

## **Doulton**

# **Children's Residential Home**



## **“STATEMENT OF PURPOSE”**

**2018**

**(Last updated 03.05.18)**

**Responsible Individual:** James O’Leary

**Registered Manager:** L isa Spicer

Prepared in consultation with

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## Doulton House

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<b>Website:</b>	<a href="http://www.crystalcaresolutions.co.uk">www.crystalcaresolutions.co.uk</a>
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<b>Home's Manager:</b>	<a href="mailto:lisa.spicer@crystalcaresolutions.co.uk">lisa.spicer@crystalcaresolutions.co.uk</a>

### Children's Act 1989 / Children's Homes Regulations 2015

Doulton House acknowledges the requirement for a Statement of Purpose as identified in the Children Act 1989 Guidance and Regulations, Volume 4, Residential (Schedule 1, Part 1, page 145/146). This is also identified in Part 1 (Regulation 4) of the Children's Homes Regulations 2015 (Page 77 of the National Care Standards) with specific matters to be included in this document in Schedule 1 (page 93 of the National Minimum Care Standards).

Doulton is regulated by Ofsted and if you wish to contact them, the address to write to is:

#### Address:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Telephone:** 0300 123 1231 - Children's Services and General  
Enquires 60085 – for text messages  
These help lines are available from 08.00 to 20.00, Monday to Friday.

**Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## Introduction to the Doulton House

Doulton House is located in Wigan; the home is a purposely adapted building which stands in its own grounds. The area provides rural links into the community and services within it such as local shops, parks, schools, churches, temples, youth clubs, libraries, Connexions, health agencies and a well equipped leisure centres.

All young people will have access to a wide range of facilities and resources in the home.

Doulton is a residential children’s home providing short-term to long-term residential placement for young people, catering for no more than 2 young people at any one time of any gender between the ages of 8 up until 18. The homes arrangement is for two staff to sleep over at night in a tiered system giving one member of staff the opportunity to leave shift for a 4 hour period if possible. The home is registered to provide care and accommodation for children with emotional and/or behavioural difficulties (EBD)

**The crime statistics in the locality indicate it is a low crime area with 72% of crimes with no further action required. Crime figures have dropped from 1339 in May 2014 to 1130 in January 2015**

We have experience in working with a range of young people with various complex needs, some of whom are statemented under the Education Act 1944. The young people who live at Doulton Children’s Home will have come from a range of settings and experiences, e.g. home, family/relatives breakdown, fostering breakdown, other residential homes. With support, guidance and assistance, we aim to:

1. Work within the Care Plan as agreed with the local authority and to rehabilitate the young person within a family environment.
2. Provide short to long term residential care placement.

The young people who come to live at Doulton will be offered an on-going assessment and a programme of social care, promoting education, providing a stimulating environment where young people have the opportunity to reach their potential. By providing nurturing, structured and supportive care we can enable the young people to establish equilibrium in their lives. Crystal Care Solutions exists to provide a high quality living environment for young people offering a child centred approach which is tailored to meet their individual needs.

The following Statement of Purpose follows the model shown whereby our mission and vision are translated into the actual delivery of services. Throughout this process issues of dignity, equality and individual rights used responsibly will be seen as cross-cutting elements of our delivery.



## Ethos

Crystal Care Solutions are a specialist care provider with a strong history of delivering high quality care and support to children and young adults across the Midlands, North West and Wales. Our services include:

Children's residential homes;  
Therapeutic placements;  
Specialist placements;  
Semi independence placements;  
Supported tenancies;  
Training and Consultancy.

Our dedicated team ensure that a young person's emotional needs and well-being are always at the centre of our practice and our specialist child or young person-centred approach consistently achieves the best possible outcomes for our service users.

Our paramount duty to a young person entering our care is to support them to feel safe. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young person to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward.

Through a consistent and fair approach we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that improved self-confidence is key to improved behaviour and motivation and that any step in the right direction should be acknowledged.

It is our hope that a nurturing and accepting environment will support young people to stabilise, to deal with past traumas and to develop the skills to live healthy happy lives.

Crystal Care Solutions work in partnership with local authorities and other professional organisations. We identify and address the specific needs of the young person and develop a placement plan which mirrors the aims of the young person's care plan, setting achievable targets and goals.

We at Crystal Care Solutions believe that communication is the key to effective multi agency working, in order to ensure the needs of our young people are met. As such we ensure that all

relevant professionals receive regular reports and updates ensuring a true 'team around the child' approach.

Crystal Care Solutions go the extra mile and will seek and engage any other services or professional support as required to meet the needs of the young people placed with us.

## Aims and Objectives

*'To provide nurturing, structured and supportive care to enable young people to establish equilibrium in their lives.'*

This aim will be supported through the following objectives;

To provide a style of care that minimises institutional aspects of substitute living environments.

To develop mechanisms whereby young people are fully participative in their care and educational programmes

To use child centred approaches and provide a continuity of care in the residential settings we provide.

To provide for the educational needs of young people through a combination of attendance at mainstream or specialised provision within the local area and individual tuition, determined by a Personal Education Plan.

To realistically prepare young people to integrate into a family environment, or further residential provision, and/or to equip them with the practical and emotional skills for successful independent living.

### **These aims and objectives are supported through:**

The provision of a high standard of primary care within a stable environment as a medium within which to achieve the objectives of Care Plans of young people we look after.

