

Statement of Purpose

Potterspury Lodge School

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Potterspury Lodge School

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Northamptonshire

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1. Organisational Overview

The Cambian Group is one of the largest providers of specialist behavioural services in the UK. We care for both adults and children including those with challenging behaviours and complex needs. We offer specialist education, residential, mental health and fostering services, ensuring that each person in our care achieves their personal best. At Cambian Group we provide tailored care programmes, therapeutic environments and highly dedicated and experienced staff members to empower individuals to progress towards a better life and prepare them for independent living. We provide services for more than 2,400 individuals in 286 services. We work with over 140 public authorities and employ more than 6,000 people.

Our children's services aim to meet the needs of children across the continuum of care. We provide a range of specialist service that support this ambition providing where possible every child the care, therapy and learning they need to ensure they achieve their personal best. We focus on delivering clear outcome for each person in our services.

2. Quality and Purpose of Care

2.1 Position Statement

Potterspurry Lodge is a Home within Cambian Group and is committed to providing the best possible therapeutic care and education on site packages for young people. Potterspurry Lodge is registered by Ofsted to provide residential care for up to 26 young people aged between 8 and 18 years of either gender and with ASD and associated diagnosis.

Potterspurry Lodge has a staff team who are qualified in many different areas thus ensuring that all complex needs are catered for. The home continues to develop in learning to ensure

the up-skill of all staff is fully undertaken and the Manager of the home monitors progression to ensure that the upmost care is given to young people. The home can accommodate up to 26 young people of both Genders. Given the wide age range of young people to be looked after within the service and the complexity of their needs we would always take into account the 'mix' of young people in each establishment to ensure that their ages, gender and level of need are compatible and there is no conflict of interest in terms of each individual young person's needs met. Where possible before admitting a new young person there is a robust assessment process in place that assesses and manages the impact that all placements will have on the other young people and the community and staff. The home currently does not accept emergency referrals. There will be a 3 month placement review for all young people.

The staff reflects the culturally and ethnically diverse of the local community and provides care and support to young people who may have experienced abuse, neglect and exclusion in the past in a flexible and relaxed fashion. The staff at Potterspury Lodge will recognise the needs that many young people have to regain control of their lives and their behaviour and provides the necessary structure and boundaries to enable them to do so.

2.2 Ethos of the Home (Progressing Outcomes)

This home is part of The Cambian Group. As a company we provide a range of therapeutic, residential, fostering and special educational needs services across the country. The company has a therapeutic approach to care and every young person is supported in this way. We work to ensure that looked after children are provided with the help, care and support needed for them to thrive. All of the homes in the company are banded in terms of the level of therapeutic support they can provide to young people. The higher the young person's needs the higher the banding of home they will be placed in. The placement is flexible in that young people have the opportunity to move to a lower banded home where their needs change.

Our mission is to ensure that every young person is safe and free from harm. Potterspury Lodge Believe That

"Together we can achieve more".

We provide outstanding individualised care to young people from a range of cultures, ethnicities, and varying social, emotional or behavioural difficulties. We aim to make certain that at the time young people leave for independence: they are knowledgeable and proficient in how to provide for, care for, and support themselves and that they are emotionally resilient enough to cope with life's unexpected difficulties.

Cambian's values are

- Quality
- Responsibility & Opportunity
- Stickability
- Humility

Our aim is to provide outstanding individualised care packages to each young person that we support in homely atmosphere where staff genuinely care for the young people we support. Within the initial first month of placement each young person will have in place a comprehensive, holistic and bespoke placement plan that staff, young people, families and professionals have all contributed towards.

Our staff members continue to build on the relationships made with the young person and the placement plan is adapted in accordance with how the young person develops and changes over time, and the local authority care plan. We place great importance on the in house services provided by the company and in the local community and ensure that all young people have access to them whilst in our care.

Cambian Group Vision is *to Inspire Lives and develops individuals, families and communities.*

Our vision

Our vision is to become the highest quality provider of specialist behavioural health services in the UK.

Our belief

Everyone has a personal best

Everyone can find something to aim for

Everyone can achieve something special

And everyone should have the opportunity to strive for it.

Everyone

No matter what their situation

No matter what specific challenges they might be facing

We will actively enable the people in our care to achieve their personal best.

For everyone at Cambian, that is a personal commitment.

We believe in a humanistic approach to looking after young people rooted in 'homely' values and belief that every young person has an absolute right to be treated with dignity and respect. We believe that looked after children should be offered the same choices, chances and opportunities as other children and that we should work together with them and others involved in their care and welfare to diminish as far as possible the impact of their past experiences of abuse, neglect, exploitation and exclusion. We will provide a homely environment for children and young people which is pleasant and comfortable and in which they can feel welcome and accepted.

The staff team sound knowledge and understanding that children with behavioural, emotional and social difficulties respond best to calm, orderly and consistent care routines and will ensure that these are established and maintained. All staff will receive appropriate training and support to ensure that they are in touch with the needs of the children and young people we care for and have the necessary skills to meet those needs.

The views of young people are regularly sought through consultation and reflective sessions to continue to develop the home and its look and feel. We believe that young people's involvement in their home and how it looks assists them to feel settled and encourages positive attachment. We believe that children and young people should be listened to and their voices heard.

Children and young people should be made aware of their right to comment or complain about their experience of being looked after and have a right to support and advocacy to ensure that their concerns are properly addressed. We believe it is important to listen to families and involve them as much as possible in the decision making about children and young people. We believe that every child and young person is unique and is entitled to safe, warm, consistent, stable and nurturing care.

We will work proactively in partnership with those with parental responsibility and others, and children and young people themselves to develop plans which ensure that each child's individual needs are properly identified and met. Although the staff at Potterspurty Lodge will work together with all agencies relating to each young person, they too believe that these agencies including that of the local Authorities should be challenged if it is felt they are not acting within the best interests of the child (Children's Home regulations 2015 Reg 5). We believe that to create a friendly, relaxed and supportive environment which values the ethos of mutual respect and responsibility, equipped with adequate communal and private living space is the foundation upon which our quality service is built.

2.3 Description of Accommodation

Potterspurty Lodge is part of a group of Homes within Cambian Group and is committed to providing the best possible therapeutic care and education packages for young people. Potterspurty Lodge is registered by Ofsted to provide residential care to young people aged between 8 and 18 years of either gender and with ASD and associated diagnosis. Potterspurty Lodge can also offer a wraparound care experience to young people from a range of culturally and ethnically diverse backgrounds and will support them to enable them to reach their full potential including support to gain confidence and independence before leaving care. In addition to the care services provided within the home, the company also offers education at the regions school. Clinical support is also available to all of the homes where needed. Cambian work on a consultation model, whereby clinicians regularly consult, train and guide staff on how best to support the young people. In the wider local community the home works with local services to support the young person's further needs.

Potterspurty Lodge has 26 young people's bedrooms split across 4 houses. Each young person's bedroom has either an en-suite, or a bathroom shared between two.

Hawthorne:

Floor 1 – 2 bedrooms – shared bathroom.

Floor 2 – 4 bedrooms, 2 en-suite, two shared bathroom.

Maple:

Floor 1 – 2 bedrooms – 1 en-suite, one bathroom

Floor 2 – 2 bedrooms – 1 en-suite, one bathroom

Oakmore:

Floor 1 – 4 bedrooms, 2 en-suite, 2 shared bathroom

Floor 2 – 4 bedrooms – 2 en-suite, 2 shared bathroom

Floor 3 – 2 bedrooms, shared bathroom

Lodge:

One floor – 6 bedrooms – 4 ensuite, 2 shared bathroom

On each floor in all houses there is a shared lounge, dining room and kitchen. In each house there is a staff office.

