

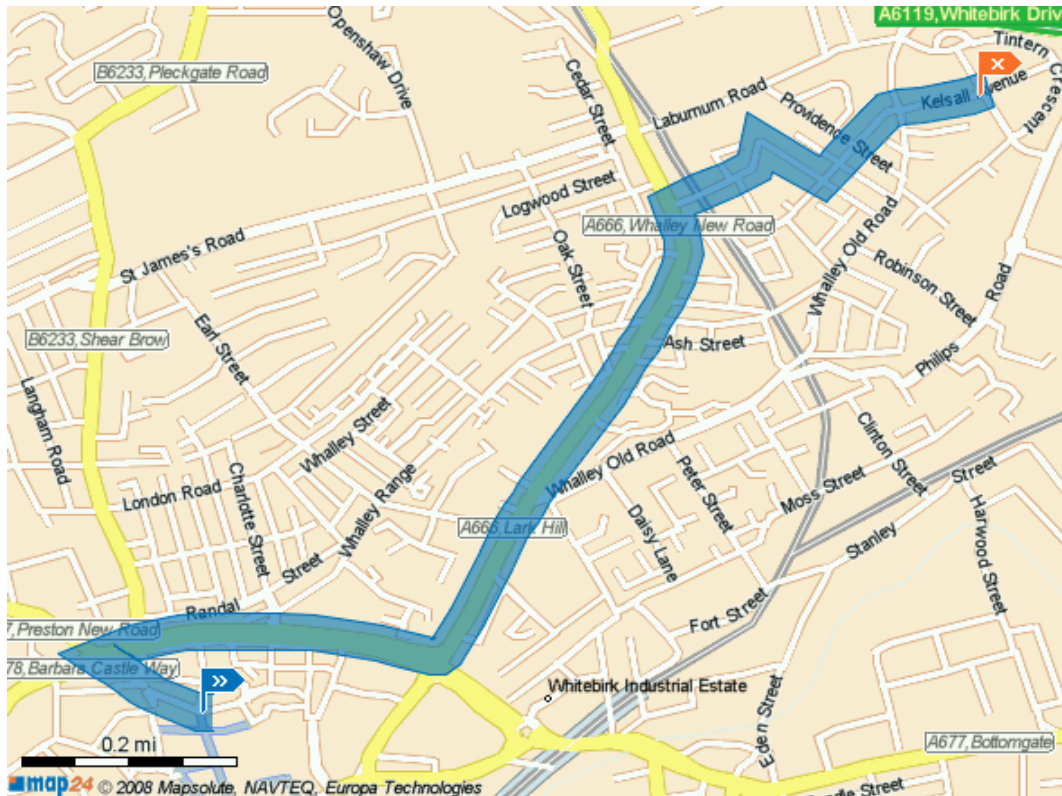


## CHILDREN'S SERVICES

# APPLE TREES



# STATEMENT OF PURPOSE



**OUR ADDRESS IS:**

**Apple Trees  
Kelsall Avenue  
Blackburn  
BB1 5RU**

**Tel: 01254 503770**

**Ofsted Registration Number is: SC372511**

<b>DATE REVIEWED/UPDATED</b>	<b>SIGNATURE</b>
<b>07.01.19</b> Temporary contracts extended to end of February 2019	
<b>15/01/2019</b> Resignation S. Foster.	JPW
<b>07/02/19</b> Temporary staff now made permanent. Responsible Individual amended. Vacancies updates	JPW
<b>02/03/19</b> Resignation S Browne	AC
<b>03/05/19</b> Resignation K Shorrocks-Davy	AC
<b>15/08/19</b> L. Welsh commences in post as principal	JPW
<b>04/09/19</b> R. Moore commences in post as an Apprentice.	JPW
<b>28/10/2019</b> R. Moore resigned.	JPW
<b>20/01/2020</b> Bridget Payne commenced her apprentice post. E. Mannion now Responsible Individual for Apple Trees	JPW
<b>13/02/2020</b> Tina Murray moves from Peripatetic to permanent 25 hour post. Helen Jones commences as 30 hours WNW Reviewed and minor amendments made in line with new staffing structure	AC
<b>01/04/2020</b> Hannah Booth commenced as Principle RCCSW, Georgina Chatburn-Jones left the service	AC
<b>26/10/2020</b> Information regarding self-contained area added, training updated	JPW
<b>05/05/2021</b> Judith Fennell has replaced A. Hanson as the Head of Service. Structure diagram amended.	JPW
<b>01/07/2021</b> Resignation, Bridget Payne. Structure and section 9 amended. FI hours reduced	AC
<b>14/07/2021</b> Lisa Welsh removed from structure and section 19.	JPW
<b>23/08/2021</b> K. Davison commenced in the 25hr post.	JPW
<b>01/09/2021</b> S. Almond has transferred into the 20hr waking night post.	JPW
<b>05/10/2021</b> L Pye commenced in 25 hr post. SIBS and Youth Club information amended	AC
<b>19/11/2021</b> C Sturgess commenced as an apprentice	AC
<b>01/01/2022</b> AD reduced hours to 20 a week	AC
<b>10/12/21</b> K Davison resigned from 25hr post	AC
<b>27/01/22</b> L Pye resigned from 25 hour post	AC
<b>28/02/2022</b> H Booth resigned from principal post	AC
<b>08/04/2022</b> Information regarding LADO updated	JW
<b>23/05/2022</b> L Holmes started in post	JW
<b>19/09/22</b> A Henderson started in post	AC
<b>26/10/2022</b> Hours increased to 30hrs per week for TM and EMcA. Vacant principal reduced to 30hrs per week.	JW
<b>01/11/2022</b> S Gray and N Bradley commenced in post	AC
<b>01/11/22</b> L Holmes resigned from 25 hr RCCW post	AC

<b>06/12/2022</b> Clare Bibby now responsible individual for the service. Certification of registration received.	JW
<b>09/01/2023</b> Clare Ferguson has moved from the Principal post into a RCCW post	JW
<b>02/02/2023</b> Suzanne Kinder added as the interim Head of service for Children In Our Care and Permanence	JW
<b>28/02/2023</b> Asma Imran resigned from her permanent position, however remains as a peripatetic member of staff	JW
<b>09/06/2023</b> Reviewed whole document	JW
<b>01/07/2023</b> S Almond increased to 30 hours per week	JW
<b>31/08/23</b> Ann Dunleavy retired. However will be returning as a peripatetic member of staff	AC
<b>15/11/2023</b> Christie Sturgess left the service as her apprenticeship had finished.	JW
<b>28/01/24</b> General review	AC
<b>13/02/24</b> Referral process updated	AC
<b>01/04/24</b> N Bradley resigned from his post	AC
<b>01/04/24</b> A Henderson increased to 30 hours a week	AC
<b>28/05/2024</b> Tina Murray resigned from her post. Tracy Lysons has applied to become the Responsible individual, awaiting approval. Staffing structure updated.	JW
<b>02/07/2024</b> Justyna Pucala commenced in her post as a principal.	JW

SECTION	CONTENTS (As Recommended by the Children's Homes Regulations, Schedule 1)	PAGE
<b>QUALITY AND PURPOSE OF CARE</b>		
1	A statement of the range of needs of the children/young people for whom it is intended that Apple Trees is to provide care within an outreach and short break capacity.	6
2	Details of Apple Trees ethos, and the outcomes that the unit seeks to achieve and its approach to achieving them.	8
3	A description of the accommodation offered by Apple Trees, including— (a) how accommodation has been adapted to the needs of children/young people; (b) the age range, number and sex of children/young people for whom it is intended that accommodation is to be provided; (c) the type of accommodation, including sleeping accommodation.	10
4	A description of the location of Apple Trees	11
5	The arrangements for supporting the cultural, linguistic and religious needs of children/young people.	12
6	Details of who to contact if a person has a complaint about Apple Trees and how that person can access Apple Trees complaints policy.	13
7	Details of how a person, body or organisation involved in the care or protection of a child can access Apple Trees child protection policies or the behaviour management policy.	16
<b>WISHES AND FEELINGS</b>		
8	A description of Apple Trees approach to consulting children/young people about the quality of their care.	19
9	A description of Apple Trees policy and approach in relation to— (a) Anti-discriminatory practice in respect of children/young people and their families; (B) Children/young people's rights.	21
<b>EDUCATION</b>		
10	Details of provision to support children/young people with special educational needs.	23
11	Where the Unit is dually registered as a school, details of the curriculum provided by the Unit and the management and structure of the arrangements for education.	24
12	Where the Unit is not dually registered as a school, the arrangements for children to attend local schools and the provision made by Apple Trees to promote the educational attainment of children/young people.	25
<b>ENJOYMENT AND ACHIEVEMENT</b>		
13	The arrangements for enabling children/young people to take part in and benefit from a variety of activities that meets their needs and develop and reflect their creative intellectual, physical and social interests and skills.	26

	<b>HEALTH</b>	
14	<p>Details of any health care or therapy provided, including—</p> <p>(a) details of the qualifications and professional supervision of the staff involved in providing any health care or therapy; and</p> <p>(b) information about how the effectiveness of any health care or therapy is measured, the evidence demonstrating its effectiveness and details of how the information and how this information and evidence can be accessed.</p>	28
	<b>POSITIVE RELATIONSHIP</b>	
15	The arrangements for promoting contact between children/young people and their family and friends.	30
	<b>PROTECTION OF CHILDREN AND YOUNG PEOPLE</b>	
16	A description of Apple Trees approach to the surveillance and monitoring of children/young people accommodated there	31
17	<p>Details of Apple Trees approach to behavioral support, including information about—</p> <p>(a) Apple Trees approach to the use of restraint with respect to children accommodated there;</p> <p>how persons working at Apple Trees are trained in the use of restraint and how their competence is assessed.</p>	32
	<b>LEADERSHIP AND MANAGEMENT</b>	
18	<p>The name and address of the –</p> <p>(a) Registered provider</p> <p>(b) Responsible individual</p> <p>(c) Registered manager</p>	35
19	Details of the experience and qualifications of staff working at Apple Trees, including any staff commissioned to provide education and health care.	36
20	Details of the management and staffing structure of Apple Trees, including arrangements for the professional supervision of staff employed at Apple Trees, including staff that provide education or health care.	38
21	If the staff working at Apple Trees are all of one sex, or mainly of one sex, a description of how the children’s home promotes appropriate role models of both sexes.	39
	<b>CARE PLANNING</b>	
22	Any criteria used for the admission of children/young people to Apple Trees, including any policies and procedures for emergency admission	40

## **QUALITY AND PURPOSE OF CARE**

### **A STATEMENT OF THE RANGE OF NEEDS OF THE CHILDREN/ YOUNG PEOPLE FOR WHO IT IS INTENDED THAT APPLE TREES IS TO PROVIDE CARE FOR WITHIN A SHORT BREAK CAPACITY**

#### **SECTION 1**

Apple Trees operates in accordance with statutory requirements, in particular the 1989 and 2004 Children Act's, Children's Homes Regulations and Quality standards 2015: children's homes care planning, placement and review guidance and regulations 2010, planning transition into adulthood for Care Leavers.

