



## Statement of Purpose And Function



Hillview – URN SC068803

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## *Foreword*

This Statement of Purpose is intended to provide the information required by Regulation 16 of The Children's Homes Regulations 2015.

We have endeavoured to make this document as clear and understandable as possible and would be pleased to provide any further information or additional explanation that may be required regarding any aspect of the services we provide.

We are able to provide alternative methods of communication and/or translation in cases where English is not the preferred language, regardless of age or disability.

## ***The Quality and Purpose of Care ...***

### ***1. A statement of the range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.***

Hillview provides a stable, nurturing and safe home to children/adolescents with emotional and behavioural difficulties. This includes young people that suffer mild to moderate learning difficulties and complex emotional needs.

Hillview have a robust, consistent dedicated staff team that oversee the holistic care of the young people that live in the home. The young people placed in Hillview are 'Children Looked After' and are placed for a number of various reasons. Hillview is a safe environment that supports and encourages young people to explore their past experiences emotionally and physically, thus enabling them to grow and develop into healthy young people and adults.

The home has been established for a number of years and has a long successful history of meeting the needs of the children and young people who have been placed there. More specifically, Hillview cares for adolescent boys exhibiting a wide range of emotional and behavioural concerns which subject to monitoring and assessment includes offending behaviour, CSE, sexualised behaviour, substance misuse, absconding and a multitude of mental health issues. All these concerns have been experienced and managed well with support.

### ***2. Details of the home's ethos, the outcomes that the home seeks to achieve and its approach to achieving them.***

Hillview aims to provide the young people with a caring a, nurturing environment that overall holds the ethos of a professional family. The expectations and rules in the home replicate much of those experienced in a family environment.

The home works hard alongside other professionals to support and understand the children's behaviour. With this being the focus that enables the staff to think about the children's behaviour and make good, appropriate informed choices in supporting their physical and emotional development.

The management and staff team focus on the building of relationships, using this first and foremost to build a foundation of mutual trust and respect. Hillview is sited in a remote location with vast grounds and space, this enables the staff to engage the young people in the activities. The home and grounds offer spaces such as a football pitch, pool room, gym and table tennis room.

We aim to provide the young people with a positive experience whilst growing up at Hillview, we

work to build their self-esteem and self-worth and try to rehabilitate the integrity and trust of those who take on the role of primary carers.

Hillview pride themselves on the individual thought and care that goes into each case management. The achievements are individual and diverse as with each young person and as each young person starts their placement, progress and development is monitored as we strive to meet individual care plans, these include rehabilitation to birth families, foster families or independent living.

### ***3. A description of the accommodation offered by the home, including:***

**a) how accommodation has been adapted to the needs of children;**

**b) the age range, number and sex of children for whom it is intended that accommodation is to be provided; and**

**c) the type of accommodation, including sleeping accommodation.**

- a) The house is a large detached family house which has been adapted to meet all health and safety and fire safety requirements. Wherever possible it is the intention to keep the appearance of the interior and exterior of the home as similar to a normal family home as possible with a minimum of signage and notices and an emphasis on an evolving environment of colour choices, fixtures and furnishings based on the combined input of the Manager, staff and children.
- b) Is registered for up to four children of either sex. Our normal admission age is between 10 and 16 years old although children outside of this range may be considered subject to matching considerations and risk assessment with other children in placement.
- c) The home has a communal lounge/dining room, kitchen and a games room. Each child has their own bedroom and this is within reason, decorated to their own personal taste, so that the space is individual to them and one that they feel comfortable in. The bedrooms are situated over three floors within the home. Each bedroom is furnished to a high standard with single bed, chest of drawers, bedside cabinet and wardrobe. There is a television in each child's room. Each child is provided with a safety storage box that they can lock away and secure any personal items they wish to keep safe or alternatively they can give these items to a staff member for safe keeping in the office. Children will, where appropriate, be offered the opportunity to have their own keys to their bedroom. There are two staff bedrooms one of which is located downstairs and one upstairs. At night when the home is settled the 'sleep-in staff members will retire to their respective room and undertake a sleep-in duty. These staff are available for the children throughout the night.

The home is well decorated and furnished to a high level. In the lounge the children are provided with a satellite television, good quality soft furnishings and a homely environment. The dining room has a table for everyone to have a meal together. The kitchen is well equipped with modern cooking appliances.

In the games room there is a further TV for the use of consoles and a computer for the young persons all with individual logins. In the outside building's there is a table tennis room, exercise room, pool table and bar football so the children, if they wish, can participate in these activities. Hillview has extensive grounds and gardens, the rear garden is regularly used to play football.

