

Central Bedfordshire Council

‘A Great Place to Live and Work’



Kingfishers

The Statement of Purpose & Function

5th August 2024

Registered Provider

Telephone: 0300 300 4400

Website: www.centralbedfordshire.gov.uk

Registration Number: SC391503

- Provides residential permanent or short break stays for up to 4 children with learning and / or physical disabilities. Kingfishers may provide care and accommodation for up to 1 child to live permanently at the home.
- The home can provide residential short break services in emergency situations to those (children/young people known to Kingfishers.)



Index

1. Introduction to how we care and protect children / young people at Kingfisher
2. Kingfisher provision details
3. The ethos and values behind our home
4. Admissions to Kingfisher
5. Equality, Diversity and Inclusivity
6. Our approach to behavioural support and management
7. How we safeguard and protect
8. How we promote learning
9. How we consult with young people about their care
10. Health and Wellbeing
11. Promoting participation in activities
12. The name and address of the registered provider, and of the registered manager
13. Staffing profile
14. Fire Precautions
15. Quality Assurance and Inspection

1. Introduction to Kingfishers

The main purpose of the short break provision at Kingfisher is to provide families with the support needed to enable children to remain at home whilst ensuring their families / parents / carers and siblings receive a break from their caring role. We provide a range of Short Break Services to meet the assessed needs of children. This support is provided in a variety of ways:

- Overnight Residential Support for children up to 18.
- Community Support for children 0-18.
- Kingfishers may provide care and accommodation for up to 1 child to live permanently at the home

On occasion it may be necessary to extend the number of stays to children due to a change in the assessed needs of the child / family. Any child placed for over 75 nights per year will be monitored by an IRO via the 'Children Looked After Process'. Joint working between CWD social work team and Kingfishers will ensure all relevant documentation/paperwork and care plans are implemented and regularly reviewed. The maximum number of beds (4) will remain the same at all times.

2. Kingfishers Provision Details

Kingfishers is a four bedded bungalow with a living area, play area, dining room, kitchen, 2 large bathrooms (1 with a bath and both with showers) and separate office accommodation. There is ceiling tracking in the main bathroom and three of our bedrooms. A portable hoist is available for use in other areas of the building. There is a garden with swing and a large covered outside area fitted with soft pore flooring where the young people can play either when it is raining or to shade from the sunlight on hot sunny days.

The home has a range of inside and outside play equipment including toys, games, books, educational equipment, video's/DVD's, interactive mat, arts and crafts which all provide stimulus to the children/young people we support.

The building was designed and built with regard to the safety of children with disabilities. Outside doors are alarmed and there is regular fire alarm testing and health and safety checks to ensure the safety of children and staff. Kingfishers is fully equipped with a fire alarm system linked to smoke and heat detectors. The fire exit is connected to the system ensuring they unlock when the alarms are activated. Fire drills are held regularly and clear procedures written for staff to follow. Fire extinguishers and blankets are located at strategic points throughout the building.

Building and regular maintenance checks take place and include checks: weekly, monthly, annually and 5 yearly checks.

The physical environment is well maintained and is supported by CBC Assets and facilities departments to do this. The home has 24hr access to CBC'S facilities department who support with emergency repairs and maintenance. CBC has contracts with local providers to carry out routine maintenance, repairs and the necessary Health and Safety checks within the building. The local Fire Service carries out audits of the building and review the fire systems/procedures in place and make any recommendation that may be required. 'PAT' testing takes places annually. Electrical and gas

testing take place in accordance to policy. Public liability insurance is in place along with a breakdown of the insurance policy.

The home environment is secure, with regular health and safety checks carried out and any repairs of defects being addressed.

The home has its own vehicle and a number of staff assessed as competent to drive it. Competency driving assessments are undertaken by CBC's transport team.

The home is located a short distance from local amenities such as supermarkets and a well stocked library. We have access to local bus services. There is also a local leisure centre, a new leisure centre is currently being built opposite Kingfishers. The home is also close to the local specialist schools which many of our children attend.



3. The Ethos and Values behind our Home

All children receiving a support at Kingfishers are valued as individuals with their individual needs considered at all times. We recognise the importance of working closely with parents and carers to understand individual circumstances. Kingfishers is a warm, homely and fun environment, which supports the children to feel secure and provides opportunities for them to maximise their full potential.

At Kingfishers we recognise and value ethnicity, religious choices and cultural needs and promote respect and equality not only amongst the staff team but also with the children.