Apple Trees reflects the Borough Council's Equal Opportunity Policy and is sensitive to the need of ethnic minority communities.

The purpose of Apple Trees is to provide a high quality service consisting of day support and short break residential care mainly on Wednesday to Sunday nights inclusive for young people with disabilities. We offer short break provision on a Monday and a Tuesday for specific reason/requests.

The child/young person's disability may be defined as complex health needs which can take the form of, learning disability, autism, physical disability or complex communication difficulty or challenging behaviour associated with a disability.

The overall aim of Apple Trees is to provide enjoyable breaks with the highest standard of care for children and young people with disabilities in partnership with their families, carers and professionals.

Apple Trees promotes a happy, homely, safe and stimulating environment for all children and young people to reach their maximum potential through positive experiences within a supportive and caring environment.

Apple Tree aims to help children and young people to develop independence skills within their capabilities whilst having fun.

Our objectives in trying to meet our aims are:

- To ensure that the child or young person feels safe, secure and cared for.
- To work in partnership with parents and carers in identifying how to provide care safely and considerately.
- To enable them to experience trust and feel able to express their feelings.
- To support any specific programmes used by the carers/schools of any individual child.
- To provide consistent and safe health care and ensure that all medicines are administered safely and with dignity and that any medical procedures are followed correctly.
- To enable and encourage the use of local community facilities.
- To support the transition to adulthood.
- To engage in a multi -agency approach to best meet the needs of the children, young people, families and carers.
- Key Workers to fully engage in the care planning process such as attending reviews, visiting schools, conducting home visits etc.
- To promote and enhance the young person with opportunities to mix socially and to learn life skills to enhance their personal development and transitions into later life.
- To utilise Makaton/PECS following training received to promote different levels of communication

- To regularly consult with parents, carers, children and young people. Staff will complete the 'you said, we did' templates to capture the 'Voice' of the young person.

Areas of development and our objectives are also referred to in Apple Trees Annual Plan.

Since June 2011, Apple Trees staff have worked alongside the Children's Disability Team more closely and collaborate on joint projects. The Disability Team now provide a duty function between 2 - 5pm, Monday – Friday. This new way of working has created integrated services thereby easing accessibility for families and carers.



## **QUALITY AND PURPOSE OF CARE**

### **A DETAIL OF APPLE TREES ETHOS, AND THE OUTCOMES THAT THE UNIT SEEKS TO ACHIEVE AND IT'S APPROACH TO ACHIEVING THEM.**

#### **SECTION 2**

Apple Trees aim is to implement the values and standards given expression in the Children Act 1989 and 2004. Children's Homes Regulations and Quality standards 2015: children's homes care planning, placement and review guidance and regulations 2010. The various policies and philosophy statements of our service with particular regard to gender, race, culture, oppression, equal opportunities, class and religion, thus preventing discrimination and discriminatory practice.

The interests and welfare of the individual child/young people at Apple Trees is paramount. Our service will acknowledge that disabled children/young people have the right to be treated as an individual, with dignity and respect and to feel safe and secure when spending time away from home.

Apple Trees intention is to create a stimulating environment where children and young people are eager to visit and parents and carers have the confidence in our ability to care for their children.

Apple Trees also aims to make life as normal for children/young people with disabilities and their families/carers by reducing pressure within the family and assisting children/young people to experience a wide range of activities in the local community.

Children/young people and their families who are referred to Apple Trees are generally regarded as 'In need'. Our service is offered in partnership with other professionals and with parents/carers who have parental responsibility. It is an integral part of our approach to recognise that young people exist as part of a network of relationships involving parents, family and other significant people. Children/young people and their families/carers will feel much more valued if they are involved in the development of the service. It is empowering for them to feel that their opinion is respected and it will lead to better communication in the future. The most valuable resources we have are the people around us and the fact that everyone is different.

Children/young people who access our service must be provided with a safe, comfortable and warm environment within which they can feel secure. Should any employee become aware of any behaviour amongst colleagues, which is contrary to developing a safe environment, this should be brought to the immediate attention of the Short Breaks/Deputy Manager (or should that individual be involved, their line manager). Failure to take such action will be construed as collusion. To know and do nothing is wrong. Blackburn with Darwen Borough Council Families Health & Well-Being has a Whistle Blowing Policy which adults have access to.

Apple Trees believes that children/young people and their parents /carers are consulted on decisions affecting them as fully as possible, and consideration is given to the wishes and feelings of the child/young person according to their age and understanding. Efforts are made to communicate effectively and consideration is given to involving other professionals in deciding the most appropriate method, e.g. using signs, symbols and other aids.

Apple Trees are identifying new ways of trying to recognise the views of children/young people with significant communication needs and recognise the value of developing positive relationships with each individual child in helping us to understand them.

Children, young people, parents, carers and visitors to Apple Trees are made to feel welcome and are afforded comfortable rooms and refreshments.

As a preventative measure, there is a Behaviour Management Policy, which identifies methods of managing risk through a risk assessment, methods of managing behaviour through a Behaviour Management Plan, and methods of physical intervention through a Handling Plan. Children and young people should have confidence that the adults looking after them are able to help them manage their sometimes difficult and challenging behaviour.

Apple Trees also has a specific Bullying policy and takes this issue very seriously, posters are displayed throughout the building and staff are aware to be vigilant around this responding to and recording all instances.

Apple Trees is concerned with feelings and emotions – it is not only concerned with tasks, goals, behaviour etc. Feelings are acknowledged to be the property of the individual and cannot be programmed or trained but must be experienced. At Apple Trees, behaviour is understood to be an expression of previous experiences, feelings and emotions and every opportunity is taken to use current daily experience to share understanding.

Apple Trees will promote, encourage and facilitate the growth of all young people by offering a variety of learning opportunities which are complimentary and which provides the additional experiences which young people may need to enrich their lives. Another principle of Apple Trees is to create an atmosphere where the young people are praised and rewarded for positive behaviour and supported, encouraged and helped in times of frustration and situations that may challenge them.

Preparing, planning and supporting the young person in partnership with other agencies provide Apple Trees with the resources to manage transition and change. In addition to this, adults at Apple Trees aim to assist the young person in developing appropriate attitudes, habits and behaviours. Promoting stability, consistency and independence by utilising existing resources in the community is an approach that is considered when planning for a young person.

## **QUALITY AND PURPOSE OF CARE**

### **A DESCRIPTION OF THE ACCOMMODATION OFFERED BY APPLE TREES, INCLUDING—**

- (a) how accommodation has been adapted to the needs of children/young people cared for by the children's home;
- (a) the age range, number and sex of children/young people for whom it is intended that accommodation is to be provided;
- (b) the type of accommodation, including sleeping accommodation.

## **SECTION 3**

A risk assessment in relation to the fitness of the premises of Apple Trees has been completed which takes into account the location, physical design, and layout of the homes suitability for the purpose of achieving the aims and objectives set out in the home's Statement of Purpose. The risk assessment takes into account whether the children and young people cared for in the home are effectively safeguarded and are able to access services to meet their needs identified in their plans. This is to be reviewed on an annual basis taking into account the views of the community and any other appropriate individuals.

Apple Trees is a five bedded unit, generally catering for young people with some form of disability of either gender between the ages of 5 to 18 years.

Young people who are referred to Apple Trees live with either their families or carers within a home environment.

Apple Trees unit is single storey building, adapted for its current purpose. An extension has recently been completed which has added more space along with a larger sensory room. The unit is located in a residential area, is accessible via the motorway, and is close to a main bus route.

### **The Home Accommodation provides**

Two lounge areas with television, DVD player, CD player, games consoles, etc

Fully fitted Kitchen

Laundry room

A dining room

WIFI also available and compatible with young people's laptop and I Pads.

New extended Sensory room

An assisted bathroom with adjustable bath, rise and fall sink and shower toilet.

A wet room with shower bed and rise and fall sink.

One sleeping in room

One office

Four single bedrooms with fitted bedroom furniture for young people

One self-contained apartment comprising of an open plan lounge / kitchen / diner and a bedroom with en-suite. This forms part of our 5 beds but enables there to be separation as / when needed.

Assisted technology is in situ, all rooms have door sensors which enable us to monitor the movements of young people in order to ensure they are safe. We also have epilepsy sensors, enuresis sensors and a flood sensor, these can be utilised wherever needed as part of the young person's care plan.

Extensive garden area to the front and rear, outdoor equipment including climbing frames, swings, play house, gardening beds and garden furniture etc. There is also a sensory garden with water feature, pergola, seating and sensory planting.

The bedrooms each have a washbasin. Three of the bedrooms have adjustable beds; one bedroom has a safe surround bed whilst another bedroom has a divan bed which can have safety sides fitted if required. Three of the rooms have ceiling track hoists in situ.

Maintaining Apple Trees in good safe order is given high priority. Every effort is made to ensure that the decorative state is to a high standard. Furnishing is strong, comfortable and domestic in appearance. Apple Trees works towards creating a bright, pleasant and warm environment using cushions, pictures, plants etc.

## **QUALITY AND PURPOSE OF CARE**

### **A DRESCRIPTION OF THE LOCATION OF APPLE TREES**

#### **SECTION 4**

Also refer to Section 8.