#### ***4. A description of the location of the home.***

Hillview is situated near to Graveney, a small village situated in a rural setting close to Faversham in Kent. The city of Canterbury is a 20 minute drive away and there is a bus route near to the home servicing the local town of Faversham and Whitstable and further afield. There is a mainline rail service direct to London from Faversham.

There are few residential properties in the immediate vicinity and it is surrounded by agricultural land and accessed via an unmade road.

A location review is undertaken for the home and is regularly reviewed and updated according to latest information and changes. This report is available on request.

#### ***5. The arrangements for supporting the cultural, linguistic and religious needs of children.***

Children living within the home will come from a variety of differing cultural backgrounds and having differing spiritual and religious needs.

The home will endeavour to meet these varying needs by providing positive role modelling and experiences. This can be as simple as considered menus, activities and visiting home areas. The staff group will continue to explore all avenues to ensure these needs are fully met and developed. It is important that the children maintain a sense of their own cultural and family origin in continuing to promote and develop a positive identity.

## ***6. Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.***

It has to be acknowledged that within the home there will be occasions when a child or other person may wish to make a complaint.

We will always attempt to resolve complaints made by children at an informal stage. The staff on duty will try and address the complaint and resolve this to a satisfactory level. If achieved this will be documented and recorded within the child's Daily Record Book.

However, it may be that the complaint is more serious, cannot be resolved at this stage or the child wishes to make this more formal. The home does have a formal Complaints Log. This log identifies the complaint, the action taken to resolve, the feedback to the child and their views around this.

If after this stage, they remain unhappy and dissatisfied with the outcome, the Placing Authority and Social Worker are informed and made aware of the complaint and the action at this time to try and address and resolve this. Copies of the Placing Authority Complaints Procedures are held within the home for the children placed and they have access to them.

In relation to specific complaints about areas of our service, issues outside of the home or other operational matters the policy sets out a formalised procedure which will be followed. All complaints will be logged and recorded within the home.

Although the home is situated in a rural setting, neighbours in the local vicinity may be unhappy and wish to complain about the operational running of the home or have some concerns as to the behaviour of some of the children.

The home is aware that it is important for the children and the service to have a positive community presence and will try to address and resolve complaints immediately. However, this may not be possible and as a wider organisation, Ethelbert Children's Services has a designated Community Liaison Officer. Her role is to try and resolve significant issues in the local area regarding the home and/or children placed. The immediate neighbours are given contact details, should any issues arise, of both the Registered Manager and Community Liaison Officer and action will be taken to try and resolve the complaint in a timely fashion so that there is no negativity or stigma associated to the children living within the home.

The home's complaints policy can be requested via the Manager of the home or through our Head Office on 01843 823762 / [headoffice@ethelbert.net](mailto:headoffice@ethelbert.net)



## ***7. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.***

The home is within the larger Ethelbert Children's Services Residential Services and has detailed policies for 'Safeguarding Children', 'Preventing Bullying' and for 'Children who go 'missing''. Ethelbert Children's Services has an appointed Safeguarding Co-Ordinator who oversees the children's safety within the home. Lawrence Best is the company's designated Safeguarding Co-Ordinator and holds the Diploma in Therapeutic Childcare and Level 5 NVQ in Operational Management. He has held management positions since 1986 in both childcare and external fields. He joined Ethelbert Children's Services in 1995 having had experience of working with Children Looked After in various settings and roles including residential work, house parent and special educational needs units.

The home's Safeguarding Policy is in line with LSCB Kent and Medway Child Protection Procedures and an up-to-date copy is available online from within the home to which all staff have access. The Manager of the home will discuss any safeguarding concerns with the Safeguarding Co-Ordinator and will seek his advice and guidance as requested. All staff working in the home are provided with safeguarding training with an annual refresher undertaken. This training not only highlights action to be taken when a safeguarding concern is identified but outlines signs and symptoms to look out for and be aware of.

The staff undertake training in safeguarding. The training is in line with The Kent Safeguarding Board. Staff have training in Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE), Gang Affiliation, Radicalisation and Drug and Substance Misuse. There is an annual Safeguarding training refresher. Should a child demonstrate problematic behavioural symptoms then professionals such as therapists, CYPMHS (Children and Young People's Mental Health Services) and consultation with the area managers can help with finding relevant training and intervention to help the young person. Should we require external training to better understand our young people then this can be sourced and delivered at the training centre in Westgate. An overview of the training provided is included within the Workforce Development Plan. Staff also discuss the young people living in the home and will share all information to ensure that all adults provide a 24 hour curriculum of care. These discussions take place in the form of child focussed meetings which are held monthly but discussions are also held every day at handover. This gives the home a proactive approach to risk assessing the lives of our young people and also to update paperwork such as Behaviour Management Strategies, 24 hour Management Plans as and when required.

