

STATEMENT OF PURPOSE

LONGSIDE HOUSE



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QUALITY AND PURPOSE OF CARE

SECTION 1

THE RANGE OF NEEDS OF THE CHILDREN FOR WHOM IT IS INTENDED THAT THE HOME IS TO PROVIDE CARE

Longside House provides accommodation for:

- Young people who are between the ages of 10 and 17 at time of admission regardless of gender, race, ethnic origin or culture.
- Young people up to the age of 18 years and on occasion past 18 years when considered necessary to meet needs of their care plan and with agreement from OFSTED.
- Young people who have emotional and behavioural problems.
- Young people who do not require physical adaptations to their living environment to assist self - care skills, development or mobility.

SECTION 2

ETHOS AND OUTCOMES THE HOME SEEKS TO ACHIEVE AND ITS APPROACH TO ACHIEVING THEM

Longside House provides planned mid to long term care for 6 young people who are aged between 10 & 17 at the time of their admission and have been assessed as having their needs best met within a residential resource. Young people can remain at Longside House up until their 18th birthday or after this should it be agreed necessary. There are five standard bedrooms and one semi-independent flat for a young person to give them the experience of looking after themselves as they approach the time to leave Longside House and to prepare them with their transition into adult life.

We believe all young people should have a good quality of life, are given equal chances and are able to live positive and productive lives.

We believe young people should be recognised, respected, consulted and given choice.

Our approach is based on the recognition that each young person is an individual with unique experiences and needs. Our care plans are responsive to this and aim to promote growth and development in the following areas; health, education, personal identity, family and social relationships, social presentation, emotional and behavioural development and self care skills.

Our aim is to help young people develop and mature, to gain maximum life chance benefits from educational opportunities, health and social care, to promote independence and to help individuals to reach their full potential. The principles and regulations of the Children Act 1989 and the Children Act 2004, and the Children's Homes Regulations and Standards 2015 guide our work. We aim to improve young people's lives as part of a strategic approach to provide more targeted services to those with additional needs.

We hope to achieve this by;

- Providing a safe, supportive, caring environment where young people receive individual support when needed and are encouraged and supported to make decisions. Each young person will have a link worker within Longside House to facilitate this and to liaise with all relevant people, including the young person's field social worker.
- Placing particular emphasis upon working in partnership with parents and significant others promoting and maintaining positive contact and working towards reuniting young people with their families. In the event of this not being possible, we will help young people prepare for independent living.
- Protecting each young person's fundamental rights.
- Ensuring young people receive care and services from competent staff and that they are sufficient in number, experience and qualification to meet their needs.
- Maintaining staff of high quality, offering opportunities to enhance their skills with effective and relevant training, supervision and support.

SECTION 3

DESCRIPTION OF THE ACCOMMODATION PROVIDED BY THE HOME

Longside House provides accommodation for 6 young people who are between the ages of 10 and 17 at time of admission. Sometimes young people will stay up to the age of 18 years and on occasion past 18 years when considered necessary to meet their needs in line with their care plan and with agreement from OFSTED.

Longside House provides accommodation for boys and girls from any race, ethnic origin or culture.

The home is a double fronted detached property in its own grounds. There are two driveways providing parking space. There are extensive areas of lawn and paving at the back of the home surrounded by mature trees and shrubs. CCTV is operational on the side and front of the home covering the car parking area and the front and back door for security reasons. CCTV is operational within the home covering the external doors only for security reasons.

Longside House is centrally heated and has a high standard of furnishings and decoration. On the first floor, the home has 5 single bedrooms for young people. All these bedrooms have private en-suite facilities including a toilet, shower and washbasin. On this floor there is also a single bedroom for staff, a single toilet and a bathroom with a bath and shower. On the ground floor, there is a semi-independent

flat for a young person including bedroom/lounge, kitchen and shower room with toilet. There is also a staff bedroom, staff shower room, an accessible toilet and staff office.

All bedroom doors lock, and young people have their own key. Staff have a master key to gain access in the case of an emergency.

