

STATEMENT OF PURPOSE



URN 2729821

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Quality And Purpose of Care

'The home' contributes to Cumberland and Westmorland and Furness Council's Children's Services Department in ensuring the protection of vulnerable children and promoting their development and well-being. The home strives to provide an environment that facilitates growth, change and fulfilment in children and their families. Effective links are therefore established with many different agencies including Social Workers, Schools, Families, and the Local Community to meet Children's needs.

'The home' provides a home or planned breaks for children and young people with social, emotional, and mental health or behavioural difficulties who require accommodation with an emergency response after a breakdown in relationships in their current home who are on Section 20, Section 31 or Interim Care Orders. We also support children and young people through outreach work and/or planned breaks to prevent their family situation from breaking down. The young people who access the service should have been identified as children in need and have a relevant support plan in place through section 17 or section 47.

'The home' supports the Emergency Duty Team by providing assertive outreach for young people in crisis which require intervention to maintain placement stability.

Emergency support is available for children that are looked after on child protection plans, children in need plans, child and family assessment plan or even children unknown to children's services, this includes where there has been a breakdown of care at short notice whether from external residential homes, fostering and adoption breakdowns or SGO (Special Guardianship Order) breakdowns We aim to move children on to appropriate next home or we look to explore the family network and return the young people back within that family network. Timescales of the time children live with us can differ somewhat depending on the needs of the young people placed at 'the home' and the availability of alternate future options.

'The home' can approach Family Group Conferencing to find alternative family members who may be able to assist with care of young people, where parents need additional support if this appropriate at the time of admission.

'The home' can approach the emotional health and wellbeing team to support the team working with the young people in our home. They support the home to identify methods of working and strategies to ensure the young people receive the best care possible.

Each young person living in the home on a short to medium term basis will have a care plan, and all relevant documentation to support their time in the home. This will be developed in the initial planning meeting with all relevant professionals and the young person's input. The young person will be introduced to their keyworker who will support the young person to work on targeted areas identified at admission. Young people will be supported to attend their own Children Looked After reviews where the care plan will be reviewed and updated.

Each young person accessing outreach and planned breaks will have a plan, which covers the targets identified that keyworkers will work on with the young people and their families during their planned breaks and outreach sessions. The plan is developed with the young person, family, professionals, and significant others. It assesses and identifies the young person's needs and issues and how these will

be addressed and met on a day-to-day basis. The outreach plan will identify 3 key areas to work on within planned breaks and in outreach key worker sessions at any given time. The signs of safety/wellbeing approach are used throughout the planning and review process for the young person and their family.

In some instances, the home may support young people who have Deprivation of Liberty Safeguards (DoLS) in place. This will only ever be to reduce any risks to children and young people's safety at 'the home'. 'The home' will make adaptations to the home and care team where needed to support any young person that has been deprived of their liberty to safeguard them. At 'the home' we will always strive to support children and young people to work towards a trajectory and care plan that will support them to have a DoLS order in place for the least amount of time possible in line with their safety and progress.

Homes Ethos

- ❖ To provide short term or medium-term care for Children who need to be away from their normal living environment.
- ❖ Due to the home providing short to medium accommodation we will work closely with the care team and the young person to ensure the next home they live in is able to meet their needs to continue to progress, thrive and grow.
- ❖ As a home we will ensure that young people leaving our care will transition in a way that best suits their needs.
- ❖ To provide outreach support in the community and offer planned breaks to prevent family breakdowns. Wherever possible we aim to help and support young people to remain within their family situation with support in identified target areas.
- ❖ To provide opportunities to all children in order to help them achieve their full potential through assessment of need.
- ❖ To ensure the homes team have the knowledge, skills, behaviours, and understanding required to provide a caring and safe environment in line with the children's homes regulations 2015.
- ❖ To work in partnership with the Social Workers, Children and their Families and others to contribute effectively to the assessment process and target centred work in order to achieve positive outcomes.
- ❖ To ensure effective partnerships within our own organisation and with other Agencies, maintaining and promoting a positive and open culture, self-critical and reflective.
- ❖ To ensure that Children are at the centre of what we are doing when assessing, planning and providing a Professional Service to them.
- ❖ Wherever possible We understand the importance of family relationships and we aim to help and support children to experience and build up regular positive time with their family where safe to do so.
- ❖ We are aspirational for our children and aim to help them reach their full potential.
- ❖ We provide a structured, stimulating, caring and safe environment that offers children the opportunity to be listened to and express their wishes and feelings and know this has been heard.
- ❖ We treat each child with dignity, focusing on reinforcing positive behaviour.