The home adopts a very clear anti-bullying policy. There is a high level of supervision of the children and bullying is discussed openly in Children's Meetings. If there is an incident of bullying or perceived bullying this is documented within the homes Bullying Log. From this, action is taken to support and address the incident with the victim being involved in this process and their views taken into account as to how it has been managed and the outcome considered.

The home has a detailed 'Missing Person Procedure'. On admission, the risks and vulnerability for each child are shared with Kent Police. This is undertaken to ensure that there is a high level of interagency communication to safeguard children.

The home completes a detailed Risk Assessment for children on the 'Missing Person's Procedures' to reduce and minimise potential risks. In addition, an individual risk assessment is undertaken to assess the levels of risk the child may be at in relation to child sexual exploitation (CSE). The home adopts a pro-active response to incidents of missing children, searching local areas and if unable to locate the child, notifying the local Police, Transport Police, Placing Authority and where appropriate family members in order to ensure a fast and speedy return to the home.

When the child is found they will be welcomed back into the home and the relevant people informed of their safe return. A 'Return from Missing' interview with the child is requested by the home to the Placing Authority. If they are unable to complete this within the 72 hour period and with their agreement, Ethelbert Children's Services can undertake the interview on the Placing Authority's behalf as they have specifically trained Senior Management and Social Workers from the Fostering Service independent to the home.

This is then recorded and sent to the Placing Authority Social Worker so that the home and Social Worker can discuss the action that could be taken to prevent any reoccurrence. On admission the home completes a vulnerability assessment which is then shared with the Kent Police who then assign a Personal Identification Description (PID) number. The home has also signed up to local police missing person's protocols and a copy of the DfE statutory guidance on children who run away or go missing from the home or care is present within the home.

The home's relevant policies can be requested via the Manager of the home or through our Head Office on 01843 823762 / [headoffice@ethelbert.net](mailto:headoffice@ethelbert.net)

## ***The Views, Wishes and Feelings....***

### ***8. A description of the homes policy and approach to consulting children about the quality of their care.***

The views and opinions of the children in the home are integral to the happiness of the child, their progression and development within the home.

Children are encouraged to participate in regular meetings where they have an opportunity to formally talk about the running of the home, activities, menus and any changes they would like to see.

There is regular key working undertaken with the children. This is a good medium, not only to support, guide and educate them but to also seek their views, opinions, thoughts and feelings.

Children are invited and encouraged to take part in the 'Children Looked After' reviews and their wishes and feelings are considered and discussed appropriately in this meeting.

A monthly monitoring visit is undertaken (Regulation 44). The Independent Visitor to the home has no line management responsibility within the organisation. During the visit they will talk to the children, discussing and capturing how they feel and their experience of living in the home. Any identified areas of concern can then be shared with the home and acted upon. A report is produced detailing the monitoring visit and any findings / observations. A copy of this report is supplied to the Home Manager, Responsible Individual and also forwarded to Ofsted, the Placing Authority and the host Authority upon request.

A Child Consultation Form is in existence within the home which is given to the child shortly after their arrival in the home and at regular intervals thereafter. This provides another forum and opportunity for them to express their views, wishes and feelings about living in the home. If they are unable to personally complete the form, their views will be sought verbally and the form completed on their behalf.

Annual surveys distributed by Ofsted to the home are another consultation method. Children are supported and encouraged to participate in these online surveys to provide Ofsted with feedback on the care afforded them.

As part of the staff appraisal process the children are asked to feedback their opinion on the staff group in the home, this is incorporated into the appraisal document.

## ***9. A description of the homes policy and approach in relation to:***

**a) anti-discriminatory practice in respect of children and their families; and**

**b) children's rights**

a) Within the home we accept and promote difference and diversity. All staff receive regular training on anti-discriminatory practice and there is an underpinning model of promoting anti-discriminatory practice at all levels. The home will operate in a child centred way, always taking into account every aspect of the child, their family, history and culture.

b) Children's rights are observed and all children have a full understanding of the complaints procedure and who they can turn to if they feel their rights are not being met. Children have access to contact details for their Social Worker, Independent Reviewing Officer, Independent Visitor, Ofsted and the Children's Commissioner recorded in their Welcome Book in support of this process. These contact details are also kept by the home.