There is an encouragement that young people will personalise their own bedrooms to suit their individual taste and that the bedrooms are clean and homely for their admission but they will chose any themes which they wish to include in their room and in the home environment in general. All bedrooms are equipped with Bed, bedside table, comfy chair,

wardrobe facilities and a desk.

Potterspurty Lodge may at times have pets in the home. Dependent upon the young person it may be allowed that a young person can have a pet they may look after as their own, this will be agreed with all parties and risk assessments and contracts put in place to support the young person. The young people will be encouraged to experience the benefits of taking care of and supporting an animal within the home. Developing positive feelings about pets can contribute to the young person's self-esteem and self-confidence. Positive relationships with the pets will be promoted within the home in order to aid in the development of trusting relationships with others. A good relationship with the pets will also help in developing non-verbal communication, compassion, and empathy.

2.4 Location of the home

Potterspurty Lodge is located in Northamptonshire. Within the local area there are a range of cultural and recreational facilities including parks, libraries, and sports facilities, religious and cultural centres. Within easy reach there is access to a wide range of educational and entertainment facilities including cinema, museums, theatres, as well opportunities to support local football teams.

Potterspurty Lodge consists of a main Lodge building with 3 annexes. It is situated in large country grounds with a fishing lake and Orchard. Facilities on site include a sports hall, ICT room and other classrooms that can be used by young people, a sports field set up for football and a horticulture area where young people are encouraged to have an area of ground to grow food.

Within the local area there are many services available across a lot of areas for young people. The specialised organisations provide a number of services such as Sports Centre, library, the connexions post 16 education and work placements agency, skills solutions post 16 education placement, Barnados, Safe in the City, CAN (drugs and alcohol) agency, (LGBT) Lesbian, Gay youth support, YOT. All these services work together to offer a great range of services for young people. Young people also have access to Brooks an organisation which provides support and advice to young people on sexual health.

Potterspurty Lodge has a detailed Homes location risk assessments (Children's Home regulations 2015 Reg 46) , this take into consideration views from the local police, MFH officers and safeguarding boards. As part of the location risk assessments we assess the suitability of the home environment, locations, social setting, education, locality crime rates and local health services.

Northamptonshire also has a number of local operations in place to protect young people who are at risk. This includes drop ins with our local bobby and they local police run a football team for you to get involved in. We also have Serenity Northamptonshire - Sexual Assault Team, Voice Advocacy for Children Helpline, Pace's women involved in prostitution. The police also have two missing person co-ordinators.

2.5 Arrangements for supporting cultural, linguistic and the religious needs of children

Opportunities exist for young people to attend religious ceremonies in accordance with their belief and wishes. The staff team are sensitive to the spiritual needs of young people placed and key workers will endeavor to ensure any needs, religious as well as cultural, racial or linguistic are addressed, as identified in the care plan. Potterspurty Lodge admissions will be prior arranged and where appropriate the young person will be requested to come meet the home and staff team. On the odd occasion there may be a need to admit a young person in an emergency however these will be done only as a last resort and to safeguard children and young people.

As part of the admissions process we will make enquiries about a young person's religious beliefs (if any) and discuss with them and their parents/carers the arrangements which need to be made to enable the young person to follow their religion or receive instruction appropriate to his/her particular persuasion.

We recognise the importance that religion plays in the life of some young people and will provide support to ensure that they are able to continue to practice their religion. We will also ensure that the necessary arrangements are in place to meet a young person's cultural and religious needs (e.g. adjustments to menus, facilitating attendance at religious festivities etc.).

We believe that all religions are equal and no attempt will be made to dissuade or discourage a young person from their beliefs. Equally young people are entitled to have no belief and to be free from any compulsion to observe any religion or attend church of any sort. No matter what their personal beliefs, staff will not seek to influence the young people they care for in relation to the issue or religious observance.

There are a number of churches, mosques, and temples in the area of Northampton a short drive from Potterspurty. There is Mount Pleasant Baptist Church 147-155, Kettering Rd. Church of The Holy Sepulchre St. Sepulchres Church Rooms, 1, Church Lane, Spiritualist Church (SNU) 89, St. Michaels Rd, Northampton, Polish Roman Catholic Club, The Polish Club, Craven St, Siri Guru Singh Sabha (Northampton) 17-17, St. Georges St, Northampton Central Mosque 112-116 Abington Avenue, Duke Street Evangelical Church 8, Duke St. There are also places of worship in Milton Keynes and the local villages.

Young people at the home are offered to attend their place of worship and staff provide transportation for this to happen. The staff at the home or from mixed religious beliefs and provides an acceptance to those of all religions. Staff members talk about the similarities and difference between their religions and this sets an example to young people and reflects the multi faith ethos of the home. Where young people require prayer books, prayer mats, religious artefacts or want to attend classes related to their religion the home will provide budget and transport to support this.

In the past during Ramadan staff have helped young people during fasting and have given wake up calls and prepared food outside the homes normal schedule. The home also provides a cultural monetary allowance that can be used for special religious events. For example the home may buy children Easter eggs at Easter and give each young person a budget to buy their family gifts at Eid and Christmas etc.

2.6 Complaints

We are committed to providing the best care we can for the young people who live at Potterspurry Lodge and we want them to feel safe and well looked after. We believe it is important that young people are able to talk freely about their care and to complain if they are unhappy about anything while living at the home. It is important also that others who have an interest in a young person's welfare - parents, friends, advocates etc. have an opportunity to make comments or complaints about any aspect of the young person's care.

Potterspurry Lodge has a Complaints Policy which is provided to each young person on their arrival and which the key worker explains at an early stage of their stay. It is also available in a form which can be understood by the young person.

The complaints information is kept in the dining where the young people have access to. The leaflet are postage paid to send to Tom Burford. The file also contains information how the young people can complain to Cambian head office or straight to OFSTED.

We have a positive attitude to complaints and see them as an opportunity to improve the quality of care we provide for young people. All complaints, whether major or minor are taken seriously and responded to in a timely fashion in line with our policy. The young people at Potterspurry Lodge are encouraged to be able to speak to their Keyworkers in the first instance about any concerns and then approach the homes manager if they still remain unhappy. We also have a grumbles system for things that don't quite qualify as a complaint (requested by the young people)

In creating a positive care environment which has a pro-active approach to complaints we will:

- Help young people to make complaints and criticisms in an acceptable manner.
- Make it possible to deal with the majority of issues raised, on a day to day basis within the home.
- Give opportunity for complaints to be raised about matters outside of the care setting e.g. school or family.
- Make sure young people are aware they have rights. Staff will revisit issues and procedures with young people in young people's meetings and in one to one sessions.
- Help young people to raise complaints about difficult issues and matters that might have appeared right to them within the context of their experiences, but which are generally not acceptable in society.
- Reduce the number of complaints that need to be dealt with formally.

Young people may have access to an advocate or supporter if they choose and they are informed of their right to access the placing authority's complaints procedure and to contact OFSTED if they wish. They are also informed of the option to speak to the Regulation 44 visitor, and we have an Independent Visitor who young people are encouraged to speak to and are provided with the number of Child line and the local police and have access to a private telephone which they can use.

All complaints are recorded and regularly reviewed to ensure proper implementation of the policy and to address any general issues or concerns which emerge.

In the unlikely event that complaints are received they are dealt with immediately and in line with statutory requirements and company policy. The correct people are notified and the party making the complaint are kept informed throughout the investigation from the start straight through to the outcome. Documentation is completed from when the complaint is received and any complaints made are reviewed both internally and externally.

Promoting equal opportunities will be achieved by:

- Providing a family environment giving all young people the opportunity to address the dilemmas and taboos associated with the generational differences they will have experienced in the past.
- Providing culturally specific care and support for young people, which meets their cultural, religious, racial, gender and linguistic needs.

