

Children Assisted In A Real Environment Ltd.

**STATEMENT OF FUNCTION
AND PURPOSE**

SAWADI HOUSE

Regulation 16 (Schedule 1)

July 2017

STATEMENT OF FUNCTION AND PURPOSE

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1. QUALITY AND PURPOSE OF CARE

• Range of needs of children

The purpose of providing residential care is to provide a resource for children/young people, who have been assessed as being in need of such accommodation due to the circumstances, which each individual child presents.

Sawadi House is a mixed residential home catering for up to 5 young people aged between 11-18 years within a multicultural setting, providing long -term care in response to the growing requirements for services that reflect young peoples' cultural, linguistic and religious needs.

We will offer individual, personal support and ensure that needs are met through a holistic approach and with full collaboration with other agencies, community groups and organisations within the local and surrounding areas. In addition, we have an emphasis on working with black and other ethnic minority young people, promoting a positive identity and self-esteem. We are committed to developing and maintaining strong, proactive and positive relationships with local community groups, organisations and other agencies within our community and surrounding areas.

• Ethos and Outcomes

The home's staff and management strive to ensure that all of the children receive a high quality of care in an environment similar to that of a family home. The emphasis is placed upon meeting the children's holistic needs and providing a stable, positive and caring home.

The home will have placement plans for all of the children. These will focus on the need for the children to have positive outcomes whilst they are in our care. The home in consultation with the children's parents and or carers and other professionals, will work towards detailing individual need and how to successfully achieve these positive outcomes.

Children Assisted in A Real Environment Ltd. (henceforth known as CARE), are an Equal Opportunities Employer and are committed to anti-discriminatory practise in every regard.

- CARE is an organisation that recognises the seriousness in providing a professional level of quality care to all our employees and service users respectfully.
- Policy and procedural documents will be reviewed on a regular basis, so to ensure all relevant Statutory and Municipal requirements are being adhered to accordingly.
- CARE is committed to providing high quality residential care, social work support, education and training.
- CARE is committed to working in partnership with children, young people and their carers to ensure the best interests of each young person are served.
- CARE is committed to valuing young people as individuals and treating them with respect and dignity. CARE is committed to children's rights and enabling children to exercise those rights.

The overall aims of the home

- 1 To provide a nurturing environment, security and emotional containment to young people identified as having complex problems and who are unable to reside with their own family or other alternative families.
- 2 To provide an environment where young people can flourish and safely receive education and training for life and social skills.
- 3 To promote and safeguard their overall health, welfare and development whilst being looked after.
- 4 To provide facilities to enable young people to achieve positive change in their life.
- 5 To provide as near to a family environment as possible.

In order to achieve these aims the following objectives have been set

- 1 The creation of a warm, safe welcoming environment.
- 2 In delivering our work we will respect the principals contained within current legislation and standards, working together with guidelines so to support the young person, their family and other agencies.
- 3 Assess and review the child's care plans, identified needs etc., in accordance with the Children's Act and any other relevant new legislation.
- 4 Encourage and assist all young people to reach achievable outcomes.
- 5 An effective key worker system.
- 6 Remain sensitive to the needs of young people's religion, cultural identity, disability, language and sexual orientation.
- 7 Ensure the care plan is incorporated into the young person's daily routines.
- 8 Enable young people to access the complaints and representation procedures
- 9 To enable young people to move into the community with confidence
- 10 As far as it's reasonably practical, will endeavour to provide a continuum of care by the use of outreach support and accessing external resources to meet the ongoing needs of a young person preparing to leave the care system etc.
- 11 Through positive role modelling, assist young people to develop acceptable levels of behaviour, which will be necessary for a successful settlement into a new placement, and also for general social nurturing into adulthood.
- 12 To offer emergency admissions as well as admitting children/young people through an agreed pre-placement agreement with the placing Authority.

- 13 Young people to be encouraged to assist in the day-to-day running of the Home.
- 14 To only implement the statutory acceptable measures of sanction and control when faced with unacceptable behaviour.
- 15 The development and continuing development of a multi skilled and highly trained staff team.

We provide care and accommodation for children and young people who are in care and are looked after. The children we accommodate may have emotional and behavioural problems and present with some challenging behaviour. The emphasis is on providing a family type environment and a warm, professional caring approach.

We are keen to ensure a family approach is adopted and the children feel happy, safe and comfortable throughout the duration of stay.

CARE Ltd. aims to work in partnership with all relevant parties involved in the delivery of care in respect to meeting the holistic needs of young people.

Each young person will have a designated Key Worker who is responsible for the effective maintenance of the young person's confidential file, the implementation of the young person's placement plan and all other necessary liaisons in respect to agency professionals, family and friends deemed to be significant in the young person's life and positive future developments.