Apple Trees is close to all the local amenities. These include the central library that also provides Internet access, Blackburn Rovers football ground, Blackburn Shopping centre, ice hockey, cinema, bowling, Waves etc.

The physical environment also includes the local community. How the community perceives Apple Trees affects the way they view the young people who visit. Apple Trees continues to ensure that the local community has an understanding of the work that we do and our aims and objectives. It is crucial to the success of the unit to take a proactive approach in giving local people adequate information, without violating the young people's right to privacy and confidentiality. Children and young people who access Apple Trees are treated with dignity at all times, providing them with the opportunity to make choices in all aspects of their lives. Personal privacy and dignity is respected at all times.

## **QUALITY AND PURPOSE OF CARE**

### **THE ARRANGEMENTS FOR SUPPORTING THE CULTURAL, LINGUISTIC AND RELIGIOUS NEEDS OF CHILDREN/YOUNG PEOPLE ACCESSING APPLE TREES**

#### **SECTION 5**

The Children Act 2004 promotes the positive outcome of young people 'Making Positive Contributions'.

Apple Trees empowers individuals including parents/carers to show respect and encouragement to others enabling them the right to pursue and follow their own choice or child's needs in respect of sexuality, culture, language and religious faith of their choice. We positively promote our young people and their families/carers in their understanding of other people's faiths, sexuality, disability, culture and ethnicity. Adults take a proactive approach rather than a reactive stance in ascertaining a wide knowledge of differing cultures, religions and observances.

Equality and Diversity is embedded within the service and is regularly discussed in team meetings where applicable.

Young People are actively encouraged to make choices in respect of their favourite meals through individual food preference sheets within Apple Trees care plans. Young people are also able to choose some meals when they are at Apple Trees and are able to assist in preparing these especially home-made pizzas which they all love being involved with. When other meals are planned adults take into consideration individual food preference sheets and cultural needs whilst ensuring that the meal provided is also nutritionally balanced.

A young person, parent or carer may request attendance at a particular place of worship. If this is the case it will be recorded in the Shorts Breaks Information Plan as to whether this need can be met and if so how.

The celebrations of cultural and religious festivals are actively encouraged at Apple Trees and young people and their families/foster carers are invited to participate with staff in planning these events together.

Within close proximity to Apple Trees, there are places of worship of various denominations including a variety of mosques.

## QUALITY AND PURPOSE OF CARE

### THE ARRANGEMENTS FOR DEALING WITH COMPLAINTS.

#### SECTION 6

Contact details for young people/visitors wishing to make a complaint:

- Children's Commissioner for England, The Office of the Children's Commissioner, Sanctuary Buildings 20 Great Smith Street London SW1P 3BT Tel: 020 7783 8330 Email: info.request@childrenscommissioner.gsi.gov.uk
- OFSTED, Piccadilly Gate, Store St, Manchester, M1 2WD, 03000130990 or 03001231231, email enquiries@ofsted.gov.uk
- Advocacy / Independent Visitor / Mentoring & Befriending Services. These will now be provided by Barnardos in Preston. 01772 629470
- Local Authority Designated Officer (LADO) & Independent Reviewing Officer Jonathan Leniewski  
Blackburn with Darwen Children's Social Care  
10 Duke Street, Blackburn, BB2 1DH  
01254 666926 or 07977607700
- Customer Care and Governance Manager, Nafisha Master,  
Email - feedback@blackburn.gov.uk  
Telephone - 01254 585367
- Young Person's Independent Reviewing Officer Town Hall Blackburn- 01254 585570
- Young Person's Social Worker's – Duke Street Blackburn 01254 666400
- Reg 44 Independent visitor email: add adam.cox@nyas.net

Apple Trees believes that all young people have the right to complain and to be heard, and all complaints are taken seriously. The children/young people need to feel confident that it is all right to raise matters that concern them, that they will be listened to, and that they will be treated fairly. The knowledge that they have been listened to and dealt with fairly on previous occasions will give them the confidence to broach more serious matters should the need arise. However, it is recognised that a significant number of children and young people who use Apple Trees are severely disadvantaged from making any complaints due to the impact of their level of disability. Parents/carers are naturally best suited to recognise when their children are dissatisfied and may wish to complain accordingly.

The Children with Disability Service provides an On-Call system Monday to Friday between 2pm until 5pm. This is telephone support to parents and carers and is provided by the CwD team child support officers.

In creating a positive care environment, which has a proactive approach to complaints, Apple Trees will:

- Assist young people, their parents or carers to make complaints and criticisms in a safe and acceptable manner.
- Enable complaints to be dealt with as close to the user of the service as possible.
- Make it possible to deal with the majority of issues raised on a day-to-day basis within Apple Tree's.
- Give opportunities for complaints to be raised about matters outside of Apple Trees e.g. school, leisure time or the family.
- Support young people to raise complaints over difficult issues
- Ensure the young person, parents and their carer's are aware that they have rights.
- Reduce the number of complaints that need to be dealt with formally.

- Make sure young people, parents and carers are aware that they have rights. Revisit procedures with our young people in house meetings and in one-to-one sessions.

The complaints procedure for children and young people is available in the 'Young Person's Guide' which is given to the young person, carer/family and summarises what Apple Trees sets out to do. There is clear reference on how they can find out about their rights, how they can contact an IRO, the Children's Rights Director and Ofsted if they wish to raise a concern with inspectors. Adults will ensure the young people and the parents/carers understand the procedure for complaints when going through the inductions with them and will give assistance to the young person, parents or carers if required to do so, as described previously.

All serious complaints are dealt with via the complaints procedures for which there are set guidelines. An alternative step in the complaints/comments process is for the young person to send a pre-paid complaints/comment card to the Customer Care Manager. Normal timescales for a response to a complaint should be an acknowledgement within two working days, followed by a written response within 14 days.

Complaints will be dealt with within the permitted timescales dictated by the Children's services and Education policy. Young people/parents/carers will be kept informed of any developments. All complaints and actions/outcomes are recorded. The Short Breaks Manager will review all complaints/comments on a regular basis to ensure the correct procedure is in place, and identify any further action that may be needed.

Young people, their parents and carers can be represented if they wish by an independent advocate. Further details about these services can also be found at the back page of the 'Young Person's Guide'.

We believe that where problems do arise, it is far better if the people involved discuss them immediately. Prompt resolution can avoid people becoming frustrated and angry. Complaints dealt with in this way will still be recorded in the unit's Complaints and Compliments record which is available to visiting inspectors.

Young people are also encouraged to use young people's meetings to air problems, which can provide an effective forum for resolving minor problems, as this can empower the young people. Parents and carers are encouraged to utilise the Disability Links Parents Forum as a means of airing any concerns. Regular questionnaires are sent to parents and carers to enable them to express their views, ideas for change, evaluate the service etc. Feedback is provided once all the questionnaires have been received back and discussed.

Complaints about a member of the team will be brought to the attention of the Short Breaks/Deputy Manager. All complaints are taken seriously and are looked at immediately. The Short Breaks Manager will take the necessary steps as described in the Complaints Policy.

If the young person, their parents or carers have a complaint about the Short Breaks Manager they can contact their Social Worker who will meet with the Short Breaks Manager and discuss the complaint/issue and take the appropriate action necessary. The young person could also confide in their Key Worker who would observe the guidance issued in the Complaints Policy.

The team at Apple Trees will always listen carefully to complaints and not make spontaneous judgements about the validity of a complaint. They will avoid being defensive about their own or other's practices, be welcoming of any views or comments, no matter how critical, and always be ready to consider change.



Young people also have the opportunity to speak out about any problems that they may be experiencing to Ofsted, whom is responsible for inspecting the unit. Ofsted will then respond to the complaint/grievance and deal with this following set guidelines, policy and procedures. Any comment or compliment received from young people or their family/carers are acknowledged and recorded appropriately.

## **QUALITY AND PURPOSE OF CARE**

### **DETAILS OF HOW A PERSON, BODY OR ORGANISATION INVOLVED IN THE CARE OR PROTECTION OF A CHILD/YOUNG PERSON CAN ACCESS APPLE TREES CHILD PROTECTION POLICIES OR THE BEHAVIOUR MANAGEMENT POLICY.**

#### **SECTION 7**

##### **Child Protection**

Apple Trees adheres to guidelines as set out in the Local Safeguarding Children Board Policy and procedures which reflect the principles contained within the United Nations Convention on the Rights of the Child, the European Convention of Human Rights, Working Together to Safeguard Children 2015, the Children Act 1989 and 2004, which underpins the Quality Standards. The procedures are available for reference within the establishment.

Apple Trees remains committed to practices which protect children from harm: are clear about how to recognise the signs of abuse or neglect; have a full understanding about the thresholds that apply to child protection; and know to whom they should refer concerns or child protection issues

Child protection is an important part of caring for children and young people. Regular training and refresher courses that cover many areas of child abuse and neglect is mandatory. All new employees will be expected to attend training in child protection as part of the induction process. The Short Breaks/Deputy Manager will ensure that they have read and understand the procedures to follow if the need for protection arises.

In the event of a young person, their parents or carers disclosing abuse, they are provided with support and encouraged to pass information onto their Social Worker. Individuals are made aware that information of this nature cannot be kept confidential. All cases of alleged or suspected child abuse that are reported will be investigated immediately following set guidelines. The relevant people and agencies will be informed and the appropriate action will be taken.

Due to previous evidence noted in relation to child protection 'safety on computers' a young person's friendly guide has been devised. This clearly provides information, support and guidance on how to be safe on line. Where appropriate, young People at Apple Trees are provided with this leaflet and are supervised when accessing the internet/computer.

##### **Anti -Bullying Policy**

Apple Trees will ensure the young people are aware that bullying is unacceptable and will be constructively challenged at all times. There is a separate bullying policy that is individual to Apple Trees which highlights strategies and interventions the team will adapt if bullying does arise. This provides a good insight in to bullying for all young people and those individuals that are involved with the young person. It explains and provides a good understanding of why bullying occurs. Anti-Bullying posters are also displayed throughout the building.

Training in conflict and aggression and how to minimise potentially volatile situations is available to all. Guidance is given to young people on how to respond and create safer/ better outcomes. Adults will actively minimise opportunities for bullying by providing adequate staffing levels and using unobtrusive observation.