- Empowering young people to have knowledge of, access to, and respect for their community.
- Supporting self-identity by recognising that a young person's ethnicity religion, culture, sexuality and language are crucial to his/her self-image and self-esteem.
- Providing of education, after school activities, group holidays and staffing, our services will ensure positive integration of all community groups whilst respecting and maintaining a functional family setting.
- Recruiting a high ethnic minority staffing reflecting young people's gender and ethnic background to overcome cultural, religious and linguistic barriers and providing on going diversity training to staff to promote and maintain multi-culture

2.6 Access to Child Protection and Behaviour Management Policies

All policies for the home have recently been moved and are now located centrally on the company's internal intranet system named Cambian Point, these policies are also sent out to staff via email when reviewed. Policies are constantly changing and evolving and having the policies located centrally enables updates to happen with ease. Having the policies accessible in this way ensure staff across the company use the most up to date policy and are consistent with their approach. Key policies are discussed with all staff and updates discussed within Team Meetings and staff sign to say they have read and understood them.

The local authority child protection and behaviour management can be found within the home or by accessing the Northamptonshire local authority website on <http://northamptonshirescb.proceduresonline.com/index.htm>

The home has posters around the home informing staff of the steps needing to be taken if there are concerns relating to a child's safety.

Safeguarding

The homes staff members are trained and regularly refreshed in the area of safe guarding and child sexual exploitation. There is a yearly on-line course but also face to face training delivered by the DSP, and we have a safeguarding newsletter that is sent to staff on a termly basis. Each young person is cared for differently in accordance with their needs in terms of safeguarding and CSE. The homes staff work closely with local authorities, and public services to formulate personalised plans to protect each young person. The company has specialist services that the home can call upon in cases where intensive support is required. This can come in the form of the company clinical psychologist who regularly visits the home and can

work with young people and staff in promoting the psychological wellbeing of the young person. In addition to this the company also has a specialist provisions for young people with high CSE concerns that young people can be referred to should they require the extra support.

At the centre of safeguarding within the home is the idea that if young people feel comfortable around the home and have a good relationship with staff they are more likely to listen to a staff member when they are trying to encourage them to stay safe. In addition to this good relationships mean a young person is more likely to open up to the staff member about any situations that worry, upset or scare them.

The home ensures staff are familiar with the company's whistle blowing policy and the home emphasises the ethos that all concerns no matter how small they seem must be reported whether they concerns colleagues or not. The number one priority for the staff member's is the children. A list of who to contact is displayed up in the team office so all staff can easily access the information.

The homes Designated Safeguarding Children's Officer (DSCO) for this home is Leon Brandon and he can be contacted at the home if there are any concerns around the safety of young people, contact number 01908 542912.

The regional officer for the home is Mark Ryder
Managing Director of Specialist Education contact number 07736615943

Northamptonshire currently use interim Designated Officer's. Because these interim DO's can change frequently, it is advisable to contact the office rather than using contact numbers of individual DO's who may not still be working in the county.

DO office number 01604 364031

DOReferral@northamptonshire.gcsx.gov.uk

Missing from home

When young people who have been missing return to Potterspury Lodge they will be welcomed back and informed by staff that they are pleased that they are safe. It is important to understand why young people feel the need to absent themselves without permission and each young person will be interviewed at an appropriate time, either by their placing Social Worker or an independent person (who could be a police officer) or if neither of these is available, by a member of staff. The interview will be properly recorded and the appropriate

people informed. If it emerges that the young person absented his or herself because of victimisation from bullying or abuse the appropriate procedures will be followed.

Where a young person persistently goes missing the issue will be addressed within a planning meeting with all interested parties present and any strategies agreed to deal with the matter incorporated into the Placement Plan through the use of Risk Management Plans.

When completing a young person's missing from Care Risk assessment staff take into consideration a number of Policies. Firstly Northamptonshire police and Northampton County council MFC protocol describes actions that will be undertaken by the police in relation to any child or young person who go missing from a care placement in Northamptonshire. Staff will also combine this with Cambian's MFC Policy and the Local Authority MFC Policy from where the young person is placed.

If a young person has gone missing or has absconded the following initial actions are taken by Potterspury Lodge staff prior to reporting the young person missing

- Make enquires with the other young people and known associates including friends and family of the missing person
- If the young person has not previously been noted as leaving the home, check the building and immediate grounds of the home and other parts of the property where the young person may be hiding
- Search the immediate vicinity of the home providing that a risk assessment indicates that it is safe to do so, drive out or walk depending on location to known addresses, local areas and known hang out points.
- Check out any sources of information that may be helpful in locating the young i.e. other young people or staff in the home or anyone the young person may have been with beforehand
- Call the young person's mobile phone to try to ascertain their whereabouts this must be at regular intervals in line with what has been defined within their individual risk management plan and MFC risk assessment which each young person at Potterspury Lodge has.

If a young person is missing on 3 occasions in 30 days (either individual days or 7 consecutive days), the homes manager will discuss with the young person's social worker and if its is agreed will ask them to convene a strategy meeting to review and agree the control measures contained in the young person's risk management plan.

If a young person is missing on 7 occasions in 30 days (either individual or consecutive days), the homes manager will request that the young person's social worker contact the Independent Reviewing Officer to chair a meeting and further review and agree the control

measures contained in the young person's risk management plan. Risk management plans must be approved/signed off by all stakeholders.

The use of physical interventions should not be used unless there is an immediate risk of significant harm, serious damage to property, as a last resort and if staff are confident that such interventions will work to deescalate the situation and make the young person safe; if this outcome is not likely, they should withdraw and immediately consult their manager or the Police

Bullying

Staff at Potterspurty Lodge recognise the problems which bullying creates for both victim and bully alike and have a zero tolerance attitude to the issue. The home has an Anti-Bullying Policy that is made clear to all new residents in their introduction to Potterspurty Lodge. The policy is designed to discourage bullying and to encourage victims to speak out about it if it occurs. When incidents of bullying are observed or reported action is always taken to ensure the victim is safe and supported and to reinforce with the bully that their behaviour is unacceptable.

Staff at Potterspurty Lodge recognises that bullying is a complex issue and that often the same young person is both a victim and a perpetrator at the same time. They adopt a pragmatic, pro-active, no-blame approach to managing the problem with the intention of helping the bully modify his/her behaviour and recognise that there are more acceptable ways of having his/her needs met than intimidating others.

All incidents of bullying are recorded and a careful check is kept to ensure that young people who are victimised receive the help and protection they need, while those who bully have their unacceptable behaviour appropriately challenged.

The staffs at Potterspurty Lodge have all received training in the recognition and management of bullying and are aware of the home's Anti-Bullying Policy.

Staff encourage young people to speak up about bullying and encourage regular discussion about this whether there are current concerns or not, in order to ensure that young people are aware of the serious way in which this issue is treated and in order to ensure all young people know support is available if there is an issue.

The home has a zero tolerance approach to bullying; this is outlined verbally to the young people when they first arrive at the home and they also receive a copy of the anti-bullying procedure within the homes children's guide. Young people are encouraged by staff to support them to keep the home free from bullying and are encouraged to speak up if they are being bullied or know someone who is. As with safeguarding the staff member's relationships

with the young people is pivotal to this in terms of disclosures of bullying and also the likelihood that both bullies and bullying victims will accept support and help from staff.

Where a bullying incident or claim occurs it is thoroughly documented and investigated by staff. The staff work hard to ensure that a suitable consequence is delivered and the right support is put in place to help the bully and their victim explore why it happened and how to avoid it happening again. In rare cases when bullying continues it is made clear to the bully that the consequence could mean they are moved out of the home.

