

Supporting Documentation/Guidance

Policy 10 – Providing a suitable physical environment for the Young Person

Underpinning Legislation: Children Act 1989. Care Standards Act 2000. Children's Homes Regulations 2001. Children Act 2004. Children and Young Persons Act 2008. Ofsted 2010 Children's Messages on Care: A report by the Children's Rights Director for England. Care Planning, Placement and Case Review Regulations 2010

National Minimum Standards (NMS) 2011 Regulations:
31. Fitness of Premises.

10.1 Promoting a Homely Environment

Young people live in well designed, safe and pleasant homes with adequate space in a suitable location where there is access to the necessary facilities for a range of activities which will promote their development.

- Each home is situated in a location that supports its aims and objectives and proposed models of care for young people. This includes young people being able to access external services, recreational activities and to maintain and develop relationships with family and friends.
- The home's location and design promotes young people's health, safety and wellbeing and avoids factors such as excessive isolation and areas that present significant risks to young people.
- The home provides a comfortable and homely environment and is well maintained and decorated. Avoidable hazards are removed as is consistent with a domestic setting. Appropriate measures are taken to ensure that risk reduction does not lead to an institutional feel.
- Physical restrictions on normal movement within or from the home are not used unless this is necessary to safeguard young people and promote their welfare and development. Such measures are only used where agreed with the responsible authority and, if appropriate, the parents. Such restrictions for one young person do not impose similar restrictions on other young people.
- Staff induction and training covers health and safety issues. Staff are provided with written guidelines on their health and safety responsibilities.
- Risk assessments of the whole young people's home environment are carried out, to identify any potential sources of harm to the young people are recorded in writing and regularly reviewed.

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- There is an emergency escape plan that all staff and young people are familiar with and have practiced so they know what to do in an emergency.
- Each young person has their own bedroom.
- A request by a young person to change bedrooms is given urgent consideration and agreed if feasible.

10.2 Health and Safety Procedures

Within the home several Health and Safety measures are undertaken:

- Premises and Grounds risk assessment (Appendix 10a) is undertaken annually to protect and safeguard young people, staff and visitors to the home.
- Staff will ensure that every young person has an updated risk assessment. These will be reviewed regularly and in response to significant change(s) or events (Policy 25).
- Every home receives a fire risk assessment undertaken by an independent and qualified assessor. The manager of the home is also responsible for ensuring that the risk assessment is reviewed annually.
- Each home will undertake an assessment of risk(s) of activities undertaken by young people within the community setting or community based activities. These assessments will be undertaken prior to activities being undertaken and reviewed where appropriate (Policy 7).
- Every home will have its electrical equipment tested annually, a PAT test record will be kept. A registered heating engineer will service each home's boiler every year and records kept in a designated file.
- Each home (pre 1986) will house a register stating that the building may contain asbestos. All contractors are to sign the register to show that they are aware of this.
- The home will undertake weekly legionnaires checks on hot and cold water taps. Once a month temperatures are to be taken from both the hot and cold taps. Every three months showerheads are to be de-scaled. Records are kept in a designated file.

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- Every home will have a COSHH manual outlining guidance when working with chemicals.
- All staff will work within the Food Safety Act 1990 and undertake appropriate training to meet these standards. Prior to handling food, Staff are to refer to 'Safer food better business' procedures as endorsed by Norfolk County Council. A copy of which is available in each home. Staff are also to undertake their Food Hygiene Certificate. Each home is inspected annually by the Food Standards Agency and awarded a Food Rating (1 to 5 with 5 denoting excellence) which is displayed on the premises.
- Each home will have in place a Lone Working Risk Assessment to safeguard workers and young people (Policy 4.4).

10.3 Repairs and Maintenance

It is the responsibility of every team member to adhere to the Health and Safety at Work Act 1974.

When a fault or defect is noted on any item of equipment used in the home it should, if necessary, be taken out of service immediately and be labelled as such. The fault or defect should be written in the defects book and administrative staff and the line manager should be informed.

Any damage to the building should be reported to the line manager and to administrative staff then logged in the defects book. If possible, when a defect is noted as needing repairing or replacing, where it poses an immediate risk to the health and safety of others, staff should attempt to take remedial action to make it safe, for example damage to a window, lock the room off.

Any item or building that needs repairing or replacing should be entered into the defects book which is kept in the office and both administrative staff and the line manager informed.

All repairs should be agreed with NPS (Norfolk Property Services) and out of hours, through agreed contractors.

In event of emergency replacement of essential equipment (i.e. fridge freezer), the manager or on call manager should be consulted to authorise action and expenditure.