All children regardless of their race, religion, culture, disability or sexual orientation will have their individual needs met and staff will endeavour to ensure that needs are met at all levels, either internally or external provision will be sought if the need arises.

## ***Education....***

### ***10. Details of provision to support children with special educational needs.***

Children placed within the home have often suffered a disjointed educational experience and often do not have a positive attitude and outlook on schooling and learning. Many of the children may have previously had periods of suspension and exclusion from school prior to living here.

Within the home the children are supported and encouraged to achieve best possible outcomes from their starting points. For children placed, this will differ and vary from achieving GCSE's, vocational qualifications to attending further education establishments and college.

The home develops and maintains a good level of communication with educational provisions. There are regular meetings and the staff within the home are aware of the child's educational progress attainment and will encourage and support to ensure that there is a value and emphasis placed on education and educational attainment.

If the child has an Education Health Care Plan (EHCP), the home staff will attend Personal Educational Plan Meetings and associated EHCP meetings. All children are invited to these meetings, or if they chose not to attend, the staff will discuss the content and agreed outcomes with the child.

### ***11. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.***

Not applicable.

### ***12. If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.***

Once placed, children, if possible and where educationally able will attend local mainstream schools and colleges. The home will make application to the school and ensure that the child is supported and provided with a full school uniform and necessary equipment for them to engage fully in the school and curriculum.

In the event that the child is unable to attend mainstream school due to behavioural and educational difficulties, Ethelbert Children's Services has two independent DfE Registered schools. However, in the event that a suitable educational environment is not readily available or it be deemed necessary for an extended settling in period to be provided, home education can be facilitated.

Both schools are staffed by suitably qualified and experienced personnel under the supervision of Julie Bartlett, Head of Education. Julie joined the company in 2013 having worked as a teacher since 1994 and a middle leader since 2007. Her teaching experience includes a range of subjects, Design and Technology, Art and Design, Humanities and Health and Social Care. In addition to this, Julie also had the responsibility for leading the Social and Emotional aspects of a learning programme as a whole school initiative and also developed a school action plan for the equalities policy. Julie has a Bachelor of Education Honours degree with a subject specialism in Design and Technology. She has completed several professional development courses on leadership in education and schools. Further studies have included a Certificate and Advanced Certificate in Therapeutic Person Centered Counselling and has recently completed a Diploma in Cognitive Behaviour Therapy.

Pupils have access to a broad and balanced education based on the National Curriculum and a therapeutic approach is used under the auspices of an EDB/SEN designation.

### **The Old Priory School (TOPS)**

The Old Priory School is registered to educate young people aged 11 – 17 years at Key Stages 3 & 4 levels. All pupils have access to the National Curriculum within a safe, structured, learning environment. Courses lead to GCSE, ASDAN, functional skills and a range of vocational qualifications. Pupils are placed into tutorial groups appropriate to their individual needs with experienced and qualified teaching staff. Each group has a dedicated Learning Support Assistant who has considerable experience in working with children.

### **Davenport School**

The Davenport School is an Independent SEMH bespoke primary learning environment. The school is registered for up to 20 pupils of mixed gender and ability aged between 5 -12 year (Key Stage 1-2). The school provides its own curriculum with emphasis placed on developing literacy and numeracy for the children. We follow the key objectives of the Literacy and Numeracy National Curriculum on a daily basis and pupils are challenged and supported to enable them to reach their full potential. All lessons are made fun and interactive with a key focus of being student led. In the afternoons we teach a termly topic lessons incorporating educational trips out to make the curriculum and lessons interesting and engaging. We encourage more physical and practical topics such as PE and PSHE giving the children the opportunities to experience a wide range of topics throughout the week.

There is a high level of teacher / LSA to child ratio and the aim for the children is to make education an enjoyable, rewarding and positive experience setting the foundation for future education. Where possible we would support the reintegration of children back into a mainstream environment and have developed links with nearby primary schools to support this goal.

## Park Lane Assessment Centre

Park Lane is part of 'The Old Priory School' and is situated in Margate. It is a centre delivering a Vocational Curriculum enabling children to acquire trade skills including: Bricklaying, Carpentry, Plaster Boarding and Plastering, Guttering, Plastic Pipework, Concreting Skills, Painting and Decorating, Ceramic Wall Tiling, Car Maintenance, Health and Safety and Literacy and Numeracy. The courses taught are aimed at specific qualifications which prepare students for 16+ college placements and to help students gain employment within the construction industry. The current qualifications that students work towards include: CITB Level 1, City and Guilds Level 1, NPTC - Entry Level 2 & 3 and ASDAN Bronze, Silver and Gold award. It is anticipated that OCR Entry Level - Life and Living Skills will be delivered at a future date.

