

**WAKEFIELD METROPOLITAN DISTRICT COUNCIL**

**CHILDREN AND YOUNG PERSONS SERVICES**

**STATEMENT OF PURPOSE**

**STAR HOUSE**

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### **Quality and Purpose of the Home**

#### **Standard 1**

##### **1. The Quality and Purpose of Care (April 2015)**

Staff at Star House are committed to working closely and effectively with all partner agencies to achieve the best outcomes for children and young people. We endeavour to work within the Quality Standards to raise standards of practice in all areas.

The Children's Homes regulations 2015 list the nine Quality Standards for children's homes:

**These standards formulate the new inspection framework for children's residential care.**

**Standard 1.** The quality and purpose of care standard

**Standard 2.** The children's wishes and feelings standard

**Standard 3.** The education standard

**Standard 4.** The enjoyment and achievement standard

**Standard 5.** The health and well-being standard

**Standard 6.** The positive relationships standard

**Standard 7.** The protection of children standard

**Standard 8.** The leadership and management standard

**Standard 9.** The care planning standard

**Children's Homes Regulation 5 runs through all the Quality Standards and promotes the role of partnership working, and the challenging of partners to ensure the needs of the child are met in line with the care planning process.**

In meeting regulations (6 to 14) Quality Standards 1-9, the registered manager must ensure that staff;

(a) Seek to involve each child's placing authority effectively in the child's care, in line with the child's relevant plans;

(b) Seek to develop and maintain an effective working relationship with all relevant persons—

(i) involved in the care and protection of children in the area where the children's home is located;

(ii) In relation to each child's care, to seek to secure the input and services required to meet each child's needs;

(c) If the response of the placing authority or any of the relevant persons is inadequate in relation to their role, challenge them to seek to ensure that each child's needs are met in line with their relevant plans. (Children's Homes Regulations 2015)

Star House in implementing the Quality Standards will:

- Be accountable for its key responsibilities.
- Prepare to explain evidence and be challenged on our practice.
- Make self – evaluation more meaningful.
- Be effective in our systems to evidence children and young people's experiences and progress.
- Identify our priorities for improvement.

## **2. PROVIDING CARE**

Star House is a purpose-built residential home that provides planned short breaks and shared care to children and young people with learning disabilities and associated complex health care needs and/or challenging behaviours. Star House is able to meet the care needs of children with very complex needs – health or behavioural. Care can also be provided for children and young people with a learning disability who have end of life care plans and life limiting diagnosis. High staffing levels and the availability of Learning Disability Nurses allows Star House to provide care to children and young people whose care needs are not able to be met within other Wakefield MDC services, which means the children / young people are more likely to make progress due to the level of support that Star House can offer to the individual.

As an introduction to Star House tea visits and day care are offered to new children and young people so that staff can get to know them and that the child / young person and their parent / carer feels comfortable with the staff and the home.

Children and young people, who have emotional and behavioural difficulties but do not have a learning disability, cannot be provided for within Star House.

Star House provides overnight care to children and young people aged 8 to 17. Children aged 5-8 years can also be accommodated in circumstances where there is no suitable short break foster placement that can meet their needs. In exceptional circumstances young people over the age of 18 can remain at Star House to facilitate a positive transition to adult services, this extension will require a full risk assessment and a clear plan for the young person's transition to adult services.

Star House can provide overnight stays for seven children but usually this will be six leaving a seventh bed for emergency care. Care is taken when allocating nights to children and young people. This includes:

- Childs Needs
- Compatibility
- Age
- Activities
- School Attended

In exceptional circumstances involving safeguarding or where a parent / carer for whatever reason cannot look after their child or young person, Star House can offer an extended stay to plan, co-ordinate and support a transition into a permanent placement or if appropriate a return home.

Star House has the ability to respond to unique pieces of work to support emergency family circumstances, support short break and full-time foster carers where no other service is able to provide the short-term support that is required in order to maintain the child's safety and placement. The work maybe for children who are not currently known to Star House, with the age range being 5 -17, but with suitable risk management plans. Any overnight provision would be assessed, planned and risk managed.

### **3. ETHOS OF THE HOME**

Short breaks at Star House aim to give the child or young person an exciting, safe and enjoyable break from being at home whilst parents/carers have a break from their caring role and can pursue activities with other family members or simply recharge their batteries.