Young People are encouraged to treat each other with respect and dignity. Young people who bully will be made aware that it will not be tolerated and the victims of bullying will have confidence for the same reason. Where there is, a complaint of bullying, adults will provide support and try to rectify the issues. Problems can be aired in young people's meetings, as peers can also be a useful tool in resolving problems. It may be necessary to seek the aid of an advocate/ mediation in certain circumstances.

If the situation cannot be resolved within Apple Trees and the young person, family or carers are unhappy with the outcome, they may choose to complete a complaints card.

Apple Trees aims to generate an atmosphere where bullying is known to be unacceptable. Adults promote at all times anti-oppressive practices both with young people, each other and any other person visiting the home either in a professional or personal capacity.

Apple Trees will constantly strive to create a culture and communication network that allows young people to feel safe and confident with each other and with the team.

### **Missing Child/young person's Policy**

Young people who go missing invariably place themselves, and often others, at risk. The reasons for their absence are varied and complex and cannot be viewed in isolation from their home circumstances. Every 'missing' episode should, therefore, receive the necessary attention from the professionals involved with the young person who then will collaborate to ensure a consistent and coherent response is given to any repeated episodes.

There is a joint protocol and a prevention policy for young people who go missing from home or care. The protocol is designed for all practitioners from all agencies and their appointed care representatives that work with children within Lancashire.

The protocol will apply to all children placed within the county or Local Authority boundaries for whom Blackburn with Darwen Borough Council, Blackpool Council or Lancashire County Council have continuing responsibilities.

Apple Trees has a planned programme of admissions and if a child does not arrive at the time expected, parents/carers and school, if appropriate are contacted immediately.

Apple Trees is designed with the safety and security of the children and young people in mind to ensure that the risk of them going missing is minimised. If a child or young person does go missing, the reasons, circumstances, age and level of need should be considered in assessing the level of risk to both themselves and others. If a young person going missing or attempting to go missing is an issue, this should be addressed as part of the risk assessment, Behaviour Management Plan and the Short Breaks Information Plan. If a child/young person goes missing, in addition to the joint protocol for young people who go missing from care, the following actions should be adhered to:

- Check that the gates are closed.
- Search the house and garden thoroughly.
- Telephone the Police and provide them with a detailed description including physical appearance, clothing, distinguishing features, legal status, who has parental responsibility and medical details.
- Telephone the parents/carers.
- Notify a manager or On Call when out of hours.
- Notify the Social Worker or EDT if out of hours.
- If possible, a member of the team should try to locate the child/young person whilst the telephone calls are being conducted.
- Complete Missing Person's book and reporting form on 'Protocol'

- Any issues relating to the repair or maintenance of the gates, doors etc should be reported immediately and rectified as soon as possible.

For their own safety children and young people will not be allowed to participate in any unsupervised activity either inside or outside the home.

In the unlikely event of a child going missing from Apple Trees it is to be considered as high priority as these children are at significant risk if left without support and supervision.

If a child goes missing from an organised outing the senior member of staff must be informed immediately. The assistance of the Police will be sought as soon as it is apparent the child or young person is missing, and parents/carers will be notified as soon as possible.

If a young person was to go missing and when they return, adults will welcome them back and will try and communicate with the young person in a sensitive manner to try and ascertain the reasons for them going missing and to clarify where they may have been. All relevant people will be informed of the young person's return. Adults should also try and assess the young person's state of mind, medical condition, dietary needs and physical presentation.

It is the responsibility of the Short Breaks/Deputy Manager or shift leader in charge at the time that a young person is found, to arrange the return of the young person to Apple Trees.

Written records are made of the circumstances of all incidents, all action taken by adults, the circumstances of the child's return, any reasons given by the child for going missing and any action taken in the light of those reasons

A member of staff from the 'Engage Team' will conduct a return to home interview in line with the joint protocol this should be conducted within 72 hours of the young person's return.

Consideration should be given to reviewing the child/young person's risk assessment, Behaviour Management Plan and Short Breaks Information Plan.

It is the responsibility of the Police to advise the media regarding a young person missing from Apple Trees. A decision to publicise will always be made in consultation with the Strategic Director, Children's Services and Education and with agreement from parents.

## **WISHES AND FEELINGS**

### **A DESCRIPTION OF APPLE TREES APPROACH TO CONSULTING CHILDREN/ YOUNG PEOPLE ABOUT THE QUALITY OF THEIR CARE.**

#### **SECTION 8**

Apple Trees promotes the involvement of young people and their families in the development and successful running of the service. Not only do we accept the principle of young people's involvement it can be seen in practice through a variety of participation and consultation activities within and outside our environment.

The team at Apple Trees believes that the opinions and ideas of the young people are valuable and as such will be listened to through the use of regular young people's consultations either in a group or 1:1. Different methods of communication are utilised (Makaton, pecs, verbal and or other recognised techniques etc). These discussions/consultations are held wherever possible throughout the month. No child/young person is assumed to be unable to communicate their views and therefore they are consulted within the limits of their understanding and communication.

For specific groups that access Apple Trees an agenda is used during these meetings, this allows advance planning, collating ideas from all of the young people, along with any ideas that the team also wishes to raise. The young people are actively encouraged to participate in the meeting, share their points of view and to take an active part in the decision making process. This is a good opportunity to promote empowerment, self-esteem, and a number of other interpersonal skills, that have a positive impact on their lives.

Each child/young person is allocated a Key Worker who is responsible for ensuring the individual wishes of the child/young person are met and shared as appropriate. They will also ensure that the Short Breaks Information Plan reflects religious, racial, cultural and linguistic issues that may impact on the care of the young person. The keyworker also makes monthly phone calls to the young person / parent to ensure the information we hold is accurate, that they are happy with the service they receive and to ascertain their views / opinions on the service development.

At Apple Trees we try to promote young people on the premise that they should be empowered to express views not only about the service we provide but about their community and society as a whole. We aim to provide young people with the skills and self-confidence to make informed choices and endeavour to teach them that they have a right to be heard and listened to; that they show respect for themselves and others; listen to others views and opinions and gain the confidence to speak out.

Family members and foster carers are encouraged to visit Apple Trees and view the service/facilities provided prior to accessing the service. All views are welcomed and acknowledged. Family members, foster carers and significant others are invited to attend a variety of meetings/groups, as is the young person. These settings, once again, provide a forum for the young person and their family to contribute to the care provided.

Examples of such are:

- Child In Need meetings
- Established links with Parents in Partnership
- Integrated Services/consultations
- Health meetings
- Education meetings
- Christmas and summer events.
- Coffee Mornings

'Children in Our Care' reviews provide consultation papers for young people and their families/carers to complete with the help of the Key Worker if necessary. Short Breaks leaflets are also readily available.

All young people, families/carers are encouraged to complete a consultation form on a regular basis. A questionnaire is sent home with the young person following each weekend stay. Once returned these are evaluated and responded to if necessary. This helps us to identify development needs within Apple Trees and allows the parents/ carers and young people to have their say about the care and service they are receiving from Apple Trees.

Participation of and consultation with parents/carers and young people is essential in our work as it is our aim to always ensure feedback is given. Providing feedback serves to demonstrate to the young people and their families/carers that they have been involved in a meaningful process and their views and involvement is valued. A diary is incorporated into the Information sharing booklet for every young person to encourage an ongoing dialogue between the parents/carers and Apple Trees.

Parents/carers and young people receive Newsflash periodically which is a newsletter informing every one of any relevant changes and events including a section which is specific to Apple Trees.

There is a duty telephone service that operates on a daily basis, Monday to Friday, between **2 - 5pm** which provides parents and carers the opportunity to seek support and advice.

Barnardos now provide Advocacy / Independent Visitor / Mentoring & Befriending Services and work alongside Blackburn with Darwen Borough Council to provide independent and confidential advice, information, support, advocacy and representation. Apple Trees will access this service if this is deemed appropriate. In addition, a young person or their family/carers can directly contact Barnardos if they wish to speak with an independent person who can offer neutral advice and information. The young person may be allocated a Personal Assistant whose role is to visit the young person, take them out, advise and be a friend to the young person.

## **WISHES AND FEELINGS**

### **A DESCRIPTION OF APPLE TREES POLICY AND APPROACH IN RELATION TO:**

- (a) Anti-discriminatory practice in respect of children/young people and their families;
- (b) Children/young people's rights.

### **SECTION 9**

Care practice at Apple Trees is built on anti-racist and anti-discriminatory practices, perspectives, and values. Apple Trees promotes an environment that is free from any prejudicial behaviour/comments and is able to afford each individual and their family/carers the opportunity to develop to their full potential, taking into account their cultural, ethnic, religious and gender needs.

Apple Trees aim is to ensure that the young people's time with them is free from all forms of discrimination and intimidation and one which celebrates diversity.

Apple Trees adopts a bespoke approach by promoting an environment that is free from any prejudicial behaviour/comments and is able to afford each individual and their family/carers the opportunity to develop to their full potential, taking into account their cultural, ethnic, religious and gender needs.

All incidents no matter how small, of discrimination and intimidation will be appropriately challenged and work will be undertaken with both the instigator/s and the victim/s.

The team at Apple Trees will strive to ensure:

- Where a young person is referred to the service, the team are made aware of the needs of that young person in regards to ethnicity etc
- Discriminatory remarks will not be accepted and will be actively challenged
- The team will avoid expectations that could lead to stereotyping.
- Sexism, or racist attitudes, or prejudices towards disability or any other behavioural issues are actively challenged.
- Where young people make discriminatory remarks, adults will challenge them, in a sensitive and informative manner.
- Information will be available within Apple Trees, and all young people where appropriate will be made aware of the different beliefs and cultures of other young people present in the unit.
- Young people will be given skills to challenge discriminatory remarks themselves
- Adult discrimination against young people will also be challenged.

Blackburn with Darwen Borough Council has an Equal Opportunities Policy, which is brought to the awareness of all employees through the induction process.

## **Children/Young People's Rights**

All children have the right to have their need for privacy respected. We recognise that children and young people with learning difficulties may need supervision in personal care or because of behavioural problems for the safety of themselves and others, but whilst attending to their needs we will ensure that privacy, dignity and respect are maintained at all times.