3. Views, wishes and feelings

3.1 Policy and approach to consulting children about the quality of their care

Within Potterspurry Lodge children's views are regularly sought within the home. There are regular young person's meeting where their views are sought and the manager feeds back to the young people. The manager allows time on each shift for young people to chat openly with her in private whether that is socially or for more important issues.

Within the home young people are expected to participate within the Potterspurry Lodge family. The staff ensure that at meal times everyone sits down to eat together, and young people are encouraged to participate in the homes events and activities. In addition to this the young people are expected to contribute to the home by helping each other and staff to keep the home clean and tidy and looking good. They are asked to take ownership of the home contributing to decoration ideas both in their bedrooms and social spaces.

Written consent is sought by the young people we support to ensure they give permission for any external visitors to inspect and access their care plans and care records as part of the Regulation 44 Visit process.

All young people are given a copy of the home complaints policy and can have access to a telephone to make private phone calls as required. They are encouraged to share any concerns they have within the home either personally or anonymously if they are more comfortable to follow this route.

At Potterspurry Lodge we actively promote the involvement of young people and their families (where appropriate) in the development and running of the home. Not only do we accept the principle of the young person's involvement but it can be seen in practice through a variety of participation and consultation activities within and outside of the home and school environment.

Our role is to assist young people to deal successfully with significant changes and challenges; develop positive relationships and display positive behaviour. With staff members as role models, young people learn to behave towards each other and within the local community in a non-discriminative manner. Young people are encouraged to understand the diversity of cultures and beliefs that exist within the home, local and wider communities.

Objectives

1. Give due consideration to the young person's wishes and feelings, having regard to their understanding in relation to decision making.
2. To ensure full participation of both young person and parents in the decision making process.
3. To encourage full participation in young people's meetings.
4. Hold weekly direct work/ key work sessions with the young person covering areas identified in their individual Placement/Pathway Plans.
5. To take into consideration, and actively provide for religious and cultural differences.
6. Encourage and support young people to identify and follow appropriate activities and interests within the community.
7. To give the young person continuous feedback on his progress. To praise at every opportunity no matter how small the achievement.
8. To ensure that positive encouragement is given at all times, particularly if, and when, the young person is facing difficulties.
9. To help young people develop into positive members of the community, cultivating intrinsic boundaries and values with the help of outside agencies.

The staff at Potterspurty Lodge are expected to work in partnership with young people to develop an ethos which balances each individual's rights and needs with the needs of the group as a whole. They believe that the more involved young people are in influencing the day to day running of the home the more they will feel heard and respected and the more they will benefit from their time at Potterspurty Lodge. At Potterspurty Lodge we consider consultation as an essential part of the support service we provide.

Each young person is allocated a key worker within 7 days of placement and is guaranteed at least one extended 1:1 session per week. This time will be spent looking at aspects of the young person's Placement Plan and will also offer the young person the opportunity to comment on how they are cared for and how the home is run. Key workers will also speak to the young person's family to hear their opinion of the young person's quality of care.

In addition the young people have at least monthly meetings with staff at which there is an open agenda and any issues can be raised. Minutes are taken for these meetings and each

participant receives a copy. There is the opportunity for the young people themselves to take turns in chairing these meetings if they wish.

Staff also consult with placing Social Workers and other professionals involved with young people about the overall running of the home.

Young people are involved and consulted in relation to all aspects of their lives within Potterspurry Lodge, their community as a whole, their future and their role within family and society through:

1. Full involvement in all meetings.
2. Both planned/unplanned Placement Plan sessions.
3. Regular young people's meetings.
4. Menu/activity planning.
5. The right to follow their own religious beliefs and the opportunity to attend the church, mosque, temple or other place of worship commensurate with religious beliefs.
6. Each young person will have an individually focused Education Plan tailored to meet their academic needs.
7. All decisions related to the day to day operation of the home are discussed with all young people and they are given the chance to have involvement.
8. Encouragement of involvement in writing all personal plans for their care
9. Regular feedback about how the views of the young people have affected the decisions made by and about the home

3.2 Anti-discriminatory practice in respect of children and their families

Potterspurry Lodge is part of Cambian Group which is an organisation committed to equal opportunities and anti-discriminatory practice both in terms of the staff it employs and the children and young people it looks after.

All staff at Potterspurry Lodge will have equal access to training, supervision, support and promotional opportunities. Stereotypical thinking in relation to age, gender, sexual orientation and able-bodied status will be challenged. None of these issues of difference will effect an individual's position within the home or their access to achievement.

Similarly all young people looked after at the home will have equal access to the benefits and opportunities available. It is recognised that on occasion, young people will behave in a way that attracts consequences. If so, these will be applied consistently and fairly and in line with the guidelines provided by the Department of Health. Staff are clear that the purpose of the use of consequences with young people is to promote change not to punish.

We believe that all people – colleagues, young people and visitors should be treated with respect. Disruptive or offensive language or behaviour will not be tolerated and will always be challenged. When such incidents are perpetrated by young people they will be dealt with in a way that promotes better understanding and encourages a change of attitude and behaviour. If young people are subjected to discrimination they will be offered protection, comfort and support.

3.3 Children's Rights

We believe that all young people are equally entitled to have their needs met and to be free from abuse and exploitation. Each young person will have a Keyworker who will explain to them their rights as a looked after child and consistently ensure that these are being met. There will be regular meetings between staff and young people where the issue of children's rights will be addressed to ensure that young people feel that they are being consulted, listened to and treated equally and fairly.

We uphold the Principles of Care, for promoting anti-discriminatory practice, and promotion of children's rights, respect and dignity as follows:

Children have the right to live in a home that is safe, warm, happy, nurturing, stable, valuing, affectionate, and secure, free from abuse, and recognises the individual needs of the young person. Children have the right to have full access to education, health care, social life, community facilities, and to have the opportunity to live as full a life as possible.

4. Education

4.1 Management of Education

Education is actively promoted and encouraged at Potterspurty Lodge and is part of all placement plans. The expectation will be that young people will be in education for the whole of the school day (8.50am to 4.00pm) and that young people will be supported in school by Potterspurty Lodge staff. The Education Service is registered with OFSTED and provide a broad, balanced curriculum based on National Curriculum guidelines and will be externally accredited (AQA Award Program, ASDAN Entry Level Certificate) GCSE qualifications will be actively promoted through these agencies to ensure young people engage in programs that can be measured in assessing educational outcomes.

Education is provided through the attached school, which holds up to 62 students. The schools is overseen by a qualified experienced Executive Head and supported by house staff

for consistency and continuity. The education service provides broad based curriculum based on National Curriculum guidelines and will be externally accredited Drug Education Policy Statement Drug Education is part of the , KS2, KS3 and KS4 curriculum and PSHE/ ASDAN and science Within this approach Individual Education Programs will be developed using the baseline assessment and which will include focused literacy/numeracy.

4.2 How we support children with Special Educational Needs

Within this approach Individual Education Programs will be developed using the baseline assessment (see below) which will include focused literacy/numeracy, and outdoor education program using a kinesthetic teaching approach.

Education Assessment will commence pre admission and will include;

- Assessment of any specific Learning difficulty
- Whether the child has a Statement of Special Educational needs
- All up to date academic information including all previous and current professional reports/reviews

Cambian is devoted to providing education to children and young people with the most severe and complex needs despite of the barriers. Cambian schools want their staff to share their specialist skills and knowledge with families and their children in order to support learning and growth.

4.3 Dual Registration

Potterspurty Lodge is dually registered as a school.

4.4 Education Partners

Local colleges are sometimes used as part of a personalised programme arranged by the school staff.