A policy of equal opportunities, including the consideration of positive action to ensure equality of opportunity where young people are experiencing difficulty engaging with or accessing our service because of a protected characteristic as defined by Chapter 1 Section 4, 2010 Equality Act.

Offering a comprehensive range of activities to recognise and help fulfil the needs of the young people resident for legitimate excitement, adventure and the acquisition of developmental skills. To further promote the constructive use of leisure time through an individual activity programme

Assisting young people in developing the skills required for their safe interaction within the wider community and to assist them in establishing and developing appropriate social networks within the community.

Fully involving young people in their daily lives by their participation in a shared living experience

Providing a homely and warm environment which steers away from an institutional model of care and which facilitates the learning of basic living skills

Providing support with the recognition that young people require on-going parenting and the development of internal values as opposed to purely supplying and enforcing a set of abstract rules

Providing a medium for the development of positive relationships with adults and peers to enable the development of the individual's identity and self-esteem

Building confidence to enable the young people we look after to take on the responsibility of adult life including the acquisition of appropriate parenting skills

Providing an environment for undertaking appropriate work either inclusive or exclusive of the young people's family

Providing assistance to help young people come to terms with the fact that they are in residential care and understand their place within their near and extended family

Providing an environment that values learning and promotes further education and/or vocational training that will develop young people's skill base and subsequently enhance their life opportunities and access to employment

In order to achieve these aims and objectives a supportive partnership is established between young people and the care team. Regular informal and formal discussions and reviews are held which enable the views and opinions of the young people to be sought and thereby taken into consideration within the daily programme.

In certain circumstances external therapeutic input and assessment may be provided but only on condition that it is provided by suitable qualified and experienced practitioners with the support of independent supervision

## Values

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 a responsibility to ensure that children and young people in residential care are protected from abuse and neglect and that 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.

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 young people, their uniqueness and their right to be treated with dignity and respect.
- **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.
- **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 person's need for privacy.
- **Rights:** a commitment to children and young people, rights and entitlements
- **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 child or young person.
- **Development and fulfilment:** recognition that young people are children first; all encouragement will be given to realise their full potential and to help children and young people achieve their hopes and ambitions and to develop their abilities in their daily lives. A commitment to ensure they have a good start in life.
- **Confidentiality:** treating all personal information in confidence

## Location and Safe Area Report

Doulton House is a 4 bed detached dwelling, situated in Wigan. The property is privately owned and is managed by an experienced team consisting of a newly appointed interim manager, deputy manager and residential care workers.

Doulton is an EBD provision providing care for young people who display emotional and behaviour difficulties between the ages of 8 and 18. The home can accommodate no more than 2 young people in residence at any one time.

The home comes under the policing team of the Leigh Constabulary.

Theft and Burglary  
Anti-Social Behaviour  
Criminal Damage and Arson  
Violence and Sexual Offences

Risk Assessments have been completed for all prominent crimes within the area and it is judged that all the crimes and concerns raised can be adequate and effectively managed by the home.

As well as strong links with the police and other crime-prevention services such as Youth Offending and Neighbour Watch, the home also boast excellent links and professional relationships with a number of therapeutic services within the local area. This has meant that the home can effectively manage the needs of young people placed at the home. Services in the area can provide support for mental health, self-harm, alcohol and drug abuse, bullying, mental distress, and offers on site therapy.

Meeting the health needs is a vital element of the placement referral process, and fortunately health care provisions within the area are plentiful, and there is easy and local access to doctors, dentist, and opticians from Doulton House.

Education providers and provisions are also within a radius of the home. There are numerous primary schools and infant school, including school's catering for special needs. There are secondary schools within the vicinity. There are also independent education providers that specialise in re-engaging young people in education who have previous been expelled or have difficulty meeting the national curriculum. Numerous faith schools are also available in the area including Catholic and C.of.E.

The home is able to meet the needs of young people, from all backgrounds and cultures, and encouraging involvement and integration into the local community is a primary objective. Within a radius of the home there are numerous youth groups and clubs including Leigh sports centre which offer social interaction and also help promote and develop young people's hobbies and interests. The home again, has good links with local sports teams including football, cricket and rugby.

## **Facilities, Services, Accommodation**

Doulton is a private home which has been registered for use as an EBD Residential Children's Home. Doulton house is situated in Wigan. Doulton is a detached house with 4 bedrooms, 1 communal bathroom, 1 en-suite bathroom, a kitchen, lounge, dining room, downstairs toilet, attached garage and a garden to the front and rear of the property,

The ground floor comprises of: an entrance hallway, a kitchen, lounge, dining room, toilet, and access to the garage. On the second floor, there are four bedrooms and a main bathroom.

The home is well furnished and tastefully decorated throughout. Parking facilities are available to the front of the home

There is a landline hands-free house telephone located in the staff office for young people to use to enable contact with family, friends and professionals, and a separate family contact mobile phone with loud speaker for the young person in residence to make calls to an agreed allocated family member.

## Religious Instruction and Observance

We do not prescribe to a particular religious belief but great emphasis is placed upon the importance of the individual beliefs of the young people we accommodate.

Where a young person does have religious beliefs, they are seen as fundamental to the self-identity of that individual. Their chosen belief or religion will be supported and encouraged according to the individual's needs and wishes.