### ***13. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.***

The creation of a nurturing and caring environment will enable the children to grow, develop and achieve. A childhood should be a positive, happy experience for children growing up and the home has a sense of fun, energy and enthusiasm. The children are supported in attending education and encouraged to think about and achieve realistic goals and aspirations.

Where possible, consultation with the children's family will be undertaken throughout the placement and it is acknowledged that they have a wealth of information and knowledge about the child. Where children follow a specific religion and/or culture, the staff will actively research this and in consultation with them incorporate this into their care and everyday living.

The staff team will support and encourage the children in developing and maintaining a wide range of hobbies, sports and interests. The children are consulted on a daily basis on activities that they wish to participate in and/or try and where possible this is encouraged and supported by the home. If a child has a particular interest or hobby then necessary equipment and lessons will be provided. The children will be encouraged to participate in outside clubs and activities and the staff team will assist in developing links with the clubs to ensure that the child is supported and that this is a positive experience that helps in the building of self-esteem.

## ***Health and Wellbeing ...***

### ***14. Details of any healthcare or therapy provided, including:***

- a) Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and;**
- b) Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.**

a) Please refer to Section 2 of the homes Workforce Development Plan for details of the Management Team and all staff commissioned to provide Education, Therapy or Healthcare.

b) The home works hard to ensure that the overall health needs of the children maintain paramount importance. It is recognised that our children may struggle from time to time accessing any health appointments and health needs and therefore the staff in the home work hard to ensure that our children have a solid understanding of basic health needs and in fact how this can impact on them.

As already identified, all children will have access to a key worker who along with the Home Manager will have a responsibility to ensure that the young person is registered with all the relevant health services (doctors, dentists, opticians) to ensure that there is the beginning of the cycle of appointments being met.

When placed each child will have a full health profile compiled for them and this will allow constant tracking and monitoring of all areas relating to both physical and emotional health. Historical information is sought from social workers and where possible family members. As well as identifying basic health needs, health profiles are also able to highlight if there are specific areas of concern that may need a particular advice or action. Health Action Plan targets are devised and developed.

Given the nature of our children we may need to look at providing additional therapeutic support to be able to help them to think and come to terms with difficulties that they have or have had in the past. As part of our service, we are able to link into the wider therapeutic service that is provided by Ethelbert Children's Services. The therapy service has therapists from a variety of different disciplines. All therapists have been interviewed and through the process of checking references we have confirmed both qualifications and external professional supervision details.

There is an internal process where, in consultation with the Social Worker, the Manager of the home makes a referral to the Therapy Services Manager to request therapeutic support for a child. Once a decision has been made to identify additional support for a child, or indeed staff team. A referral form will be completed and submitted to the Therapy Services Manager for consideration and implementation. As part of the consideration a matching process will be completed to consider which therapeutic discipline would be most suitable and identify the



