trained to administer medication safely. Stringent records of administration and refusal are kept in line with the Quality Care 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 annually 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.

## 12. Positive Relationships

[The arrangements for promoting contact between children and their family and friends.](#)

At Westland Drive 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 are also staying in the home and any visits must not intrude on their stay.

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.

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

Tennessee Williams, *Memoirs*

## 13. 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 Westland Drive and with that in mind all policies and procedures are linked to the safety and wellbeing of each individual young person.

The home has a responsibility to supervise children at all times. For this reason, the front door is kept locked at all times and all windows are fitted with window restrictors. All staff have a set of keys, for doors and windows with them at all times and spot checks are completed by management as part of safety procedures.

In the unusual event that a child or young person left the building without the agreement or knowledge of staff, then the building and local area would be searched immediately. A record of the time and circumstances would be recorded and the police, parents and social worker called. Police would be called via 999 and told the matter was urgent. The responsible individual for the home would commission a full investigation into the incident and may impose disciplinary measures. A risk assessment of all children and young people's risk of leaving the building is undertaken prior to staying at the home or prior to accessing the outreach service. Staff have all read and understand the Pan Cheshire Missing from Home Protocol and understand that we would report all our young people under the category of "missing" under this protocol. If a child was to go missing when they were found with the young person's consent or that of their parents an independent service called "addaction" would be commissioned to try and establish why the young person went missing. An independent person from "addaction" 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 trained and understand the key indicators of CSE (child sexual exploitation) and work closely with "addaction", the police and the social worker team regarding any concerns in relation to CSE and how to protect the young person.

The child protection procedures issued by Warrington Safeguarding Children's Board are available to all staff at the home and all staff have been trained in understanding and using the procedures. The safeguarding procedures applied to the children and young people at Westland Drive are the same as those applied to all other children and young people in the area covered by Warrington Borough Council. There are specific instructions regarding possible abuse by professional carer's and these will be applied in any situation where inappropriate or concerning behaviour by a member of staff is suspected.

Children and young people who stay at Westland Drive use many different forms of communication. For some, a preferred method of communication may be spoken language, for others it may be through the use of pictures or other forms of non-verbal communication, such as body language. It is essential therefore that we quickly identify and become familiar with the child's preferred method of communication. Staff receive training in different communication techniques and equipment is available to children; young people and staff to assist children with their preferred method of

communication to ensure that all messages conveyed by a child or young person are understood and acted upon.

Should a child or young person have a noticeable bruise or mark to the body, staff will complete a body chart, this would be investigated and the explanation as well as the body chart would be forwarded on to the social worker.

The safer recruitment and selection process includes the requirement that all staff must have an enhanced DBS check prior to starting work at Westland Drive. Checks are renewed on a three yearly basis. No member of staff, including Regulation 44 visitors, can have unsupervised contact with children without a DBS clearance.

All staff attend child protection training as part of their induction programme. In addition to this, staff attend a two-day, multi-agency child protection course which includes a session on identifying the signs of abuse. All staff complete a comprehensive induction programme as set out by the Children's Workforce Development Council.

Warrington Borough Council has a whistle-blowing policy in place which all staff have read and signed. The policy makes it clear what an employee's responsibility is in relation to reporting any concerns they have about any child or member of staff at the home.

Westland Drive has an excellent working relationship with Warrington LADO who attends team meetings to meet and brief staff.

The risk of unintentional harm of one child by another is ever present due to the nature of the children cared for. For this reason, every effort is made to match children in groups, whether using residential or outreach services, so that only children of similar age/size, interests, ability and needs are placed together, thereby reducing the risk of harm to children and young people from their peers. Some children with particular difficulties will also have a member of staff allocated to work 1:1 with them, to ensure that they are closely monitored.

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

Children staying in our 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, we also ensure that we have the correct communication methods and resources to enable young people and children to communicate with us about their feelings and if they have any worries.

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 young people's 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.

Westland Drive 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.

## 14. Behaviour Management

### **14.1 Children's Behaviour - A description of the children's home's approach to the surveillance and monitoring of children accommodated there.**

Young people are closely supervised at all times, due to their needs, all have individual risk assessments which highlight if the young person requires 1:1 support or 2:1 support to ensure that they remain safe, and all their needs are fully met.

In addition with the agreement from parents young people are monitored throughout the evening via a waking night worker who will visually check and observe the young people. In addition the young people will be monitored via electronic sound monitors in their bedrooms at night to keep them safe if they have complex health needs for example. In addition where parents have requested and signed their consent, young people will be monitored via a video monitor, there will be no recording of this video it is there purely so staff can check young people are safe in their rooms without disturbing them at night.