Access to Star House is by assessment of need through the Children with Complex Care Needs Social Work Team. The assessment will identify the most suitable placement for the child/young person, if a child requires high levels of staffing or nurse support then Star House will be identified as the provision. Learning Disability Nurses and key workers complete a Daily Living Placement Plan for the child or young person prior to admission for short breaks. Unless it is an emergency situation all introductions to Star House are planned. All children and young people who access Star House have an allocated Social Worker or Children and Family Worker who will chair Child in Need meetings and review the placement.

All care at Star House conforms to the requirements of the Children Act Legislation and meets the requirements within the Quality Care Standards for residential children's homes and also meets the requirements for Care Quality Commission.

Our objectives are to:

- Promote opportunities to help disabled children and young people achieve their potential
- Provide accommodation which is suitably adapted and meets the needs of disabled children and young people
- Provide a safe and supportive environment where children and young people are listened to and encouraged to express their needs, wishes and feelings.
- Promote opportunities for children and young people to make choices.
- Develop individual care programmes to meet the needs of each child or young person.
- Support and work with family members and significant others, in meeting each child or young person's needs.
- Assess and take acceptable risks in order to enable children and young people to develop to their full potential.
- To actively support transition between services (education, other children's service providers and adult services) to achieve an effective move that supports the child and the family.
- To promote confidence and independence.

We believe that:

- Residential Care should provide children and young people with skilled support from committed staff in a safe, caring and ordered environment.
- We have responsibility to ensure that children and young people in residential care are protected from abuse and neglect.

- Care should form part of a range of services, which combine to meet children and young people's needs and support their families and carers.
- We should recruit and support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision
- Disabled children and young people are prioritised

#### **4. LOCATION OF THE HOME**

Star House is located, Purston, approximately 7 miles from Wakefield City Centre, 3 miles from Castleford, and 2 miles from Pontefract and ½ mile from Featherstone. Star House is situated on the access road to Purston Park. There are regular bus services from Pontefract and Wakefield with a short walk from the main road (Pontefract Road). There is a train station in Featherstone which is approximately a 20-minute walk from the station to Star House. There is a wide range of leisure opportunities within the Wakefield District and surrounding towns.

#### **5. ACCOMODATION OFFERED**

Star House will provide a service for children and young people of both sexes with learning disabilities and a complex health need aged from 8 years to 17 years old. Children aged 5 to 8 years of age can be accommodated if there is no suitable Connect foster placement.

The number of children and young people who can be provided with a service at any one time will depend on the assessed needs of each child or young person and the group as a whole.

The maximum number of children and young people resident at any one time is seven. Clear consideration to the ratios, mixes, needs and ages of the children and young people will be given when planning short breaks within this service. The building itself has been specifically designed to take this into account.

Day care placements are available as an introduction to an overnight service.

Additional information on the services provided at Star House is available in a brochure. Copies of this brochure are available on request from Star House

Each child or young person will be allocated a named nurse/key worker. The named nurse/key worker will be the main link between home and Star House and will co-ordinate the development of the individual placement plan, based on the use of Children Looked After material. The named nurse/key worker will be supported and advised by the Manager and clinical nurse lead.

In consideration and recognition of the special needs of the children and young people attending the home – needs which may include lack of awareness of danger, need for personal safety and aspects of challenging behaviour, Star House provides an environment which takes account of these factors. The exterior of the building is monitored by CCTV and recordings are kept for crime prevention and security reasons. Star House accepts that there is a fine dividing line between ensuring safety and being unnecessarily restrictive, but the following are considered to be essential:

- Following assessment, some children and young people will require direct supervision of their activities.
- Following assessment, some children and young people will require help with aspects of personal care, e.g., toileting and bathing.
- Bedroom doors which can be opened from the inside by the young person who is occupying the room but restricts other children and young people entering during the day and night. Members of staff hold keys to open from the outside, if necessary. This promotes; Choice and ensures privacy for the young person except for the periodic need to ensure safety. This will vary depending on the assessed needs of each child or young person.
- The use of listening devices and other electronic support in bedrooms e.g., monitors, following assessment of individual need and signed consent from parents/carers.
- Some external doors will remain, locked as a matter of routine.
- Some internal doors maybe locked at key times to encourage and support children and young people to join with the group for mealtimes, to indicate an activity has finished or to support children and young people going to school or on an outing. 1:1 staffing helps to ensure that if a door is locked a child/ young person can still access that room with their support worker.
- External fencing and gates, which are, secure and locked. Children and young people will not be allowed to go outside of the home's grounds unsupervised, unless a risk assessment has confirmed that this is acceptable and safe and has parental approval.
- Whenever possible, children and young people will be encouraged to take part in activities to promote skills to enable them to be as independent as possible. These may include activities such as shopping and cooking, as well as personal care. Risk assessments will always be undertaken before an activity is agreed.
- Additional information on the services provided at Star House is available in two Guides. One is designed specifically for children and young people, taking into account their disability and communication difficulties, and the second for parents/ carers and other interested parties.
- Star House is a single storey building designed to facilitate safety, from the central area there are two zones which can if required be separated by the use of mag-lock doors. One zone has three bedrooms with en-suite facilities. The second zone has four bedrooms with Jack and Jill bathrooms, which are fully equipped with tracking hoist. There are two separate lounges and both lounges give direct access to the garden and play areas.
- For those children and young people who will be visiting Star House an individual bedroom will be available for the period of their stay and they will be encouraged to use it as their own room.
- Children and young people will be enabled to spend time on their own in their bedroom, but emphasis is placed on social and recreational activity and learning, so use of communal space will always be encouraged.



- Six communal rooms are available for play, individual or group activities. Rooms include: two lounges; dining area; computer room; soft playroom; sensory room. There is a fully equipped kitchen with space for all children to access.
- There is an enclosed, exciting outdoor activity area, incorporating a range of play equipment, nature trail, sensory garden, basketball, allotment, woodland and green house.
- A telephone is available for children and young people to make personal phone calls, and private areas are also available for visits by parents and other family members.
- A choice of food will be provided, and children and young people will be encouraged to express their own preferences. Children take part in sessions around healthy eating and nutrition. Menus are developed taking into account children's and young people's preferences in line with government guidelines on healthy eating.
- Star House also has access to a fully adapted mini-bus and MPV which are used for transport to and from schools and outings. All min-bus drivers are assessed by WMDC.

## **6. COMPLAINTS PROCEDURE**

The department's Complaints and Representation Procedure will be followed at all times and is available on request.

Advocacy can be made available to children and young people at Star House.

Complaints regarding standards of care in the home can be made to OFSTED the regional office is located at:

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231

## **7. MEETING RELIGIOUS, CULTURAL AND LINGUISTIC NEEDS**

Star House will support children and young people to practice their own religious observance. The child or young person's religious needs will have been identified and recorded into their care plan before their first stay. The named nurse / key worker will discuss with the child or young person and their family suitable provision for prayer within Star House, attending religious services, the provision of an appropriate diet and the wearing of suitable clothing. Care dates can be planned to avoid religious festivals. Arrangements can be made to accompany a child or young person to their place of worship.

Star House provides activities and displays relating to a variety of cultures and festivals and takes children and young people to local community celebrations when possible.

Star House adheres to Wakefield Metropolitan District Council's equality objectives and a copy of these are available on request.

Where there is a specific linguistic need, support and guidance is initially sought through the assessment process with parents and school to support the child or young person's communication needs.

Star House has several staff that use BSL and there is an ongoing training programme to increase this number. Star House also uses Writing with Symbols (PECS exchange) as a communication aid.

Access can also be gained to interpreters for families whose first language is not English.

## **Standard 2**

### **The Childrens wishes and feelings**

#### **8. CONSULTING WITH CHILDREN**

The values and ethos of Star House requires that children and young people be properly consulted on all issues concerning their accommodation in the home.

This will be achieved by appointing a named nurse/key worker to each child and young person, giving opportunity for a child or young person to participate in their review. Children in Care will be able to access an independent advocacy service, holding regular children's meetings, staff having regular contact with parents/family and using the child's or young person's preferred communication.

Consultation will extend, whenever possible, to all aspects of Star House including children and young people being involved in the recruitment process

#### **9. ANTI-DISCRIMINATORY PRACTICE AND CHILDREN'S RIGHTS**

We have a number of values, which are important to the home and for the children and young people who are looked after.