Prior to and on admission the significance of religious belief in the child's life will be established and information regarding places of worship, times of worship made available. Places of worship within the local area will also be identified and support provided to access these.

Within the home, if required, time and space will be made available to children for religious observance. Staff members will also be sensitive to any dietary or dress/clothing needs in relation to beliefs. No young person would be expected to compromise their religious observances unless there was an identified risk of harm with that observance and there was no other way of reducing that risk. The staff group is committed to the ethos of anti-discriminatory practice and will not make negative value judgements regarding the religious observance or beliefs of young people accommodated.

## Equality and Diversity

We encourage children to develop respect for themselves and for others;

We deliver services that recognise and build on the strengths of children and young people from all cultures, religions, gender, age, sexual orientation, ability and backgrounds; in ways that meet their needs and help them to achieve their full potential;

Every effort is made to ensure that Homes are welcoming to all children and young people and others significant in their care and wellbeing; this effort is reflected in the communication around the Home, including: posters, information boards, displays and leaflets. In addition to this, resources used to develop work with children and young people are chosen for their suitability and anti-oppressive nature;

Children are offered opportunities to try out new experiences, which are not restricted by traditional gender options;

Staff are expected to challenge attitudes, behaviour and language that are non-inclusive and discriminatory, in a positive way;

Managers are expected to monitor the range of children and young people placed within the Home in terms of ethnicity, gender and disability. This is to ensure the service provision is reaching all and not creating barriers to certain groups.

## **Inclusion for Children and Young People**

All children are given the opportunity to be cared for and educated. Where possible this is alongside their peers in order to develop their full potential;

Children are encouraged and supported to understand their rights and be well-informed about ways of challenging discrimination;

Home's managers are expected to identify local community resources that contribute to meeting the needs of individuals- these are highlighted and promoted and where they do not meet required needs alternatives are sought and suitably identified regardless of geographical location, for example hairdressers who specialise in braiding or cutting African Caribbean hair;

Children are cared for by staff who have been suitably trained in all aspects of equality and diversity including legislation and their responsibilities;

Home's managers ensure that assessments of the child and the families specific needs is carried out with an aim to support and develop their full potential;

Home's managers are expected to examine ways in which diversity can be valued and activities adapted to meet the Individual child's needs including food preparation and menu choices;

Staff are expected to acknowledge the importance of maintaining a link between the child's home and the children's home in meeting the individual's need;

Staff are expected to offer appropriate support to aid inclusion and ensure that the children and young people can fully participate in the home's activities. If necessary seek additional support in order to do this;

Additional support is offered to staff and/or children who are finding difficulty in understanding diverse or complex situations.

## **Complaints**

Young people, parents, carers and advocates have legitimate rights to express concern or make complaints. We will always respond to complaints.

All complaints are taken seriously. If young people are unhappy in any way at all, they are encouraged to let staff know straight away. Irrespective of the roots of the child's feeling we do not want unhappiness to fester. Should any complaint reveal any issue for which other procedures exist, (eg child protection) then it will be dealt with under those procedures rather than as a complaint.

For young people, as part of our child admissions arrangements we issue a personal copy of our Children's Guide which, in a child-friendly way explains the complaints procedure. Staff will ascertain whether a young person requires assistance to complain and support young people in the necessary and appropriate manner.

All complaints are referred to the Registered Manager. Irrespective of any Crystal Care Solutions internal procedure the child can involve their Social Worker and external agencies, Childline, Ofsted, Children's Commissioner, the Independent Person.

Our policy outlines the procedures to be followed in all complaints. First it specifies how people can complain then it involves informal and formal stages depending on the nature of complaint. Short timescales are attached to each stage to ensure that things do not drag on and that complainants have the confidence they have been listened to and that action has been taken. We will always inform the complainant how things have been resolved.

The Registered Manager daily monitors any complaints or concerns and formally reviews everything on a monthly basis. The Independent Person monitors on a monthly basis any complaints received and how they have been dealt with.

If necessary the most senior members of Crystal Care Solutions, including Directors will involve themselves in a complaint to ensure that it is dealt with properly and that complainants know what has been done.

The Registered Manager will supply to Ofsted, at its request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken.

The Registered Manager must take all reasonable steps to ensure that children feel comfortable with the making of comments or complaints, they are enabled to make a complaint or representation and are free from reprisals if they choose to do so. Young people are advised that they may ask someone else to make the complaint on their behalf. They will also be given information and contacts details of advocates they may contact, who may make complaints or advocate of their behalf or assist them in doing so. Complaints forms are readily available to the young people within their key worker files and are offered after all incidents, especially those involving physical intervention.

A copy of the Complaints Policy and Procedure is available to view online at [http://www.proceduresonline.com/crystalcare/chapters/p\\_representations.html](http://www.proceduresonline.com/crystalcare/chapters/p_representations.html)

Telephone numbers of Childline, Ofsted, Children's Rights Commissioner and the NSPCC are displayed in a prominent position in the home, and in the children's guide. Each young person has a right to make a complaint directly to **Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD 0300 123 1231**

## **Child Protection and Bullying**

Doulton is committed at every level to safeguarding generally, and child protection in particular, in order to promote young people's welfare. We take seriously our duty to protect every young person from abuse and maltreatment and to prevent impairment of health or development.