The front door is always locked due to the level of supervision the young people require that come to stay at Westland Drive, nevertheless there is no restriction of liberty as the garden patio doors can remain unlocked for the young people to access the garden, and if a young person presented at the front door to go out then staff would support them outside.

### **14.2 Details of the children's home's approach to behavioural support, including information about the children's home's approach to the use of restraint with respect to children accommodated there;**

Physical intervention is very rare at Westland Drive; 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 Team-Teach 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.

Team-Teach 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 Team-Teach training say about themselves:

Team-Teach 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, and being in the child's/young person's best interests.

This is what Team-Teach training say about themselves:

Our aim: though promotion of de-escalation strategies and the reduction of risk and restraint, to support teaching , learning and care by increasing staff's confidence and competence, in responding to behaviours that are challenge whilst promoting and protecting positive relationships. Our results? Team-Teach received the highest level award in the UK- the National Training Award.

Dr Sarah Evans of the University of Wales conducted a project in November 2014, evidencing the benefits of Team-Teach:

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“When assessing students there is a clear improvement in behaviour management techniques... all participants were awarded a certificate which increasing awareness of a legal framework and apply appropriate de-escalation. When observed both formatively and summatively, students have increased skills in behaviour management in professional settings...”

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Currently the staff team use the strategy of Team-Teach, which is a qualification gained after intensive training around de-escalation, break away techniques from situations, and physical holds. 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. Team-Teach emphasises the principle, which

is at the centre of internal legislation on the protection of children and vulnerable adults. All actions should be in the best interest of the child or vulnerable adult as the paramount consideration.

If there has been a situation where by the staff team have had to use break away strategies or a physical hold 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 and are well.

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

What the staff team say about Team-Teach training:

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“Team-Teach training was very useful and highlighted not just the physical side of holding a young person, but looking at de-escalation techniques. What I particularly liked was the course structure, looking at values, legal framework as well as behaviour management. The overall aim of the course for me is reducing risk through effective communication and the best interests of the individual we care for”

(Staff member at Westland Drive, March 2017)

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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.

Westland Drive 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 Support 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.

### **14.3 Details of the children's home's approach to behavioural support, including how persons working in the children's home are trained in the use of restraint and how their competence is assessed.**

Staff at Westland Drive actively promote positive behaviour, through encouragement, praise and the use of rewards. The common strand throughout all work is the importance placed on the quality of the relationships between workers and the children, young people and their families. Relationships are based on honesty, trust, understanding and mutual respect. Staff at Westland Drive support children and young people to understand what is acceptable and what is unacceptable behaviour.

The concepts of control, restraint and discipline have to be understood in context when working with disabled children, especially when working with children whose behaviour issues can be part of their disability, such as young people with autism or communication difficulties, which can in turn lead to frustration. Thus, children and young people attending Westland Drive may damage property, might bite, kick or hit staff, or may become generally distressed for reasons which are not immediately clear. They may also run away if out in the community and may have no understanding of the dangers posed by roads, electrical equipment or hot cooking utensils. For this reason, all children using Westland Drive will have a risk assessment, completed in conjunction with parents and carers, which will identify known risks for individual children. It will also identify strategies for reducing risks and keeping children safe. General precautions will also be taken within Westland Drive: for instance, external doors are locked and are alarmed at night.

All children and young people have an Emotional and Wellbeing Plan, which identifies behaviour that a child or young person may display; the possible reasons for this behaviour; distraction and diversion techniques which may be used to counteract this behaviour and as a final resort what to do if this behaviour escalates to the point of endangering someone including themselves. This plan is completed in conjunction with parents and carers and the placing social worker and is consistent with other plans in place for the child or young person for instance, in school.

If a child or young person behaves in a way that is not acceptable for instance damaging property or intimidating another child or young person it may be necessary to address this behaviour by imposing sanctions. The sanctions we typically use are time out or the curtailment of an activity.

At times, it may be necessary to restrain a child or young person, if all other attempts to de-escalate the situation have failed and the child or young person is endangering themselves or others. Only trained staff would use this intervention. Staff are trained in Team-Teach methods of restraint however much of the focus of the training is on de-escalation techniques to diffuse situations prior to any restraint being used. Staff receive refresher training on a regular basis and the home has a comprehensive behaviour management policy which all staff have read and signed. Parents and placing social workers sign to agree that their child can be subject to Team-Teach interventions.