- **Dignity and Respect:** Recognising the value of children and young people, their uniqueness and their right to be treated with dignity and respect. A commitment to treat children and young people well.
- **Equality:** ensuring that the services and facilities of the home are accessible and available to all. The service provided by our staff should not judge children and young people's circumstances, backgrounds and lifestyles. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued. A commitment to treat children and young people fairly. Staff will promote equality and take steps to ensure that young people treat each other fairly and do not discriminate.

- Quality: Promoting quality services, which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will do what they say they do.
- Independence: A commitment to provide opportunities for children and young people to think and act independently whilst ensuring their safety at all times. To include a child or young persons need for privacy.
- Rights: A commitment to the rights and entitlement as set out in the United Nations Convention on the Rights of the Child.
- Listening: a commitment to listen to children and young people and help them express their wishes and needs in whatever way is best suited to the individual concerned.
- Development and Fulfilment: All encouragement will be given to children and young people to realise their full potential and help them achieve their hopes and ambitions, and to develop their abilities in daily life. Commitments to ensure children and young people have a good start in life.
- Confidentiality: Ensuring that all personal information is treated in confidence.

### **Standard 3**

## **EDUCATION**

### **10. SPECIAL EDUCATIONAL NEEDS**

All children and young people attending Star House will have a Education, Health and Care Plan (EHCP) and are almost certain to be in full-time education in either a mainstream school (with additional support) or a special school.

For children attending for short-term breaks during the school term, Star House will make appropriate arrangements, in consultation with Education, to ensure appropriate transport is provided to and from school and Star House

Links with school are very important and it is the responsibility of the named nurse / key worker to provide that link and obtain all relevant information in respect of a child or young person's education. Representatives from school will be invited to participate in the reviewing process. Named nurses and key workers are expected to attend and participate in reviews and person-centred planning meetings. Star House will ensure that we contribute to the child/young person's education plan e.g., PEP, My support plan as part of the EHCP and that these are linked to our Placement Plans.

Staff will help the children and young people with any homework they have during their stays. Quiet areas can be identified for study and a computer is available.

Star House staff will communicate with schools if a child or young person is unwell and unable to attend school.

### **11. DUAL REGISTRATION**

Star House is not dual registered to provide education

## **12. PROVISION OF EDUCATION**

Within Wakefield MDC there are four local maintained schools providing education for pupils who have Special Educational Needs and Disability; most children who are cared for at Star House attend these schools. However, some children and young people may attend mainstream schools that have specialist resources to meet the educational needs of disabled children. Star House provides transport for the children and young people to access their place of education.

Star House is represented at EHCP Reviews by keyworker or Named Nurse who will provide a report to the school.

### **Standard 4**

#### **ENJOYMENT AND ACHIEVEMENT**

## **13. RECREATIONAL ARRANGEMENTS, PROMOTING ENJOYING AND ACHIEVING**

Star House believes that it is important for all children and young people to participate and where necessary supported to participate, in a wide range of activities, in order to maximise their individual opportunities for personal growth and to have fun. Star House provides and supports a wide range of leisure and recreational activities both within Star House and the wider community at venues accessed by other children who live within the area. Children and young people are encouraged to make choices about the activities that they would like to participate in. Risk assessments are completed prior to activities for individual children in order to ensure appropriate care and staffing levels are maintained

### **Standard 5**

#### **HEALTH and WELLBEING**

## **14. HEALTH CARE OR THERAPY PROVIDED**

Star House will ensure that healthcare provision (specialist children's nursing and therapy) is available to **all** children and young people with identified needs receiving packages of support through the service.

Healthcare provision will support all elements of short breaks services to:

- Ensure that all children who receive a Short Break Service have a completed health assessment if this is required to ensure that their health needs are taken account of in planning their service.
- Provide training to carers in managing health needs.
- Provide health support where necessary in order to enable children to access their chosen short break.

Careful attention is given to the health needs of children and young people attending Star House. In all cases written information is kept in a confidential record to include any necessary parental consent for emergency treatment.

Given the short-term nature of the accommodation at Star House most children and young people attending will normally access their health care from their own home. Star House contact the child's own GP in case of an emergency or uses out of hour's services.

Star House works closely with parents and other professionals to develop a full understanding of a child's or young person's health care needs, working together to ensure that those needs are met.

Within Star House children and young people will be encouraged to develop and maintain a healthy lifestyle in terms of personal hygiene, dental care, diet etc.