For all new residents the home request information from the social worker and the previous school surrounding the young person's educational needs. Information requested includes: whether they have a statement, their current attainment levels, their educational needs and their future short and long term targets. This is done via e-mails, phone calls and meetings. The home also talks to young people about how they feel their education placements are going and what they want from them future. Once gathered this feeds back in to the development of the young person's education plan. Once in place the education plan

specifically states the school attended the current attainment levels, any behaviour targets, any academic targets and hopes for the future. It also details each person's responsibilities in helping the young person make the most out of their education. These could be practical responsibilities such as providing transport to and from school or more specific responsibilities such as organising for a 1 to 1 support worker. Action points are given to and shared with the school, the young person and the staff members at the home.

Once in place education plans are used as working documents; if ever anything positive or negative has happened within the young person's education it is hand written on to the plan. Every month the key worker and young person go through the plans update them and where required formulate new targets and look at what has been working well. This allows for more individual and focused planning and progress.

We recognise the importance of a clear and achievable education plan for all young people leaving care and it is a pre-requisite of any placement that the young person agrees to engage in the plans negotiated. At the end of year 11, young people are no longer required to attend compulsory education. However all young people will have a Pathway Plan and this must involve employment, a work placement, a college placement, modern apprenticeship programme or be part of the Connexions Entry to Employment Scheme.

If a young person is still of compulsory school age they will have the options of engaging in a range of Education or Key Stage 3/4 provision. This would include a placement within our own education provisions.

The home work with the education staff to ensure adequate education provision is available. They are able to provide full time placement and work towards a range of exams or support in gaining suitable educational placement in mainstream school or college.

For those young people for whom education poses significant problems we are able to offer a flexible approach with the aim of achieving full time re-integration. This may involve a part time timetable with half days or flexible hours, adopting flexible strategies for managing times when the young person feels school has become too much or home tutoring on a temporary basis.

It is our aim to encourage all young people to challenge themselves to aim for their full potential whilst ensuring that the expectations placed on them are achievable and in their best interests. For most young people we believe this is mainstream school and working towards GCSEs.

Our aim at Potterspurty Lodge is to make everyone aware of the things children and young people need to help them to be happy, successful, healthy and safe, actively encouraging learning and development.

Objectives

1. To provide the opportunity for young people to reach their full academic potential.
2. To provide the opportunity for young people to achieve recognised qualifications.
3. To provide a variety of learning experiences and opportunities e.g. group discussions, work experience, educational outings, research and projects.
4. To introduce structure to daily living routines.
5. To encourage young people to socialise safely both in-house and within the community

4.5 Educational Support Provided (outside School hours)

The home will work closely with the school and ensure they know the schools rules, and behaviour management and reward systems. This is so that these can be supported from both home and school. Each time a young person refuses to attend education the homes staff do a placement plan session with the young person to try to establish why they do not want to go to school. The home will also contact the school and give an update. It will notify the school of any incentives it has put in place to encourage the young person to attend in future and will also request work be sent over to the home for the young person. If the issue persists the home will organise meetings with the school to formulate an action plan or discuss whether an alternative placement needs to be found.

Whenever a young person achieves something within education the home always asks the young person if the certificate can be displayed in the office. Where the young person does not want this the certificate is stored securely in the young person's education folders. The way that the certificate is treated as precious by staff increases the pride the young person has for achieving it. The home will offer monetary or activity related rewards for any young people that regularly attend education and work hard whilst they are there. They also make sure that positive feedback is passed on to parents, social workers and other important people.

The home ensures that staff members make contact with school personnel twice a day: in the morning to feed over to school anything from home that may affect their day at school; and when they pick the young person up to see if the young person has had a good day. This communication ensures that The staff members at the home and school have informal handovers when they see each other at school and more formal ones take place in a meeting format. There is a high level of communication through e-mails and phone calls. At Potterspurry Lodge it is deemed in the best interest of the young person the homes staff sometimes act as a 1 to 1 at school to help young people manage their behaviour at school. Where young people refuse to attend school Cambian Group School e-mail work over to the home and teaching staff will also visit to support with any questions.

The home has a PC with internet connection in the dining room for all young people to use for study purposes. This connection has high security restrictions similar to the internet access provided in schools. This allows young people who find it more comfortable to work in their room can do so and reduces any potential for arguments over the length of time someone has spent on the PC in the games room.

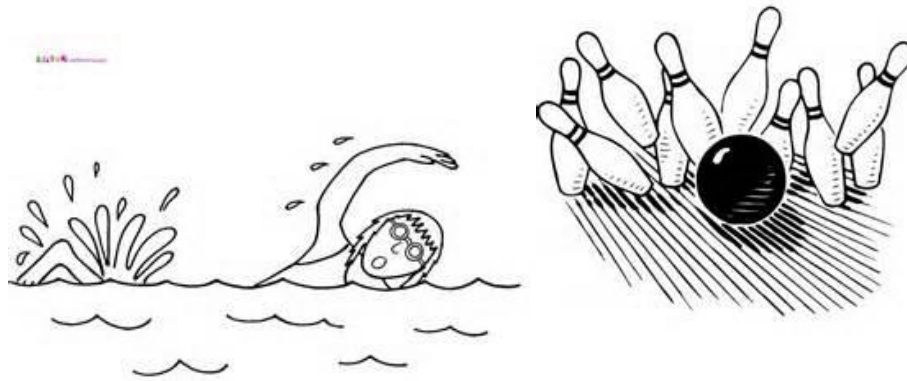
Potterspurry Lodge have a strong belief that establishing a routine from the start of the placement increases the likelihood that young people will engage within the placement. It adopts a “start as you mean to go on” approach and this is very much a big influence on the monitoring arrangements for education. Where a young person can maintain attending an existing education placement they start back to school within the first few days of their placement. There may be a transition plan for more anxious students where school time is gradually built up.

5. Enjoy and Achieve

5.1 How we support the young people to Enjoy and Achieve

Engaging in supervised community based activities is very important and will be part of initial care planning and mobility plans. Whether recreational, sporting or cultural, it provides many opportunities for young people to develop skills in social situations, develop respect for others, work as part of a team and have fun. Participation in such activities, therefore, is promoted in the home. Potterspurry Lodge has a designated budget for paid activities, whether group or individual, bowling, swimming, etc. but also encourages the use of more local recreational activities which can be accessed without money e.g. skate park, hill walking and other outdoor activities.





As far as is consistent with their welfare, young people will be actively encouraged to play an active role in decision making regarding the communal aspects of life, e.g. menus, activities, décor, furnishings, etc. Additionally, young people/young people’s views, feelings and opinions and those of their parents/families/significant others will be actively canvassed and ascertained over key decisions which are likely to affect their daily life or future care. All houses also do a weekly “Come dine with me” and many young people request to cook for themselves and we support this development of skills.

6. Health

6.1 Arrangements to Protect and Promote Health of the Children in the Home

General Health

All Staff are trained in the administration of Emergency First Aid and have regular in house refreshers and formal renewal training takes place at head office. Information about the walk in centre, NHS direct and local emergency health care provisions are displayed in the team

office. The homes procedure is that all health problems not matter how small should be checked out by a professional and staff should support young people to access a health service. Every health concern is recorded in the young people's health plans and where appropriate in incident, accident forms and placement plan sessions. Where a young person refuses to seek medical attention this is also clearly logged. Parents and social workers are updated in all instances.