Staff attended a 2 day intense programme of academic work, practical and then an exam to assess competence.

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. Parents, social worker and Ofsted would be made aware, and all risk assessments updated where necessary.

All sanctions and restraints are recorded in the appropriate documentation which is monitored and kept under review by the registered manager and Regulation 44 visitors these are nominated officers or members who visit the home on a monthly basis to observe the home, staff and children. Children and young people will be given the opportunity to be examined by a registered health professional following a restraint.

Some of the children and young people may require the use of a harness in order to safeguard their welfare out in the community or whilst travelling by car. In these instances, the equipment must be agreed by a special needs practitioner; must be supplied by the parent or carer and will be recorded in the child/young person's placement plan or risk assessment.

**Restraint is not used as a means of punishment or to force compliance with instructions.**

We work on the principle of rewarding positive behaviour and ultimately this promotes acceptable behaviour, we use a variety of rewards based on the young people's wishes and likes, we use verbal praise, stickers and small activities. Rewards are always made available for the young peoples and these are based around the individual child's likes and interest.

## 15. Leadership and Management

### Contact details

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  
1 Time Square  
Warrington  
WA1 2EN  
Tel 01925 444400

- (b) [if nominated, the Responsible Individual;](#)

Sharon Cooper,  
Head Of service Permanence  
Families and Wellbeing Directorate  
1 Time Square  
Warrington  
WA1 2EN  
Tel 01925 444400

- (c) [if applicable, the Registered Manager.](#)

Julia Edwards  
Registered Manager  
The Bungalow  
Westland Drive  
Padgate  
Warrington  
WA2 00G

## 16. Staffing Matters

Details of the experience and qualifications of staff working at the children’s home, including any staff commissioned to provide education and health care. In addition to this there is always on call

manager on duty out of hours, for support and guidance. These managers have been to Westland drive and have a good understanding of the children we care for.

Supervision for staff is monthly unless there are mitigating circumstances where this cannot take place.

<b>Westland Drive Short Break Home Staffing</b>		
<b>Name</b>	<b>Job role</b>	<b>Experience</b>
Sharon Cooper	Registered Individual 37 hours	Sharon qualified as a Social Worker in 1996, having spent the last 23 years working for Local Authorities (Lancashire, Blackpool & Manchester) in Children's Services. This has included the following roles Social Worker / Senior Practitioner (Duty / Assessment), IRO / CP Chair, Team Manager (Children & Children with Disabilities), Service Manager (Quality Assurance & Conference Service), Head of Children's Safeguarding. Commenced position in Warrington on the 1.3.19.
Julia Edwards	Registered Manager 37 Hours	Julia joined Ross Close respite home managed by Warrington BC in September 2010 as a Residential Care worker, in addition she previously worked at Ross Close as a casual residential care worker. Julia has a BA Hons Degree in Primary Education and Religious Studies with QTS. Julia moved across to Westland Drive in October 2013, Julia holds her QCF level 3 working with children and young people. Julia has experience in mentoring new staff, delivering training including Team-Teach and vast experience of working with children with disabilities and complex health needs. Julia became the Assistant Manager in December 2017. Julia completed her QCF level 5 in December 2019 (certificate dated 06.01.2020). Julia is a Team Teach Intermediate Trainer. Julia stepped up as Interim Registered Manage

		at Westland Drive in August 2020 and became permanent Registered Manger of Westland Drive in 2021
Craig Ashurst	Assistant Manager 37 Hours	Craig joined Westland Drive in January 2015. Craig worked at Macintyre as a programme co coordinator. This role was caring for children and young people with ASD spectrum and young people that have difficult and challenging behaviour. Craig has had over 5 years' experience working with children and young people and has previously gained his BA honours in physical education, sports and dance with a Qualified teacher status. Craig has his QCF level 3 caring for children and young people. Craig has completed his MA in autism studies, and has delivered many training sessions for the local authority in this area. Craig is a Team Teach Intermediate Trainer with experience of delivering training. Craig became the Assistant Manager at Westland Drive in 2021.
Ruth Broome	Residential Care Worker - part time 24 Hours	Ruth Started in April 2012 has worked with children and young people for Keys child care, she was a senior Residential Care Worker before moving over to Warrington Social Care Ruth has gained her NVQ 4 in caring for children and young people. Ruth has immense knowledge and skills of working with young people with emotional difficulties and who are autistic. Ruth has a Bsc (Hons) degree in Psychology, and experience, knowledge and skills of working with young people who have a range of complex needs. Ruth has also recently completed the Makaton Enhancement work shop and will soon be starting an introduction to British Sign Language course. Ruth is one of Westland Drive's Makaton Champions.