All children and young people bring their current medication from home to Star House with accompanying consent from parents. All medication will be in the original package with dispensing label. All staff receive training on the safe administration of medication. Qualified nurses oversee Health Care Support Workers and Residential Workers and provide relevant training as required.

Star House liaises with Consultants, Community Nurses, CAMHS and Martin House Hospice to ensure that the health needs of the children and young people that attend Star House needs are met. Star House also employs an occupational therapist and have developed links with dieticians, physiotherapists, speech and language therapists to support the needs of children and young people. Star House has developed quarterly health liaison meetings with CAMHS and community learning disability nurses to discuss any children/young people who may require additional support.

Generally, children who are ill do not attend Star House the exception being those with end-of-life care plans or life limiting conditions.

Smoking is not permitted in any part of Star House or in the grounds in order to protect the health of all who use and work in the home.

## **Standard 6**

### **POSITIVE RELATIONSHIPS**

#### **15. CONTACT ARRANGEMENTS**

The short-term nature of the accommodation at Star House has a bearing on contact arrangements. The usual pattern of care will be for children and young people to stay between one and three nights at Star House. They will have come from their own home

and will return there at the end of the short break. In all but emergency situations, admissions will be planned in advance and be part of an ongoing pattern of attendance.

Families will be encouraged to maintain contact with Star House and visit if desired. The named nurse/key worker will keep families informed about their child or young person's progress regularly. Named nurses/key workers are responsible for establishing a positive relationship with family members, and for keeping family fully informed about their child or young person.

As visits are less likely to occur in short-term accommodation, children and young people will be encouraged and assisted whenever possible to make and receive telephone calls from/to their family.

When children and young people are receiving short break care at Star House, parents are required to be contactable at all times in case of emergency.

Most parents hold parental responsibility for their child or young person and Star House staff are unable to make decisions or give consent in emergencies. Where this is not the case Star House will liaise with the Complex Care Needs Team or relevant social work team.

A Star House / home contact book is used to promote contact with families.

## **Standard 7**

### **PROTECTION OF CHILDREN**

#### **16. SURVEILLANCE AND MONITORING**

Under '**Accommodation Offered**', there are details of the mechanisms used for monitoring and surveillance. These methods are written into care plans and risk assessments and are on a needs assessed basis and agreed with parents and social workers.

Some outside doors are locked whenever children and young people are in Star House, doors in the lounge areas give direct access to the gardens and these are not locked to allow children access to safe play areas. Some inside doors are always locked for safety, for example, medication room. Doors are not locked unless there is good reason. This is decided on the basis of risk assessments of the children and young people who are staying at the time.

#### **17. BEHAVIOUR SUPPORT**

All members of the staff team receive training in Therapeutic Crisis Intervention. The aims of Therapeutic Crisis Intervention are to provide immediate emotional support in a way that reduces stress and risk and to teach new more appropriate coping techniques. Staff members undertake update training annually and one member of staff at Star House is a TCI trainer.

The preferred method of behaviour management at Star House is one of positive reinforcement of good behaviour, linked to talking and negotiation with the child or young

person, and by the setting and maintenance of clear and consistent boundaries. Children and young people will be treated with dignity at all times.

By developing a good understanding of a child or young person's emotions and behaviour, including any challenging behaviour, it will be possible to develop individual programmes to address the issue of inappropriate behaviour. Children who require an individual crisis management plan have one in place; this will detail how their behaviour is managed. Nevertheless, on rare occasions it may be necessary to use physical intervention as a protection for the child or for others. The published Guidelines on the use of physical intervention will be followed in these instances, including a full written recording.

More likely is the use of "time-away" to intervene and address a situation where behaviour is giving cause for concern. Time-away will involve a member of staff giving individual attention to a child or young person, moving the child or young person from the difficult situation and into a quiet, one to one environment, usually the child or young person's bedroom. The member of staff will not leave the child alone but remain with him / her until the situation is resolved. However, if a child is behaving in a way that leads staff to believe they would be better left alone a short time to calm then staff may briefly leave before returning to support the child or young person.

The behaviour of children and young people is reviewed through the critical incident monitoring group. Star House also holds quarterly health liaison meetings with a CAMHS Psychiatrist and community nurse to discuss and seek advice and support for children and young people who need additional support to manage their behaviours. Staff participate in post crisis de – briefs following incidents with children and young people to amend if necessary, risk assessments and Individual crisis management plans.