It is hoped that after spending time at Sawadi House, the young person would have learned the value of respect for themselves and others. They will have been challenged and be able to reflect upon the past and develop positive alternative strategies to replace existing negative responses to stress and adversity.

At Sawadi House we recognise that many of the disadvantages of living within the care system and within a Children's Home but this has been minimised through the provision of:

- Small residential group
- Spacious living facilities
- Large well-furnished bedrooms
- Homely atmosphere
- Informal relaxed approach
- Individual tailored care plans and placement plans
- Opportunity to undertake a wide range of activities

- **Description of accommodation and location**

- 1 Living room/common room
- 2 Individual bedrooms (5)
- 3 2 Bathrooms
- 4 Kitchen
- 5 Dining Room
- 6 Private rear garden

In addition, each young person will have access to the communally shared areas of the house,

including toilets, bathrooms, kitchen, dining room, living room and also the garden. There are very good transport links which is helpful for when young people have to travel to school or college outside the borough. There is a library across the road from the home which all young people join, if they want to, when they move to Sawadi House. Newham leisure centre is also 5 minutes away and again the young person can join if they would like. There are local parks, running tracks and various other local gyms that do boxing, martial arts, dance and other activities.

A directory of local venues service times and bus routes is can be provided.

A location assessment has also been completed under regulation 46 of The Children's home Regulations 2015 which reviews the appropriateness and suitability of location as well as highlighting and identifying any risks and also strategies for managing the risks. A copy of the location assessment will be made available upon request.

- **How cultural, linguistic and religious needs are met**

Any young person, who wishes to follow their respective religious beliefs while accommodated in the home, will be encouraged and assisted to do so wherever possible. Staff will make every effort to facilitate the child's religious observance. We will ensure that all cultural dietary needs are met. Prayer mats, rosary beads etc will be bought for the young person when requested and we will inform any young person who is interested in following their faith and beliefs of local Mosques, Churches, Temples, and Synagogues etc.

Recently we have had unaccompanied minors placed at Sawadi House and the management ensures that all the staff and the other young people are made aware of the culture and cultural differences of the unaccompanied minor. If a child comes to the home with little or no English we work closely with the young person's social worker to make sure that there is always an interpreter present for meetings, reviews etc. In regards to keywork sessions these will be planned in advance so that an interpreter can be booked so that the young person is fully aware of all aspects of their care they will be receiving as well as giving them the opportunity to make sure that their views, wishes and feelings are heard.

- **Child protection policy**

Within the framework of behaviour policy, which aims to take in to account of the needs and feelings of other individuals as well as the good of the community, lies a clear attitude towards bullying. It's everyone's responsibility to create an ethos throughout the Organisation, which does not tolerate the oppression of one person by another, in other words bullying.

By applying this policy, CARE Ltd. aims to:

- 1 Provide support and guidance to all staff within the organisation to identify and deal with bullying
- 2 Establish clear procedures for dealing with bullying, including racism, sexism and homophobia
- 3 Encourage participation from the young person in developing anti-bullying policies including peer mediation
- 4 Provide effective strategies for young people who are victims as well as appropriate sanctions for bullies
- 5 Promote anti-bullying issues through an informal curriculum – especially PSHE & young person's meetings
- 6 Establish a friendly caring atmosphere throughout all residential home and child care

services provide by CARE Ltd.

- 7 A risk assessment of potential areas within Sawadi House where bullying could take place is provided in the staff file.

The home has a Child Protection (Safeguarding Policy) and is available on request. It is important that the young people feel safe in the home and that the staff support the young people to manage their own safety outside of the home as well. Staff build positive relationships with the young people so that they have that trust so that they can confide in the staff if they have any concerns or worries about their safety. In the young person's guide, the young people are given information and contact details of the local children's rights officer as well as the contact information for the homes consultant and Ofsted so in the event they have a complaint or concern about the home they can contact an independent person. As well as Ofsted, consultant and children's rights officer the young people are also informed that they can also speak to their IRO (Independent Reviewing Officer) and other relevant persons if they have concerns about their safety.

There is also a Whistleblowing policy that outlines and sets out clear procedures for how staff can report any concerns that they may have about the young person or the conduct of staff or the manager.

- **Behaviour management policy**

Each young person will have a behaviour management plan on their file. This plan outlines the triggers and strategies to manage any negative behaviours. This is regularly reviewed and updated accordingly. There is a behaviour management policy where it explains that staff are expected to discourage inappropriate behaviour through process of discussion with the young people as opposed to imposing sanctions.

2. VIEWS, WISHES AND FEELINGS

How we consult children about the quality of their care

Young people are encouraged to meet on a fortnightly basis with their key worker, in order to discuss recent events achieved/not achieved in accordance with the young person's care and placement plan.

During such meetings, young people are asked of their views in respect to house rules, activity programmes, staff training, family contact arrangements, in house education provision, preparation for leaving care programmes etc....