Where possible the home supports young people to stay registered with the same health professionals and LAC nurse from their previous placement. This helps to keep the number of changes for the young person to a minimum and also helps for the continuity of the health care that they receive. Where this is not possible due to distance young people are registered with local health professionals. The home always refers young people to the same doctor's dentist and opticians; this means that staff can be confident in the quality of health care provided. In addition to this it helps staff to build up a rapport with local health professionals irrespective of the length of the young people's placements. The home registers young people at

GP

Towcester Medical Centre

Link Way

Towcester

Northants NN12 6HH

Tel.no: 01327 359953

DW Roberts (Opticians)

16 High Street

Stony Stratford

Milton Keynes

MK11 1AF

01908 562355

Aspects Dental and Referral

38 Benbow Court

Shenley Church End

Milton Keynes

MK5 6JG

Tel: 01908 506199

The local LAC nurse for Northampton is Val King 01604 620673

In terms of promoting the young people to lead a healthy lifestyle the home is highly proactive. Young people are encouraged to partake in a range of different types of exercise. The home also has links with a local gym. Staff members ensure that young people are educated in how to lead a healthy balanced lifestyle, this is done through consultations and key working sessions. Each young person has an individualised health plan that covers their medical history, allergies, diet, exercise, personal hygiene and physical and emotional health. This is developed and shaped by the young person's views and needs and also takes into account the views and health information provided by parents and the local authority.

The home holds regular activity and menu consultations with the young people where they are supported to make their own healthy choices surrounding meals and exercise related activities. This ensures that young people are learning how to manage their likes and dislikes with health benefits. Healthy living leaflets and posters are available in the young person's lounge for young people to look through at their leisure. This can also include information on specialist services in drug and alcohol, smoking cessation services, Clinical Team, counselling services and sexual health services. The home also works closely with local services such as PCSO, CAN, sexual Health Nurses. These services can be brought into the home so young people are well informed of the risks and how to keep themselves safe. The Home also has a Clinical Team who are available to work with staff on any issues related to psychological and emotional wellbeing of the young people and work in conjunction with the school to provide a wraparound support service.

6.2 Details of Health and Therapy provided

The placement is clinically supported by a team of staff located on site. The team provide sessions for staff, other professionals and carers the opportunity to discuss concerns they have about a child's emotional well-being and/or behavioural presentation, and provide an opportunity to consult with an experienced clinician on such issues as:

- Challenging behaviour
- Aggressive outbursts
- Self-harm
- Relationships between the young people at the residential home
- ADHD
- Mental health
- Medication

The team can also assess risk and input into risk management plans and identify any specific care plan needs and facilitate work as appropriate. Following consultation, a written summary of the discussion is provided and an action plan of recommendations is agreed, with the overall aim of providing early intervention through building the capacity of residential care workers to effect positive change and establish therapeutic relationships with young people in their care.

The work of the team is complemented by the therapeutic environment provided by residential care staff. Our aim is to work collaboratively with the management and staff of the residential homes in developing and sharing a vision of therapeutic work which enhances a young person's life opportunities and choices and helps them maximize their strengths.

The service provision will be guided and informed by a number of theoretical models including:-

- ASD strategies such as visual timetables
- Child development

Young Person's Individual Care Team:

Each young person in one of our services is a unique individual with their own life experiences, which will be reflected in their patterns of relating to others. Often their experience of being parented will have been less than satisfactory. It is our view that residential care systems should facilitate the young person's attachment to consistent and reliable people in their life. Therefore a young person's key worker should be at the centre of their treatment package.

Key workers can then be supported by the clinical team and the delivery of care can be supervised by the home's management team.

7. Positive Relationships

A young person will be supported and encouraged to maintain contact with their parents and significant others subject to safe-guards for their safety and well-being in accordance with their care plan. Contact opportunities will be promoted take the form of direct and indirect.

These contacts will be afforded the appropriate level of privacy but may require monitoring and will be dependent on any contact restrictions. Visits from friends and family are important and Potterspurry Lodge will endeavor to promote a warm welcoming experience for everyone.

The local authority will in discussion with Potterspurry Lodge decide what contact is desired for the individual child and the home will support this as long as it remains in the child's best interests. In most cases it is beneficial for the young people who live at Potterspurry Lodge to maintain constructive contact with the important people in their lives, either directly or by e-mail, phone or letter. Staff members encourage young people to keep in contact with their family and friends and offer support to allow them to do so. This is providing the young person does want to have contact and there are no restrictions in place either legally or from the local authority staff do all they can to ensure that young people stay in contact with these important people.

There is a house mobile phone in a private designated area and also a land line that young people are able to have a private conversations where ever they wish to. Young people can call friends and family. There are clear boundaries in place for the use of the telephone.

Where young people's family and friends wish to visit the home staff can arrange this provided it is safe to do so for the young person, their family member, staff and other residents. When friends or family visit the home refreshments are always provided and young people given their privacy. Where possible family visit are organised for when the young person's key worker is on shift so they can discuss the young person's progress and ask questions. We do require advanced notice to prepare the other young people of anyone new visiting the house.

For those young people who do not have contact the home will ensure that the young person has access to an independent visitor. All appropriate checks will be made and agreements from the local authority gained.

We recognise the importance of attachment related issues for its young people and the difficulties that can arise in being apart from family. This can sometimes create issues prior to during and after contact. Staff are mindful of this and ensure that where contact takes place there is good communication between parents and the home and young people and the home on how the contact went. The home are also able to offer strategic support in difficult situations; for example in the past when it has been too risky for a young person to have contact in their home area staff have supported the contact to happen within the local area or at a half-way point between the two areas.

The home has access to a variety of vehicles, this is reviewed every couple of years as part of the company's asset management and also to help minimise the amount of repairs the car requires. All staff that are in possession of a full drivers licence and wish to drive are insured to drive the homes vehicle by head office. In order to do this staff must sign a vehicle declaration to confirm that they are safe and legal to drive the vehicle and understand what is expected of them when driving the homes vehicle and transporting young people. Copies of each drivers licence are taken by the homes manager and sent to head office and checked for any endorsements. Head office then confirm when the checks and paperwork have been completed and only then are staff permitted to drive the vehicle. The home support transportation to and from education, appointments and family contact. The home's staff members use the home's diary when planning such things in and try to arrange appointments and contact for a date and time where the vehicle is not needed for any other things. This is not always possible and at times other methods of transportation need to be explored.

Any staff members who are willing to use their own cars must ensure they have business insurance added on to their insurance policy and that the vehicle is in a safe condition when transporting the young people.

The surrounding area is well resourced in terms of transport. Milton Keynes has a large train station and bus station, offering transport throughout the country. Each young person and journey made is risk assessed by staff in terms of the likelihood that the young person will spend ticket money issued on other things, whether they are at risk of absconding, or whether they have the social skills and knowledge of how to read timetables etc. particularly for long journeys the staff will also consult the social worker for their views. Where there is risk there are concerns there are a number of things the staff can do such as accompany the young person on their first or all journeys. Key worker sessions around the use of public transport can be completed. Staff could pre purchase tickets and give young people the ticket in hand instead of money. Or alternatively staff could organise telephone check ins with young people throughout their journey to confirm that there has been no problems and that they are okay.

8. Protection of Children

8.1 The Homes approach to monitoring and surveillance of children

The company has an Electronic Monitoring Policy which is reviewed annually. This covers guidance and company expectation on the use of CCTV, door alarms and any other use of electronic monitoring used by our homes. The main theme of the policy outlines that where CCTV is used it is only on external grounds and for security purposes. Internal door alarms are used in some homes for safeguarding reasons and young people are made aware of them,

the policy makes clear how they should be used and how privacy and protection will be promoted at all times.

At Potterspurty Lodge electronic surveillance is not currently used within the home. The home prides itself on its homely atmosphere and has not had any issues which would require this system to be in place. There are some external door alarms on external doors and also that there is some door alarms on the bedroom doors which are activated at night when young people go to sleep.