Lorraine Audley	Residential Care Worker - part time 20 Hours	Lorraine has worked in care and support for over 25 years working with children and adults with learning difficulties, mental health needs, and delayed development and with autism in both Social Care and Education. Lorraine has worked as a key worker in a residential setting promoting independent living and duties have included writing up support plans and risk assessments in a person centred approach using SMART objectives to support the service user to meet their desired objectives and actions. Lorraine has NVQ Level 3 Health & Social Care Promoting Independence, and has started her QCF level 3. Lorraine has experience supporting young people with visual impairments who use brail.
Carl Higham	Residential Care Worker- part time 36 Hours	Carl has been working for Children’s Respite Services since 1997, mainly at Ross Close which was previously Warrington BC respite home. Carl has also worked with disabled children in a voluntary capacity. Carl’s qualifications include an NVQ 3 in Caring for Children and Young People. He has recently moved to the Westland Drive service. Carl has immense knowledge and skills in working with young people with challenging and difficultly behaviour and young people on the ASD spectrum. Carl is often asked to support social care staff when completing assessment at family’s homes, and also asked to support the children with disability team with outreach.
Temporarily vacant	Residential Care Worker-part time 30 Hours	

Rebecca Sidwell	Residential Care Worker-part time 30 Hours	Rebecca joined Children's Respite Services in in April 2009. She previously worked as a play leader in an after-school club, supervising for two years, and has completed a BTEC National Diploma in Early Years. Rebecca has gained Level 3 Diploma in Children and Young Person's Workforce. Rebecca is very knowledgeable and skilled, working with young people on the ASD spectrum, and young people with various communication methods. Rebecca is also a Moving and Handling Trusted Assessor.
Amy Stockley	Residential care Worker - part time 24 Hours	Amy holds a NVQ level 3 in Health and Social Care – Children and Young People. Amy started working at Westland Drive in Jan 2014. Amy has worked as a residential care worker with young people and older persons, she is immensely skilled and knowledgeable working with children with various communication methods. Amy plans all the activities for the children at Westland Drive.
Deansie Philips	Residential Support Worker- part time 30 Hours	Deansie joined Ross Close Warrington's other respite provision in May 2012. Deansie has worked as a care worker with young people and older persons. Deansie has immense knowledge of working with young people and was previously a SENCO in a nursery setting where Deansie gained her NNEB nursery nurse qualification and her advanced diploma in childcare and education. Deansie has completed her QCF level 3 in children's and young people's workforce. Deansie moved to Westland Drive in May 2015 as she felt her expertise are in children with disabilities. In 2019 Deansie had a secondment to another WBC home and then returned to Westland Drive in April 2021.
Melisa Walton	Residential Care Worker-part time 32 Hours	Melisa started at Westland Drive in January 2019; Melisa has also started her QCF level 3. Melisa has gained BA (HONS) Primary Education with QTS - 2:2.

		<p>Melisa has worked with children and their families for the last 10 years from a teaching perspective. She has worked in both mainstream and Special Educational Need (SEN) schools with children of different abilities, with different physical and medical needs and of different ages from 6 months to 15 years of age. Melisa is also a Moving and Handling Trusted Assessor.</p>
Leanne Dervin	<p>Residential Care Worker- part time 32 Hours</p>	<p>Leanne joined as a permanent member of staff in September 2016. Previous to this Leanne had worked as a sessional worker within the local authority. Leanne has a vast amount of knowledge and experience working with adults and children with learning difficulties and complex health needs. Leanne previously worked with adults with learning and physical disabilities in a day centre as well as in the community. Leanne has completed NVQ level 2 in health and social care and has also completed an LDQ level 3 Leanne has gained her QCF level 3 award. Leanne has immense skills and knowledge of working with children and adults with various communication methods, Leanne is one of Westland Drives Makaton champions.</p>
<p><b><u>Waking Night staff</u></b></p>		
Julie Brazendale	<p>Night Care Assistant – part time 30 Hours per week</p>	<p>Julie joined the service in February 2011. She has an NVQ 2 in Health and Social Care and has worked part-time at a children’s nursery. Julie started as a permanent waking night for Westland Drive in April 2012. Julia has gained her QCF level 3 in caring for Children and Young people.</p>