Apple Trees attempts to educate young people to adopt a philosophy of respecting the rights and beliefs of others.

The young people to whom Apple Trees provides a service have:

- The right to be cared for according to their cultural identity and the responsibility to care about others.
- The right to live free from verbal or physical intimidation, or bullying and the responsibility not to intimidate or bully others.
- The right not to be discriminated against and the responsibility not to make discriminatory remarks, or to take discriminatory action.
- The right to have their views listened to and acknowledged which the Key Worker will encourage.
- The right to a mentor/advocate/Personal Assistant.

The young people, parents and carers at Apple Trees have easy access to leaflets, telephone numbers of local and National Children's Rights contact points including Barnardo's and Ofsted.

Barnardos is an independent organisation that provides a confidential service. The services are actively promoted at Apple Trees.

Barnardos helps young people, parents and carers by:

- Talking through issues with a young person.
- Helping a young person to sort out their problems.
- Accompanying a young person to meetings or writing letters on behalf of the young person etc.
- Visiting people on behalf of the young person.
- Advising the young person on different ways of dealing with problems and what the consequences may be.
- Assist families/carers in dealing with challenging behaviour.
- Provide specialist education and leisure opportunities.
- Offer innovative programmes such as Access to IT Project.
- Enhance disabled children's confidence and their educational and social inclusion.



## **EDUCATION**

### **DETAILS OF PROVISION TO SUPPORT CHILDREN AND YOUNG PEOPLE WITH SPECIAL EDUCATIONAL NEEDS**

#### **SECTION 10**

Once a young person is referred to Apple Trees a school visit is undertaken following the initial visit. A Short Breaks Information Plan is completed which will reflect the educational requirements specific to the young person. Should a young person have homework to complete during their stay, this would be communicated through the home/school diary. The adults at Apple Trees will assist a young person with their homework wherever possible.

Although Apple Tree offers short breaks facilities, we are aware that children's time with us presents them with opportunities for general learning and social learning. We encourage children/young people to be curious and enjoy learning experiences. Within Apple Trees there are a range of learning materials including a wide range of books, good ICT facilities and monitored internet access.

All children and young people are expected to attend their normal school or college. Transport is arranged so that there is no disruption to their education whilst staying at the home. Key Workers should maintain regular liaison with a child's/young person's school, college, speech and language, occupational therapy and physiotherapy ensuring where there are specific programmes of work each child receives support whilst at Apple Trees. Key Workers also contribute at reviews of a child's educational statement of special needs.

We aim to provide the children and young people with the opportunity to participate in life skills training, for example, shopping, cooking and cleaning. The self-contained apartment can be utilised to support this training, young people coming into adulthood will be supported to engage in these tasks as part of their transition.

We will also ensure that all young people are given the opportunity and assistance to undertake their own personal hygiene regimes.

The 'Looked after Children's Education Manager' and their team' are responsible for formulating the Education Policy and support young people in care to maintain their school placement. They will work alongside the residential network and address any educational issues by identifying creative methods by which to encourage young people to attend some form of education whether it is work based/school based/ moving on. Another role of the 'Education Manager' is to ensure that every 'Young Person in 'Our Care' has an EHCP that assesses and identifies the needs of the young person. Whilst the young people who access Apple Trees are not generally involved with that team they may have individual education plans similar to the EHCP, which will be available on their case files if required.

Apple Trees has developed positive working relationships with local schools and colleges and attend parent's meetings/functions when necessary. Adults promote and encourage young people's aspirations through praise and regular encouragement realising that this is imperative in boosting their self-esteem. Apple Trees acknowledges goals and targets however small and provides incentives/rewards for any achievements reached.

## **EDUCATION**

**WHERE THE UNIT IS DUALY REGISTERED AS A SCHOOL, DETAILS OF THE CURRICULUM PROVIDED BY THE UNIT AND THE MANAGEMENT AND STRUCTURE OF THE ARRANGEMENTS FOR EDUCATION**

### **SECTION 11**

This currently is not applicable to Apple Trees

## **EDUCATION**

### **THE ARRANGEMENTS FOR CHILDREN AND YOUNG PEOPLE TO ATTEND LOCAL SCHOOLS AND THE PROVISION MADE BY APPLE TREES TO PROMOTE THE EDUCATIONAL ATTAINMENT OF CHILDREN AND YOUNG PEOPLE**

#### **SECTION 12**

Refer to Section 10

## **ENJOYMENT AND ACHIEVEMENT**

### **THE ARRANGEMENTS FOR ENABLING CHILDREN/YOUNG PEOPLE TO ENJOY AND ACHIEVE, INCLUDING HOW APPLE TREES PROMOTES THEIR PARTICIPATION CULTURAL, RECREATIONAL AND SPORTING ACTIVITIES.**

#### **SECTION 13**

Apple Trees offers a range of activities and leisure options taking into account the age, ability and preferences of children and young people accessing the service. Emphasis is placed on activities which help with the development of communication, social and independence skills. For example:

- Painting, drawing, play doh etc
- Music, singing and listening to music
- Table top games and puzzles
- Lego, stickle bricks, Duplo
- Imaginative games such as toy cars, play houses etc
- Computer, Wi-Fi, DVD's, videos
- Sensory room
- Sensory play –water play etc
- Outdoor playgrounds- climbing apparatus, swings and wheelchair swing.
- Gardening sessions including sensory garden
- Trips to parks, bowling, cinema, fairs, local events, SPACE centre and a Hydrotherapy pool.
- Adventure days Inc. rock climbing, kayaking and zip wiring

Every young person has an 'agreement for participation in leisure form' within their file; this highlights the activities that the young person is confident to engage with. The person with parental responsibility is also required to sign this. Each young person has a Short Breaks Information Plan on which is detailed the activities that the young person enjoys participating in. This is reviewed on a regular basis. It is important that the children and young people enjoy their time at Apple Trees and that they are encouraged to make choices and give feedback in relation to leisure activities.

An EVC policy has been devised by the Residential Team Managers. This gives clear guidance on the differing levels of activities:

- ❖ Local area visits / level 1 visits
- ❖ level 2 / level 3 Visits

All levels of activities have risk assessments and for level 2 & 3 activities a separate consent form is required.

Leisure time is an important element in the learning and growth process for young people. It offers adults time to spend constructive periods with the young people that can greatly help in the development of positive relationships. Planning leisure time has to balance with encouraging the young people to arrange activities for themselves where possible.

Apple Trees ensures that young people have access to local and other external sport and leisure services, providing opportunities for young people to sample new interests and to adopt new hobbies. Appletrees also have a community partnership arrangement with Blackburn Rovers who attend weekly to undertake sporting activities with young people.

Apple Trees have access to a mini bus which greatly assists in being able to transport young people and to engage in a large range of sessions/activities. The mini bus is adaptable to

enable the use of wheelchairs etc. All adults who are required to drive the mini bus have undergone the Midas training. Outings and visits to places of interest form an integral part of the children's integration into the local community whatever the level of their mobility, medical and behavioural difficulties. Through the Targeted Young People's Service, young people's service and Sporting NRG, young people have been provided with the opportunity to attend residential holidays and have been provided with access to activity programmes during school holidays. These activities have robust risk assessments in place that all professionals adhere to and are classed as either level 2 or adventurous activities.

Birthdays, cultural and religious festivals are celebrated at Apple Trees and we actively encourage young people to contribute towards the planning of these events through individual, group sessions and young people's consultations etc.

## HEALTH

### **DETAILS OF ANY HEALTH CARE OR THERAPY PROVIDED, INCLUDING**

- (a) Details of the qualifications and clinical supervision of the staff involved.
- (b) Information about –
  - (i) How Apple Trees measures the effectiveness of its approach, and
  - (ii) The evidence referred by Apple Trees to demonstrate the effectiveness of its approach, and how this information can be accessed.

### **SECTION 14**

Apple Trees recognises the importance of protecting health and promoting healthy lifestyles for the children and young people using our services and their right to the highest standard of health and medical care attainable.

Many children and young people accessing the services at Apple Trees have particular health/medical needs. These are considered as part of the single assessment and details of how they are to be met will be reflected in the Short Breaks Information Plan. Included in the plan will be details relating to personal care.

Apple Trees has an in depth medication policy which is shared with parents, carers, the team at Apple Trees and other relevant professionals. This includes the following:

- Training and on-going competency assessment
- Authorisation and consent
- Recording
- Storage
- Gastronomy care
- Health Plans for Rescue Medication
- Suction and Saturation monitor
- Administration of all medications in all forms, including Buccolam

When a child /young person's health needs become increasing significant a meeting will be convened to discuss whether the service can continue to provide the health related support required. Currently the service does not support high level health related tasks such as the use of Nebulisers, Ventilation ,tracheostomy care or the administration of prn 'as required' oxygen.

Children and young people remain registered with their own G.P and Dentist.

Apple Trees aims to meet the health needs of young people by providing guidance, advice and support on health, healthy eating and personal care issues appropriate to the needs and wishes of each young person.

A written record is available of any illnesses, injuries, accidents that a young person may have had during their visit/stay at Apple Trees. There is no supply of over the counter medication at Apple Trees as it is the responsibility of the parents/carers to provide these as agreed on the consent for medication form. If non-emergency medical treatment is required during a child/young person's time at Apple Trees, the parent/carer will be informed and advised to collect their child and either take them home or to see their doctor. In both emergency and non-emergency situations, the child/young person's parents/carers should be consulted at the earliest opportunity as they have the responsibility for seeking medical advice.

Apple Trees has access to individual school nurses and the Community Paediatric Team who can provide information and training on any health issues.

The nutrition nurse provides yearly pump feed training with regards feeding, and feeding regimes. An online training link is also available to staff to enable them to refresh themselves in between training.

Medication training along with Epilepsy and Rescue Medication training is available every 2 years for all adults working at Apple Trees.

Sexual health training can be made available by health professionals. For children who display sexually harmful behaviour there are colleagues who we can utilise who are trained to deliver (SASH) training.

An education policy on sex and relationships is available. It is recognised that vulnerable young people can be disadvantaged in their right to receive sex and relationship education and in making reference to this policy; we will promote their emotional well-being and welfare.