All concerns of a child protection nature will be referred by the Registered Manager / Designated Child Protection Officer to the Local Authority. In any circumstances where safeguarding procedures are undertaken, the young person's social services and parents

will be kept closely involved and informed as required by Working Together to Safeguard Young People

All staff receive regular training together with support and guidance in safeguarding and promoting young people's welfare. On placement a comprehensive risk assessment is undertaken which covers all areas of safeguarding. This risk assessment is reviewed at regular intervals or immediately if the need arises.

All children and young people have a right to feel confident that this is a safe and healthy environment.

We want to ensure that all children, young people and staff remain safe from bullying behaviour and have the opportunity to thrive and prosper, emotionally and socially within and outside the home.

When bullying is encountered we will ensure that the procedures are in place to allow:

Reporting of the incident;

Having incidents of bullying properly recorded;

Having concerns or incidents of bullying properly monitored;

Ensuring appropriate action is taken in response to incidents of bullying and that is followed up.

This will ensure that people feel listened to and understand that their concerns have been and will be taken seriously.

Within the home a culture of respect and dignity is agreed and promoted amongst the staff, children, and any visitors into the home and a set of shared standards of what behaviour and language is acceptable across the home will be advocated.

Staff and children will receive guidance and training that encourages an understanding and appreciation of what bullying is and how it impacts on self and others.

Our Child Protection Policy and Countering Bullying Policy are available on request and underline our commitment to inter agency working. This can also be viewed by accessing our online Policies and Procedures Manual at;

[www.proceduresonline.com/crystalcare](http://www.proceduresonline.com/crystalcare)

## **User Engagement**

The home actively involves young people in the day to day running of the home and its development as a service.

The home adopts several forums for young people to voice their concerns or raise issues generally about the care that is provided for them. As we provide a public function, we recognise our duty to consult with and involve young people in the planning and delivery of our services.

To meet this duty the home actively involves young people in the day to day running of the home, and the development of Crystal Care Solutions in a more general context. Young people are involved in the recruitment process and attend 'young people's meetings'. We operate our service in a transparent way and invite those who use our service to comment and contribute through these meetings and through less formal discussion with the manager and proprietor. Feedback received from young people and their families is used when designing or developing policy and service.

At an individual level the provision of a consistent staff team and key worker supports the young person to form relationships in which they can make honest comments and express their views freely. Staff will always treat these views with importance, and support the young person to raise any concerns, or raise concerns on their behalf. The young person is proactively involved in direct consultation regarding their feelings towards the placement.

Young people are provided with opportunities to be involved in the drafting and reviewing of Placement Plans, they are encouraged to attend Placement and Looked After Children Reviews and be involved in or consulted about key decisions made in the home.

The proprietor or designated independent inspector, who undertakes our Regulation 44 visits, meets the young people every month where possible to obtain their views, thoughts, opinions or concerns.

Crystal Care Solutions have contracted a bi-lingual (English/Welsh) independent advocacy service to be available for young people should they wish to discuss issues with someone external to the home and the company. The advocacy service provide young people with an initial visit and introduction. The service ensures that issues raised by young people are referred on to relevant placing authorities and services and will monitor the outcome obtained by the young person.

Young people are provided with information about the service and contact details so that they may engage them independently. The young person will direct the advocacy service as to how and if they would like issues addressed.

Doulton House adopts a child-centred approach and they are heavily involved in not only their own care plans but in the development of the Doulton Home. Young people have input on the decor, the furnishings, the rules and the running of the home in order to improve their service provided.

## **Anti-Discriminatory Practice**

The Manager and staff team of the home believe strongly that an anti-discriminatory approach to their practice and equality of opportunity for young people accommodated are fundamental to good practice. Our staff are guided by the principles set out in the Equality Act 2010. To this end the home will work within all policies, procedures and guidelines laid down by Crystal Care Solutions with regard to equality of opportunity and anti-discriminatory practice.

Through training and development we will raise awareness of all forms of discrimination and the duties incumbent on employees to adhere to equality legislation. No one should face discrimination, harassment or victimisation at the home as a result of disability, gender reassignment, pregnancy, race, religion or belief, sex or sexual orientation. Our staff, through their day to day work, seek to eliminate harassment and discrimination, actively encourage the advancement of equality of opportunity, and foster good relations with those who have a protected characteristic. No one should face discrimination at the home as a result of their colour, race, culture, gender, language, and sexual orientation, disability or other characteristics.

## Children's rights

**You** have the **right** to be treated with **respect**.

**You** have the **right** to be responsible for **yourself** and **your** own actions, and to **respect** the **rights** of **others**.

**You** have the **right** to make mistakes.

**You** have the **right** to **privacy** and **personal space**.

**You** have the **right** to education.

**You** have the **right** to a **safe** and **secure** environment.

**You** have the **right** to ask for information and advice.

**You** have the **right** to be **listened** to and be taken seriously.

There is an organisation called **Ofsted** who make sure that homes like ours operate correctly. Postal address is, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. You can contact them on: **03001231231**

Other agencies you can contact are listed below:

- ChildLine: **0800 1111**
- Assist Advocacy: **01782 845 584**
- Language Line: **020750 1430**
- Who Cares Helpline: **0500 564570**
- Cruse Bereavement Care (young people's support line): **0808 808 1677**
- Connexions: **080 800 13 2 19** or Text Connexions Direct: **07766 4 13 2 19**
- NHS Direct: **0845 4647**
- Younger Mind: [www.youngminds.org.uk/contact](http://www.youngminds.org.uk/contact)
- Samaritans: **08457909090**
- Youth Matters: **0800 107 7057**

You have the '**right**' to know your '**rights**'. The Children's Commissioner is Anne Longfield, website address is <http://www.childrenscommissioner.gov.uk>. The postal address is: The

Office of the Children's Commissioner Sanctuary Buildings 20 Great Smith Street  
London SW1P 3BT

Tel: 020 7783 8330

Email: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

## Education Promotion

Education is essential for intellectual, social, emotional and physical development and can be a stable factor in a young person's life. Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

The staff and management team believe that young people should be provided with a level of educational opportunity that allows them to develop to the best of their abilities and enable them to attain the highest level of academic achievement they can.