In addition, young people's house meetings are programmed on a monthly basis to provide opportunity for group discussion and debate, so as to provide the young people with a forum to accept responsibility and ownership to their decisions agreed upon and to be implemented by themselves and duty staff within the home.

Staff also has One 2 one sessions with the young people and is the opportunity for the young people to raise any topics that they would like to discuss. During the young people's meetings, keyworker sessions and one to ones we are able to ascertain and consider each child's views, wishes and feelings as well as using the information to make sure we help the young people to express their views, wishes and feelings. It is also an opportunity during these sessions to

build positive relationships with the young people as well as advocating for the young person when needed.

We believe that one of the strengths of the home is the quality of relationships that is built with the young people which enables us to have more of an understanding of their needs.

Anti-discriminatory Practice

The Organisation acknowledges that some individuals and groups are discriminated against on the grounds of their gender, race, age, culture, class, religion, disability, sexual orientation of lifestyle. This means that they may not experience the same opportunities of rights as others. Anti-Discriminatory practice promotes equality and is introduced in the policies for Sawadi House.

The Organisation believes discrimination against individuals and groups should be challenged and supports those who feel discriminated against. All young people accommodated have the right to feel safe and secure throughout their period of residence. All children are given individualised support in line with their need and wishes, and children identified as having particular needs receive help, guidance and support when needed or requested.

Children's Rights

All staff (especially Care Staff) receives training and supervision on a regular basis which then equips them of a regulatory awareness of young peoples' rights. More specifically, all Care Staff will be familiar with and have an understanding of the Children's Act, 1989, Volume 4, and The Children's Homes Regulations 2015. Young people at Sawadi House will also have access to a Children's rights officer and advocacy service.

Newham Children's Rights Service Tel: 0800 013 1650
Address: 134 Church Rd London E12 6HL

3. EDUCATION

CARE Ltd. recognises that in order to effectively assist a child's educational development, through assisting with homework and the like, the staff need to be equally equipped with the necessary curriculum knowledge. CARE Ltd. will endeavour to support staff to undertake additional training to meet such needs.

When a child is admitted to the home, their educational needs are given careful consideration. Every effort is made to allow the child to remain in the school, which the child attended prior to admission. It is important that the child has some stability, and very often the school will provide this.

Transport may be needed, and the educational authority will provide this wherever possible.

The majority of the children accommodated at the home have special educational needs, not necessarily because of learning disabilities, but could be because of behavioural problems, which cannot be accommodated in main stream education. The homes staff liaises frequently with the schools and are involved in core group meetings with the teacher and child to discuss behavioural problems.

The staff also assists the children with homework, especially those children with learning

disabilities. There is also support for the young people by attending open days, school plays and sports days. They encourage parents to support these events wherever possible.

All young people accommodated within the home have access to the home's computer, access to the Internet (for which each person is required to have a parental/guardian consent form signed by such before access to the Internet is authorised), printing facilities, photocopier and additional typical stationary requirements.

Staff also works very closely with schools or colleges that the young people attend and support any special educational needs that they may have as well as attending and contributing to PEP meetings.

4. ENJOYMENT AND ACHIEVEMENT

The home shall emphasise the need for all children to enjoy their experiences whilst at the home. The home actively endeavours to involve the young people in external positive activities at the home and in the local community.

In order to help achieve positive outcomes, the home works very closely with parents and anyone associated with the care of the children such as Social Workers, Psychiatrists, CAMHS and other health care professionals. This multi-disciplinary approach will help to ensure that the child's needs are fully assessed and arrangements put into place to meet these needs.

At Sawadi house we think that it is important that the young person's interests and hobbies are developed. We ensure that they have access to a wide range of activities and support and facilitate the choices they make. In regards to achievements this is celebrated and when a young person has done well or even achieved something that they were not expected to, then the certificate etc is placed on our achievement wall and a voucher is usually given. This is done to promote positive outcomes when they do well and is hoped can encourage the other young people to do well also.

Children are able to pursue their particular interests, develop confidence in their skills and are supported and encouraged by staff to engage in leisure activities.

Membership to the local Leisure and Sports Complex, is financed by the company. The nearest one to Sawadi House is:

**Newham Leisure Centre.
281, Prince Regent Lane
Plaistow
E13 8SD**

Group activities are organised on a regular basis, in addition specific activities undertaken by individual young people either alone, or in the company of key workers or other care staff on duty.

Hobbies and interests are encouraged and supported both within the home, and externally within the wider community. Leisure interests and areas in which a young person has talents or abilities are considered within the young person's management plan, and where applicable at care planning meetings and reviews. Consideration is given as to how they will be encouraged and financially supported.

The home provides for a proper balance between free and controlled time in the

structure of the day. Activities reflect the choices of the young people and are allowed to do nothing in particular if they so wish.