The Short Breaks Information Plan contains relevant information on the young person's health needs. It is the responsibility of the Key Worker to coordinate with the person who has Parental Responsibility and the young person and update as necessary. Should there be an issue in regards to personal health; the Key Worker will deal with this in a sensitive manner, ensuring that the remainder of the team are aware of such information. All the young people are encouraged to bring their own toiletries as a means of encouraging personal hygiene. However, a small stock of toiletries is available if required.

Blackburn with Darwen Borough Council Children's Services and Education promotes the Healthy Eating Agenda and Appletrees has a lead on nutrition and health eating.

Many of the children and young people who access Apple Trees receive services from Occupational Therapy, Physiotherapy, Speech and Language etc. All of these services support Apple Trees including training in the management of individual care and approaches.

There is a multi-sensory room at Apple Trees which is also utilised by families, schools and a variety of other services.

## **POSITIVE RELATIONSHIP**

### **THE ARRANGEMENTS FOR PROMOTING CONTACT BETWEEN CHILDREN/YOUNG PEOPLE AND THEIR FAMILY AND FRIENDS.**

#### **SECTION 15**

Apple Trees aims to provide a welcoming environment for children, young people, parents, carers, siblings, friends, Social Workers, other professionals and visitors.

Young people are only at Apple Trees for short breaks, this may be a one night midweek, an overnight stay at the weekend, or two consecutive nights as per agreed packages of support. In such circumstances as contact from parents, carers, siblings etc is deemed important to a child/young person, this will be encouraged. However, ideally all visits should be planned in advance to enable the young person to be at Apple Trees during the visit whilst maintaining adequate supervision of the other young people visiting. Parents/carers are encouraged to telephone Apple Trees at any time of the day or night, even if this is just for reassurance that their child is settled, content etc.

The young person's Key Work file clearly records all relevant contact details for their family in case of emergency whilst they are staying at Apple Trees.

Any contact arrangements are addressed within the young person's Key Work file and where contact is not allowed is reflected on their individual risk assessment.

Where a decision has been made that contact with an individual requires supervision, Apple Trees will try and assist in this.

Each young person can make and receive telephone calls and we ensure that every effort is made to ensure that privacy is offered.

Family are encouraged to exercise their parental responsibility by actively contributing to the holistic care of their child.

Family members/carers are invited to all meetings and reviews if appropriate.

An Information sharing booklet is used as a tool for sharing information between Apple Trees and the young person's parents/carers. The booklet is partially completed by the parent / carer prior to accessing. The booklet contains a section for the parents / carers to fill in relating to the well-being and health of the young person, and gives them the opportunity to inform us of any special requirements needed for that stay. It also details what medication, personal belongings, clothing, finance is being sent in. Once received at Apple Trees staff will read and acknowledge any information sent in and will check and sign off against all items sent, ensuring all dealt with safely and allows for reference if there are any queries. It also allows staff to record how the young person has been, what they have eaten, how they have settled at bedtime, any concerns or issues etc.

All belongings / clothing / finance is then booked out and signed off by two members of staff, this ensures all items are returned safely and correctly. A copy of the whole document is returned to the parent / carer allowing them an overall view of how their child has been supported and how their belongings / medication have been dealt with.

All medication is delivered to the service by parents / carers and is checked and booked in by 2 members of staff. On the day of discharge, the parents / carers collect the medication; this is booked out by 2 staff and returned.



## **PROTECTION OF CHILDREN AND YOUNG PEOPLE**

### **A DESCRIPTION OF APPLE TREES APPROACH TO THE SURVEILLANCE AND MONITORING OF CHILDREN AND YOUNG PEOPLE ACCOMMODATED THERE.**

#### **SECTION 16**

Access to the grounds of Apple Trees is via automated gates. When the children/young people are in attendance at Apple Tree's the gates remain closed to minimise the risk of a young person going missing or running out into the road. Once visitors are in the entrance of the unit, access to all other areas is via a fob. Within the main body of the building a variety of access points can only be entered via a fob. This is again to minimise the risk of a child/young person from leaving the unit without supervision and also to prevent any individuals entering the building without authorisation. There is also a single access gate with a keypad that allows someone to access the self-contained area without accessing the main building.

Apple Trees is equipped with a CCTV monitoring and alarm system which covers the whole of the exterior of the building. This enables effective monitoring of the building. It is not currently used for the surveillance of the children/young people.

All bedrooms, bathrooms, the lounge, dining room, apartment and sensory room have a nurse call system to enable the adults on duty or the young people themselves to request assistance if necessary. All bedrooms have a door access alarm on them that sounds when people enter or leave their bedrooms to enhance the safety of all young people.

At the initial visit, the allocated Key Worker completes a Short Breaks Care Plan which addresses whether the child/young person requires a listening device, their door open, lights to remain on during the night, the arrangement of the furniture within the bedroom etc. The parents/carers, Key Worker and Social Worker all sign the Care Plan agreeing to the specifications within it.

## **CHILDREN/YOUNG PERSON'S BEHAVIOUR**

### **DETAILS OF APPLE TREES APPROACH TO BEHAVIOURAL SUPPORT, INCLUDING INFORMATION ABOUT -**

- (b) Apple Trees approach to the use of restraint with respect to children accommodated there;
- (a) how persons working at Apple Trees are trained in the use of restraint and how their competence is assessed.

### **SECTION 17**

Young people should be encouraged to behave well by being held in positive regard and by the expression of approval, rather than the imposition of disciplinary measures, although it is recognised that these are sometimes necessary.

One of the principle purposes of promoting appropriate behaviour is to enable individual children to learn self-control, establish feelings of worth, self-respect and to ensure that they are motivated towards improved behaviour, enabling them to live harmoniously with others. They should also be aware of their rights and their responsibilities and those same rights and responsibilities of others.

At Apple Trees, we recognise that it is easy to fall into the trap of setting rules and reinforcing these with sanctions rather than rewards. In order to ensure we create a setting that functions positively we will make greater use of rewards and positive reinforcements, and only use sanctions where absolutely necessary.

We are aware that with some young people there may be a need to provide more tangible rewards and reinforcements, at least for a short period. Finding something that is important to the young person at any particular time the 'carrot' may not be very grand so long as it is meaningful to the individual; it has a chance of acting as a motivator.

Members of the Apple Trees team provide positive reinforcement by:

- Recognising that something has been achieved, and acknowledging it.
- Saying "thank you", for complying with a request.
- Saying "thank you", for any small courtesies, given voluntarily.
- Giving encouragement in the form of feedback during a task.

Non-verbal communication:

- Facial expressions - a nod or a smile
- Gestures that may include physical contact e.g. approving hand briefly on arm or shoulder.
- Makaton signing.

The methods of control and discipline are in accordance with statutory regulations and the policy of Blackburn with Darwen Borough Council.

Permitted additional measures are as follows:

- The restriction or withdrawal of privileges, i.e. high profile activities, additional household chores.

- Searching Policy - a record of any searches should be made in the appropriate recording system.
- Confiscation of any article or substance considered injurious to the young person(s) or any other resident. A record of such confiscation should be made in the appropriate recording system. Article to be returned will be receipted and a copy given to the young person(s). Illegal substances will be disposed of in an appropriate manner.
- Requirement for young person(s) to go to his/her bedroom at an earlier time than the general rule, this being age appropriate. (Applicable for those young people who are provided with short breaks)

The above additional measures can be sanctioned by any of the team after discussion with the young person and adult involved. Any additional measure must be recorded in the appropriate book and each entry must include the name of the young person, details of the inappropriate behaviour, name(s) of adult present, negotiated additional measure, date, signatures of adult and young person and the nature and duration of the sanction.

Corporal punishment and any form of physical chastisement are not permitted. In certain circumstances where a child or young person is behaving in a way that presents a risk to themselves or others, physical intervention may need to be used. Children's Services and Education has a clear policy on the use of physical intervention titled 'Positive Behaviour Management', a copy of which is available at Apple Trees.

The 'Positive Behaviour Management' Policy addresses such issues as:

- Behaviour management
- Permitted measures of control
- De-escalation techniques
- Risk management
- Training
- Types of physical intervention
- Acceptable levels of intervention
- Handling plans

Apple Trees maintains a professional approach in that we recognise that our responses to potentially difficult situations should be aimed at being proactive and attempting to anticipate the possibility of challenging behaviour and taking action to reduce the likelihood that it will occur. Each young person has a positive support plan, positive handling plan and risk assessment all of which focus on a proactive approach. It may be deemed necessary to complete a Behaviour Management Plan which identifies specific behaviours, potential triggers, strategies to assist the young person in managing their behaviour including any additional support from ELCAS etc. The Behaviour Management Plan should be completed as part of a multi-agency approach with priority being given to the behaviours that are deemed most dangerous, most destructive etc. All of these documents are regularly reviewed to reflect the needs of the young person.

Where the potential exists for a young person to repeat behaviour that may be harmful to him/herself, others or property, a 'Handling Plan' is completed. This addresses such issues as:

- Trigger behaviours
- Preferred supportive and intervention strategies
- Conditions to be taken in to account before physically intervening
- Preferred handling strategies
- De-briefing process following incident
- Recording and notifications required

The Handling Plan should be considered an integral part of the holistic care that Apple Trees provides. It must relate to the individual short breaks Plan, Risk Assessment and Behaviour Management Plan as well as the fundamental values and ethos of Apple Trees.

Children's Services provides all residential staff with training on physical intervention using Team Teach methods. Refresher courses are provided to assist staff in maintaining their confidence and competence in using the techniques. Team Teach is only used as a last resort. Staff within the residential network have been trained in order to co-deliver Team teach

During an incident of physical intervention, the safety of the child/young person is paramount.

There is a procedure for recording the application of physical intervention and recording an amendment to a risk assessment as a result of a serious incident, which involves completing a Serious Incident form.

In the event that a young person's behaviour warrants a Risk Management Meeting to be convened, this should be requested by the Short Breaks Manager/Deputy Manager and all the relevant professionals invited. The aim of the meeting is to apply a multi-agency approach to provide a united strategy. This may include applying the Joint Protocol for Police Involvement with Young People in Children's Homes.