- ❖ We maintain and support children in promoting and developing their Health, Education and Development Needs in order that they can develop to their full potential.
- ❖ We aim to work in partnership with the children and all other significant and relevant people to achieve the best possible outcomes for the children supported by Staff at 'the home'

The Team believes that with Rights come Responsibilities and therefore the Team at 'the home' expect Children young people:

- ❖ To work with us towards identified goals.
- ❖ To treat themselves, other Children and Staff who reside and work at 'the home' with respect.
- ❖ To value and look after the physical environment of 'the home'
- ❖ Not to bring any drugs, equipment or devices which may be perceived as physically or psychologically threatening to others into the home.
- ❖ Not to hurt, threaten, bully, or frighten anyone at 'the home'
- ❖ Take part in house, routines, and respect house rules, for instance around bedtimes, use of TV, sharing chores.
- ❖ Admit responsibility when in the wrong and make amends (Restorative Approaches)

The Team also expect Parents:

- ❖ To work with us towards achieving their Child's goals.
- ❖ To continue to offer care to their Child, to support and give encouragement.
- ❖ To attend meetings about their Child's life if possible and support the home and identified workers in ensuring that the Young Person either returns home after their stay with us or supports the transition into their future home.

Facilities And Services Provided for The Children

'The home' residential home is part of Children and Families Service and available to all children who live in Cumbria who are recognised as a Child in Need. At the initial consultation children will be matched depending on age, risk and identified needs with the skills and abilities of the Staff Team and the potential risk and potential impact on current residents to ensure that the young person's time with us can be successful. After the initial admission we will have a planning meeting with the required professional to discuss, care planning, expected duration of placement and any other identified needs.

'The home' outreach service is part of children and families service and is available to all young people who live in Cumbria who are recognised as a child in need. The service is led by the Registered Manager, two assistant managers and a team of residential/outreach support workers. The outreach sessions will take place at the young person's home or a locally agreed venue including the home, and 'the home' staff will encourage involvement in locally based activity sessions organised by the teams. At the planning meeting we will discuss planned breaks support for the young person in order to support their plan if it is appropriate for them.

Admissions Policy and Criteria for Admission

Referrals for children moving into the home can be taken at short notice. Children can move into the home after the referral has been accepted and then are introduced to the home. All necessary documentation regarding the child should be provided by the Social Worker prior to Admission. The Home will accept Admissions once a Transitional Plan has been agreed unless this is not feasible due to immediate care needed. These Children who come to stay with us will have a Care Plan. Some young people being supported because of section 47 or section 17 work may come to stay at the home for planned breaks to support them to remain at home with their families. These young people will have a child in need or child protection plan. The home will care for children who have social, emotional, and mental health or behavioural needs difficulties. All children will be provided with a Children's Guide prior to admission. Children will be registered with a local GP surgery and Dentist. Children will receive a home Induction.

Process For Short to Medium Term Admissions

1. The Placement Referral Form is completed by who is requesting the emergency admission. Within the hours of 9-5 young people's social worker will complete this. If the admission is needed out of hours (OOH), then the emergency duty team worker will complete the referral.
2. When this referral is received this is reviewed by the homes management team or key member of the care team if out of hours with support if needed from the on-call system in place.
3. Decision is then returned to the referrer as either accepted or declined, if declined we try to support in guidance of alternate services to explore and any support which could be provided by the team.
4. If accepted consent forms to be signed (if OOH verbal is accepted on an interim basis signed forms will need to be received within 72 hours of the admission) by the adult who holds parental responsibility for the child or young person. Then once complete transition into the home can be planned and the care team will prepare the home for arrival.
5. After emergency admissions there is always a planning meeting held within 72 hours

Process For Outreach and Planned Breaks

1. The manager will then send referral form to the social worker, who will complete and return. The manager will then assess whether we are able to support the young person and their family through our service. In most cases we can do this, and we will book a planning meeting with the young person, parent/carer, and social worker/family support worker.
2. The planning meeting is in place to discuss the reason for the referral and will include the following information: Health, education, identified need, self-care skills, communication, and social and family relationships.
3. A plan will be completed; we will identify specific agreed areas that the young person will focus on with their chosen key worker. There will be consent forms to sign by the person with parental responsibility regarding activities, medical care, smoking, health, education, and photographic consent. An up-to-date risk assessment must be provided by the social worker along with an amended care plan which identifies the involvement of 'the home' with the young person and their family. The service will be based around a 12-to-16-week programme, with a review at 6-8 weeks and a service review at 12-14 weeks.