Sarah Gooding	Night Care Assistant – part time 30 hours per week	Sarah joined the Ross Close service in November 2008. Sarah has worked as a nanny. She has also worked for the NHS as a hospital play specialist. She has completed a NVQ Diploma and NNEB nursery nurse qualifications. Sarah is working towards her Level 3 Diploma in Children and Young Person’s Workforce. Sarah has recently moved to Westland Drive as the Ross Close service provision changed. Sarah has her QCF level 3.
Derek Vernon	Night Care Assistant – part time 20 hours per week	Derek joined the service in April 2007 as a sessional RCW. He has worked with Mencap for many years, supporting adults with disabilities with their independent living skills. Derek was successful in gaining an NCA position in August 2010. Derek has gained his Level 3 Diploma in Children and Young Person’s Workforce. Derek has recently moved to Westland Drive as the Ross Close service provision changed.
<b>Casual workers</b>		
Pam Addison	Casual Residential Care Worker	Pam joined the Service in August 2004. Pam has worked with children in various settings since 1998. She has completed an NVQ 3 in Caring for Children and Young People.  Pam is also a Families worker within the local community church. Pam also works across all the Children’s homes supporting the children we care for. All Pam’s mandatory training is up to date.
Zoe McEvoy	Casual Residential Care Worker	Zoe joined Ross Close in June 2003, as a Sessional Residential Care Worker and latterly permanent NCA before completing a BA in Social Work. Zoe’s previous experience includes working with disabled adults in their own homes. Zoe is now a social care manager at

		Halton council, with older people. Zoe has immense knowledge and skills working in social care. All Zoe's mandatory training is up to date.
Alex Wright	Contact worker , and also a Causal Care worker	Alex started in Children's Residential services in September 2017. Alex has all his mandatory training, and is currently a contact worker, supervising contacts with children. Alex was a scout leader, and is a carer for his brother who has autism. Alex has experience working with children with additional needs, various methods of communication and children whose behaviour can challenge. Alex is due to start his QCF level 3.

## 17. 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 alongside the Assistant 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.

The initial point of referral to receive a service from Westland Drive is the duty and assessment team. They will take details of the referral and pass the information to the children with disabilities team. This team will complete an assessment of need using the

Framework for Assessment. If the outcome of the assessment determines that overnight short breaks are needed then the matter will be discussed with the Registered Manager and the Team Manager. Children and young people will only be placed at Westland Drive after careful consideration of their needs, with the belief that the home can provide the right environment for the child or young person.

Services outside the agreed plan for an individual child or young person may be provided by request from the child or young person's social worker. Circumstances in which this may occur would normally be an unexpected family emergency (such as hospital admission of a parent, or illness of another child in the family) or some other pressing reason. All such requests would be expected to be demonstrably in the child's best interests and to be consistent with the existing care plan. In these cases an impact risk assessment will be carried out and shared with the social worker and parents/carers. In addition Westland Drive will also offer services such as carer's respite if a child is in local authority care, in these circumstances there will be a cost to this support. The costs for this service will be given on request and part of the referral process.

In exceptional circumstances, a disabled child or young person may need to be accommodated for a longer period if family circumstances dictates that the child could no longer live at home (for instance if there are safeguarding concerns). Ofsted as the registering body would always be contacted when a variation of use is requested. The home would also liaise with the placing authority of any other child using the service to seek their views. Parents and carers would also be advised that a child has been accommodated at the home.

It is expected that the majority of admissions to Westland Drive will be on a planned basis. Prior to admission the appointed keyworker for the child will make contact with the social worker and the child or young person's parents to begin the information gathering process. They will pay particular attention to the child or young person's social, educational and health needs and gather information about other services involved and any risks associated with the child or young person. Visits to the home will be arranged paying particular attention to the information gathered and the dynamics and needs of the other children in

the home, at the time of the visits. Children and young people will have at least three visits to the home before their first overnight stay, except in the case of emergency admissions. Parents and carers are invited to the home to meet with the Registered Manager prior to their son or daughter using the service. Parents and carers are shown around and given information about the home.

The key worker will continue to liaise with parents and carers and has the responsibility of writing detailed plans for the child in consultation with parents (and social worker) and informing them of any significant policies and procedures for example, the medication policy, behaviour management policy and complaints procedure. The key worker will also ensure that the child or young person has a copy of the Children's Guide to Westland Drive and a copy of the Statement of Purpose is shared with parents or carers.

We believe that stability is the key and that young people need to feel safe and secure at Westland Drive, young people feel confident that staff will not give up on them. Westland Drive will consider emergency respite for families; this will be through the agreement of the Registered Manager or the Responsible Individual in her absence.