Door alarms are used to reduce risk only and are not used to manage behaviour. The use of door alarms are noted within the young person's plans and specifically states the reasons as to why these are used. This is reviewed regularly and where risk reduces so does the use of the alarms. Social workers are informed of the use of such measures and permission sought. (Children's Homes regulations 2015 reg 21)

8.2 The homes approach to behavioural support

The young people who are looked after at Potterspurty Lodge are cared for within an ethos in which they are treated with unconditional positive regard, where they are aware of their rights and responsibilities and where there is an expectation that they will behave in ways which are acceptable and conducive to living harmoniously with other people. The home has a proven track record in the area of behaviour management. Staff members ensure that the boundaries are made clear from the first day the young people enter the home and the staff are consistent with their expectations of the young people. Due to every young person being different the home regularly share their experiences of what worked well and what didn't with each young person. This is done in incident debriefs, verbal handovers and monthly team meetings.

Careful consideration is also taken by the keyworker when reviewing the young person's risk management and care plans. The young person is involved in this process and is also asked to give their views on what consequences should be in place for any negative behaviour. This is done during monthly young person's meetings and also with each individual incident. This is to ensure that young people understand that they are in control of their own behaviour. It also emphasises that staff are there to guide them to make positive choices not to order them about.

Emphasis is placed on rewarding acceptable behaviour and on helping young people gain self-control, if this is an area in which they experience some difficulty. This is achieved principally through the warm and positive relationships that exist between young people and staff. There is also the Cambian Group behaviour management policy in place, which

rewards young people for having an appropriate lifestyle and routine. Each young person also has individual targets which they are rewarded for achieving on a daily basis, they can also save up the rewards for bigger end results.

On occasions young people will behave in ways that are unacceptable and which require the imposition of a consequence. When this occurs, the purpose is to encourage the young person to reflect on their behaviour and promote change. The imposition of consequences is not intended to punish young people. When consequences are used they will be fair, appropriate to the particular young person and proportionate to the behaviour in question. The home has a consequences protocol which has been designed and agreed between the staff group and young people, this protocol is applied fairly and consistently to all young people.

The range of consequences used must be:

- Legal
- Appropriate to the behaviour under consideration and its circumstances.
- Relevant to the age, understanding and Care Plan of the young person.
- Enforceable and achievable.
- Realistic and sensitive.
- Contemporaneous (applied as soon as appropriate after misbehaviour is recognised).
- Not disruptive to other young people in the home, e.g., everyone misses the trip to the cinema because one child misbehaves.
- Compatible with the method and ethos of the home.
- Applied consistently and equitably in line with agreed criteria.
- Regularly reviewed.

Permissible consequences include:

- Increased Supervision - Escort to school. Prevent/reduce likelihood of absconding.
- Supervised spend-Reduce opportunity for risk taking behaviour and absconding.
- Curtailment of Leisure Activities - Should be relevant, contemporaneous and time limited.
- Withdrawal of Privileges - e.g., late TV, money in hand.
- Additional Household Chores - To be used when verbal reprimand failed. Tasks should be proportionate to behaviour.
- Reparation payments - To compensate for damage or theft. They will not amount to more than 66% of allowance and of limited duration.

8.3 Management of restraint and physical intervention

Children and young people who experience behavioural, emotional and social difficulties will sometimes display challenging behaviours. When this occurs staff will respond appropriately using **positive interventions** including avoidance, diversion, distraction, calming techniques, offering time away from the peer group under supervision etc. All staff have an understanding of the origins and causes of challenging behaviour and have received training in the use of diffusion and de-escalation techniques. The placement plan and risk assessment for all young people are developed over time to take into account techniques which have been seen to be successful with the young people, have been suggested by or requested by the young people or have worked previously for family members and previous carers. In the event of any consequence the manager or deputy will review this to ensure the outcomes have been positive and the consequence is effective. Discussion is held with young people and in staff meetings where interventions used are not helping the young person to develop.

If these techniques prove ineffective and the young person is unable to calm down and staff assess that there is a risk of harm to the young person or others or of serious damage to property, they will, as a last resort, use physical intervention to take hold of the young person. We regard the use of physical intervention as an act of care in which the minimum amount of force is used for the least amount of time to enable the young person to regain self-control. We never use physical intervention as a punishment or to enforce compliance with staff instructions or in response to challenging behaviour which does not give rise to reasonable expectation of injury to someone or serious damage to property.

Following every incident of physical intervention it is fully recorded, including the young person's comments and the matter is brought to the attention of the Manager and a written report is then sent to the young person's Social Worker. All of the staff at Potterspurry Lodge have received training in appropriate methods of physical intervention as described in Department of Health: Taking Care/Taking Control and in line with the British Institute of Learning Disability Code of Practice and regularly attend refresher courses. Currently we use a system called MAPA.

The need for the use of physical intervention is discussed at the initial placement meeting and agreement reached with placing Social Workers, parents and carers about an appropriate behaviour management plan.

The home very rarely needs to implement physical interventions because of the way it approaches behaviour management issues. There are certain times that control in other areas is required for example if the young person is spending their reward money on items such as alcohol or drugs then it may be that staff need to supervise the young person's money. This as with any use of control is used as an absolute last resort and it is clearly

explained to the young person that the measure will only be in place temporarily and a plan set out for getting the young person back to independently managing their own budgets.

9. Leadership and Management

9.1 Details and work address of Registered Provider, Responsible Individual and Registered Manager.

Potterspurty Lodge is part of the Cambian Group:

The Cambian Group
4th Floor
Waterfront Manbre Wharf
Manbre Road
Hammersmith
London
W6 9RH

The Responsible Individual for the home is: Chris Strong

The Cambian Group
4th Floor
Waterfront Manbre Wharf
Manbre Road
Hammersmith
London
W6 9RH

The Head of Care is Leon Brandon

Potterspurty Lodge School
Towcester
NN12 7LL

9.2 Details and Qualification and experience of staff

Head Of Care – Leon Brandon

Leon has over 14 years' experience working with children and young people across a broad spectrum of roles. These roles range from prison service, youth hostels,

children's homes, EBD residential children's homes, semi independence and therapeutic communities often working his way into management. Leon has experience as a registered manager and has also experience at senior levels supporting to develop new managers, peripatetic roles, quality assure and establishing new settings and provisions. Leon is NVQ level 3 and 5 qualified and is experienced in working with children and young people with emotional behaviour difficulties, criminal tendencies, learning disabilities and complex needs.

Deputy Head of Care – Chris Pearce

Chris holds a BA Hons Broadcast Journalism, NVQ Level 3 Children and Young People, designated safeguarding officer.

Chris has worked at Potterspurty Lodge since 2005 upon graduating from the University of Leeds. He has spent 13 years working within the residential setting in various roles working with many different young people. He helped establish the first ever post 16 provision at Potterspurty in 2009.

Outside of his career at Potterspurty, Chris has raised awareness of cancer in young people with different charities and has competed and won at international level at fitness competitions

9.3 Staff contingency arrangements

There is always a senior member of staff on shift where possible and where emergency situations may prevent this from happening in future there are a number of experienced staff members who would be capable of taking on the shift leader responsibility.

There are cover arrangements in place for any bouts of sickness and holidays via allocation of these hours to other staff members both from the home and within the day side of the school. Agency cover would only be sought as a last resort measure via approved agencies.

9.4 Staff and Management Structure (include education and health)

Potterspurty Lodge is a 26 bedded home for young people with individual needs. The home is managed by Leon Brandon and her staff team. The staff team, when at full Quota consist of

3 house managers and 15 support workers (this varies depending on the number of one to one funded young people).