On the ground floor there is a lounge, games room, dining room, conservatory, kitchen, laundry and toilet. The young people have full use of all facilities. The young people have access to a TV, a computer with internet access, WII console and games, X-Box, Play station and a CD player. A range of games, books and jigsaws are also available. Each bedroom is also equipped with a TV and DVD player. There is WI-FI throughout the house which young people have access to from 07:00 up until midnight.

The office, dining room, games room, conservatory or lounge is made available to visitors to the home when a level of privacy is requested or needed.

SECTION 4

A DESCRIPTION OF THE LOCATION OF THE HOME

The home is a double fronted detached property set within expansive well-established private gardens and grounds featuring a balustrade patio overlooking a secluded lawn area. There are two sweeping drives to either side of the house affording multiple car parking. It is in a residential area situated about one mile from Blaydon town centre in the borough of Gateshead. It is close to the local park, schools, health centres, shops, leisure centre and other amenities. The area benefits from good transport links to the larger cities of Gateshead and Newcastle and is close to the countryside of the Derwent Valley. A risk assessment of the locality of the home is carried out in consultation with the Police and the safeguarding unit and is reviewed on a yearly basis.

SECTION 5

ARRANGEMENTS FOR CULTURAL, LINGUISTIC AND RELIGIOUS NEEDS

Locally there are a range of places of worship and staff will ensure all reasonable steps are taken to enable young people to attend religious services and receive religious instruction of their or their parent's choice. Opportunities will also be provided for young people to follow the customs of their religion including any special dietary requirements and dress codes.

The necessary arrangements for this will be made in consultation with the young person's family.

Appropriate Interpreters/mentors will be employed to assist a young person with linguistic needs.

SECTION 6

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Every effort will be made to resolve complaints immediately through discussion and negotiation. Where it is not possible to do this informally or if the young person prefers then they can make a formal complaint to the Council's Complaints Officer and an independent investigation will follow or to OFSTED. A supply of complaint forms and envelopes are made available to young people should they not want to discuss their complaint with staff.

Young people also have the telephone number for the Children's Rights Officer based at the Civic Centre and the Children's Rights Commissioner.

Young people also have access to a confidential advocacy service provided by Gateshead Council.

Young people have contact details for their Independent Reviewing Officers.

Longside House has an in-house complaints procedure which is supported by the Council's complaints procedure. Young people and parents receive information about this at the time of admission. Details are explained in the Children's guide

Staff receive complaints procedure training.

SECTION 7

POLICIES FOR SAFEGUARDING CHILDREN, PREVENTING BULLYING, THE MISSING CHILD POLICY AND BEHAVIOUR MANAGEMENT POLICY

Safeguarding policies and procedures are easily accessible for all staff in written form or on the LSCB website. All young people have an up to date risk assessment covering safeguarding issues. The Registered Manager is the lead person for child protection and ensures safeguarding procedures are followed in the event complaints or allegations are made against staff. The registered manager will liaise with the LADO (Local Authority designated officer for child protection)

Admission policies ensure young people and their parents are given a copy of the anti-bullying policy, and the behaviour management policy for the home. They also have a copy of the complaints policy and have easy access to helpful phone numbers to seek help. Risk assessments are carried out in relation to bullying and outline steps taken to reduce the risk. These are reviewed regularly.

Recruitment policies ensure all staff employed at Longside House have been subject to the necessary employment checks to work with young people, including enhanced police clearance.

Induction policies ensure a copy of the Council's whistle blowing policy is given to all staff as well as a copy of what to do if you are worried a child is being abused.

Training policies ensure staff have training in the following areas to keep young people safe:

- Recognising and responding to physical, sexual, emotional abuse and neglect, and the importance of working together.
- Internet safety
- Recognising and responding to bullying.
- Recognising and responding to Child sexual exploitation
- Handling complaints
- The management of challenging behaviour
- The administration and safe handling of medication
- Health & Safety
- First aid
- Food safety
- COSHH
- County Lines

Missing from care policy ensures:

Young people who are absent without authority from Longside House will be subject to the Council's procedure and protocol for reporting their absence to the Police. The timing of Police notification will depend on the age and vulnerability of the young person and the circumstances under which they have absented themselves. This will be discussed with parents and the young person on admission and with parents at the time of the unauthorised absence if possible and necessary but will be no later than midnight (unless dynamic risk assessment decides otherwise). Parents will be notified of unauthorised absence. If a young person is missing and turns up at the family home, it is expected that the family will inform the establishment immediately.