The home promotes children having the right to access universal services with support as well as specialist services. We provide a range of opportunities to ensure children participate fully in local community based activities.

Staff are provided with support, on-going training and supervision, in order that the standard of care is maintained and developed. Staff are valued, have regular supervisions, attend meetings, reviews and an annual Personal Development Review. They also attend external and in-house training which includes e-learning and distance learning.

The home adheres to the policies of Central Bedfordshire Council and is committed to the principle of Inclusion and challenge all forms of discrimination. We actively seek views from children/young people and listen to their experiences to ensure their views are heard and this is reflected in how their individual needs are met.

At Kingfishers we clearly acknowledge that if the child is happy when with us, then their family will benefit from the break. We ask the children in several ways about their views of our service. Written questionnaires are periodically completed by the children, either on their own or with assistance from their key worker or family. During stays children will have a 1-1 with staff to give them opportunity to express their views/ feelings / likes / dislikes . The home also supports the children to participate in regular children's meeting where staff cover a variety of topics and children are encouraged to express their thoughts.

Parents can request to see their child's log book records and written reports regarding their child that are held at Kingfishers. Children staying at Kingfishers can also request to read their personal log book records that are completed by staff during each shift.

Each child staying at Kingfishers can have a communication book. The child's parents are invited to use this book prior to the child's stay to inform staff of the child's well-being and any changes in care. At the end of the stay, staff will write a report in this book to inform the parents/carers of what outings the child may have been on, how their stay went and general comments regarding the child. Lots of families are now choosing to keep in contact via email / text and will prefer to be contacted and updated via this method.

4. Admissions to Kingfishers



Referrals to Kingfishers are received via the Social Work Teams as a result of their written assessment of the child's needs and following a decision from a resource panel indicating that a referral can be made to Kingfishers. Once this has been agreed then the manager/ deputy manager will arrange a visit for the family to Kingfishers where more information will be gathered.

Kingfishers work closely with the social work teams to ensure that all cases are managed and reviewed in accordance to legal and statutory requirements along with meeting CBC policies. This includes Social worker visits to see children in placements along with regular reviewing of the child/ young person's care plan.

Once we have all the information required tea visits are then arranged for the child with a view to Kingfishers providing overnight stays once everyone is confident that we can meet the child's needs. The time this takes will vary from child to child. Some children may only need two or three tea visits and a day care session, others may need longer. This is known as the assessment period where Kingfishers staff will be observing the child to ensure their needs can be met. The social worker will ensure a short break plan is in place, with details of the amount and type of respite care required and offered. A Residential care plan will be created by the key worker in close collaboration with the social worker's assessment, the views of the family, child and the school. This informs all staff about the child's needs and how to meet them. A review will be held after 3 months to decide whether Kingfishers is meeting the child's and the family's needs.

During tea visits, day care visits, during the weekend and school holidays we request that parents/carers transport their child to and from the home. If this is not possible then the social

worker may arrange transport. Children are usually transported to and from the home to school but if they attend the Chiltern school, arrangements will be made for them to be collected and taken as appropriate by staff from Kingfishers as the school is on the same site as the school.

Emergency admissions will not be agreed, however there may be occasions when it is in the best interest of the child /children already receiving support from Kingfishers to have an emergency placement due to circumstances that may arise i.e. Family breakdown, bereavement, a child not being collected on time or other similar circumstances. In the event of this occurring we would ensure staffing was adequate to meet the needs of the individual and risk assessments would be completed in accordance with policies and procedures.

Kingfishers works to prepare all children towards adulthood by promoting independence skills that are at a realistic level which they can work towards achieving. Each young person will be set targets which are reviewed and monitored and broken down into achievable tasks. All children will have set targets which will be put in place with input from school information and home to ensure they reach their potential and are given opportunities to achieve them.

The quality of working relationships between staff and children as well as the staff members is monitored by the management team via observation and through supervisions as well as feedback from colleagues.

The Management team consistently provide a positive approach to the work that is undertaken by the team with the aim to model positivity and enthusiasm towards the children's achievements. Kingfishers believes that all children should have their qualities recognised and be supported to have a positive self- image and confidence within themselves. Staff will support children where possible to attain and take part in their own individual aspirations.

Any future plans for the child including any transition to adult services will be discussed during reviews. Kingfishers will work with adult services to ensure all information is shared and visits arranged to both Kingfishers and the adult placement. Children will be able to continue receiving care at Kingfishers up until the age of 18 when it will be necessary for them to transfer to adult services if they are eligible for an adult service.