## **18. SAFEGUARDING, BULLYING AND MISSING CHILD POLICY**

Star House is committed to providing safe care for all children and young people. Risk assessments are undertaken and re-evaluated regularly and detailed records of each child's or young person's needs are maintained. Staff work to the procedural requirements of the Wakefield and District Safeguarding Children Board, and all staff receive training in respect of safeguarding children. Any concerns regarding a child's or young person's safety will be acted upon immediately and will require staff to follow Child Protection procedures.

Additionally, Star House has practice guidance to ensure that bullying does not occur, so that vulnerable children are not disadvantaged, or adversely affected by the behaviour and activities of other children. Star House will ensure there are both generic and individual risk assessments in place to respond to any concerns around bullying.

Emphasis is placed on providing a safe and secure environment (please refer to section of "Facilities provided"). However, in the unlikely event of an unauthorised absence, Star House will follow the departmental procedures and inform the police immediately and parent / carer along with the allocated social work team and / or Children's Emergency Duty Team informed, Operations Manager and / or Head of Service.

Where a child or young person is known to abscond, they will have an individual protocol on how to manage this which will be agreed by the Social Worker and parents.

Providing that adequate supervision of the other children and young people can be maintained, Star House staff will conduct an immediate search of the local area.

## **19. ASSESSMENT OF RISK**

All children and young people at Star House have risk assessments in place relevant to their needs

Risk assessments are reviewed regularly and signed by parents / carers yearly or when any change is noted, risks can be added or removed on an ongoing basis.

Star House has individual care plans, risk assessments, ICSP's and PEEP's completed in conjunction with the children / young people, their families and carers, schools and other agencies involved to make them as person-centred as possible, these are updated regularly to reflect the children and young people's needs. Star House provide an holistic approach to working with families to manage risk at all levels. Working relationships are paramount: enabling honest and respectful discussions of concerns and worries.

Careful planning of bookings and rotas, which take into consideration individual needs, matching of children, the child's preferences are used consistently to manage/prevent potential risks.

## **Standard 8**

### **LEADERSHIPS AND MANAGEMENT**

## **20. CONTACT DETAILS**

### **The name and work address of**

- a) The Registered Provider:  
Wakefield Metropolitan District Council  
County Hall  
Bond Street  
WAKEFIELD WF1 2QW
- b) The Responsible Individual:  
Cheryl Whitehouse  
Wakefield Metropolitan District Council  
County Hall  
Bond Street  
WAKEFIELD WF1 2QW
- c) The Registered Manager:  
Sandra Woodhead

## **21. EXPERIENCE AND QULIFICATIONS**

The Management team at Star House comprises of a full time Registered Residential Manager (RNLD), one full time Assistant Manager (RNLD), one full time Assistant Manager (currently completing Level 5 Leadership and Management) and one 0.8 Assistant Manager (RNLD). The residential manager and the 0.8 Assistant Manager both



have ILM5 Management qualification. The other Assistant Managers will also have access to management qualifications. All managers have many years of residential experience.

The Registered Residential Manager holds overall responsibility for the organisation, management and staff development within Star House, including all the clinical needs of the staff team, supervision, organisation and development of the nursing staff and monitors the health care needs of the children and young people.

Staff supervision is provided by the management team. All staff have access to mandatory training and training that requires being regularly updated is on a rolling programme. Staff are also able to access training that might be of interest to their personal development. This is identified through appraisal and is then included on the training needs request form.

All support staff have or are undertaking NVQ 3 or Diploma 3 (Children and Young People) under the Apprenticeship Scheme, all nurses are registered nurses, learning disability qualified.

Staff rotas reflect the significant needs of the children and young people. Consequently, we work with high staffing levels which can be 1:1 risk assessment can indicate higher level of support is required. Usually, three care staff will be on rota throughout the night (9.15pm to 7.15am) as waking nights this can be increased/decreased to meet specific care needs.

Staff with both professional learning disability nursing qualification, and NVQ 3 and Diploma 3 with a range of experiences will be employed in the home to support the various care needs of the children and young people we look after.

All staff will have access to training over a range of subject areas to enable them to undertake their work professionally and competently. Staff supervision and appraisal is given by the Homes Manager, and assistant managers.