- A young person who returns to Longside House after a period of unauthorised absence will be welcomed back and staff on duty will talk to the young person to explore the reasons behind the behaviour. Young people will also be spoken to by the Police so they can share any concerns they may have about Longside House or events which may have occurred whilst on unauthorised absence. Social workers will be notified of any unauthorised absence, may be asked to visit and an independent interview will be offered to the young person by the safeguarding unit.
- All young people are offered an independent interview following a missing episode to give them opportunity to share any concerns they may have.
- All young people have a missing from care risk assessment in place.
- Young people who frequently go missing are discussed at the multi-agency missing and sexually exploited group (MSET) to ensure the risks are understood and their needs addressed.

Health & Safety Policies ensure:

Longside House is a safe place to live. It is protected by comprehensive safety systems including a CCTV system, burglar alarm, smoke detectors in all rooms, a fire alarm, emergency lighting system, fire fighting appliances, fire doors. There are several highlighted fire escape routes throughout the building. Each component of this system is checked regularly in line with written procedures laid down by the Council and the Fire Brigade. Fire fighting appliances are checked by a recognised provider in order to renew certificates, which must be held on the premises.

Staff receive training and young people are made aware on admission of all procedures and escape routes. Four fire drills are carried out over the year, including one at night to ensure young people and staff are confident should there be an emergency. The fire alarm is sounded weekly. Staff and young people receive fire instruction

The following measures are also in place to promote the safety and welfare of young people:

- Monthly unannounced visits by people who are independent of the management of Longside House and the registered provider to check and report on aspects of the running of the home and the welfare of the young people. The Registered Manager and Service Manager are expected to respond to recommendations made.
- Twice Yearly Inspection unannounced visits by Ofsted. Inspectors are independent of the Council and their remit is to check whether standards are being met and to make recommendations for improvement. The Registered manager is expected to respond to recommendations made.
- Elected members visit occasionally and meet with young people.
- All visitors, other than friends or family of young people to the establishment are required to produce proof of identity and are not allowed entry if unable to do so. A record of all visitors to the establishment is held recording the date, time and purpose of the visit.

CHILDREN'S VIEWS, WISHES & FEELINGS

SECTION 8

ARRANGEMENTS FOR CONSULTATION WITH YOUNG PEOPLE ABOUT THE QUALITY OF THEIR CARE

Staff consult with young people regularly on an individual basis or in a group situation at young people's meetings regarding the running of the home, their wishes and their experiences. Staff try to ensure their views are represented when decisions are made at team meetings. The manager will consult with young people on an individual basis for their contribution to our continuous improvement plan and staff appraisals.

Staff also consult with young people's parents or significant others and Social workers to ascertain their views about the quality of care and the service provided.

Young people are encouraged to become part of One Voice and build relationships with the Children's Rights Officer. This also includes working with the Gateshead Youth Assembly (GYA) and can lead to a wide range of other forums. A member of staff at Longside House is designated to liaise with the Children's rights officer to ensure young people are kept informed and are consulted re: Council matters

Staff try to involve young people in training sessions, meetings with outside agencies, meetings with councillors, workshops and other forums outside of the establishment where their views will be heard.

LAC Reviews also provide an opportunity for link workers to seek the views of parents/significant others and young people's views about their placement, the service provided and their future plans

The care plan for all young people whilst resident at Longside House , is reviewed within the first 20 working days if required and then 3 months and thereafter no longer than at 6 monthly intervals. Occasionally reviews take place within a short space of time if this is necessary to meet the needs of the young person or if the young person requests it. Reviews are multi-disciplinary and are chaired by an Independent Reviewing Officer. The venue is usually at Longside House Children's Home, but alternatives will be considered to ensure full attendance of all participants.