Through the process of holding regular young people's meetings, young people are encouraged to meet with staff, individually or in groups, to discuss the general running of the house, to plan activities and make their views heard. Minutes of meetings held are recorded by the young people and can be used as a reference aid when agreeing further activities etc...

The young people have access to and the choice in the selection of newspapers, books and magazines subject to their suitability.

5. HEALTH

Keeping healthy is obviously important. Key workers are responsible for monitoring the general health of each young person throughout their residence. If necessary and with the consent of the young person, a medical examination can be arranged soon after admission. Such an examination will assist in the physical and emotional health needs assessment of the young person and the appropriate action taken to secure the medical, dental and other relevant health needs identified as a result of such assessment. It will also be the key worker's responsibility to ensure that the young person has had their LAC medical.

Young people are provided with guidance, advice and support on health and personal care issues appropriate to the needs and wishes of each young person.

Key workers will liaise with relevant professionals to ensure that an effective clear written health care plan is included in the young person's placement plan.

The health care plan will detail the following:

- 1 Name, address and phone number of the young person's family GP
- 2 Name, address and phone number of temporary GP registered throughout their placement at the home
- 3 Details of known medical history
- 4 Any specific medical or other health interventions which may be required
- 5 Any necessary prevention measures
- 6 Allergies or known adverse reactions to medication
- 7 Dental health needs
- 8 Records of developmental checks
- 9 Specific treatment therapies or remedial programmes needed in relation to physical, emotional or mental health
- 10 Health monitoring to be completed by staff
- 11 Detail the involvement of a young person's parents or significant others in health issues

A written record will be kept of all significant illnesses, accidents or injuries to the young person during their placement at the home.

The Homes manager will ensure that the key worker is responsible for maintaining health records etc. and that they receive the appropriate training and on-going guidance required in order to fulfil the regulatory requirements.

6. POSITIVE RELATIONSHIPS

Arrangements for promoting contact between young people, their families and friends

Unless otherwise prevented from doing so, by way of any Children's Act 1989 Section 8 Orders, all young people will be actively encouraged to maintain contact with family, friends, significant others, etc...

Pens, paper, envelopes and stamps are freely available as well as the use of the home phone. If the young person needs to speak in private, then staff will make this happen by securing any confidential information in the office and allowing them to have their conversation in there in private. Through reasonable notice, so as not to interfere with the smooth and efficient running of the home, space can be set aside for reasons of privacy, etc., for when young people wish to invite any person for social visits, tea, recreation, homework sessions, etc...

CARE Ltd. when appropriate also provides supervised contact, which can take place away from the home and in the appropriate circumstances in the young person's home.

So to protect the vulnerability of our young people, there may be occasions when a visit is deferred, or halted, until certain checks have been made on such visitors who are not known to the staff. Ref; see Welcome Pack, House Rules.

As well as making sure that the young person maintains these positive relationships it is important that the young person is helped to develop, benefit from and maintain relationships that are based on understanding what behaviours are acceptable as well as teaching them about mutual trust and respect. At the home, it is expected that the standards of behaviour are high and that positive behaviour is recognized and rewarded. We have a positive reward system in place that recognises and acknowledges when the behaviour has been positive but it also highlights areas of behaviour that may need improvement.

It is important that the young people have positive relationships with each other whilst placed at Sawadi House and along with our policy on countering bullying, staff are able to recognise if bullying is taking place at the home as well as been aware of cyber-bullying. If any signs of bullying are seen, then there are procedures in place to deal with it.

7. PROTECTION OF CHILDREN

The Children's Homes Regulations 2015 prohibits the use of corporal punishment in a children's home. In this context, 'corporal punishment' includes any intentional application of physical force, used as a punishment. The same regulations prohibit punishment by restricting visits by a child to a parent, relatives, friends etc. These regulations do not however, prohibit the use of restraint or restriction on movement where this is immediately necessary to prevent the risk of injury to any person or serious damage to property. Staff receives the necessary training in the use of restraint and physical intervention. This training includes breakaway techniques and de-escalation methods. These techniques will be looked at and discussed during some supervisions as to monitor and assess the staff competency in regards to restraint.

We believe in the principle of reinforcement and use reward, praise and recognition to promote positive behaviour.

In order to achieve good order, the home has an established framework of general routines. Individual boundaries of behaviour are well defined. We have realistic expectations of behaviour and use consistent methods of control. Individual behaviour management plans will be written (if necessary) and agreed by parents, social workers and other professionals

associated with child's care as appropriate.

In so far as can be reasonably expected young people, are routinely involved in decision making about their care. Regular house meetings take place, keywork sessions and one-to-one discussions to help ensure open healthy communication exists between the children and the staff.

CCTV cameras have been installed operating only outside for the protection of the young people within the unit and also in the office to support staff.