Planning for care/admissions

Care plans will be reviewed regularly with parents/carers being asked to contribute and agree them. Whilst the children are staying at Kingfishers paperwork will be completed. We will record information each day which will be held confidentially and not left out for others to see. We will record information around: time of arrival/departure, who they arrived/departed with, what they ate whilst at Kingfishers, any medication given, refused, who/what they interacted with, any concerns, behaviours, activities etc. If the child is able, they will be asked to contribute to this report. If your child is following a toileting or behaviour plan we will also be happy to follow this. We use body charts to record any bruises, marks that the child may have. We will also have parent/carers consent to administer medication or for any emergency treatment needed whilst staying with us. Communication between Kingfishers and the family will be put in place so parents/carers know how the child's stay has been and what activities have taken place.

Children have allocated key workers. Due to allocated packages of care and staff working varying rota's it will not always be possible for the keyworker to meet with their key children each stay however children will be encouraged to speak with staff about any matters that may be causing them concern at any time.

Planning for short breaks will take into account friendships/peers groups, children's needs and abilities and requests from parents/carers when completing bookings.

Kingfishers request that we always have an emergency contact detail/number for parents/carers as sometimes we may need to contact you to take the child home if they become ill for example.

Keyworkers write reports for review meetings which will all be in the kept in the child's individual files. These files will always be kept in locked cupboards for reasons of data protection and confidentiality.

Children will have an 'Emergency information card' which will be used when being supported out in the community. There is a 'missing from care policy' with clear guidance on what action staff should take at various stages, should a child go missing whilst out with staff. Kingfishers have links with Houghton Regis Police Constabulary who have a 'marker' on the property so are aware of the vulnerability and complexity of the children.

All children are provided with the opportunity to positive risks in their day to day lives. Risk assessments are regularly reviewed by keyworkers to ensure that they are current to the child's needs.

An enhanced DBS and references are followed up for all prospective employees prior to positions being offered. CBC's 'Safer Recruitment' policy is followed and training is available to management around this duty.



Review of service delivery

At Kingfishers we aim to ensure the needs of the children are met and ask for feedback from families, other professionals and the young people themselves. We have questionnaires that we ask families to complete from time to time, asking what they think of their stays. We also ask for feedback from parents/carers in the form of annual surveys and or coffee mornings. We are inspected annually by Ofsted. Copies of these reports are available on request. We also have monthly visits from our Regulation 44 visitor, the home also completes regular audits every six months on the files.

During team meetings and training days, the management team will explore how to support and gain the childrens views about the care that they receive while in the service. This information is shared with the team and is used to create actions plans and monitor their success.

Children's meetings enable young people to provide feedback about the service. These meetings are monitored by the management team and ensure that any requests made are actioned where appropriate. If not appropriate, this will be explained to the children in a format they will be able to understand. We do however endeavour to ensure that their requests are met.

5. Equality, Diversity & Inclusivity

Ethnic Identity must be recognised by all staff at Kingfishers, to meet the needs of all the children from all groups, the home show's understanding, awareness and sensitivity towards all children. We recognise the sense of self identity and pride that culture, race and religion can provide. Kingfishers will acknowledge that a child from any ethnic minority group may to be in the minority in both the home environment and other community settings.

Kingfisher staff should have a clear understanding, at the point of admission, of the religious and cultural background of the child. All efforts will be made to continue with the child's religious observance and this will be taken into account when designing the care plan.

The placement criteria and procedures will be regularly reviewed to ensure that the children are fully supported on the basis of their needs and abilities including any cultural / religious needs. They will be given equal opportunities and staff will fully support children.



Contacts in the local community with groups, places of worship etc should be encouraged to all the children to continue with their particular faith. Attention should be given to each child's recreational needs and wishes in accordance with their religious / racial and cultural background.

6. Our approach to behavioural support and management

Kingfishers staff promote positive behaviour amongst the children through the use of positive reinforcement and encouragement. All staff will be trained in the Team Teach approach (positive handling techniques which may be used to develop positive handling skills in behaviour management including verbal and non-verbal communication, diversion, de-escalation and safe, effective, physical interventions), this is to ensure the safety of the children, staff and others and ensures a consistent approach in dealing with behaviours that may challenge staff and others. Team Teach is only ever used as a last resort when a child/young person is at risk of harm or being harmed. Refresher courses will be provided for all staff. Low level inappropriate behaviour may be ignored if it is felt that it will help eliminate the behaviour, (if it is not causing harm). Distraction is also a useful approach that is commonly used. Clear boundaries and routines are offered to the children to provide them with consistency and a sense of security and close links with school and other professionals are maintained to provide continuity with behaviour programmes.