The home will provide suitable facilities for home study, materials to support young people's education and offer support up to the level of their own academic ability.

We will provide links with schools and other education providers and encourage the involvement of vocational and work experience.

We will work collaboratively with the placing authority and local educational authority in developing and maintaining the Personal Education Plans, this includes young people with a statement of educational needs (SEN) with a view to one of the following options being available for the provision of education:

Local mainstream provision

Local or regional special educational provision

Individual tutoring

Specialist small group education provision

Modern apprenticeship / work based learning

For young people who have completed their statutory education, individual full or part time tuition, access to further educational establishments and vocational training can be provided.

At Doulton Home we:

Believe that all young people are of equal value and should be given equality of opportunity and access to resources, regardless of their sex, race, religion, ability or background.

Endeavour to ensure that our residents gain maximum life chance benefits from educational opportunities by helping them to achieve more at school.

Ensure that this home provides an environment and culture that value education and learning and that adult support and model this.

Endeavour to develop the emotional, physical, spiritual, social and intellectual growth of its pupils and to encourage and assist them in overcoming their difficulties for their individual benefit and for the benefit of society.

Aim to provide a parenting environment that helps promote learning and achievement that spreads throughout the day involving young people.

Where applicable endeavour to reintegrate all young people into mainstream education wherever possible, or failing that to facilitate their reintegration into society by the provision of appropriate experiences and support.

Provide the opportunity for all young people to reach their full potential through the National Curriculum in line with all up to date recommendations and the provision of relevant work experiences and post under 18 courses.

Strive to improve the quality of both school and home life, staff and resources by a policy of on-going self-appraisal and by providing opportunities for staff to expand and develop their own skills and knowledge.

Ensure that all key workers are actively involved in supporting the young person's attendance and educational achievement.

Ensure attendance at all relevant school meetings, such as parent's evenings, PEP meeting, exclusion meetings.

Ensure that we have quality educational resources within the Home.

Liaise with appropriate professionals within the education department where there are particular issues with a pupil's attendance and educational progress.

Encourage Key Workers to liaise closely with the Designated Teacher/Class Teacher and actively support the child's/young person's progress.

Ask Key Workers to contribute to and to become fully involved in educational meetings to inform the PEP plan and Care Plan and reviews.

Ensure the young person's learning at school is followed up and supported at home.

We support the young person's participation and achievement in SATs, GCSEs, vocational courses and other qualifications.

Ensure the child/young person is up and ready for school on time, with all necessary resources.

Ensure (where applicable) the child/young person has a clean, full school uniform.

Ensure regular attendance where possible and actively contribute to the culture

Respond appropriately to fixed-term exclusions, by ensuring that adequate and suitable work is provided for young people.

In the Wigan area, schools provide a wide range of extra support for children with special educational needs. This is matched to their level of difficulty. Most children's needs will be met by their school, through a range of interventions known as School Action and School Action Plus. This is called the graduated approach.

This 'graduated approach' is described in more detail in the Special Educational Needs Code of Practice. This is a guide for schools and local educational authorities and provides information about how they help children with special educational needs. By law, the guidance in the code of practice should not be ignored.

## Facilities at Doulton House

Each young person has access to facilities that will enable them to do their school homework. Each young person has space within their bedrooms dedicated to school work, each have a desk and provided with stationery and required workbooks/notebooks. Young people can also access information from the staff team when possible. Staff would endeavour to obtain relevant up to date information to enable the young person to do their schoolwork.

## Recreational, Sporting and Cultural Activities

The home is fully committed to the perspective of social inclusion. To this end we will actively support young people in their particular interests both at the home and in the wider community. Where young people are admitted with little or no previous involvement in activities, a varied program will be constructed that exposes them to a range of diverse activities that are both challenging and educational. The programme will provide opportunities for the acquisition of skills, knowledge and excitement. From these "taster activities" young people will be encouraged and supported to make choices as to which if any areas they wish to pursue on an on-going basis.

We will support young people to foster good relations with their communities and in particular, for individuals with protected characteristics we will promote equality of opportunity.

We encourage young people to participate in physical exercise and choose activities that they will enjoy doing. We appreciate that all young people have different individual needs with different skills, experience and abilities thus will have varying likes and dislikes. We will attempt to help young people meet these needs in an age appropriate way.