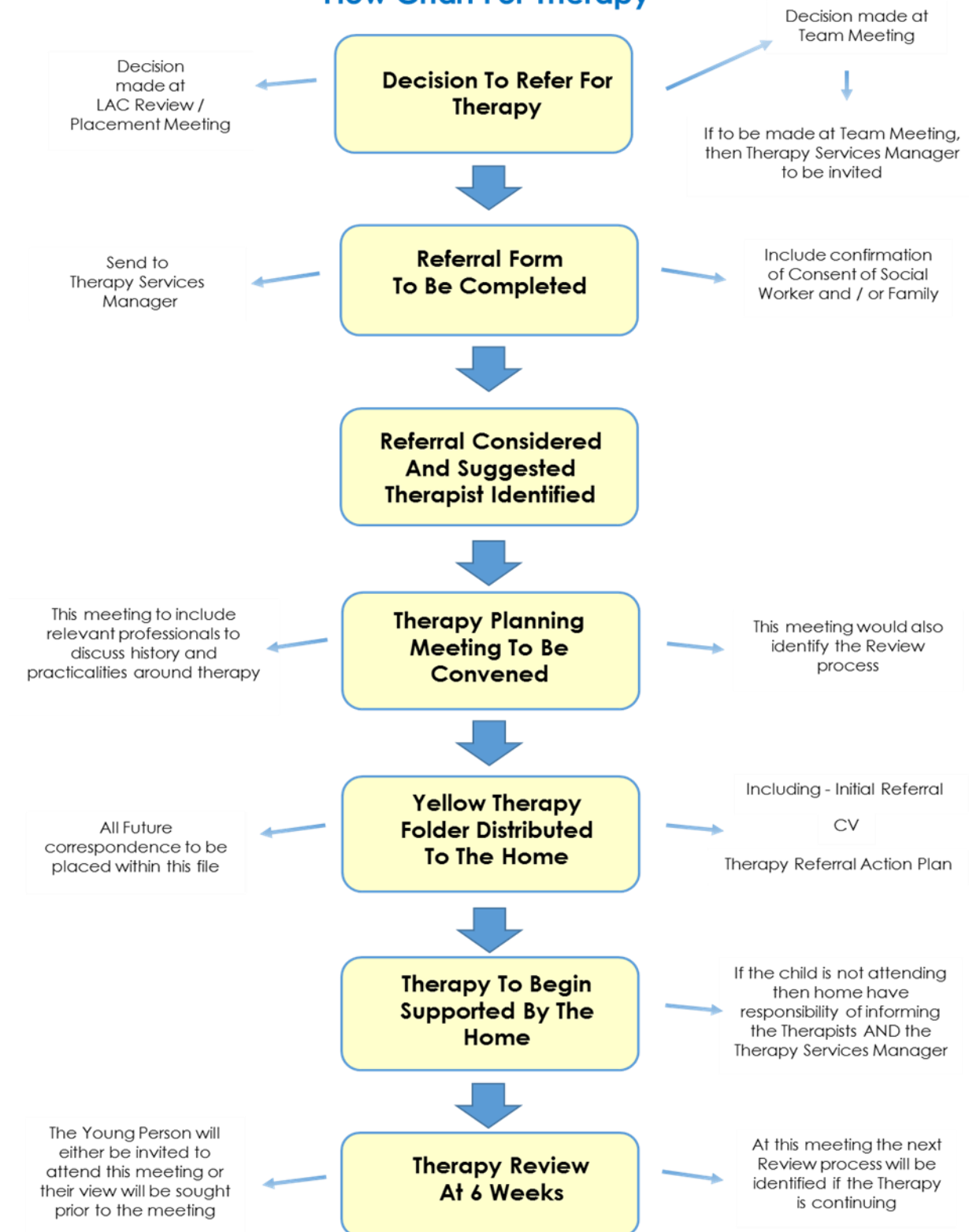
reasons why. The Social Worker, child and where applicable parents are involved in this process. Following the referral there will then be a Therapy Planning meeting between the Therapy Services Manager, allocated therapist, Social Worker and Registered Manager of the home. In this meeting there will be a clear outline of how therapy will happen on a practical level (venue, day and time) and a review process will also be identified. Most situations will call for a review to happen after the first 6 weeks. This will hopefully allow sufficient time for a suitable relationship between child and therapist to begin and reflected upon before a plan is made for the future.

Beyond the review process there is a request/expectation that the therapist will provide a report at regular intervals to measure the success of the intervention. In addition to this, there will also be termly Therapy Review meetings to ensure that there is constant professional oversight and evaluation of the work that is being completed. All reports will be held on the therapy file of the child in question.

Effective therapy for 'Children Looked After' is reliant on good planning and an appropriate level of positive communication to ensure that it is successful. If at any point in the process there is any concern regarding the intervention or the process then any party, including the child, are able to call for a meeting to review the support offered.

Our Therapy Process Flow Chart follows:-

## Flow Chart For Therapy



## ***Positive Relationships ...***

### ***15. The arrangements for promoting contact between children and their families and friends.***

Every child has a right to have and maintain contact with their family, friends and other significant adults in their life, providing that this does not affect their safety, well-being and it is in their best interests.

The home will support contact visits and help develop the relationships that exist for the child.

Contact visits can be supervised and in support of this, a Contact Working Agreement will be drawn up between the home, family member/friend/significant adult and the Social Worker so that there is clarity of expectation, structure, frequency and direction. Transport and support is available to all children on a needs led basis and/or where deemed appropriate or necessary.

As a home we recognise the importance and significance of contact. To help support this, if the child is placed a long way from their home, there is an accommodation service available to support developing contact and ensuring that this is a positive experience for the child and their family alike.

The children are encouraged to maintain indirect contact by telephone or through letters and emails, this is discussed and incorporated into their individual Placement and 24 Hour Management Plans.

The level of contact is set out in the Initial Placement Planning Meeting and reviewed through the child's 'Child Looked After' review process.