Parents will always be informed if any Team Teach Techniques have been used to support their child.

Different groupings of children will be tried to ensure compatibility and minimise the risk of disharmony thus promoting confidence and self-esteem in the children we support.

Kingfishers staff will always endeavour to manage the behaviour of children by working closely with families and other professionals. If it is felt that the situation is no longer safe for the child or other children a risk assessment will be undertaken to determine the safety of all. Should this indicate concern over safety and the appropriateness of the placement then discussions will take place with the social worker, family and other professionals to decide strategies for the future.

7. How we aim to safeguard and protect

Kingfisher has extensive and robust safeguarding policies to manage and protect children/ young people, staff and visitors.

Staff training is regularly updated and we have contact with Central Bedfordshire Council's LADO (Local Authority Delegated Officer) who has attended staff meetings to discuss and share procedures staff need to follow in the event of them having concerns.

Staff are supported by a 24 hour on-call system and are aware of the Emergency Duty Team's role. EDT joined one of our staff meetings to discuss their role.

The home's Managers are responsible for ensuring that all incidents involving harm or risk to a child in the Local Authorities care are reported promptly to the Children with Disabilities Social Work Teams and Ofsted.

Kingfishers may use monitoring equipment to ensure any child with additional health needs including Epilepsy can be monitored. An audio monitor would be used when children wish to spend time independently and unsupervised in their bedroom. Kingfishers do not routinely use monitors with

visual screens to monitor children who have additional / complex health needs overnight. If parents request this a risk assessment will be completed detailing the reasons for the use of a visual monitor and guidelines for its use. This will be agreed with parents along with consent for use of the visual monitor. Visual monitors will be used in conjunction with direct observation of the children and will not be used in place of this. Kingfishers will not use visual monitors that record or save images.

The use of any such equipment would be recorded in the care plan and agreed with parent's/carers at the point of referral. This will be reviewed during Short Break meetings.

There may be occasions when specialist equipment is needed to support and safeguard the children due to their complex care needs. This equipment will be used following agreement from parent's/carers and the placing authority and as part of their day to day routine.

It is the policy of the Local Authority that bullying will not be tolerated under any circumstances and all staff should be constantly vigilant in respect of bullying.

All cases of bullying are reported to the Children with Disabilities Social Care Teams and the child's family. We may offer advice dependant on the severity of the bullying or take an active role in the intervention.

Kingfishers accepts responsibility for every child in its care and will respond immediately to any situation of a child being missing or absent without permission.

8. How we promote learning

Due to the nature of the service that Kingfishers provides, parents still maintain responsibility for their child's education. We can ensure that homework is completed by providing a quiet place with a desk if this is required. We have close links with schools and attend reviews to ensure continuity of approach to learning and behaviour support.

Children are encouraged to go to school on a daily basis. This is carried out through ensuring the young people have enough time to get prepared for the school day which includes, personal hygiene, breakfast and ensuring whatever is needed for the school day is provided. This includes clothing, equipment, any money for activities and or a packed lunch. The Children either walk to school or are transported to ensure that they are on time and arrive safely.

If children are required to complete tasks out of school time, then this will be encouraged and supported by staff within the home.

Kingfishers will support any targets/achievable goals set by school to ensure a level of consistency, promote independence, raise self-esteem and to enable them to achieve the best of their ability. All achievements, big or small are celebrated.



9. How we include young people and their families in planning their care

Once a referral has been made to Kingfishers, the parent's/carers would be invited in to have a look around. If they are happy to continue we would ask that they return with their child. Parents/carers are given a copy of our 'Statement of Purpose' and the Child will be given a copy of the 'Children's Guide' to take home we also now have a video guide available for children to view.

A keyworker will be assigned to the family who will then arrange to go and visit the family at home to gather additional information around the child's needs, likes/dislikes and routines. There are a number of forms that need to be completed prior to a child beginning their visits with us. A visit to their school may also take place prior to a tea visit or it may happen once a tea visit has taken place.

Tea visits will be organised and groupings will be considered. If the child is in the same class, is friends with anyone then we will try to get them in for a tea visit when their friend is staying with us. The amount of tea visits that take place will vary from child to child depending on needs etc and this will always be discussed with the parent's/carers.