Cinema	Swimming	Alton Towers
Ice skating	Ten pin bowling	Videos/Movies
Alton Towers	Laser Quest	Shopping
Dry Slope skiing	Computer games	Cycling, Walking
Theatre	Guides, Scouts	Boxing Club
Youth Clubs	Football Clubs	Sea/Army/Air Cadets
Racquet Sports	Horse Riding	Cricket Clubs
Paintballing	Snooker/Pool Clubs	Outdoor Pursuits

The home values the self-esteem of young people and will actively celebrate religious, cultural and special occasions. Young people are encouraged to celebrate and participate

in religious observance, e.g. Ramadan, Eid, Divali, Christmas, Birthdays and other religious festivals. The weekly menus also reflect the specific religious celebrations.

Doulton has formed strong links with local sports teams, in particular Football and Cricket and have been able to support and integrate young people successfully into these teams. Positive relationships have been formed through this, and it has aided the young people with their social development and self-esteem.

Doulton arranges regular group activities for both young people and staff to engage. As well as encouraging recreational activity, this strengthens relationships and 'bonds' within the home and it helps give the young people a sense of belonging.

## **Health Promotion and Protection**

The health of young people accommodated is of the utmost importance. Young People are encouraged and taught to develop the knowledge, skills, attitudes and values to care for their own Health and Wellbeing. We will actively encourage young people to monitor their own health by way of a regular programme of healthcare checks with their GP, Dentist and Optician.

On admission there will be an undertaking to ensure registration or confirmation of previous registration of GP, dentist and opticians. If possible, we will make arrangements for young people to maintain registration with their own medical practitioners.

Any appointments made in respect of a child's health will be discussed with the parent(s) or those with parental responsibility. Where the Placement Plan deems it appropriate, parent(s) or those with parental responsibility are to be invited to accompany young people to appointments.

If a young person were to become chronically sick or disabled whilst placed at Doulton, we would aim to make provisions for their continued accommodation through the consideration of additional registration, adjustments to the physical environment and additional staff training. Where it is not possible to continue the placement we would make every effort to ensure a smooth transition of the young person to another, more appropriate service.

All Doulton staff are trained in First Aid and also in the Safe Handling and Administration of Medication. First aid boxes are available within the home to treat minor injuries. Staff are instructed to make immediate use of the GP surgery and the emergency services at the local hospital in the case or suspicion of more serious injuries. Travel First Aid Bags are also available for taking on activities or day trips.

Medication and home remedies will only be made available to young people if prescribed or approved by a medical practitioner. All drugs and medicines are to be kept in a locked cabinet and a precise record of their use is made. Young people will only be allowed to administer prescribed drugs and medicines themselves with the permission of the Registered Manager who will, in turn, agree this course of action with the GP and the placing authority.

Arrangements are put in place to monitor, and if appropriate restrict, the use of household substances that may be harmful e.g. Bleach, Disinfectant, Aerosols etc in keeping with COSHH and other relevant standards.

A programme of Health Education will be provided for young people as part of their on-going care and educational plan. This will involve both internal and external inputs. Particular features of this programme will be HIV awareness, sex education, smoking, alcohol, drugs, and healthy eating and exercise. Bluebells House follows the Food Safety Standards, 'Eat-Well Plate' and also encourage young people to prepare meals using the Department of Health's 'Be Food Smart' Meal Planner. Healthy eating is promoted within the home.

## **Therapeutic Services**

### **Behaviour Management**

Our goal is to support young people to reduce inappropriate, damaging and destructive behaviour, and to develop healthy and socially acceptable behaviour. We use a range of proven methods and techniques to achieve this.

Setting reasonable and achievable expectations with the young person's involvement and understanding

Acknowledging and rewarding positive behaviour

Procedures and individual programmes designed to encourage, promote and celebrate achievement.

Provide encouragement and support to recognize difficult and unacceptable behavior, and to respond proportionately

To allow for mistakes and give opportunities for moving forward

### **Use of sanctions:**

Any sanctions are agreed upon admission following a period of assessment (typically 28 days) and incorporated into the Placement Plan. Appropriate sanctions may be revised by the management of the home in response to specific behavioural issues as circumstances change or as necessary. In every event the Placing Authority will be kept updated.

They are implemented only when it is proportionate, appropriate and where the use of the sanction is likely to achieve an identified outcome.

The sanction implemented will be the least restrictive possible to achieve the identified outcome.

Sanctions are recorded and signed off by the Registered Manager in accordance with Children's Homes Regulations 2015.

## **Use of non-violent physical crisis intervention:**

We use British Institute for Learning Disabilities (B.I.L.D.) approved and accredited intervention techniques, staff are trained by an accredited and qualified trainer.

All staff undertakes behaviour management training prior to commencement of work within the home and hold a recognised qualification in non-violent physical intervention, MAPA CPI.

Physical intervention and restraint are used in extreme circumstances, where it has been identified as the only means and least restrictive option available to ensure the safety of, and minimise the risk of injury to the young person and/ or others, or where there is a risk of significant damage to property.

Incidents of non-violent physical intervention are always followed by de-briefing opportunity whereby the young person is encouraged to talk about the incident, the triggers and the staff responses. This model, known as therapeutic rapport, is proven to reduce any possible trauma experienced by a young person during a restraint or intervention and allows for a learning process around self -control and personal safety. This helps to assess staff competency of using approved physical intervention, in addition to supervision, regulation 45 and 45 inspections/monitoring. Staffs undertake a refresher course a minimum of every 12 months.

All incidents of use of restraint or physical intervention are recorded in accordance with Children's Homes Regulations 2015 and Quality Care Standards.