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All equipment and appliances required by legislation to be serviced, maintained or checked are done so on a contractual basis, arranged by NPS.

All contractors must sign the visitors book and state the purpose of their visit.

It is the responsibility of all members of staff to ensure that the building is clean, tidy and in a good state of repair at all times.

10.4 Fire and Evacuation Procedures

- Fire notices detailing what to do in the event of a fire and the evacuation procedures (Appendix 10b) are displayed in prominent places within the home.
- Escape routes are checked by the shift leader daily at the end of each shift and it is the responsibility of each individual team member to ensure that escape routes are always clear and free of obstruction at all times.
- Evening checks include ensuring electrical appliances are not in use overnight (e.g dishwasher, tumble dryer, washing machine), all computers and monitors are switched off, all bins are emptied and curtains opened.
- Fire Extinguishers and fire blankets are maintained and checked by an approved contractor every year.
- A visual check of extinguishers and fire blankets are made by staff monthly and recorded on File 20 (Appendix 10c).
- Alarms are tested by T & P Electrical every three months plus a three hour annual check and emergency lighting checked monthly.
- Emergency evacuation procedure will be tested a minimum of four times annually as part of staff team training, one of these must take place during the night. There will also be an evacuation drill for every new resident and member of staff, records of these drills (Appendix 10d) are kept on File 20.
- A designated worker undertakes fire alarm testing weekly and checks on door closures and equipment, records of these tests are kept on File 20 (Appendix 10e) and a Fire Matrix (Appendix 10f) is kept to record who is present at the times of each alarm.

Premises Evacuation Arrangements

In case of an alarm being activated evacuation arrangements are as follows:

- If the fire alarms sound, evacuate the building and assemble at the designated assembly point (unless advised that a fire bell test is being undertaken).
- A staff member to assess if the fire service needs calling (999).
- If it is assessed that there is no need call the fire service follow the procedure to reset the system and record accordingly.
- If the building is evacuated and the emergency services are called, a roll call of all people in the building should be taken, including visitors ideally using the daybook and visitors book. A member of staff will be informed of any visitors with special needs i.e. a hearing impairment.
- The on call / manager should be contacted and if necessary alternative emergency accommodation will be identified.
- Anytime the fire alarms are activated by a staff member, by a young person or in the event of a fire this should be logged in the Fire Log and in the Daily Log.

10.5 Door Alarms and Surveillance

- Written within the Statement of Purpose are details of the door alarms that are used within the home and that they may be activated to help ensure the safety of the young people.
- Daily risk assessments are to be carried out by staff on duty and decisions made to activate door alarms should they feel this is necessary, individual risk assessments are to be updated accordingly.
- If once risk assessed, the concerns relate to a high level of risk, the manager (on call manager at night and weekends) should be involved and a decision made as to whether there is a need to have a waking night on shift.
- The young person's risk assessment will detail the need for a waking night and also if there is a need to carry out room checks and at what intervals.

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- Each young person and worker's legitimate privacy will be protected as these surveillance methods will be used only to help safeguard individuals and inform investigations of abuse or bullying.

Use of Door Alarms

- Following a risk assessment, door alarms may be implemented at night. These are to be used only to safeguard the wellbeing of the young people within the unit.
- Door alarms may be activated, when, following an individual risk assessment of past behaviours it has been identified that levels of surveillance to monitor the whereabouts of the young person within the home and/or their peers are necessitated to safeguard themselves, other young people and/or workers.
- Where there is an emergency placement provision, door alarms will be activated as a standard precaution as often the emergency paperwork does not provide adequate details to fully assess the risks.
- Where there are resident's of opposite sex, the door alarms will be activated as a standard monitoring precaution.
- Where there are resident's of the same sex, and there has been sexualised behaviour identified within the risk assessment the door alarms will be activated as a standard monitoring precaution.
- The need for door alarms will be clearly documented on the individual risk assessments of the young people.
- Where alarms are only activated within one of the staff bedrooms, staff are to be sensitive to each other's needs and alternate their sleeping in rooms as appropriate. (When there is a waking night, the member of staff sleeping in will be in the room where the alarm is not activated).

Safe Care at Night

- Staff are not to retire to bed when young people are still known to be up in the unit. Staff can retire to their rooms should they feel that withdrawal of the situation is appropriate but they are to remain on shift, paid, alert and

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vigilant until they are aware that the young people have retired to their own rooms.

- Staff are to ensure that they can contact one another via a phone, should they, after risk assessing a concern, feel that they require support to safeguard themselves.
- Staff are to ensure accurate recording of any contact with young people at night to safeguard themselves and the young person.