4. The placement support plan is bespoke for each young person so the timeframe may differ dependent on progress and level of support required.

Emergency Bed Provision

As part of the County Council's duty as a Local Authority we provide an emergency bed. This may be due to a crisis and breakdown in the home, current placement, remand to local authority care, or a PACE bed. It may also be required as space to complete an assessment (Policing and Crime Act 2017) as a Mental Health Act sec 136/135 crisis assessment.

There is a separate bedroom allocated for this purpose which can be accessed via its own external door and the room has a living area, ensuite bathroom and kitchenette. The bedroom is located in a separate part of the building away from the other 5 bedrooms in order to ensure there is no disturbance of other young people should the bed be needed.

In the case of emergency admissions, the registered manager (or in their absence the deputy) will arrange a planning meeting within 72 hours of admission to plan a more permanent placement for the child. Any admission to the emergency/PACE bed will be dependent on a through dynamic risk assessment with consideration to any young people accessing planned respite as an immediate priority. The bed may also be required when there are no other young people booked in for respite support. A placement support plan, safety plan and risk assessment will be shared with the child's social worker within 24 hours of the admission.

Age Range, Gender, and Numbers of Young People

Young people who live with us on a short to medium term or planned breaks are aged from 8 years up to 18 yrs.

'The home' accommodates young people of all genders. It is important to note that places cannot be offered on the basis of gender, so it is therefore unlikely that there will be an equal ratio of young people.

'The home' provides accommodation for a maximum of 6 young people at any one time.

Type Of Accommodation Including Sleeping Arrangements

In keeping with our policy of providing normal family surroundings, all our rooms are decorated to a high standard.

The home consists of:

- ❖ Kitchen for domestic use, food preparation and cooking. The young people are encouraged to use the kitchen to cook and clean up after themselves, in order to teach them the basic living skills for when they move on to independence.
- ❖ Utility room / Laundry

- ❖ Games room
- ❖ A comfortably appointed lounge and dining area for general leisure use by the young people. Both staff and young people eat their meals together in the dining room, adding to the feeling of belonging to a family.
- ❖ 2 Offices
- ❖ 5 ensuite bedrooms (young people will not share a bedroom). 1 of the bedrooms is equipped for young people with mobility issues. All soft furnishings and bedding are flame retardant to promote fire safety. Young people have a lockable room. 'The home' has a locked safe for valuables and belongings if required.
- ❖ 1 bathroom
- ❖ 2 ensuite sleeping in rooms for the staff who care for the young people.
- ❖ 1 PACE Bed with ensuite facilities and sitting/kitchenette area this has its own front door, it can be accessed from the main building via a locked door if extra support is needed.

Supporting Religious Beliefs and Cultures

Each young person accommodated at 'the home' is enabled, so far as is practical to attend the services of, receive instructions in and observe any dietary requirements and any religious rituals a young person may wish to partake in. Young people will be encouraged to thrive culturally. Whilst their own culture will be encouraged, so too will other cultures through film and music and food.

Complaints Procedure

The staff team supports the right of young people and their families to make a complaint about any aspect of their care. At 'the home' we also believe it is important to help young people and their families understand why the complaints procedure exists and how to use it should they ever feel it necessary to do so. Staff work with young people to empower them to make complaints whenever they feel their needs are not being met. Staff also work to ensure that young people who make complaints do not feel stigmatised or guilty in any way.

If a young person needs to make a complaint, a member of staff will offer assistance. It is acknowledged, however, that a young person may need help from outside the staff team and therefore, young people are helped to involve a children's advocacy service. There is a three-monthly visit to 'the home' by a NYAS representative who will engage with the young people, or we can support in requesting an advocate solely for young people individually, along with the independent visitor who will review the management at the home under regulation 44.

The team endorses the view that, whenever possible, complaints should be dealt with informally. At the same time, however, the team acknowledges that if an informal resolution is not possible, the process for making a complaint must allow for an examination by someone who is not directly involved in the care of the young person concerned. Finally, the team acknowledges the importance of young people and their families having the right to complain to OFSTED, also as part of Westmorland and

Furness/ Cumberland Council we have a complaints procedure, and all parents and young people are given the relevant information when introduced to our home/service.