Sawadi House respects the right to privacy of all the young people in their care and there are no cameras operating in any of the children's bedrooms or communal areas.

Children are monitored through the active supervision of the children by the staff. All staff are expected to be aware of the whereabouts of all of the young people at all times.

A location assessment is also carried out to make sure that the home is suitably located which ensures that the young people are effectively safeguarded. The assessment also identifies any risks and where necessary strategies are put in place to manage these.

8. LEADERSHIP AND MANAGEMENT

- **Name and address of registered provider**

CHILDREN ASSISTED IN A REAL ENVIRONMENT LTD.

Sawadi House,
323 Prince Regent Lane
Newham
London E16 3JL
02070553753

Director: Linda Blakely
Company Reg. No. 4958658

- **Qualifications and experience of management**

Qualifications of Registered Manager &
Registered Responsible Person

Linda Blakely – Proprietor

- NVQ3
- Child Protection
- First Aid
- Safe Handling of Medication
- Health & Safety
- ASD

Natasha Robinson –Registered Manager

Natasha has many years' experience working in a residential setting with young people with challenging behaviours and in school settings doing one to one work and family support. Natasha has been with CARE LTD for over 2 years working with emotional and behavioural difficulties as well as young people with mental health issues. She also has experience effectively managing the staff and home and since she has been manager the Ofsted inspections have gone from satisfactory to Good. She has a Social Work degree and has completed the Health and Social Care QCF Diploma Level 5 CYP Residential Management and is awaiting results.

- Social Work Degree
- NVQ 5 Leadership & Management
- NVQ 3 Health & Social Care; Children & Young People
- Management & Staff Supervision
- NCFE Level 2 Safeguarding Children & Young People
- Fire Safety Training
- Medication administration
- Health & Safety
- Challenging Behaviour
- Risk Assessment Training
- NCFE Level 2 Equality & Diversity
- Professional Boundaries/ Safe Working Practices
- Mental Health Awareness
- Restrictive Physical Intervention Techniques
- Personal and Team Responsiveness
- Dealing with Aggression
- Infection Control
- Basic First Aid
- Food and Hygiene
- Food and Nutrition
- Managing Challenging Behaviour-Children with Autism
- An Introduction to 5P Approach – level 1
- Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities
- Child Protection

Craig Wallace – Deputy Manager

Craig has vast experience of working in a residential setting as well as part of a front line crisis intervention team working with families and young people who are close to a Care episode or on the verge of a custodial sentence.

- NVQ 3 Health & Social care – Children & Young People
- NVQ 3 Promoting Independence.
- Social Pedagogy Personal & Professional Development Course
- BRIEF Solution Focussed Therapy (18-day sessions)
- BRIEF Pathways to Solution with Children & Adolescents (Matthew Selekman)
- Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities
- City & Guilds – Level 2 in understanding positive communication.
- City & Guilds – Level 2 in Management of Epilepsy
- City & Guilds – Level 2 Safe Practitioner
- City & Guilds – Level 2 Learning Disabilities
- City & Guilds – Level 2 Management of Medication

- City & Guilds – Level 2 Understanding Abuse
- SCAPE (Safe care and protection in Essex)
- Physical Intervention of Young People with Autism
- Relationship Support & Early Intervention
- Diversity & Equality
- Anti-Fraud & Corruption
- Medication Administration
- SET Child Protection & Safeguarding.
- Food & Nutrition
- Basic First Aid
- CEOP (Child Exploitation Online Protection)
- VERP (Video Enhanced Reflective Practice)
- Safer Recruitment & Safeguarding
- Supporting the Education of Children looked after
- Manual Handling
- Managing Others Through Change
- Data Protection Awareness
- Positive Management of Challenging Behaviour

Ricky Phelan – Compliance Manager

QCF Level 5 in Leadership and Management (Jan 2015)

London Borough Tower Hamlets Level 1 & Level 2 in British Sign Language (2012)

London Borough Tower Hamlets Level 1 in British Sign Language (2009)

London Borough Tower Hamlets OCR Level 3 NVQ in Health and Social Care (2015)

Springboard College, Hackney OCR Level 1 for IT Users (New CLAIT)

Alex Turner – Independent Visitor

- Foundation degree in youth justice
- Professional certificate in effective practice
- National diploma in Sports Science
- Community Sports leadership
- NVQ level 3 Diploma in Youth and community studies
- Social work degree
- Advanced Diploma in Person Centred Counselling
- Certificate in Person Centred Art Therapy skills
- NVQ Health and Social care
- Health and safety
- Anger Management
- Dealing with challenging behaviour
- Food Hygiene

Training courses are identified through the staff supervision and appraisal systems in operation at the home. In service training is provided on a regular basis. Staff also has access to external training courses. Training that will be available to all staff at Robinson includes:

- Child Protection
- Fire Training

- Health and Safety
- Basic Food hygiene
- First aid training
- Safe handling of medication
- Challenging behaviour
- ASD Training

CARE Ltd. inducts all new employees as required by The Children's Homes Regulations 2015. The company supports all employees through a comprehensive induction package including supervision and staff training.