All young people will be encouraged to contribute to their reports and to attend review meetings and will be given appropriate support if needed. An Independent Reviewing Officer will be available to consult with young people in private about their placement and their plans. Parents will also be invited and supported to attend unless there is a clear reason why this would be inappropriate. Young people and parents will also be asked to make comments in writing. Other professionals or significant people who have a contribution to make to the planning process for the young person will also be invited to attend unless a young person or their parent has expressed a wish that a particular individual is not invited.

A record of the meeting and new care plan will be held on the Young person's file and a copy provided to those who attend the meeting.

SECTION 9

POLICY AND APPROACH IN RELATION TO - (A) ANTI DISCRIMINATORY PRACTICE (B) CHILDRENS RIGHTS

Longside House aims to provide to those young people admitted, equal opportunities and a high quality service regardless of their gender, race, ethnicity, religion, culture, sexuality, disability or age.

Staff are aware of the impact of discrimination and oppressive attitudes and practice particularly for young people living in children's homes. Our aim is to develop non-oppressive practices to ensure young people are not subject to either. We believe young people have a right to dignity and privacy.

Staff are committed to ensuring all young people have their rights upheld and welcome the employment of the Children's Rights Officer. He is encouraged to maintain regular contact with young people living here.

We believe with rights come responsibilities and where possible, young people are encouraged to take as much responsibility for their own behaviour as they can. Behaviour from young people, which is discriminatory or oppressive and creates victims is not condoned and is managed in an appropriate manner.

Staff adhere to the council's equal opportunity policy. They also undertake equality and diversity training.

EDUCATION

SECTION 10,12,13

(10) DETAILS OF PROVISION OF SUPPORT TO CHILDREN WITH SPECIAL EDUCATIONAL NEEDS

(12) ARRANGEMENTS FOR CHILDREN TO ATTEND LOCAL SCHOOLS AND THE PROVISION MADE BY THE HOME TO PROMOTE THE EDUCATIONAL ATTAINMENT OF CHILDREN

It is an expectation that all young people receive an education while resident at Longside House. On admission, plans are discussed to maintain, where possible, the young person's current educational placement. If this is not possible liaison will take place with the Education Authority to provide a suitable alternative.

On admission all young people will have a Personal Education Plan (PEP) or and Education Health Care Plan (EHCP) and staff will provide opportunities, equipment and materials to support this plan. Home tutors are employed when required or requested by a young person. Room for private study is provided and young people have access to educational books, programmes on the computer and the internet. Young people are encouraged and supported to take part in extra-curricular activities. Each young person is encouraged to join and use the local library.

Staff make it a priority to attend PEP meetings, and EHCP meetings and parent's evenings to ensure the team are aware of education issues for the child and these are addressed in their care plans.

Educational attainment is encouraged and rewarded by the staff in Longside House. There is also a Council celebration of achievement evening every year when rewards for educational achievement are given out to young people

Links are established and developed with the Education Department – Education Welfare Officers, Educational Psychologists, as well as with the relevant nominated staff in the schools, which the young people attend.

All young people are encouraged and supported, with the assistance of REALAC to undertake further education or employment once they have completed their statutory education.

Gateshead have appointed a Virtual Head who is responsible for the monitoring and the improvement of educational achievement of all Looked after Children. There is also dedicated workers in the REALAC (Raising Educational Achievement Team) who are there to support young people when necessary.

ENJOYMENT & ACHIEVEMENT

SECTION 13

13) THE ARRANGEMENTS FOR ENABLING CHILDREN TO TAKE PART IN AND BENEFIT FROM A VARIETY OF ACTIVITIES THAT MEET THEIR NEEDS AND DEVELOP AND REFLECT THEIR CREATIVE, INTELLECTUAL, PHYSICAL AND SOCIAL INTEREST AND SKILLS

Young people are encouraged and supported to participate in a wide range of leisure, hobbies, sporting, educational and any other recreational activities that are assessed to be appropriate. Staff accompany young people and participate with them if requested or required.