Star House employs housekeepers, drivers and secretary to support the work of the staff.

Additionally, Star House has access to a group of pool workers who are employed when required to cover staff absence. This ensures the rota is covered to maintain staffing ratios. These staff are employed by Wakefield Metropolitan District Council and have access to mandatory training and supervision.

All staff are DBS checked prior to commencement of employment and at five yearly intervals.

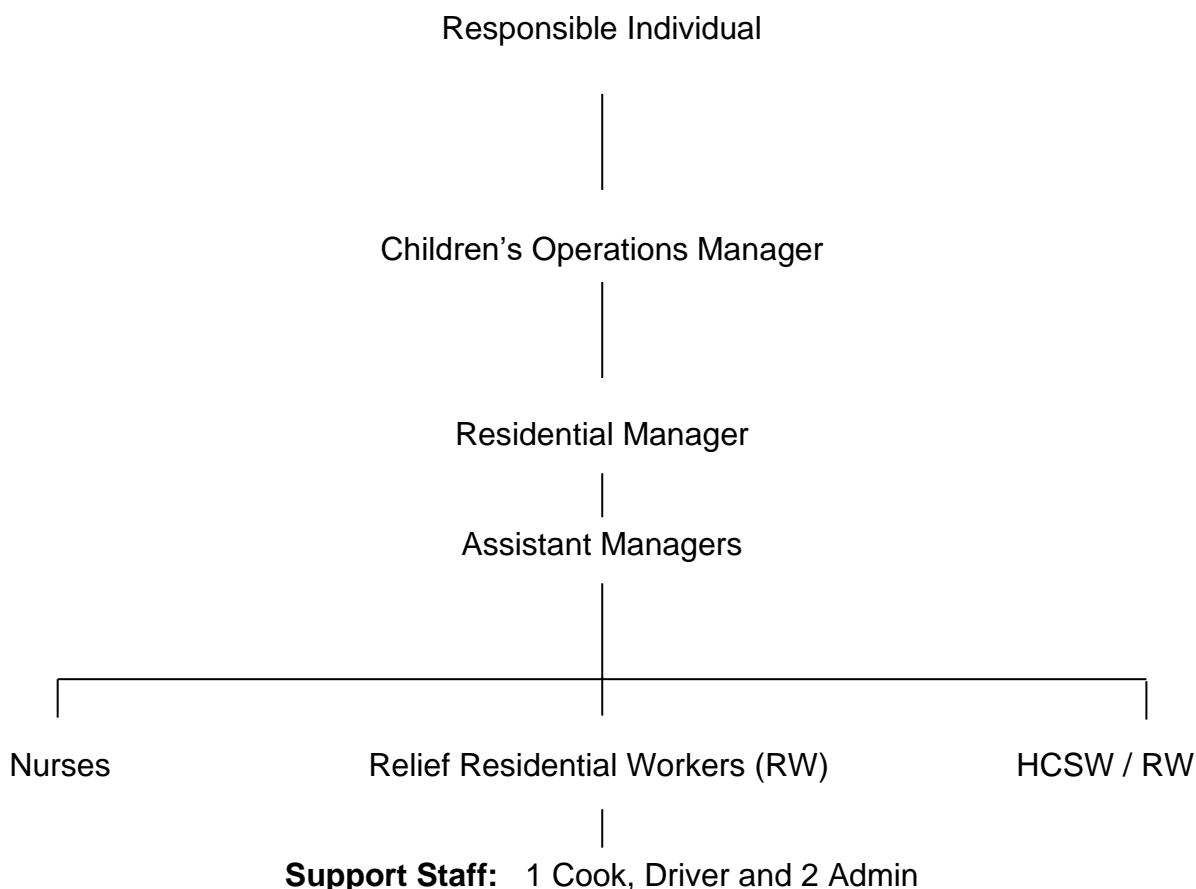
Star House is able to provide placements to nursing students from Huddersfield University. Appropriate checks are made by the university. Star House has three mentors for the students.

### **Star House Staff Qualifications and Experience**

Where short term gaps in rota occur, due to training, sickness, vacancies or leave, these will be met by the use of pool (relief) staff or, if necessary. The pool workers are appointed using the full Recruitment and Selection procedure and receive the full Induction training. They are attached to Star House staff group and are therefore familiar to the young people

when they come on duty. On occasions Star House will use pool staff who work within other children's disability services in Wakefield.