Social workers are informed and that young people, staff and others have the opportunity to talk through and learn from their experiences.

The young person is provided with an opportunity to see a medical practitioner and make comments or complaints following the use of physical intervention or restraint.

## **Behaviour Support Plans**

As part of the assessment and planning process for all children, Behaviour Support Plans based on CPI models are devised for each young person residing at the Bluebells Home.

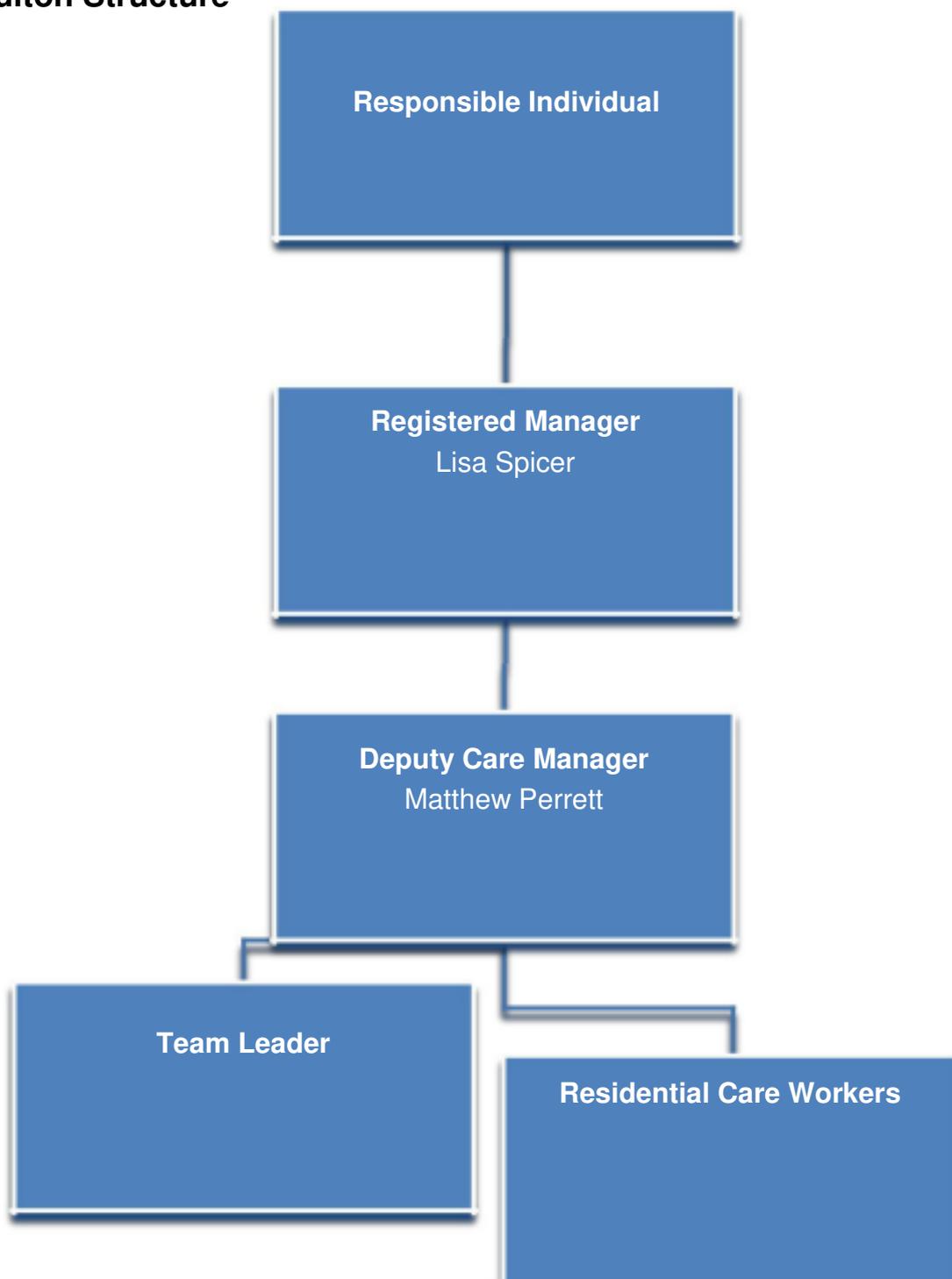
The Behaviour Support Plan will be different for each child, depending on the child's background and needs. However, it is expected that any behaviours which give rise to concern about the following will result in a Behaviour Management Plan; for example:

- a. Absenting behaviour;
- b. Anxiety or withdrawal;
- c. Bullying or other similar behaviours;
- d. Challenging behaviour;
- e. Drug or substance misuse;
- f. Lack of awareness of person safety;
- g. Offending or offensive behaviour;

- h. Sexual Exploitation;
- i. Self harming behaviour;
- j. Sexually exploitative or inappropriate sexual behaviour;
- k. Violence or aggressive behaviour.

Behaviour Support Plans summarise the young person’s behaviours that cause concern, and highlight the strategies adopted by the Staffing team to effectively manage these concerns. The young person is encouraged to be involved in creating and reviewing their own support plans to help them to understand and recognise their behaviours as well as having their say on how Staff can deal with incidents of challenging behaviour.