Staff have established contacts with the local youth club, swimming pool, gym, library and other social centres in the area to facilitate young people attending if they wish to do so. Young people are provided with a leisure card which gives free access to all Gateshead leisure facilities.

Longside House is ideally situated for easy access to Newcastle, Gateshead and the Metro Centre by bus or train. Blaydon town centre has both railway and bus stations. Young people therefore have access to a wide range of facilities in their local area.

Young people are encouraged and given opportunities to take part in activities and leisure interests which take account of their race, culture, language, religion, interests, abilities and disabilities. Birthdays, name days, cultural and religious festivals are celebrated i.e. young people participating with staff in planning these events together. Young people are consulted regularly to plan activities and to make their views known regarding any leisure activities and hobbies.

HEALTH

SECTION 14

(a) & (b) Details of healthcare or therapy provided (including qualifications and professional supervision of the staff involved in providing any healthcare or therapy) and how the effectiveness of this is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed

All young people resident at Longside House are encouraged to take a personal interest in their health and matters of personal hygiene. On admission, each young person has a comprehensive health assessment which informs his or her individual health plan and is reviewed annually. Health needs are identified, and appropriate services are sought to meet them.

Health is given a high priority and is always on the agenda at team meetings, a young person's care team meeting and Looked after review. A comprehensive health record is kept for each young person while they live at Longside House and a copy is given to them when they leave.

The Children & Families Service provides a variety of services to promote and protect health of young people who are Looked After. These include a dedicated Consultant Paediatrician and dedicated Nurse for Looked After Children & Young People. In relation to mental health staff can make referrals to our CYPS (child and young persons service) when appropriate. The home uses these services and has developed links with them and a variety of health and health promotion providers. Other services used include PLATFORM, South Tyneside Health Education Department, and Gateshead Health Contraception & Sexual Health Service

All young people are registered with a GP, dentist, and optician of their or their parent's choice. If a young person / parent choose that the young person should remain with his / her own GP, then this is supported, if practicable. The GP is asked to give consent for the administration of homely remedies. Parents are asked to give written consent for medical treatment and the administration of first aid. The home has a policy for the storage and dispensing of medication. Staff are qualified or are in the process of studying for NCF level 2 safe handling of medicines.

Healthy nutritious meals are provided to meet the dietary needs of the young people resident. Young people are encouraged to participate in menu planning, shopping and the preparation of some meals. Regular exercise is encouraged, and the development of individual hobbies and interests promoted and supported.

Information is provided for young people on health matters including activities which could have a negative and harmful effect on their health. Staff actively discourage these activities.

Staff are also trained in matters relating to first aid, food hygiene and safety and the control of substances hazardous to health (COSHH regulations)

POSITIVE RELATIONSHIPS

SECTION 15

ARRANGEMENTS FOR PROMOTING CONTACT BETWEEN CHILDREN AND THEIR FAMILY AND FRIENDS

Staff encourage and support young people to maintain contact with, their family, friends, relatives and significant others in accordance with their care plan, risk assessments, their wishes and level of need. Contact arrangements are reviewed regularly.

If it is not possible for young people to have contact with family or friends outside of Longside House then they are encouraged to invite them to Longside House in order to promote contact and maintain their relationships. Staff will support /supervise these visits.

Young people are informed that they have access to a telephone, letter writing materials and stamps and they are encouraged to invite friends and family to visit them at Longside House.

PROTECTION OF CHILDREN

SECTION 16,17

APPROACH TO SURVEILLANCE AND MONITORING OF CHILDREN

DETAILS OF THE HOMES APPROACH TO BEHAVIOURAL SUPPORT INCLUDING INFORMATION ABOUT:

- (a) APPROACH TO USE OF RESTRAINT IN RELATION TO CHILDREN AND**
- (b) HOW PERSONS WORKING IN THE HOME ARE TRAINED IN RESTRAINT AND HOW THEIR COMPETENCE IS ASSESSED**

Longside House has two forms of surveillance in operation.