Employees are professionally qualified and have experience as residential support workers. All support staff employed must have an NVQ 3 in Children and Young People, Youth and Community studies or Health and Social Care.

Qualifications of staff

- **Junior Abebrese** – NVQ 3 Health & Social care (children & young people), Child protection & Safeguarding of young people, Medication Administration, Fire Training, Food Hygiene, Autism Awareness, Barnardo's fatherhood training, Emergency First Aid.
- **Lonnie Robinson** – Foundation Degree in Youth Justice, Professional & Effective Practice, Diploma in Sports Science & Community Sports Leadership.
- **Murlinea Small** – NVQ 3 (children & young people), Safeguarding & Child Protection Procedures, Emergency First Aid, Medication Administration, Managing Challenging Behaviour, Food Safety (Level 2), Physical Intervention, BTEC in Caring Services, Care Planning & Risk Assessment, Partnership working & Effective Communication.
- **Rose Eboh** – NVQ 3 (children & young people) Child Protection & Safeguarding Young People, 5p Approach, Managing Challenging Behaviour, Health & Safety, Food Hygiene, Autism Awareness, Medication Administration, City & Guilds Level 2 and 3 in Health & Social Care, First Aid.
- **Douglas Rowe** – Child Protection & Safeguarding, Health & Safety, Food Hygiene, Safe Restraint, Fire Training, NVQ 3 (children & young people)
- **Farida Hussein** – First aid, health & safety training, medication training, food & Hygiene, NVQ level 2 health & social care, Diploma NVQ level 3 health & social care, BS hon health & social care.
- All staff have been and will continue to complete a wide range of eLearning modules, some examples of these are –
 - Managing risk & minimising restraint.
 - Medication management.
 - Mental capacity act and deprivation of liberty.
 - Dignity, privacy and respect.
 - Drug and alcohol awareness.

Radicalisation.
Care planning and record keeping.

All Residential Support workers, waking night staff and Bank staff have a range of qualifications at Sawadi House, they also have a range of qualifications, experience and training.

Staff must also have experience in working with young people who may have challenging behaviours.

- **Staff supervision, training and development**

Staffing Matters

CARE Ltd. is committed to the following principles and standards of professional supervision.

Caring for children in a residential setting can be a demanding and isolating experience. Support is provided to address this in the form of written documents (company policies and procedures) Staff supervision sessions, staff team meetings and training and external consultation.

All staff receives individual supervision from their manager including non-care staff. Supervision should be on a one to one basis, in private and free from interruption where possible. The venue in which the supervision is being held must also allow for confidentiality.

Each supervision session will have the following agenda points to be discussed:

- 1 Health and safety in the work place/ risk assessment
- 2 Reflect on practise using internal recording documents
- 3 Methods of intervention with children
- 4 Personal boundaries with children
- 5 Direct practical guidance
- 6 Professional development
- 7 Management of feelings evoked by working with young people
- 8 Identify training needs and courses available

FREQUENCY & FORMAT OF SESSIONS

Individual supervision should be every four weeks except for new team members who will be supervised every two weeks for the first three months.

Team meetings are also held every four weeks, which provides for group supervision. Training is held as detailed in the training policy and an internal training programme is in place to specify needs are being met.

The line manager is responsible for recording the outcomes of supervision sessions. Any confidential issues not concerning work practise and development are to be stored separately and marked confidential.

There will always be at least 2 staff on duty during the day shifts. There will always be one waking night and a sleep-in staff during the night.

There is a room provided for the overnight sleep-in staff and waking night staff are based in the office.

Day staff are managed by the Unit Manager.

Night staff are supported by the Manager who is contactable 24 hours a day. The Manager also visits the unit on an ad-hoc basis during the night.

- **ORGANISATIONAL STRUCTURE**

Linda Blakely - Proprietor
Natasha Robinson - Manager
Alex Turner - Independent Regulation 44 Inspector
Craig Wallace – Deputy Manager
Ricky Phelan – Compliance Manager
Junior Abebrese – RSW
Lonnie Robinson – RSW
Murlinea Small - RSW
Rose Eboh - RSW & Waking Night Staff
Douglas Rowe -Waking Night Staff
Farida Hussein – RSW
Ebenezer Teferi – Bank staff
Cherise Teape – Bank staff

The Organisational staffing structure is as listed. However, should any staff member wish to bypass immediate seniors, then all staff are welcome to speak to managers or the proprietor discreetly and confidentially.