Once the overnight stays begin we encourage the children to bring in items from home to make them feel secure ie. A special toy or blanket for comfort.

10. Health and Wellbeing

Kingfishers provides children with short breaks, parents maintain the responsibility overall for their child's health and routine checks. Staff will only accompany children to the doctors/dentists in an emergency and parents would be informed.

Prior to a child receiving short breaks care parents need to complete an "Authorisation for Emergency Medical Treatment form" which is included in the "Short Breaks Plan" documentation. In addition to this it will remain the responsibility of the parents/carers to ensure a contact number is always available to us whilst their child is staying at Kingfishers.

The service have links with the local GP's, Community Learning Disabilities Team and Community Nursing team to ensure we meet and address all the physical, emotional and psychological needs of the young person.

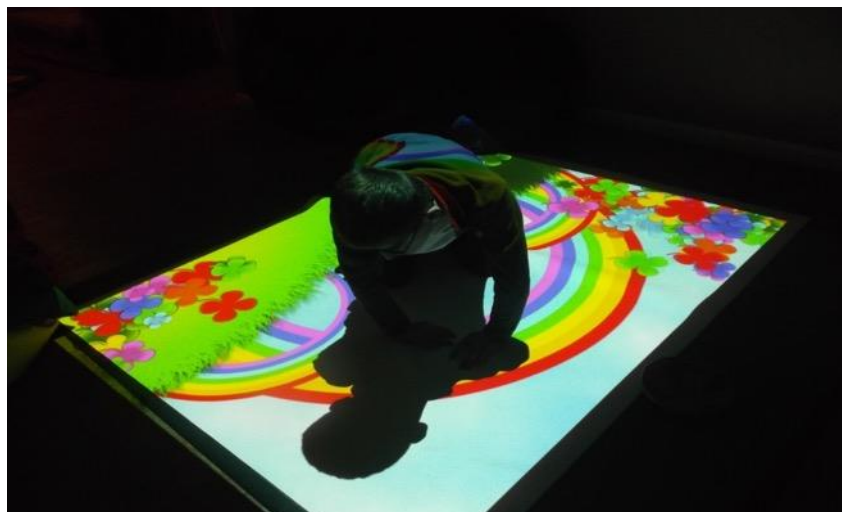
Each child's care plan will include details of any medical needs. If any medication needs to be given it must be clearly labelled with the name of the child, medication name, dosage and times. Staff are trained in 'Safe Handling of medication' (which covers administration and storage of medication) and we also have in-house policies/procedures and assess the staff annually ourselves. Staff are also trained to support children with Epilepsy. Due to complex medical needs children currently receiving an overnight service from Kingfishers are presenting with, staff have needed more specific training to support individual health needs. This has included: Oxygen, PEG (gastrostomy feeding), physio, postural training, suppositories. All this training has been provided/delivered by our community nursing team who work closely with the families and children/young people we support.

Staff have been trained to feed children via enteral feeding, including gastrostomy and Jejunostomy. Staff are trained by the community nursing team and will only be signed off once deemed competent.

If a child is unwell, with an infectious illness we would ask that they be kept at home. If a child becomes unwell whilst staying at Kingfishers, i.e. Sickness, or other infections, they may be sent home as we have a duty of care to the other children staying at Kingfishers and also to the staff. If returned home we may offer an alternative date but this cannot be guaranteed.

Meals and menu planning will take account of any dietary needs the children may have. We will also look at their likes and dislikes whilst offering choice. We aim to provide a healthy diet and encourage the children to be active by encouraging the children to be involved in swimming, walking, outside play and dancing indoors etc.

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11. Promoting Participation in Activities

Recreational facilities are made available to all children and young people accessing Kingfisher as appropriate to their individual needs.

Management and staff at Kingfisher encourage children and young people to experience and try a variety of activities and opportunities during their stays with us. These include:

- Bowling
- Cinema
- Parks
- Woods
- Walks
- Swimming
- Meals out
- Theatre trips
- Theme parks
- Trampolining

Indoor activities include:

- Arts and Crafts
- TV/DVD nights
- Sensory toys/lights and equipment
- Library/Story Sacks
- Interactive mat
- Cooking/cake making
- Puzzles, games

We also have a well used outside covered area which means that the children can go out in all weathers. We have outdoor play equipment including a swing, bikes and a number of out door play available.