- CCTV cameras to monitor activity outside the property and the driveways to ensure safety of young people, the property, staff and their cars.
- Door alarms on young people's bedrooms which staff can activate at night should this be considered necessary for their safety. These alarms are used in agreement with the young person's Social Worker (Placing Authority).

At Longside House staff encourage young people to develop and to take responsibility for their own lives. Part of this development is learning about what is and what is not acceptable behaviour. Staff endeavour to do this by talking to young people, being open and honest with them and by rewarding positive behaviour and achievements. We believe positive relationships between young people and staff provide the essential basis for both care and control.

However, at times staff may have to impose sanctions upon a young person as a means of control, to help the young person learn that certain types of behaviour are unacceptable, and to hopefully help the young person learn by the consequences.

The action required in dealing with particular behaviour may be different for each young person because of his or her age and level of understanding. Expectations regarding behaviour are explained to young people on admission, as are possible consequences.

Staff will only impose sanctions that are approved by the Council and are permitted within the Care Standards Act 2000.

Any sanctions imposed will be relevant and just, be time limited, will link behaviour and consequences and the details will be recorded.

Sanctions which may be used are:

- Supervision of monies young people have access to, including pocket money. This may be used when a young person has used money inappropriately and by doing so or from the behaviour that follows have placed themselves or others at risk e.g. to purchase alcohol or cigarettes when under-age, to purchase drugs or aerosols to abuse.
- Pocket money may be issued daily or withheld for a period of time when there are serious concerns about a young person buying drugs and or alcohol.
- Pocket money may be used to repay any monies given that have been misspent
- Pocket money may be reduced to pay for any damage a young person has caused.
- Restrictions on the use of leisure equipment. This may be used when a young person has shown hostility towards another young person or staff while using the equipment or has deliberately damaged the equipment during use.

All staff are permitted to use and authorise sanctions. However, the manager and assistant managers monitor their use by discussion with staff at handover times, discussion with staff at team meetings, discussion with young people on an individual basis, at young people's meetings and by checking records to assess their effectiveness.

In certain situations, that is, when a young person is causing harm to himself or others, or causing excessive damage, staff, as a last resort will use physical methods of intervention. Initially, staff will try to control the situation and prevent further harm/damage by guiding a young person away from a harmful situation by holding their forearm. In extreme circumstances full restraint may have to be used.

In such circumstances the degree of force used will be the minimum required and for the shortest period of time necessary. All such incidents are recorded and are discussed with the young person as soon after the incident as possible.

Staff receive Behaviour Management Training to manage challenging behaviour and in the use of safe restraint. Once staff are adequately trained, to help maintain their competence they have access to relevant web sites and can access all materials, information and video demonstrations of physical intervention holds that have been demonstrated in training and can be used safely. Staff can practice these and they have refresher training as per the training providers Policy. Any incidents staff are involved in are discussed in supervision to assess competence and compliance with the behaviour management policy.

All young people have a behaviour management plan (Positive Behaviour Support Plan) which is reviewed regularly.

LEADERSHIP & MANAGEMENT

SECTION 18,19,20,21

Details of the Registered Manager and Registered Provider

The Registered Provider is: Gateshead Council
Learning and Children
Children & Families Service
Regent Street
Gateshead
NE8 1HH.
Tel: (0191) 4333000
Fax: (0191) 4776544

The Registered Manager is: Linda Roberts
Longside House
Qualifications: Black Lane
Blaydon on Tyne
BA(Hons) Health and Social Tyne & Wear
Care NE 21 6DX
Diploma in Social Work Tel: (0191) 4336555
Level 5 Certificate in Email: lindaroberts@gateshead.gov.uk
Management.