## 22. MANAGEMENT AND STAFFING STRUCTURE



## 23. GENDER OF STAFF, TRAINING AND SUPERVISION

Within the staff team we have one male assistant manager, three male full time support workers, additionally both of Star House's contracted minibuss drivers are male.

Some children and young people have identified within their care plans that support maybe required from male staff. All children and young people will have opportunity on their stays to be supported by same gender workers. Rotas reflect the needs of the children/young people.

## SUPERVISION, TRAINING AND DEVELOPMENT ARRANGEMENTS STAFF

### Supervision and Appraisal:

Supervision is a vital part of supporting, managing and developing the staff team. All staff undertake an annual Performance Appraisal with their supervisor, with reviews of progress over the past six months and sets personal work targets and actions for the coming six months.

It is a statutory and departmental requirement that staff both receive and take part in the supervision process. Supervision is provided by the manager and assistant managers in line with Wakefield's Policy. Supervision sessions are 1:1 or group these 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.

### **Training:**

Prior to going on the rota within the home, all new staff receives Induction training, which includes child protection / safeguarding, fire safety and drill training, medical procedures and the recording of information. There are online training tools that staff can access. All contracted staff will either have or be working towards NVQ3 Children and Young People or Diploma 3 Children and Young People.

Staff are trained in Therapeutic Crisis Intervention (TCI) a certificate of competence is awarded. The TCI training equips staff to de-escalate, intervene and also to re-engage with young people who are in crisis. Safe restraint and holding techniques are part of the course content but only to be used when all other de-escalation techniques have failed. Refresher courses are carried out every 12 months.

Ongoing support and supervision are provided on a monthly basis.

### **Development:**

Staff development is seen as part of an ongoing process that includes:

- Training and supervision;
- The team meeting forum;
- Working as part of a team;
- Key working and joint working with colleagues within the team;
- Joint working with other professionals and agencies;
- Extra duties and responsibilities which are delegated to staff as they become confident.
- Creating more skilled and competencies within the team.
- Signs of Safety training and workshops.

### **Staff files:**

In line with for Children's Homes Regulations, 2015, all staff at Star House have a personal development file. This includes the following information:

- Personal information such as home phone number and address.
- Supervision Notes including supervision contract.
- Performance Appraisal and Personal Development Plan.
- Record of qualifications and training completed (held on spreadsheet or at Workforce development).
- Personal Risk Assessment if required.

- Record of DBS check.
- Evidence of driver documents, license, log book, vehicle insurance (if applicable) etc.

Efforts are made to ensure the staff on duty represents a range of experience, gender balance and qualifications.

Between 21.15 and 07.15, three members of staff are on duty who stay awake all night, wherever possible reflecting gender balance and needs of children/young people.

The manager and assistant managers have flexible working arrangements to ensure one or more of the management team are on the rota to cover holidays, days off and sickness absence. The registered manager and clinical nurse manager work flexibly to meet the needs of Star House and can be contacted in emergencies (staff have personal telephone numbers).

## **Standard 9**

### **CARE PLANNING**

#### **24. ADMISSIONS CRITERION**

Admissions to Star House are usually on a planned basis where the need for a service to support a family has been assessed by a social worker. Referrals for short breaks are agreed at the EHCP which meets weekly. Children and young people who meet the criteria outlined in **Providing Care** will be allocated a named nurse and keyworker who will gather information and complete placement plans/care plans.

If there are concerns that a child or young person's admission could impact on the service provided then a full impact risk assessment will be completed this will dictate if the placement is appropriate.

Admissions may be restricted by capacity and at times there will be a waiting list, families will be advised of this and the possible waiting time once the referral has been agreed by the EHCP, if there is delay in commencing the service the SEND team offer alternative support until overnights can be offered.

All introductions to Star House are planned and usually incorporate tea visits and or day care prior to overnight stays, this phase is child led to settle and reassure the child or young person.

Star House is able to offer emergency provision in the case of a family emergency, for children and young people who access the service. At times Star House may be able to offer an emergency placement to other children and young people within the Wakefield district providing that:

- An assessment of the child/young person's needs has been made by the referring Social Worker.
- Star House staff can meet the child/young person's needs.

- The admission to Star House does not impact on the needs of other children / young people who are having a short break at that time.