## **LEADERSHIP AND MANAGEMENT**

### **THE NAME AND THE WORK ADDRESS OF –**

- (a) The Registered Provider (including details of the company owning Apple Trees)
- (b) If nominated, the Responsible Individual
- (c) If applicable, the Registered Manager

### **SECTION 18**

#### **The Registered Provider:**

Blackburn with Darwen Borough Council  
Childrens Services  
10 Duke Street  
Blackburn  
BB2 1DH

#### **The Responsible Individual:**

Tracy Lysons -Has applied and is awaiting approval.  
Blackburn with Darwen Borough Council  
10 Duke Street  
Blackburn  
BB2 1AX  
Telephone: 01254 666670

#### **Registered Manager:**

Jeremy Paul Wood  
Apple Trees  
Kelsall Avenue  
Blackburn,  
BB1 5RU.  
Telephone number: 01254 503770 / 07736029332.

## LEADERSHIP AND MANAGEMENT

### DETAILS OF THE EXPERIENCE AND QUALIFICATIONS OF ADULTS WORKING AT APPLE TREES, INCLUDING ANY ADULTS COMMISSIONED TO PROVIDE EDUCATION AND HEALTH CARE.

#### SECTION 19

The team at Apple Trees Short Breaks Unit is currently made up of One Short Breaks Manager, one full-time Deputy Manager, three Principal RCCW's, 5 part time RCCSW's, four Waking Night Staff, and one Domestic Assistant.

The team consists of workers of both sexes.

The Short Breaks Manger is accountable to the Responsible individual

NAME	POST	START DATE OF RESIDENTIAL EXPERIENCE	QUALIFICATIONS
Jeremy Paul Wood	Short Breaks Manager	July 1990  Apple Trees from January 2015	Certificate in Management studies (CMS). NVQ 4 in Management. Registered Managers Award (RMA). Level 5 Diploma in Leadership and Management for residential childcare.
Angela Comer	Deputy Manager (H) 37HRS	From April 2018 to present	NVQ 3 Health and Social Care NVQ 3 Childcare & Education NVQ 4 Health and Social Care NVQ 4 Management
Samantha Gray	Principal support worker (G) 37hrs	In service from September 2015 Appletrees from 1/11/2022	Residential Care diploma level 3
Justyna Pucala	Principal support worker (G) 37hrs	From 1.7.2024 to present	Level 3 Diploma in Adult Care
<b>Vacant</b>	Principal support worker (G) 18.5hrs		
Clare Ferguson	Support worker (F) 37hrs	From 1987 to present	NVQ Level 3, NVQ 4 in Care. BTEC in Team Leading
Elaine McAllister	Support worker (F) 30hrs	From March 2005 to present	NVQ Level 3
<b>Vacant</b>	Support worker (F) 4hrs		

NAME	POST	START DATE OF RESIDENTIAL EXPERIENCE	QUALIFICATIONS
Alyssa Henderson	Support worker (F) 30hrs	19/09/2022	Honours degree in Children, School and Families Level 3 Diploma for residential Childcare
<b>Vacant</b>	<b>Support Worker (F) 30hrs</b>		
<b>Vacant</b>	<b>Support Worker (F) 25hrs</b>		
Helen Carrigan	Waking night (E) 30hrs	09/02/2020	N.N.E.B
Sonia Almond	Waking night (E) 30hrs	Commenced 12 <sup>th</sup> August 2018	NVQ 3 in children's care, learning and development. Higher Diploma in Health and Midwifery.
<b>Vacant</b>	<b>Waking night (E) 20 hrs</b>		
Fay Isherwood	Waking night (E) 20 hrs	From Dec 2006 to present	NVQ Level 3
Josie Stout	Domestic	From March 2015 to present	N/A

We use Peripatetic Support Workers to cover sickness, annual leave and training, thereby ensuring that the levels of cover are adequate to allow for the welfare of the young people to be safeguarded and promoted at all times. There is always a **minimum of two** adults on duty, but at times, the home increases this in response to the needs of individual young people using the service, the group dynamics and any particular difficulties being experienced by Apple Trees.

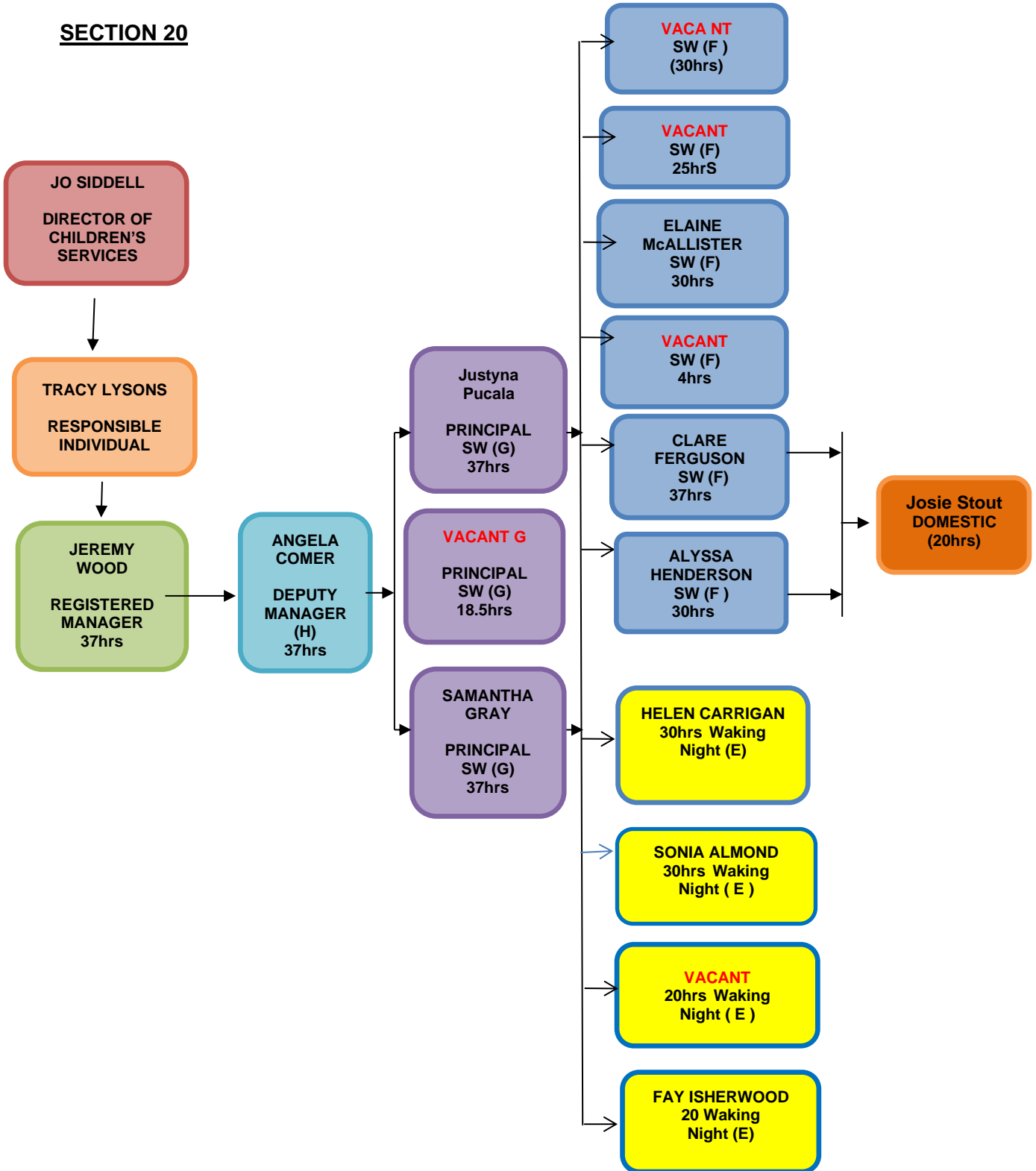
At present the service provides short breaks Wednesday to Sunday, however there may be occasions where the home is open on a Monday or Tuesday overnight. Typically there will be two waking night staff are on duty each evening. However, this arrangement can be reviewed in relation to specific circumstances within the home. On some occasions, there will be one waking night staff and one sleep-in.

The unit provides its own Management 'On – Call' system should Apple Trees staff need to contact a senior colleague out of office hours, the name of the on call and on what specified date is noted on the top of the rota. (See On -Call protocol)

**LEADERSHIP AND MANAGEMENT**

**DETAILS OF THE MANAGEMENT AND STAFFING STRUCTURE OF APPLE TREES, INCLUDING ARRANGMENTS FOR THE PROFESSIONAL SUPERVISION OF ADULTS EMPLOYED AT THE HOME, INCLUDING ADULTS THAT PROVIDE EDUCATION OR HEALTH CARE**

**SECTION 20**





## Induction

All new employees must undertake the Blackburn with Darwen Induction process and mandatory training events.

It is the responsibility of the Registered Manager, to make sure the relevant Disclosure Barring Service and medical checks are completed before a new employee commences work.

An internal residential process has also been devised to ensure that a robust induction is also achieved to the required standard as in:

- Receiving information on Health and Safety and Fire Procedures
- Completing Induction Checklists within the first day, the first week and the first month.
- Discussing the General Social Care Council (GSCC) Code of Practice.
- Departmental Introduction to Families Health and Well-Being.
- A Probationary period of 6 months. A Probationary report should be completed at 1 month, 3 months and 5 months. Any performance issues after month 6 will be managed under the Performance management procedures.

## **Staff Support, Training and Development**

Training, support, supervision, appraisal and personal professional development is central to our aim of providing highly skilled and motivated employees the tools required to meet the needs of challenging young people in creative and individual ways.

Employees attend all mandatory and in house training whilst keeping up to date with other training opportunities that are available. A written record of individual training achieved is stored in the training file and each person has a copy of their personal and professional training plan.

All employees are required to hold the Level 3 Diploma for Residential Childcare at the time of appointment or to complete this within 12 months of appointment. Staff who are appointed with an equivalent qualification may be required to undertake this qualification. This will be decided on an individual basis.

Employees are guided through this process by Blackburn College and within the establishment that they work.