The Registered Person is: Caroline O'Neil
Service Director
Qualifications: Learning & Children
Diploma in social work Civic Centre
Level 5 Diploma in Regent Street
Management studies Gateshead
NE8 1HH

Diploma in Higher Education Tel: (0191) 433000
in Social Work

The Service Manager is: Jill Little

Looked After Children's Services
Civic Centre
Gateshead
NE8 1HH
0191 433000

The Ofsted Inspector: Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

SECTION 19

EXPERIENCE AND QUALIFICATIONS OF STAFF WORKING AT BLAYDON

The Registered Manager is Linda Roberts who holds a Diploma in Social Work, a BA(Hons) in Health and Social Care and a Level 5 Diploma in Leadership and Management for Residential Child Care. She has 31 years' experience working with young people in a residential care setting. She has 14 years management experience.

Joanne Wilkinson is an Assistant Manager who has 17 years' experience working with children and young people, 6 years in a residential setting. She has an NVQ level 3 Children and Young People and a Level 5 Diploma in Leadership and Management for Residential Child Care. She has a BA in Biology Brain and Behaviour.

Gemma Forster is a senior RCCO who holds a MA in Social Work, a Childhood Studies Degree and has worked with children and young people for 5 years, 3.5 in her capacity as an RCCO and senior RCCO.

Sarah Oliver is a Residential Child Care Officer who has 11 years residential experience working with children and young people. She has N.V.Q. Level 3 for Children and Young People.

Vicky Fergus is a Residential Child Care Officer who has 5 years' experience working with children and young people. She has a foundation degree in Children and young people.

Amanda Lauder is a Residential Child Care Officer who has 8 years residential experience and 14 years' experience as a Social Worker working with children and families. She has a DIPSW and a BA in Psychology and Sociology.

Katie Norton is a Residential Child Care Officer who has 7 years' experience working with children and young people, 2 years in a residential setting. She has CACHE Level 3 Children and Young People.

Angela Nicholson is a Residential Child Care Officer who has 30 years' experience working with children and young people. With 10 years as a Children's Contact Officer. She is a qualified Nursery Nurse.

Andrew Bell is a Residential Child Care Officer with 5 years' experience, 3 in residential care working with children and young people. He has an NVQ Level 3 Children and Young People.

Ashleigh Ashcroft is a Relief Residential Child Care Officer, she has 6 years' experience working with children and young people. She has Level 3 City and Guilds Children and Young People.

Michelle Farrer is a Relief Residential Child Care Officer who has 21 years' experience working with children and young people. She has a BA(Hons) in Sociology and Psychology and is working towards a Level 4 in Children and Young People.

Tracy Thompson is a Relief Residential Child Care Officer who has 11 years' experience working with children and young people, 2 years in a residential setting. She has a foundation degree in Working with Young People.

SECTION 20 & 21

MANAGEMENT AND STAFFING STRUCTURE OF THE HOME, STAFF EXPERIENCE AND QUALIFICATIONS AND HOW THE HOME PROMOTES APPROPRIATE ROLE MODELS OF BOTH SEXES

The Home is part of Gateshead Council's Learning and Children, Children & Families Service.

Longside House has a Registered Manager who is responsible for the running of the Home and who is accountable to and is supervised by the Service Manager for Looked After Children and Corporate Parenting. There are two Assistant Managers who deputise for the Manager in his absence and six full time Residential Care Officers and three Relief Residential Child Care Officers.

The team is comprised of nine females and three males. As often as possible a male and female member of staff will be on duty together, our aim being to provide appropriate role models for young people of both sexes.

This means young people also have a choice of who they approach to meet their needs particularly in relation to personal care.

All staff, male or female are trained to complete all tasks in the home which gives young people a good understanding of equality

The home is staffed 24 hours a day, 7days a week throughout the year. The Registered Manager is on duty Monday to Friday 09.00 –17.00 but does work with some flexibility to allow him contact time with the young people evenings and weekends.

Care staff work 37 hours a week following a rota in order to cover the home appropriately. Relief staff work 30 hours a week. There are always two staff on duty

and when necessary this number is increased when it is felt to be necessary to meet the needs of the young people

We also have domiciliary support from the local Authority cleaning service.