## ***The Protection of Children ...***

### ***16. A description of the homes approach to the monitoring and surveillance of children.***

The home has an internal bedroom door alarm system fitted. The alarm system is fitted purely as a protective safeguarding measure so as to monitor the movements of children at night.

When all the children have settled to bed the bedroom door alarms within the house are activated. When a child opens their door, a discreet alarm is activated in either the staff member's bedroom or on a pager system that the staff can carry with them at night. It is the member of staff's responsibility to check on the child and ascertain why they are up and to check on their welfare. Once the child is settled back to bed, the alarm is then reset and the staff return to their room for the remainder of the night.

In line with Children Homes Regulations, there is a risk assessment undertaken regarding each child and the need for the safeguarding door alarm system being in operation for each child. There is a signed consent form from the person with Parental Authority obtained prior to admission of the child into the home. If there is no identified need for a child's door to be alarmed then it is removed from the door alarm system.

We also have an external burglar alarm system. This is purely a safeguarding measure for the home and is activated when all staff and children leave the home.

### ***17. Details of the home's approach to behavioural support, including information about:***

#### **a) The home's approach to restraint in relation to children; and**

#### **b) How persons working in the home are trained in restraint and how their competence is assessed.**

a) The children are placed within our home primarily for behavioural and mild to moderate learning difficulties and problems that have resulted in them being unable to live in their family home and/or in a foster placement.

Within the home, it is understood that it is the quality of relationship developed between the children and staff that supports the children in managing and developing their behaviour.

When there is a behavioural issue and/or incident there is a discussion with the child regarding what happened and how this could have been handled differently. Strategies to manage thoughts, feelings and situations are discussed with the child to try and help them learn and internalise different boundaries and expectations.

On occasions it may be necessary to further reinforce this by setting a sanction. The setting of a

sanction is to give a clear parental message to the child of disapproval. Sanctions, where possible and practicable will be related to the incident in an attempt to provide an association and learning experience for the child. Sanctions set are recorded within the homes Sanction Log and children are invited to express their thoughts and views.

Within the home, there is a detailed Behaviour Management Strategy devised for all children. This strategy outlines presenting behavioural difficulties for the child and staff intervention to manage this effectively.

Behaviour Management Strategies are reviewed and updated regularly and all are overseen by MAPA Trainers to ensure that the practice and intervention is in line with accredited training.

There may be situations and occasions where children need to be physically contained and held by staff. This is a last resort intervention by staff and one which is only implemented when there is a high level of risk to others, damage or to the young person themselves.

Staff are to try and calm and de-escalate the situation in line with individual Behaviour Management Plans for the child. Any physical intervention is to, where possible, be supported by two members of staff.

After a physical hold has been applied and at an appropriate time, the child is to be offered medical support.

There is to be a discussion with the child as to the incident and how this could have been managed/handled differently and more positively. All 'holds' are recorded within the homes Restraint Log.

b) All staff are currently trained in CPI's Management of Actual or Potential Aggression (MAPA). CPI's MAPA course has been devised from the best parts on the Non-Violent Crisis intervention Programme and the Positive Options, MAPA offering. Donna Gallagher is our own fully accredited Behaviour Management Specialist, who undertakes staff training across the entire company, including our foster carers. Donna is a Registered Manager and has been delivering the CPI's Non-Violent Crisis Intervention programme since March 2009. Subsequently she has developed from being just CPI accredited trainer to Master Trainer. Donna is supported in the training of staff by another Registered Manager within ECS, Michael Atkins. Michael has recently undertaken the accredited training programme and will be working alongside Donna in the training of staff.

### **The MAPA Philosophy**

With our training, we enable staff to safely disengage from situations that present risks to themselves, the child or others. The staff learn to safely and effectively use a range of holding interventions that are appropriate to circumstances whereby an individual expresses themselves through challenging, aggressive, or violent behaviour and an education in making defensible choices regarding the use of disengaging from and/or holding a person.

Upon completion of the programme, other benefits include the abilities to:

- Establish emotional contact and bonding between staff and the child through the use of verbal and physical interaction.
- Allow the expression of anger, frustration, anxiety and emotional turmoil in a safe and controlled environment.
- Enable staff to explore issues of threat and confrontation with the child.
- Enable children to recognise their feeling and to learn to express themselves in meaningful

and constructive ways.

- Help children identify and adopt alternative coping strategies.
- Help children and staff alike develop more meaningful and trusting relationships.

MAPA training operates within the standards of the British Institute of Learning Disabilities (BILD) Code of Practice for the Use and Reduction of Restrictive Physical Interventions (2010) and is accredited by the BILD Physical Interventions Accreditation Scheme.