The complainant is kept up to date with their complaint and steps are taken to ensure that they understand the process involved. A record of complaints is kept at 'the home' and is closely monitored by the manager. You can also contact the complaints team directly at:

Cumberland Council - The Complaints Team- Information Governance Team- Cumberland Council- Parkhouse- Baron Way- Carlisle- CA6 4SJ

Telephone: 01228 479770 or complaints@cumberland.gov.uk or [Online Complaints Form](#)

Westmoreland and Furness Council - Information Governance Team- Westmorland and Furness Council- Parkhouse- Baron Way- Carlisle- CA6 4SJ

Telephone: 01539 637437 Email: complaints@westmorlandandfurness.gov.uk or [Complete the online complaints form](#)

Or if you have a compliment you would like to share

compliments@cumberland.gov.uk

compliments@westmorlandandfurness.gov.uk

Complaints or concerns can also be raised with Ofsted at

Ofsted- Piccadilly Gates- Store Street- Manchester- M1 2WD- Tel: 0300 123 1231

Or you can complain to the Children's Commissioner for England, Dame Rachel de Souza at

Children's Commissioner for England- Sanctuary Buildings- 20 Great Smith Street- London- SW1P 3BT- Tel: 020 7783 8330

If you require further information on children's rights, you can visit the website

www.childrenscommissioner.gov.uk

Child Protection and Safeguarding

One of the aims of 'the home' is to provide a safe and empowering place for all young people to live. Child protection procedures are key to keeping young people safe, in line with the amended regulations as of April 2015. A location risk assessment is undertaken as part of the safeguarding risk assessment to support young people who stay at the home. Safeguarding protocol is in line with the

CSCP joint protocol for safeguarding. Policies and Procedures are available online via TRI.X [Cumberland Children's Services Procedures Manual \(trixonline.co.uk\)](http://trixonline.co.uk)

A risk assessment is undertaken with each young person, and this is regularly reviewed and monitored as part of the planning system. It covers all aspects of behaviour and history that might cause a risk to the young person or others. Each risk assessment is supported by an Individual Crisis Support Plan (ICSP), to be followed by staff at all times. Risk assessments and ICSPs are updated regularly, at statutory reviews and after specific risk events.

Staff at 'the home' are familiar with and adhere to child protection protocol and will be prompt in raising a child protection concern.

Child protection is part of the induction training for new staff to become familiar with, and gain an understanding of, child protection issues and protocol. Where child protection issues are identified in the home which place individual young people at risk of significant harm, staff will follow different strategies to minimise and reduce risk, as well as following the appropriate child protection procedures.

These strategies include:

- ❖ Joint working with social workers and parents
- ❖ CAMHS and other relevant professionals such as drug and alcohol specialists and counselling services
- ❖ Notification Schedule 40 to OFSTED if child protection issues or significant risk events occur.

The staff team are aware that bullying can be present in homes and that it causes great misery for the victim. Bullying behaviour is not tolerated at 'the home'. Staff will be vigilant in monitoring interactions and take preventative steps if they are required. There is a policy on countering bullying, which is known to children and staff and is effective in practice. The team and young people have a range of literature to help with addressing and preventing bullying culture from developing. Furthermore, the issue of countering bullying is discussed at team meetings and young people's meetings where needed, and in their individual key worker session.

Arrangements Made When Children Go Missing

The children's Safety and Welfare is of paramount importance, it is therefore our priority to do everything possible to ensure the safe return of a child and to then understand the reasons for their behaviour in order to reduce and dissuade the child not to run away again in the future. Children who go missing are reported to the Police in line with our Joint Agency Protocol. The Policy requires a child to be Reported Missing to the Police if they have not returned at the agreed time or made contact within 30 minutes (or otherwise as stated in the child's Risk Assessment). All appropriate people (e.g. Family, Social Worker/EDT) are informed that the child is missing from home. If possible, Care Staff will contact friends and known associates to try to locate the child.

It is also part of the Team's Working Philosophy that when a child goes missing, there is a reason for this. The Team therefore aims to work with the child to prevent them from going missing in future.

On returning from a missing episode, they will be welcomed back into the home; the child's safety is the paramount concern and Care Staff will always check that the child is safe and well and ask if they would like to be seen by a medical professional. The Care Team will arrange a "Return from Missing from Care Interview" with the complex safeguarding team, and for this to take place as soon as possible. Where a child runs away frequently (more than 3 times in a short period) the home will request that a strategy meeting is considered, prior to further escalation, with social worker, complex safeguarding team and the local police in line with the CSCP protocols.

