

1. Introduction

Blue Mountain Homes follow principles of listening to the children and young people taking their views, wishes and feelings into account when planning and undertaking their care applies to all children, including children with disabilities, special educational needs, or other complex needs.

Children and young people, including those who communicate non-verbally, are supported to actively participate in day-to-day and more complex decisions with a variety of communication methods about their lives, as appropriate. Their views will be ascertained and considered. Blue Mountain homes takes a sensitive approach to help support the children and young people with making independent decisions.

Oversight -

Blue Mountain Homes promotes safe secure environment for children and young people, this includes the children who have a learning disability or communication difficulties by providing visual aids and social stories, enabling children and young people to communicate their needs.

Staff encourage the children and young people within Blue Mountain Homes to express themselves to make independent choices on day-to-day care planning for example activities, community access meetings, health appointments and leisure activities by accommodating young people with additional needs we consider that;

- Blue Mountain will create an environment for the children in which promotes self-esteem, confidence and a sense of wellbeing. Blue Mountain Homes
- will support the children to express their views and feelings.
- Staff to use effective communication and children and young people to have the means to communicate – Using their preferred method of communication.
- Young people will be encouraged to make independent choices by staff advocacy promoting choice.
- Children and young people to feel listened to
- Opportunities to develop and succeed.
- Have the smallest achievements celebrated.
- Supported to maintain family and friend contact.
- Accessing the community

2. Advocacy and Staff

As part of working in partnership with others Blue Mountain Homes will support the children and young people by advocating for the children and young people in their best interest as in some circumstances their feelings and wishes may not be in their best interest. It is important for the staff to help educate the young people by discussing topics that are relevant and by role modelling. In

these circumstances Blue mountain, we are aware that our young people may communicate differently due to the past trauma and so we are passionate about providing different sources of communication methods to gain views wishes and feelings. With the young people we support that have additional needs where verbal communication is not preferred method, we as a company collaborate with the young person and deliver specific communication aids to communicate effectively. This could be through Makaton BSL, PECS or Symbols.

Blue Mountain supports the children and young people sensitively communicating the circumstances by Key worker sessions or social stories. weekly meetings and monthly meetings. Children and young people can also be provided with an independent advocate.

The registered person must:

Ensure that staff:

- Ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare.
- Help each child to express views, wishes and feelings.
- Help each child to understand how the child's views, wishes and feelings have been considered and give the child reasons for decisions in relation to the child.
- Regularly consult children, and seek their feedback, about the quality of the Home's care.
- Help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited.
- Help each child to prepare for any review of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review; and
- Make each child aware of and, if necessary, remind them of, the Children's Guide; how to make a complaint; and their entitlement to and how to access advocacy and services.

3. How to make a complaint

During transition period to Blue Mountain homes the children and young people are informed of how they can raise a complaint in the Children and young person's guide. The young person guide is reviewed to ensure children and young people are informed of any changes within the Home.

Staff encourage the children and young people to share any concerns about their care to ensure the children and young people feel their voice has been heard.

Key workers are to work with the children and young people to ensure they are supported through times they have raised a concern or complaint.

Children with communication difficulties and or additional needs

Children and young people who have communication difficulties are provided with the same rights and equal opportunities within Blue Mountain homes, Blue Mountain homes are to work together with Social workers, parents where appropriate and professionals to ensure everybody agrees with the discussions for advocating and decision making for the children and young people and that their voice is being heard.

Staff are to listen to the complaint without own views and opinions

Report to Registered Manager, Margaret Smith Care Director and or Area Managers

Staff to provide feedback of the complaint to the children and young people.