CARE Ltd. will also employ a pool of bank staff to cover shifts as and when required covering staff sickness, holidays and training sessions. The staffing rota requires one sleep-in staff and waking-night staff as well as 2 staff on duty during the day. The manager is also available during the day and along with the director provides a call-out system.

There is a balanced staff team at Sawadi House where most of the staff team have been with the company for 5 years or more. This creates consistency of care in the home and because of the commitment of the staff, agency staff is never used.

9. CARE PLANNING

We provide care and accommodation for children and young people of either gender, who have complex needs who may display challenging behaviours or who may present with some mental health issues

We provide experienced, competent and well trained staff who work closely with the young people in providing support and guidance.

We operate a keyworker system and comprehensive risk assessments and placement plans are put into place. We also provide accurate and updated information on the young peoples' behaviour and development by completing monthly progress reports and sending a copy to the young person's social worker.

We have a comprehensive life skill programme which the young person will start in conjunction with their Pathway plan and prepare them for leaving care. There are also weekly workshops for the young people which cover a range of various social and moral issues.

We provide a service whereby children and young people are given the, opportunity to be

involved in the decision making processes, such as the decor of the home, menus, activities etc. through the residents' meetings and one to one sessions and key work sessions.

We have excellent links with external agencies involved with the young persons' care and provide one to one support as necessary.

We also support the young people with preparing for independence and support the social worker with their pathway plans. We teach life skills and have workshops that range from CV writing, opening bank account to learning how to change a plug and prepare a meal. At Sawadi House we feel that it is important to prepare the young people for independence for when they leave the home to go on and live either semi independently or dependently.

10. FIRE PRECAUTIONS AND ASSOCIATED PROCEDURES

A high priority is given to these potentially life-saving procedures. Through staff induction, and a child's admission programme, procedures to be followed in the event of fire drills, or other reasons for evacuating the home will be explained.

The home has a designated fire marshal who will monitor the fire regulations criteria, and fulfil such duties accorded of them, on a monthly basis, i.e. testing of all alarms, fire extinguishers, smoke detectors, emergency lighting, fire drills and that staff training requirements are all adhered to, etc....

CARE Ltd. is a home in which our young people reside, however it is also a place of work and the obvious health and safety requirements must be in force.

A register of fire inspections is to be available on the premises at all times.

11. ADMISSIONS AND DISCHARGE

- **Admissions criteria**

The unit is registered to accommodate young people of mixed gender between the ages of 11 to 18 on admission.

On receiving a referral, the Homes manager will decide whether or not we will be able to offer the young person a placement, and whether we are able to meet the identified needs of that young person. A record of referrals must be detailed and agreements recorded on the same referral record. A decision will then be made as to what date the young person can be accommodated. The date of the admission takes into account the needs of the young person, the level of staff required and any additional staff training, briefing, care planning, risk assessment, external services, educational needs and property requirements. In addition, the decision will take in to account any strategic plans in place within the service.

When a date for admission has been agreed the following steps should be taken as soon as possible in order to minimise any level of disruption for the young people and maximise a successful placement:

1. Meet with social worker
2. Receipt of LAC documentation
3. Receipt of educational reports/statements

4. Receipt of psychological/psychiatric reports
5. Meet with young people
6. Arrange overnight stay for young person's introduction
7. Meet with parents, previous carers etc....
8. Appoint the Y.P.'s key worker
9. Arrange a pre-placement residential social worker team meeting
10. Discuss and compile the care management plan
11. Decide on educational services to be delivered
12. Inform local social services office
13. Arrange formal handover of young person's care
14. Prepare for comprehensive admission & welcome

The responsibility for the above tasks remains with the Homes manager who may then delegate such to a Deputy Manager or senior residential social worker to implement.

- **Emergency placements**

Should an un-planned placement be required all of the above tasks should be put in place as soon as it is practically possible within 72 hours.

Until specified tasks can be fulfilled, the following should be used in order to safely care for the young person:

- 1 Referral form to be used as a basis for temporary care plan – details need to be met and agreed
- 2 Telephone decision with social worker and EDT officer
- 3 Telephone discussion with previous carers if appropriate
- 4 Supervision of staff to discuss management of young person
- 5 Social services to email LAC documents and risk assessments ASAP
- 6 Liaise with YOT office to access any offending behaviour recorded, or risks identified to self, the community or others. Record any changes or court hearings pending for the attention of the designated key worker. The front of the personal file should state emergency admission.

The admission of all young people to our care should at all times be as planned and detailed as practically possible. Statutory case review regulations will be adhered to at all times. In the case of an emergency placement, a review of the placement must be held within the regulatory 72 hours ruling to consider the young person's needs to be met, the appropriateness of the placement, or whether it is in that young person's best interest to move to a different and more appropriate placement.

The Homes manager will be responsible for the review of any additions made to the Home-staffing ratio, in order to effectively accommodate the young person under any emergency situations. The referral record must detail the emergency management strategy.