'The home' have signed up to the 'Philomena Protocol' with Cumbria Police and will provide Cumbria Police with information about Children who are deemed high risk of; missing from care, risk of sexual exploitation and risk of county lines involvement prior to or as soon as possible after being admitted into the home. The home will also work closely with our local SPOC officer (Single Point of Contact) who will build good working relationships with the Care Team and the Children. If young people are subject to medium or high risk on the CERAR scale, they will be assigned a team member from the complex safeguarding team to work with them directly.

Views, Wishes and Feelings and Consultation

We want to make sure that young people are happy at 'the home'. We have a resident's meeting regularly to discuss different aspects from activities to improvement ideas and we will listen to the views of every child. We will also look at the menu and give everyone a chance to say what they like to eat. These meetings can also look at other issues affecting the house and to discuss those things that have an impact on the young person and their contribution to how the house is run. Young people also have a keyworker session, which is tailored to support the young people in their plan and meet their identified targets. The keyworker sessions take place at 'the home', home or school depending on the individual needs of the young person and if living in the home or on planned breaks.

We aim to ensure that young people's needs are assessed and plans to meet these needs are made and regularly reviewed with young people. This will include daily/monthly planners and reports, individual health care plans, risk assessments, personal education and support for their pathway plans if relevant. We have a commitment to involve young people in decisions and ensuring they have a voice about how they are helped; we do this by capturing the voice of the child daily, and ensuring all bedrooms have feedback forms in them for when on planned short breaks.

Development And Fulfilment

We will encourage young people to reach their full potential. We will work in ways that aim to help young people to achieve their hopes and ambitions and to develop their abilities in their daily lives.

Confidentiality

We will treat all personal information respectfully, sensitively, and confidentially. The team is committed only to sharing personal information with other professionals about a young person on a need-to-know basis, balancing the need to protect with being able to provide a good service.

Anti-Discriminatory Policy, Promotion of Equal Opportunities and Children's Rights

The Staff Team at 'the home' work in ways that are consistent with and supportive of the Children Act 1989, Children's Homes Quality Standards and Regulations 2015 and the Care Standards Act 2000.

The Staff Team at 'the home' aims to be continually aware of the ways in which certain groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability, and sexual preference.

In order to help address inequality and disadvantage the 'the home' team embraces diversity.

Our Shared Values Include:

- ❖ **Dignity And Respect-** We recognise the value of young people, their uniqueness, and personal needs. We are committed to respond to young people with dignity and respect.
- ❖ **Equality-** We treat all children and young people equal, especially in status, rights, and opportunities. We want everyone to be given the same resources and opportunities, regardless of their circumstances.

Rights And Responsibilities

At 'the home', the young people have a right.

- ❖ To be treated fairly
- ❖ To be physically well cared for in relation to, for instance: their health, food and a warm, clean and safe home
- ❖ To have time with their family when requested
- ❖ To make mistakes and to expect new chances.
- ❖ To have their views encouraged and considered.
- ❖ To be supported in following any religion they choose
- ❖ To expect choices whenever they are available.
- ❖ To read what we write and record about them.
- ❖ To receive care which is planned and reviewed regularly.
- ❖ To complain if unhappy with the care received or offered.
- ❖ To be included in and have access, with the help of staff, to their daily living files and care documents.
- ❖ To have their own copies of their plan, statutory review and the reports from social workers and care staff, and a safe place to keep them.
- ❖ To have their own copies of other documents by negotiation

Promotion Of Education for Children

The young people's needs, and aspirations will be recorded within their plan if appropriate. We acknowledge the importance of education within young people's lives, and we will work in ways that support and help young people to reach their potential within their education.

We acknowledge that continuity within young people's education is of paramount importance, and we will, whenever possible, help young people to continue at the same school, college, or training program. We recognise that the school may have developed an understanding of the particular issues of the young person and therefore may form an important part of the support of a young person. A representative from school is always invited to attend a young person's review, in order to give feedback about a young person's educational attainments. Each young person is given full access to educational facilities in line with their age, aptitude, needs, interests and potential. 'The home' has a dedicated study room and education area to undertake homework tasks and are actively encouraged and supported by staff when doing so.

Due to the nature of admissions of young people into the home, some young people may be NEET from education or have relocated away from their current provision that is no longer viable to maintain due to distance. In this instance we act timely with the virtual school team to ensure that the appropriate education provision is put in place. This includes liaising closely with the Virtual School and the young person's school, completing PEP's and supporting the young person to identify potential career paths including accessing Inspira.