12. The name and address of the registered provider and of the registered manager

Registered Provider:	Central Bedfordshire Council
Address:	Priory House Monks Walk Chicksands Shefford SG17 5TQ
Placement Enquiries:	0300 300 4400
Email Address:	Rebecca.perry@centralbedfordshire.gov.uk
Website Address:	www.centralbedfordshire.gov.uk
Registered Manager:	Becky Perry
Correspondence Address:	Kingfishers Bungalow 2 Houghton Regis Campus Parkside Drive Houghton Regis

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13. Staffing profile

Person Responsible -

The Responsible Individual acts on behalf of the organisation and demonstrates to Ofsted how he/she meets the requirements for registration. The Responsible Individual must also demonstrate on behalf of the provider that the proposed establishment or agency can meet the relevant requirements set out in legislation.

<p>Tom Smith - is the Responsible Individual for the home.</p> <p>Tom.smith@centralbedfordshire.gov.uk</p>	<p>I have managed children's homes within local authorities for 15 years and bring a strong understanding of the challenges which these services face, as well as a proactive approach to supporting the Registered Manager with the aspirations of their home. In addition to the Responsible Individuals duties, as Operations Manager I also have oversight of the development of local residential provision; looking at how we continue to develop these services to provide good outcomes for children and young people in our care.</p>
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Registered Manager

<p>Becky Perry</p> <p>Home Manager</p>	<p>Level 5 Diploma in Leadership and Management</p> <p>Level 4 NVQ In Care Management</p> <p>Level 3 NVQ In Caring for children and young people</p>
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Qualifications and experience of persons working at the home

Home Manager	1
Deputy Manager	2
Support Officer	17
Support Officer (Relief)	3

Domestic	1
Business Support Officer	1

Name	Post Held	Qualifications	Experience
Becky Perry	Home Manager	Level 5 Diploma in Leadership and Management Level 4 NVQ in Care Management Level 3 NVQ in Caring for children and young people	Becky has experience in various care settings and local authorities. Most of her experience being with children and young people with disabilities. She has worked at a senior level in CBC for several years.
Parminder Garcha	Deputy Manager	Level 4 Diploma in Care and Management	Parminder has many years' experience in social care with some of these being in Residential Care for Children with Disabilities/Challenging Behavior. He has been one of the deputy managers at Kingfishers for several years.
Fay Prattley	Deputy Manager	Level 3 in Children and young People	Prior to joining Kingfishers, Fay had many years' experience supporting young people with special needs in both a Residential and educational setting in the private sector. She has brought a wealth of experience to her post at Kingfishers.
Terri Collett	Support Officer	Level 3 Diploma in Health and Social Care (Adults) Level 3 Diploma In caring for Children and Young people	Terri has a wealth of experience in the care sector. This includes working with elderly, young adults with disabilities, education and supporting young people in a 'mother and baby unit'.
Sam Hall	Support Officer	Level 3 Diploma In caring for Children and Young people	Sam has extensive experience of working with children / young people with disabilities in various settings including both educational, residential and community-based services.
Jo Heading	Support Officer	Level 3 Diploma in Caring for Children and Young People	Jo has experience of working with adults with learning disabilities in residential care prior to taking time out to have her own