Staffing ratio and shift patterns

The home operates on a high staffing ratio of 1 to 4 from 08.00 until 10pm and outside those hours has a minimum 1 waking night to 4 residents. The home is flexible and well equipped to increase staffing to accommodate and young people who require 1 to 1 support and/or waking nights should the Local Authority for the young people request this and it be agreed for a specific time period only. Young people placed at the home are not funded at a 1-1 staffing ratio – however when needs require this it is supported by the staff.

Staffing Structure and cover

Potterspurty Lodge has:

1 Head of Care (RM)

1 Deputy Head of care

3 - House Managers

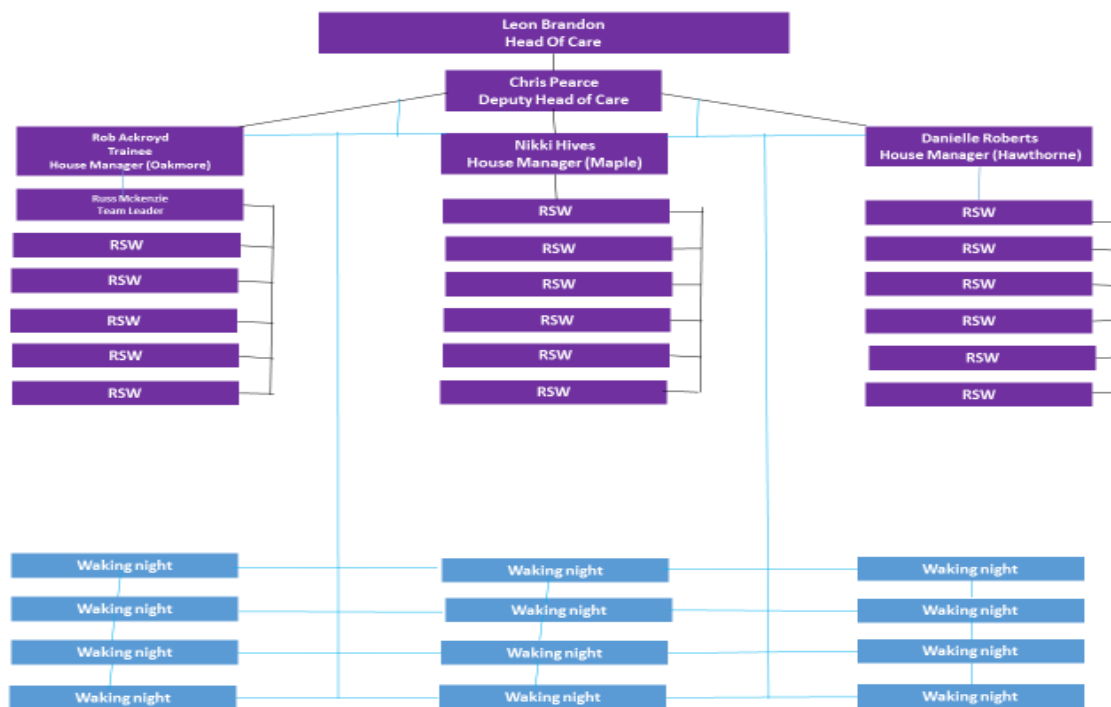
16 – Residential support workers

6 waking nights

Senior On Call

There is also a senior manager's on call team available 24 hours a day every day of the year and the Manager of the home is either always available or has access to emails to ensure consistency.

Potterspurty Staff Structure residential



9.5 Professional supervision arrangements for staff, educators and health care professionals.

The company procedure and home's practice on supervisions are that;

- All contracted staff members have regularly supervisions and care is taken to match up supervisors and supervisees to maximise the development of the staff.
- Supervisors are encouraged to create an open and relaxed environment during supervision so that strengths and weaknesses can be addressed in the right way. Supervisions are planned for quiet parts of the day so that staff are able to get the supervision done without being disturbed and without impacting on the care provided.
- Managers ensure that supervisee's are aware of their role are able to raise queries and concerns and know who they are accountable to.
- The in-house clinical team consists of a range of clinically trained staff including Psychologists, Assistant Psychologists, Counsellors and Therapists and are qualified and registered with the HCPC (Health & Care Professionals Council) and other relevant regulatory organisations. In line with national professional guidance and the requirements of the HCPC and other regulatory bodies, team members receive case-based supervision from senior staff with advanced expertise in the field of child and adolescent mental wellbeing.

9.6 Gender status of the home and positive role models

At Potterspurty Lodge we have a diverse staff team with a mix of male and female members of a range of different backgrounds and experiences. The needs of the home are identified before the homes Rota is produced the aim of the home is to make each shift as diverse as possible. During the recruitment the management look at any gaps which need to be filled such as male or female staff

10. Care Planning

10.1 Admission process

There are a number of stages to the company and homes referral procedures. The first is that the referrals team at head office will assess which referrals they feel will get the most out of a placement at the home. Information from the local authority is sent through to the homes manager who looks at the young person's needs and the needs of the current residents. The manager then communicates with the referral team on whether they feel the referral could be well placed in the home and how the home will meet their needs without jeopardising the other residents. Where the local authority and the home are in agreement the placement can then begin. Due to the circumstances surrounding the majority of referrals most placements start within a day or two of matching. The home tries to organise visits to the home prior to the move for all referrals however if this is not possible staff are well trained in how to approach a young person who is trying to settle in to unfamiliar territory. All staff members are aware of the procedures to complete upon the arrival of a new young person and there is always a team leader on shift to ensure that even emergency placements have a smooth transition and any additional support needed is provided. This can include such things as organising extra staffing for shifts, providing the young person with toiletries and clothing etc. The staff also ensure that as soon as a bedroom is available that the room is prepared and ready for a new young person on the same day. This process allows for the home's staff to be fully briefed and prepared which in turn ensures that young people are both appropriately placed and feel welcomed in to the home

The Registered Manager must notify the local authority in writing of any admissions to the home for young people who live outside the local authority area. In addition the registered manager must also notify their local authority of any discharges. At Potterspurty Lodge this is Northampton County council this is done via email cypsnccontact@northamptonshire.gcsx.gov.uk

In order to be considered for a placement at Potterspurry Lodge, the young person must meet a number of the following criteria:

- Aged between 8 years to 18 years at the time of referral
- Has an allocated case holder.
- A diagnosis of ASD.
- EHCP or statement of need

In addition to the above criteria, we must also consider the dynamics of the resident group within

Potterspurry Lodge and the impact when introducing a young person into this setting. Consideration must be given, both to the impact of the young person on the resident group, and vice-versa. This has to be a value judgment and can only be made at a high level with the benefit of in-depth knowledge and understanding of the resident group and by having access to as much information as possible about the proposed referral.

- A young person is referred to Potterspurry Lodge via referrals Department who will provide appropriate information.
- Any additional information required by Potterspurry Lodge to be provided by Social Worker at this stage.
- Senior Managers and the Home's Manager discuss appropriateness of referral – if yes:
 1. Potterspurry Lodge staff to meet young person, parent/carer and placing Social Worker where possible to discuss the placement and allow the young person and their parent/carer to meet staff and look around.
 2. Following this meeting if all parties agree that the placement is suitable an offer is made for an initial 3 month assessment period.
 3. At the end of this period a placement review is held. If all involved parties still feel it to be an appropriate placement then a permanent offer is made and a detailed Placement Plan, Individual Education Plan and Individual Action Plan produced.
 4. The placement is then subject to regular review (with appropriate timescales) through the Looked after Children process.

10.2 Emergency admissions

Potterspurry Lodge does not offer emergency admissions.

The written notification includes the following information:

- Child's Name and Date of Birth

- Whether the child is placed under Section 20 or 31
- Contact details of the placing authority and IRO
- Details of any statement of educational needs for the child and the LA that maintains the statement.

For emergency admissions this must be undertaken within 5 days of admission.