Where in place we will ensure that EHCP plans are up-to-date, and all the Children receive the support they need to access education.

We recognise that many Children may have missed parts of their education, and this might reduce their confidence and desire to attend, we will therefore actively support education within our everyday interactions with Children in order to develop their knowledge, skills and abilities.

Enjoyment And Achievement

Here at 'the home' young people are provided with a range of opportunities and finance to take part in a variety of both group and individual activities and leisure interests which not only take into account their ethnicity, culture, language, religion, interests, and abilities but also help to widen and deepen a young person's experience of diversity. For instance, we encourage young people to experience foods, festivals, films and books from different cultures.

'The home' will encourage and support young people to take part in an activity, club, or hobby; we will endeavour to support them to continue this in their home area if having planned breaks at the home.

Young people are encouraged to join the library, buy books and magazines. Arts and craft activities are promoted within 'the home'.

All young people have ongoing access to games, books, music and age-appropriate DVD's and films via Netflix, Disney and prime on the cinema screen and computer games for PlayStation and Switch. During weekends, and school holidays, outings are planned with the young people. Birthdays,

Christmas, and other Festivals, as appropriate, are celebrated with young people by having birthday parties in the home or for special birthdays, special outings can be arranged.

We encourage young people to be involved with activities that promote teamwork, personal and social development, and the acquisition of new skills.

We aim to ensure that services are accessible. The services provided by staff at 'the home' will not judge young people's circumstances and backgrounds and will support and help young people make positive choices in their lives. We will work in ways which do not discriminate. We will challenge, support, and encourage other people not to discriminate against others on the grounds of age, ethnicity, language, culture, gender, religious beliefs, disability, sexual preference, or sexuality.

A commitment to treat young people fairly and safely is central to our services to young people.

Partnership

We are committed to working in partnership with young people, their parents, carers and families, social workers and with other agencies and organisations in order to provide young people with the help they need and holistic care and support.

Quality

It is our intention to provide quality services. We will work towards continuously improving the work that we do in line with legislation and the Quality Standards. We have a commitment to young people's rights and entitlements as set out in the Children's Act 1989 which are further endorsed in the Children's Homes Quality Standards and Regulations 2015.

Listening

We have a commitment to listen to young people about what they think about the care they are receiving and about what is important to them in their lives. In particular we will listen to any comments or complaints about their care, and we will deal with these fairly and openly in accordance with the local authorities' complaints procedure.

Health Protection and Promotion for Young People

We regard health protection and promotion of young people as an important part of our role at 'the home'. We promote good health by ensuring all young people have a clear written health plan within their plans. The plan covers the whole range of potential health needs, including physical, emotional, and sexual health. Each young person accommodated in our home is registered with their own GP, dentist, and optician.

We will support them to provide guidance, advice, and support in relation to health and social issues. Due to the nature of planned breaks the young people do not require a looked after health assessment. Those young people living with us will be supported to attend planned looked after health assessments.

Any medical, dental, nursing, psychological and psychiatric advice, treatment, and other services are accessible as the young person requires them. From those young people accessing planned breaks it is an expectation that parents action these appointments and feedback issues to the staff team providing care to the young person.

Whilst respecting young people's rights and privacy they are supported in getting help with any illnesses or health issues that they experience.

Staff will administer first aid as necessary. This will be carried out by trained competent certified members of staff.

Staff will administer prescribed, controlled, and non-prescribed medication with consent from those who hold parental responsibility. For planned breaks the medication has to be sent by parent/carer or has been advised by pharmacist or Doctor if the young person is unwell at 'the home'.

The list of homely medication is:

Glycerine and Honey, Loperamide, Kolanticon, Nurofen (Ibuprofen), Joyrides, Dry- glycerine lemon and honey, Chesty Robitussin, Benadryl, and calamine aqueous lotion, Cetavlex cream (itches and rashes), paracetamol.

Staff will seek emergency aid, or urgent medical advice as may be necessary. This will be from a trained and suitably qualified medical professional, i.e. pharmacist, Emergency Doctor Service (e.g. 111), paramedic or Ambulance Service, or from an Accident and Emergency Department at a hospital.

Smoking is not permitted in any part of the building at 'the home' in order to protect all who stay and work in the home.