At Longside House the staff rota is written by the Manager (an assistant in her absence) and is based on the following standards:

- A minimum of two residential childcare staff being on duty at any given time.
- One of the two staff on duty being a permanent employee who has at least two years experience in a residential setting.
- Where possible one male and one female being on duty throughout the day, evening and overnight sleeping in.
- An Assistant Manager being on duty either Saturday, Sunday or both when possible.
- Weekday's duty starting at 7.00am and ending at midnight. Saturday and Sunday duty starting at 08.30 and ending at midnight. Holiday times duty starting at 08.00am (where applicable) weekdays and ending at midnight. Saturday and Sunday duty starting at 08.30 and ending at midnight.
 - A half hour handover time being allowed on the rota between the staff going off duty and those coming on.

In the absence of the Manager or Assistant Manager a permanent member of the staff team is designated to take a leading role.

It is recognised that in order to provide good quality care for young people staff need to be appropriately skilled, trained and qualified. They also need on going support, supervision and training.

At Longside House all permanent childcare staff are appropriately qualified. Relief staff are also appropriately qualified to a minimum of HNC level 3 (NVQ level 3) in caring for children and young people. All new staff will have the level three Children's & Young Peoples Workforce Diploma or be working towards the diploma within six months of confirmation of employment. This award ensures staff have knowledge of child development, child protection, child health education and social issues, managing challenging behaviour, issues of race, ethnicity, religion and culture, residential childcare skills, anti-oppressive and anti-discriminatory practice the Children Act, Health and Safety and other relevant legislation.

In order to ensure the welfare and safety of young people is promoted and young people are protected from abuse child protection, managing challenging behaviour and the use of safe restraint, first aid, basic food hygiene, fire precautions, complaints and representation procedure, and customer care training is provided.

Staff have formal individual supervision sessions with a member of the management team on a regular basis and collective supervision during team meetings once every month. Supervision is also a part of daily handover periods attended by the manager. Less experienced staff are supported and supervised every shift by an experienced member of staff or a member of the management team. Staff are appraised annually and where appropriate, internal and external training courses are

made available to enhance their skills, improve their knowledge, or further their professional development. Social Work publications and other literature distributed to the establishment are made available to all care staff.

New staff will undertake induction and are subject to a six-month probationary period.

CARE PLANNING

SECTION 11

ADMISSION CRITERIA

All admissions are planned. We do not admit young people requiring an emergency placement. A comprehensive assessment of need must have been carried out prior to admission leading to a decision that the young person's needs can best be met in a residential setting, which provides long term care.

This assessment, carried out with parents, field Social Workers and Health care professionals must consider all the young person's needs covering the following areas;

Health, education, identity and self-esteem, family and social relationships, social presentation, emotional and behavioural development and self care skills.

Prior to admission an information sharing meeting will be held involving all the members of the current care team. The manager will complete a risk assessment considering the impact of placement on other young people living at Longside House and if it is considered appropriate, a place will be offered and a placement arrangement meeting will be held and the clear the aims and objectives of the placement and the responsibilities of each person involved will be outlined.

Following the pre-placement meeting visits will be arranged as part of the induction process to help reduce any anxieties the young person may be feeling and to familiarise the young person with their new placement. The identified link worker and one of the management team will visit the young person within their current home to share information about Longside House, including a photo album and to answer any questions the young person may have. The young person will then be invited to visit the home to meet other young people and staff and then maybe for tea before the admission date. Written and verbal information about the children's home will be shared at one or all these visits so the young person is fully informed and knows what to expect. The admission date will be arranged for a time when staff, the young person has already met (preferably their link worker) will be on duty.

Once admitted the link worker will complete the induction process with the young person and will arrange 1-1 time with them.

Young people can be accommodated by agreement with their parents under the provision of Section 20 of the Children Act 1989 or if they are the subject of an Interim Care Order, Section 38 C.A 1989 or Care Order, Section 31 C.A1989.

All young people will have a LAC care plan/pathway plan and will be reviewed 6 monthly. However, this will be updated regularly following care team meetings, usually held on a 4 – 6 week basis.