- **Reception of children and guidance**

The above guidance if followed correctly should ensure that all young people who are received in to our care have been welcomed warmly and all necessary documentation processed accordingly.

Additionally, the following steps should be taken to ensure that the admission of young people

is sensitised:

- 1 Working in partnership with young people to identify their own needs
- 2 Encouraging the young person to keep in contact with previous carers, family and friends etc...
- 3 Encourage the young person to take ownership of the placement i.e. decorate their own bedrooms and choose furnishing and ornaments
- 4 Inform the young person of the leisure and recreational facilities available to them
- 5 Encourage the young person to express their views
- 6 Supply the young person with a 'welcome pack', in which should be included a (reader friendly) leaflet, explaining the complaints procedure

Ensure the young person is aware of their rights during their residence

12. YOUNG PEOPLE MISSING FROM THE HOME/MISSING FROM CARE

Should a young person be absent from the home – then the following procedures would come in to operation: (THE HOME HAS A 'MISSING CHILD POLICY')

The police would be informed if the young person has not returned by their curfew time, as would the child's social worker, or if out of hours, the placing authority's EDT.

If you can speak to and maintain contact with the young person, and after agreement with the social worker and local police then this can be reported as an unauthorised absence and not a missing person. Unauthorised absence is when a young person sometimes stays out longer than agreed, either on purpose, accidentally or may even be testing boundaries. In regards to reporting a young person missing from Care this will be when the young person's location or reason for absence is unknown. There could also be cause for concern if the young person is vulnerable or there is a potential danger to the public. A young person that falls into this category MUST be reported to the police.

The wellbeing of the young person would be of great concern to the staff and the child's peers.

The parents, where possible, would be contacted and informed of the child's absence. (A parent with parental responsibility).

All known addresses where the individual might attempt to go, would be given to the police to assist them in the detection and subsequent safe return of the service user to the home. Should the young person be found in the night and taken to the police station, the police would contact the home and arrangements would be made, through the duty social worker, to return the young person to the home. Once the child has returned a return to care interview would be conducted by their social worker.

13. ARRANGEMENTS FOR REVIEW OF PLACEMENT

All young people under the age of 18 years under the 'Children's Act 1989 and The Children's Homes Regulations 2015 are all 'Looked after Children and are required to have a statutory review.

CARE Limited contributes effectively to the young person's review; it recognises that it has a legal responsibility to ensure implementation. CARE Ltd. is committed to the needs and

development of the young person and reviewed regularly.

The Manager and staff should ensure that the young person participates in their review process, their opinions should be sought and they should be encouraged to make notes for discussion prior to the review, during and after the meeting.

The Manager or key worker as far as feasible, should ensure the young person be included at the review, assist him/her to contribute their wishes and feelings, to act as an advocate in line with the young person's wishes.

Reviews are held to see how the young person is 'getting on' and to help plan for their future, the following areas to be discussed at reviews are.

- Health
- Education/Employment
- Welfare and Development
- Behaviour and Interests
- Relationship with other people
- Relationships with family/peers
- Needs relating to racial origin religion cultural and linguistic backgrounds

The placing authority should contact the registered person agreeing a date and time for such reviews, however it may be necessary for the registered person to contact the placing authority requesting emergency or statutory reviews as and when necessary

Members of staff and the young person's key worker effectively contribute on the progress or difficulties of the young person, where possible the young person key worker should attend such reviews, providing any information sought by the placing authority.

The result of all statutory reviews is recorded on the young person file and individuals responsible for pursuing such action is identified.

The young person should be given written copies of all reviews, they should be assisted if necessary in understanding them, and reviews should be translated or communicated in a form best suited to the individual.

14. COMPLAINTS PROCEDURE

The young people have access to a step-by-step guide on how to make a complaint and a copy will be in the Young Person's Guide.

Should any service user have any complaint about a member of staff, or if they are unhappy about anything in the home, then that person has the right to complain. The organisation has a complaints procedure which the young people are made aware of.

STAGE 1

All minor complaints are recorded in a complaints book. These minor grievances can usually be resolved satisfactorily through discussion with the child and the person to whom the young person has complained.

STAGE 2

If the complaint is of a more serious nature, the young person can make a formal complaint, in writing, directly to the Manager. Should the child have difficulty in writing a letter of complaint, they would be given help from a person of their choosing (a member of staff, a relative or a friend).

If necessary, the staff member would be suspended in the best interest of the young person.

The young person's complaint shall be dealt with quickly, fairly and confidentially. The investigation will be dealt with impartially by a person/persons not directly involved with the complaint. The result of the complaint will be sent to the young person in writing.

Furthermore, all young people have access to an independent advocate through the Newham Advocacy Services.

All young people are also given the details of the home's regulator:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

Email: enquires@ofsted.gov.uk