Positive Relationships- Arrangements with Family, Friends, and Significant Others

The 'the home' staff team will work in partnership with young people to ensure that arrangements with families, as outlined in their care plan and 'my plan', are adhered to. We will give as much constructive support as possible to maintain relationships through regular keyworker sessions with the young people and their families. Young people will be encouraged when appropriate to keep their family at the centre of their lives.

Families, friends, and significant others will always be made welcome, as long as they behave in safe and appropriate ways whilst visiting. We will ensure that when there are contact restrictions that young people understand the reasons why these restrictions are in place.

In respect to the nature of planned breaks, it is envisaged that young people do not have family time on the nights they receive planned breaks, and that family time arrangements are planned outside of these nights by their social worker.

Provision For Electronic Surveillance Use

'The home' uses electronic surveillance equipment on the outside of the property, there is no internal electronic surveillance. There is one static camera sited at the entrance gate which will view all vehicles that enter the site and also all pedestrians who enter the site. The second camera is sited on the side of the building, overlooking the main entrance to the property. There is a monitor and hard drive recording facility in the main office of the building. The purpose of the surveillance camera is to ensure the security and safeguarding of the site is robust, particularly as the building may be empty for periods of time. Young people who are deemed at a particular risk, such as drug use or self-harm, will be monitored in line with their safety plan.

Where there are concerns that these risks are jeopardizing the safety of the placement at 'the home', a meeting will be convened to discuss how the risks can be better managed.

If staff need to enter a young person's room to check on their safety, this will also be done with two staff and recorded. It will also be part of a young person's placement plan and risk assessment if appropriate. The need for this action will be clearly explained to the young person.

'The home' does have an intruder alarm system which consists of zones throughout the building including all corridors. The alarm is set by staff members at night when they go to bed. There is a panel situated in each of the staff bedrooms and inside the entry door to the property. The house alarm is in place to safeguard the young people, staff and security of the building. The building has an approved fire alarm system in place along with emergency lighting system.

Details of Any Therapeutic Techniques Used and How They Are Supervised and Monitored

The staff team at 'the home' are all trained in Therapeutic Crisis Intervention (TCI) and one team member is a certified trainer, all staff receive 6 monthly refresher training.

Whenever necessary, staff will consult with a member of the Child and Adolescent Mental Health Service (CAMHS). This consultation provides the team with guidance and support in working with a range of issues and possible behaviours that young people face and present. The consultation provides a forum for discussing and agreeing how best to respond to young people and any negative or worrying behaviour they are presenting. Importantly, it also provides a forum in which to understand any particular therapy that a young person may be receiving from CAMHS.

Further specialists help for young people is identified in partnership with the young people and their social workers in order to ensure that young people gain access to the support they need. This includes drug and alcohol counselling, careers advice, sexual health guidance and offending prevention services.

We also have access to Emotional Health and Wellbeing practitioners (EHWB), who are trained in Therapeutic Crisis Intervention, Therapeutic Life Story Work, Signs of Safety, AMBIT and Neurosequential Model of Therapeutics. The practitioners will complete therapeutic assessments of need for young people as part of their support plan, and provide direct work with children and families, consultation and indirect support for the outreach and residential support workers, training and guidance to the team, district social work teams and linked professionals can support the staff within their keyworker sessions and approaches to use while working with children and young people in the home. They are all trained to complete life story work, trauma informed practice and attachment disorders; if any of the young people and their families need longer intervention then the EHWB practitioners will take the lead and continue with the support work.

Methods Of Control and Restraint

The staff team at 'the home' believe that it is the responsibility of all staff to communicate with young people about what is acceptable and unacceptable behaviour. Furthermore, it is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people. Consistency and fairness are key ingredients to developing a safe and positive atmosphere.

The team also believes that methods of control, restraint and discipline can only have the desired impact within the context of positive relationships existing between staff and young people. Communication, negotiation, and mediation are important skills that the team use to help young people to address unacceptable behaviour. Within this overall context, the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour.

Although the emphasis at 'the home' is on safe and consistent approaches within the context of positive relationships and rewarding positive behaviour, there are times when sanctions and reparations are necessary. At 'the home' the following sanctions/reparations are used:

- ❖ Making good wherever possible criminal damage, for instance, repainting walls, removing graffiti (restorative approaches). Wherever possible the police are not involved with issues of criminal damage except in extreme circumstances.
- ❖ Reparation to others – if there has been an incident of bullying or inappropriate or disruptive behaviour then discussion and apologies are always sought.