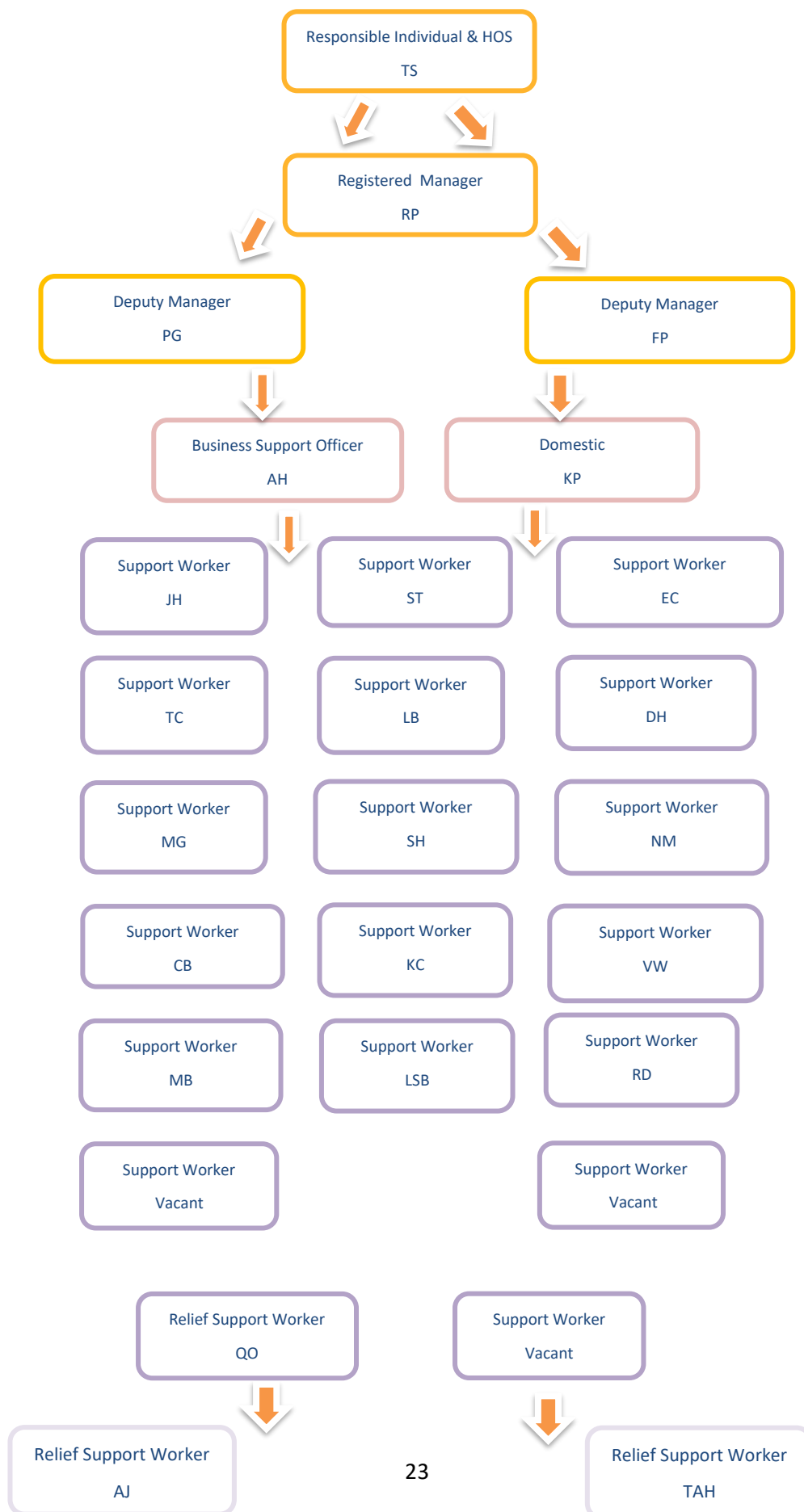
			child. Jo has been at Kingfishers for several years.
Nicola Matheson	Support Officer	Level 3 Diploma In caring for Children and Young people	Has worked in both home support, community support and now residential for children and young people with disabilities.
Allan James	Support Officer (Relief)	Level 3 Diploma in Caring for Children and Young People	Alan has mainly residential experience for working for Central Bedfordshire Council. Prior to this Allan worked for Luton Borough Council and for an agency in a Support Worker role with adults with disabilities.
Deirdre Honegan	Support Officer	Level 3 Diploma in Caring for Children and Young People. BTEC Diploma in Childhood Studies.	Deirdre has residential experience working with children/young people with disabilities. She joined our team in when the home moved to Houghton Regis.
Kathleen Cairns	Support Officer	Level 3 Diploma in Caring for Children and Young People.	Kathleen has experience in residential care for children/young people with disabilities. Kathleen's experience includes her role as a Student Nurse, a Support Worker and as a SENCO in a Primary School. Kathleen joined us as a volunteer prior to securing a permanent position.
Michelle Gander	Support Officer	Level 3 Diploma in Residential Childcare	Michelle has many year's experience working in an educational setting supporting children with additional needs/disabilities. She has successfully transferred her skills to the setting at Kingfishers.
Rohan Davis	Support Officer	Rohan working towards his Level 3.	Rohan has experience in the care sector working in different areas, working in a day centre for special needs. Rohan has also worked in a care home for teenagers.
Melissa Boyce	Support Officer	Melissa has her level 3 Diploma in residential childcare.	Melissa has experience of working in various care settings, her most recent experience being in a long-term home for children with disabilities.
Lauren Sidebotham	Support Officer	Lauren has started her level 3	Lauren has extensive experience in various social care settings and Education settings. Most of Lauren's experience has been with children and adults with disabilities.
Terryann Hudson	Support Officer (Relief)	Terryann has started her level 3	Terryann has experience working in both residential and day care settings for adults with learning disabilities.
Lacey Ball	Support Officer	Level 3 Diploma CCYP Level 5 - Leadership and Management (Residential Child care)	Lacey's experience has been in several settings, including education, as a direct payment carer and in a residential setting supporting children/young people with disabilities. She is also working towards her level 5 apprenticeship in leadership and management.
Emma Connolly	Support Officer	Emma is currently working through her induction and will begin her level three when she has successfully completed 6moths probation.	Emma has worked as an agency support worker in a SEN school and has lots of experience working with children in playschemes.