Training is an ongoing process and is seen as a crucial element to providing a high quality service by ensuring that a body of competence and expertise is maintained. Employees are encouraged to undertake appropriate training utilising both external and internal courses. All training is processed through the Short Breaks/Deputy Manager. The Deputy Manager is responsible to see that rota duties are covered adequately to facilitate training requirements.

Employees receive support and guidance through regular formal supervision at monthly intervals. Supervision occurs on a one to one basis in a private setting and so far as is practicable, free from interruption. These sessions are recorded by the supervisor and stored in a confidential manner. There are frequent opportunities for informal supervision at such times as handover. Employees also receive in-house competencies and annual appraisals by their supervisor. This assists in identifying their professional needs and aids the overall development of the individual and the team. The young people where possible are also included in the appraisal process. Managers also complete observations of staff on shift, to enable them to provide feedback and ensure that the required standards being met.

Handovers occur daily, which can provide a forum for group discussion, whilst a more formal team meeting with an agenda will be convened once a month. It is also an opportunity to inform the team of any developments in regards to legislation and health and safety issues.

Personal and professional development is very much driven by the individual's own commitment and are supported and encouraged by the department through their professional development plan and the residential training plan. Everyone at Apple Trees has their own supervision file. The home also offers the opportunity for relevant individuals to study towards qualifications such as Level 3 apprenticeship – Team Leading

All Adults working within Apple Tree's will receive the following training:

- ACE
- ACT (Action Counter Terrorism)
- Violence & Aggression
- Autism Awareness
- Building Safety for Managers (*Senior team only*)
- Buccal Midazolam administration
- Civil Contingencies
- Climate Emergency
- Customer Service
- CIVICA
- COSHH
- CSE
- Deprivation of Liberty (DOLS)
- Diversity and Cohesion
- DOJO cyber security
- Enteral Feeding
- Effective communication with children and families
- Epilepsy
- Equality, Diversity & Inclusion
- EVOLVE
- First Aid (Paediatric)
- First Aid at Work (Emergency)
- Food Hygiene Level 2 and Allergen training
- Health and Safety in the workplace along with Fire Safety Awareness, Risk Assessment, Manual Handling and DSE
- Hidden Harm –risks to children
- HR related courses Inc. CPD briefings (*Senior team only*)
- Infection and Prevention
- Information Governance.
- Makaton and PECS
- Medication Practice (E-Learning)
- Medicine Awareness and Administration Training Programme - Children's Residential (classroom)
- Midas
- Moving and Handling
- Online Safety – Risks to Children
- Protocol
- Safeguarding against Radicalisation
- Safeguarding Children – Levels 1 & 2
- Safeguarding Children with Disabilities
- Safeguarding Children and Adult Awareness
- Sensory Awareness
- Team Teach
- Various IT training programmes
- Level 3 Team Leading Apprenticeship Programme (*Senior team only*)

- Level 3 Diploma in Residential Childcare
- Level 3 Diploma / Level 4 standard Children, Young People and Family Practitioner Residential pathway

At Apple Tree's, specific training will be provided to reflect the needs of the individuals who accesses the service.

## **LEADERSHIP AND MANAGEMENT**

### **IF THE ADULTS WORKING AT THE HOME ARE ALL OF ONE SEX, OR MAINLY OF ONE SEX, A DESCRIPTION OF HOW APPLE TREES PROMOTES APPROPRIATE ROLE MODELS OF BOTH SEXES**

#### **SECTION 21**

At Apple Trees the team consists of a mixture of male and females, however predominantly female adults.

In addition to this, some of the children and young people have access to PA's and other services which are of both sexes. The promotion of appropriate role models can occur across many services including education, leisure activities, health services etc.

## CARE PLANNING

**ANY CRITERIA USED FOR THE ADMISSION OF CHILDREN/YOUNG PEOPLE TO APPLE TREES, INCLUDING ANY POLICIES AND PROCEDURES FOR EMERGENCY ADMISSION.**

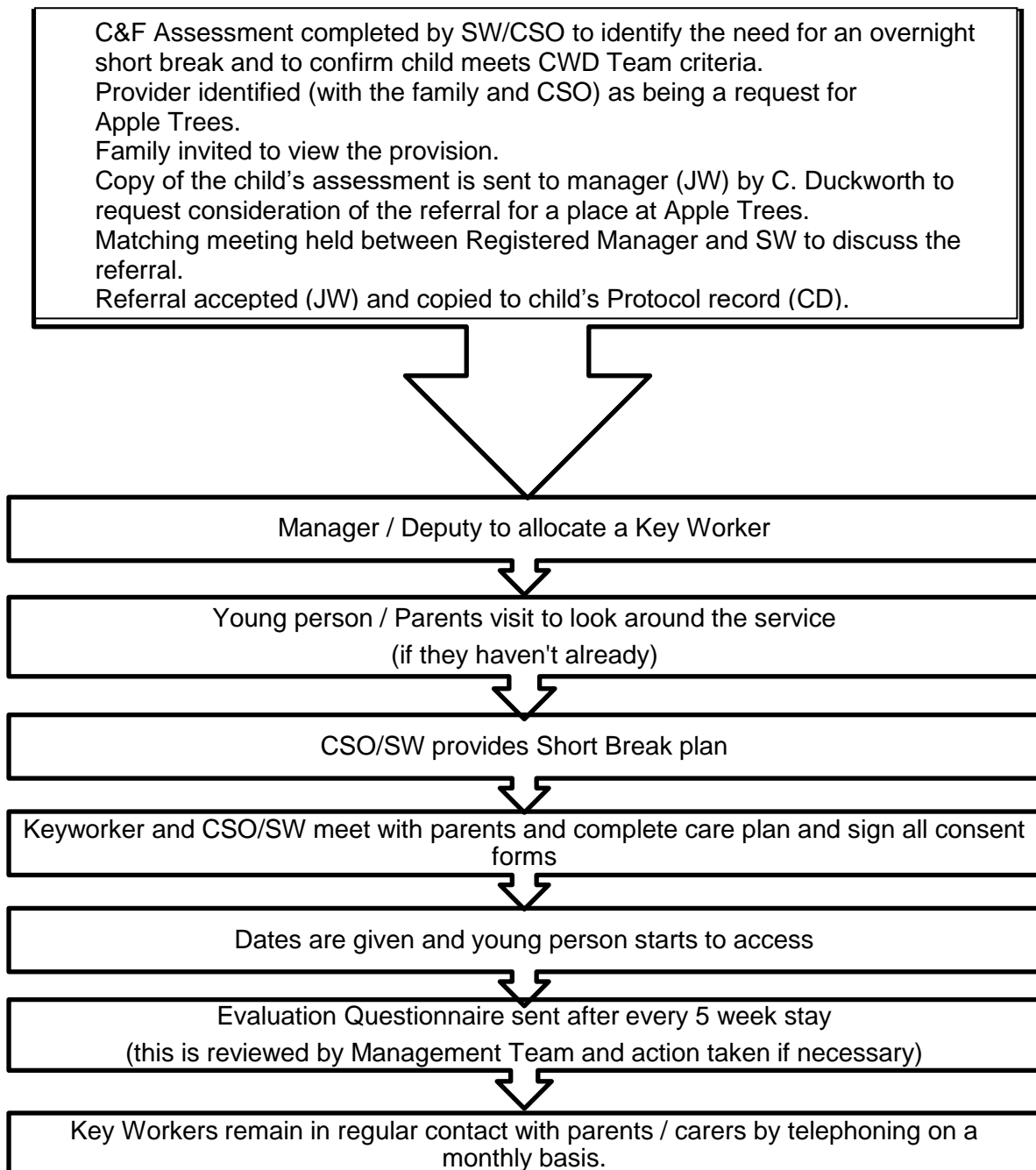
### SECTION 22

#### **INTAKE AGE**

Apple Trees is a Short Breaks Service which accepts referrals of both sexes from the ages of 5 to 18 years.

#### **REFERRAL ROUTES**

##### Apple Trees Short Term Breaks Service - Referral Process



Introductory visits will be provided until the young person and their parents/carers have become accustomed to the routine and operation of Apple Trees.

An initial visit will take place within 14 days of a new case being allocated. This will involve the identified Key Worker and the allocated worker conducting the visit together which will contribute to the planning process. Families/carers are invited to visit Apple Trees to look around the unit.

The Key Worker will collate the relevant information to enable them to complete a detailed and robust Short Breaks Information Plan which will assist Apple Trees in providing a tailored programme of care for each child/young person.

A visit to the child's/young person's school or college forms an essential part of the assessment and any information collated is reflected in the Short Breaks Information Plan.

The Key Worker identifies introduction visits for the child/young person which will reflect the pace at which they are comfortable. A copy of such visits is sent to the allocated worker. The frequency or length of visits may increase to short breaks. However, this is on an individual basis, taking into account the needs of the young person and their families and the capacity at Apple Trees.

An admissions procedure is in place which addresses such issues as 'booking in', admissions and discharge, personal belongings and property, medication etc.

### **EMERGENCY ADMISSIONS**

Apple Trees does not generally receive requests for emergency admissions in respect of children/young people that are not known to the service. However, we will aim to support the families of children and young people referred to Apple Trees by offering extra breaks if possible during any periods of particular difficulty.

In the case of an emergency admission consideration must be given to the placements appropriateness. The needs of that young person must be assessed and the needs of the other young people currently on a short break should not be unnecessarily unsettled. The levels of support may be revised to reflect higher ratios if any perceived risks are identified. The need to maintain and review assessments such as the case documents and risk assessment is vital following an emergency admission in order to best care for the young person. Personal requisites are made available for young people who are admitted to Apple Trees as an emergency.

There is an emergency admission template in place that gives guidance on what needs to be in place should there be an emergency admission.

### **DISCHARGE/CLOSURE**

Each child/young person is discharged following a short break stay. This is identical to the procedure which is followed when admitting them.

Closure from the service that Apple Trees provides is likely to occur when the young person reaches 18 years of age. At this stage, the young person's case is transferred onto adult services. In the event that the families, carers and young people have opted to access short breaks for adults, there is a period of transition to ease the process.

On rare occasions, the services that Apple Trees provides may have to be suspended due to the extreme behaviours that a young person is displaying or the families/carers lack of commitment, ultimately resulting in a potential termination of the service.