In using any of the above, young people should always know why certain behaviour is unacceptable, since they are more likely to understand and relate to why a sanction is being used. In this way young people are more likely to want to address the issue.

Any of the sanctions that are used above are recorded and the manager checks and monitors their use.

The restraint of a young person is not part of sanctions or punishment. There are occasions when the use of restraint is necessary, but this is only used if the young person is likely to seriously injure

themselves or others/property. All restraints and physical interventions are clearly recorded and monitored by the manager.

The staff team at 'the home' are all trained to practice physically interventions as safely as possible and to promote the welfare of the young person in its entirety. All staff members are trained in the therapeutic crisis intervention model (Cornell) and there are a number of trainers and a co-ordinator group that meets regularly. The whole team have 6 monthly refreshers.

Supervision, Training and Development Arrangements for The Staff Team

Supervision And Appraisal: Supervision is a vital part of supporting, managing, and developing the staff team. It is a statutory requirement of 'the home' that staff receive and take part in the supervision process. Supervision is provided by the manager in line with the Quality Standards and children's home regulations. It is provided to staff on a monthly basis. Supervision sessions are recorded, and staff are required to read and sign their notes, which are then placed on the staff member's file. If there are any disagreements, these are recorded.

All staff undertake a performance appraisal with their line manager every 12 months which sets reviews, checks progress over the past 12 months, and sets personal work targets and actions for the coming 12 months. The actions are reviewed within the staff member's monthly supervisions.

Induction: All staff are introduced, as part of their induction training, to child protection procedures, fire safety and drill training, medical procedures and the recording of information, prior to starting work in the home.

New legislation from the CWDC (Children's Workforce Development Council) brought out new standards which impact on training and induction. Under these guidelines competency in 7 identified standards is to be achieved within the 6-month induction period and monitored by the Manager through a mixture of training and other learning activities.

In line with the Children's Homes Quality Standards and regulations 2015, all staff that have completed their induction and basic training are registered for the National Vocation Qualification in Level 3 Childcare Diploma or another qualification which matches the competencies.

Overall, each member of staff will receive mandatory and refresher training each year. Training needs will be discussed, agreed, and monitored through the supervision and appraisal process. These are recorded in a personal professional development plan, which forms part of the performance appraisal system.

Development: Staff development is seen as an ongoing process that includes

- ❖ Training and supervision
- ❖ The team meeting forum
- ❖ Working as part of the outreach and planned breaks team
- ❖ Working as part of care team in the home for children living with us
- ❖ Joint working with other professionals and agencies
- ❖ Extra duties and responsibilities, which are delegated to staff as they become more skilled and confident within the team.

- ❖ Team plan development
- ❖ All staff undertaking e-learning safeguarding modules through CSCP website.

Staff Files: All staff at 'the home' have a personal development file. This includes the following information:

- ❖ Personal information such as home phone number and address
- ❖ Supervision contract.
- ❖ Record of qualifications and training completed.
- ❖ Personal risk assessment (if required)
- ❖ Records of DBS (Disclosure and Barring Service) checks
- ❖ Evidence of driver documents, licence, logbook etc
- ❖ Induction and Probation Records

Services We Work Closely With

Family Group Conference - A Family Group Conferences (FGC) is a family-led meeting. It aims to work with families to keep children in their family unit and prevent them becoming looked after by the local authority and it helps to support children who are looked after to return to their family unit.

FGCs provide families experiencing difficulties the opportunity to get together with their wider family and friends to develop a plan that will help to ensure the safety and wellbeing of their child(ren); they work on the basis that family members are the experts on their own situation so if professionals work with the family's strengths, positive outcomes are more likely to be achieved.

FGCs recognise the importance of the child's voice being heard and children are invited to meetings where they are encouraged to put their feelings and wishes forward either themselves or through an independent advocate.

'The home' and Family Group Conference teams work collaboratively to promote information sharing, help with case direction and pathways, identify support from family and friends and ensure timely interventions with the child/young person in order to prevent family breakdown and to support rehabilitation home.

Emotional Health and Wellbeing- The Emotional Health and Wellbeing Service work with children and young people aged 0-18 years old, who may be vulnerable to stress or have experienced developmental trauma. Our aim is to support parents, caregivers, and professionals to develop helpful and supportive care relationships with a child or young person. We also aim to help children and young people explore and understand their own experiences, difficulties, and emotions. This approach is supported by building secure attachments, support networks and care communities around the child or young person.