Val Wiles	Support Officer	Level 3 Diploma CCYP	Val has extensive experience of working in childrens residential settings, mainly with children that have experienced trauma. She has successfully transferred her many skills to her role at Kingfishers.
Suzanne Taylor	Support Officer	Sue is currently working through her induction and will begin her level three when she has successfully completed 6moths probation.	Sue worked in the NHS in homecare settings for over twelve years, she has extensive experience of supporting varying age groups supporting them with health related conditions. Sue has been able to transfer some of these skills already in her role ar Kingfishers and is working hard to develop her knowledge around children with disabilities and short breaks.
Chelsea Batten	Support Officer	Chelsea is currently working through her induction she completed her level 3 previously when she was employed by McIntyre care.	Chelsea worked at Macintyre for over 8 years, where she worked in the long term home for children with disabilities and complex behaviours and needs. In the last four years Chelsea has worked in the Dom care sector working with various age groups, many with complex health needs. She therefore has numerous skills that are transferable to Kingfishers.
Queen Obasi	Support Officer (Relief)	Queen is currently working through her induction and training.	Queen has several years experience supporting adults with learning disabilities in a CBC residential home, she has many transferable skills and lots of relevant experience,
Amy Hickman	Business Support Officer		Amy provides administrative support to Kingfishers. Prior to moving to Kingfishers, Amy worked within the Children with Disabilities Team at Central Bedfordshire council.
Karen Parks	Domestic		Karen ensures that Kingfishers is cleaned to a high standard and that we the environment if safe and clean for the children and young people

Mandatory Qualifications

The skills and qualifications of the team are vast and varied and includes staff who have completed their level 3 Diploma in childcare of young people or equivalent. All staff undergo training in child protection / Safeguarding, first aid, fire safety, medication awareness, epilepsy awareness, health and safety and food hygiene as well as many more specialist subjects such as Autism Awareness, Team Teacch and Makaton. All staff have monthly supervision (except during school holidays) and annual appraisals and can request additional supervision at any time.

The organisational structure of the home



Continuous Development

A Development Plan is created with the team and regularly reviewed by management to see how the service is progressing and ensure we are meeting set targets.

Team days take place to address and create ways to develop the service which in turn also support with staff development and encourages sharing of knowledge, skills and experience which is already within the team.

Annual development reviews (Your Year) are carried out with all permanent members of staff to review positive working practices and to explore individual training needs and staff development to improve the outcomes for young people.

14. Fire Precautions

Kingfishers is fitted with automatic fire detection, break-glass system. Regular fire drills and checks of the building take place with Fire Risk Assessment/Action plan being reviewed and updated annually.

Fire drills take place at different times of the day and include night time drills which include the children/young people residing at the time of the drill.

Weekly checks take place of the Fire Alarm system including

The fire alarm system, heat detectors, smoke detectors and emergency lighting are regularly checked.

15. Quality Assurance and Inspection

The Management oversight of Kingfishers is completed in a variety of ways. This includes:

- Observation of staff/young people
- Health and Safety
- Fire Drills
- Moving and Handling
- Childrens file audits
- Recording
- Incidents/Accidents Reporting
- Supervisions/PDR's
- Staff Training
- Residents Meetings/Feedback
- Complaints including day to day complaints
- Activities
- Group dynamics

Six monthly reports are completed and sent off to Ofsted (Reg 45) which include any actions required following Regulation 44 visits which are carried out by an independent visitor to the homes on a monthly basis.



16. Coronavirus

The staff team at Kingfishers adapted their practices to respond to the risks of Covid -19, as these risks have reduced we have continued to adopt a sensible approach encouraging all staff and children to wash their hands regularly and not attend the home if they are unwell.

At Kingfishers the management team will ensure the home follows any relevant / current government and CBC guidance and will keep families updated on any changes to the home's routines should they arise in the future.