### Doulton Structure



## **Staffing Numbers, Experience and Qualifications**

We anticipate that all young people will be placed at Doulton on a planned basis, which will enable us to undertake sufficient amount of risk assessments to determine behaviour management, their compatibility to be placed with another young person and other plans and ascertain the most beneficial staffing and other arrangements.

Changes in staffing arrangements will be a result of agreements made within placement and review meetings and with Local Authority Commissioning Teams and must be in the best interests of young people and staff working within the home.

Staff will have 24/7 access to a manager for support. Arrangements will be made for the home to be visited at least monthly in accordance with Regulation 44 Children's Homes Regulations 2015 on an unannounced or announced basis by a designated independent inspector.

Doulton staffing team currently consists of an Interim Manager (awaiting registration), a newly appointed Deputy Manager (expected to be in post end of February 2015), Team Leader and RCW. We also have a pool of sessional workers to work in cases where designated team members can not cover a shift, agency staff can be used but only in extreme cases as a last resort.

Doulton also has the support of a sister home namely Bluebells situated within 5 miles. The team at Bluebells currently consists of a Manager, Deputy Manager, 1 x Team Leaders and 5 x RCW's.

The most senior member of staff on duty at any time automatically deputises for the Registered Manager, and Deputy Manager, when these persons are absent.

### **Staff details available on request**

Doulton is part of Crystal Care Solutions Ltd, whose head offices are situated at Unit 9 Alvaston Business Park, Middlewich Road, Nantwich CW5 6PF 01782 777511. The Responsible Individual is contactable at the above address and the Home's Manager is on shift at the home's address.

## **Staff Supervision and Training**

### **Supervision**

We believe that supervision is central to effective practice and service delivery. All staff employed in the home, including temporary staff and ancillary staff, will receive one to one supervision in line with regulatory requirements and in response to the staff and managements needs. Supervision takes place fortnightly for the first six months in the case of newly appointed staff, which is integral to the induction process. Supervision will take place on a monthly basis following successful completion of probation periods.

Details of supervision sessions will be kept in writing, with copies held securely by the Registered Manager with a copy provided to the supervisee

### **Training and Development**

All staff will receive training and development opportunities that equip them with the skills required to meet the physical, emotional and developmental needs of the young people accommodated in the home. The training of staff will be in conjunction with the statutory requirements as defined within the Quality Standards and in response to the needs of our service users.

All newly appointed staff will not start working with young people until they have undertaken basic training, including a Non-violent Physical Crisis Intervention programme and basic training around the organisation's Whistle-blowing, Complaints and Child Protection procedures. This initial induction programme is designed to familiarise new staff with key policies, procedures and practices prior to the commencement of work. Thereafter all new employees are enrolled on the CWDC induction programme and all mandatory training courses in accordance with regulatory requirements. Employees must have completed all the above within six months from the date of employment. During the initial six month probationary period they will receive supervision fortnightly, culminating in a probationary review at the end of six months. Probationary periods may be extended for an additional three months should this be required.

Thereafter staff will be expected to undertake a range of training opportunities and, if they have not already done so, enrol on a QCF Diploma Level 3 CCYP within the first six months after appointment. Those staff who have previously achieved an NVQ Level 3/ QCF Dip Level 3 will go on to undertake further training specific to their interests and the needs of the business including QCF Dip Level 4/5.

Each staff member has a Personal Development Plan which is monitored and managed by the organisation's Human Resources Department.

## **Doulton Specific Training**

All staff employed by Crystal Care Solutions complete an extensive range of mandatory training. These are completed upon their employment and are monitored through the homes training matrix and renewed when required. Mandatory training is as follows;

- Young People who Display Sexually Harmful Behaviour CPI – MAPA (Physical Intervention)

- Food Hygiene

  - Health and Safety

  - Fire Training

- Medication Training

  - Child Protection Awareness

  - Equality & Diversity

- First Aid

As well as the mandatory training, staff at Doulton House are also trained in specific areas that are often a result upon the acceptance of new placements, or are identified through the behaviours displayed or the recognised needs of the young people during their placement.

## **Admissions Policy and Criteria**

Our paramount duty to a young person entering our care is to support them to feel safe. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young person to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward.

Through a consistent and fair approach we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that without improved self-confidence is key to improved behavior and motivation and that any step in the right direction should be acknowledged.

It is our hope that a nurturing and accepting environment will support young people to stabilize, to deal with past traumas and to develop the skills to live healthy happy lives.

Initially we expect to receive and assess the suitability of a young person's referral in collaboration with a local authority social worker. This would normally include obtaining up to date copies of the Care Plan and Personal Education Plan including, if appropriate, a copy of any existing statement of Special Educational Needs. The home will always look to take planned placements however does also take emergency placements.

We would also obtain relevant background, any specialist assessments or reports that are available and we would hope to visit the young person in their current placement before making a decision about placement. We would attempt to talk with current and past carers

Assuming it is agreed in principle that we could cater for the needs of the young person, we would normally arrange at least one visit for him/her to the home to establish the level of co-operation, to establish if the young people have similar interests and needs sufficient to suggest a safe and appropriate environment. This would include consultation with the current residing young person.

We would then agree whether or not a placement would be suitable. We would hope that parent(s) would be involved in this process but this would not be an expectation. If a placement were agreed, the arrangements for admission would be specific to the young person but would not normally occur until a Placement Plan had been drawn up and signed off by the social worker and young person concerned.