All staff undertake annual training that is certificated by the MAPA Trainers stating competence in applying physical holds and de-escalation.

## ***Leadership and Management ...***

### ***18. The name and work address of:***

- a) the registered provider;**
- b) the responsible individual (if one is nominated); and.**
- c) the registered Manager (if one is appointed).**

a) The Registered Provider is Ethelbert Specialist Homes Limited trading as Ethelbert Children's Services. The Company's registered address is 17, Leigh Road, Ramsgate, Kent CT12 5EU. It is registered at Companies House as a Private Limited Company, registration number 03291503.

b) The Responsible Individual is Leslie Davenport of 17, Leigh Road, Ramsgate, Kent CT12 5EU.

c) The Registered Home Manager is Lloyd Starley of 17, Leigh Road, Ramsgate, Kent CT12 5EU.

### ***19. Details of the experience and qualifications of staff, including any staff commissioned to provide education or healthcare.***

a) Please refer to Section 1, in the home's Workforce Development Plan under Management and Staffing structures for details of the experience and qualifications of the current staff team. Also included in the Workforce Development Plan under Section 2 are details of the management team and all staff commissioned to provide Education, Therapy or Healthcare.

**Please note:** Staff Profiles and those commissioned to provide Education, Therapy & Healthcare services are also available upon request as Appendices to the Statement of Purpose.

### ***20. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or healthcare.***

Lloyd joined Ethelbert Children's Services in May 2018 as a Senior Residential Worker before stepping up into the role of Hillview's Interim Home Manager on 3<sup>rd</sup> September 2018 to cover the Maternity Leave of the current Registered Manager – Full Registered Manager status was awarded to Lloyd on 7<sup>th</sup> February 2019 following a successful application to Ofsted and subsequent Fit

Person Interview. This appointment will allow the children, the staff group and the operational requirements of the home to remain consistent and assist with a smooth transition. Lloyd has many year's experience working alongside children in a Therapeutic setting as well as managing Youth Services working with young people on the streets who are at risk of disengaging, not accessing education or at risk of CSE. He is also a qualified Hockey Coach and volunteers weekly coaching both children and adults including those with a range of disabilities. Lloyd believes that his varied experience working alongside children in a variety of settings, which include Care Homes, Schools, Youth Hubs and within the community will enhance his already acquired skillset and will help Lloyd to work with the children who reside within the home and the staff who also work in Hillview. Lloyd is passionate about ensuring the children in his care have a voice, have the option to achieve and are always first in the minds of those caring for them. Since his appointment Lloyd has started to undertake his Diploma Level 5 in Leadership & Management, has completed the CWDC booklet and has an NVQ Level 3 in Children & Young People. Lloyd will complete alongside shift work and home management all mandatory training to ensure he is up to speed with the relevant legislations. Owing to a change in company structure the current joint Manager will now be relinquishing her joint management of the home to take on the management of another company home resulting in Lloyd holding the sole management.

At full occupancy the home will have a sufficient staff team to meet the children's needs. There may be circumstances when it is necessary to have a higher staffing support, and wherever possible this should be achieved by using staff from the home or staff from other homes that are known to the children. It is not company policy to use agency staff.

If in extreme circumstances there is a shortfall in staffing levels and it is considered necessary to reduce staffing levels to one member of staff or in the event of sole occupancy the Manager, in consultation with Senior Management, will make a formal assessment of the implications for the child(ren) and all likely risks and record these to ensure adequate safeguarding. In support of this an on-call system is available on a 24/7 basis to request staff support via the Registered Manager or on call Senior Manager who will be able to identify support from other ECS homes in close proximity. A Workforce Development Plan is within the home to ensure sufficiency of staff numbers and ongoing recruitment.

The Registered Manager is supervised by an Area Manager. This takes the form of monthly documented supervision where the operational running staffing and needs of the children are discussed and considered. In the absence of the Manager or Senior Residential Worker at the home, the Area Manager can deputise for the day to day responsibilities within the home. The Registered Manager is then responsible for arranging supervision within the home directly supervising the Senior Residential Worker. Supervision occurs on a monthly basis as a minimum and is documented and filed appropriately within the home. The Registered Manager or Senior Residential Worker within the home offer and provide the Residential Workers a minimum of monthly supervision. This offers and provides qualitative feedback on performance in working with and supporting the young people.

Hillview staff team have group supervision facilitated by a qualified therapist. This is undertaken on a regular basis and offers the team a further support in working with the children in the home.

All staff members receive an annual appraisal. This is undertaken in conjunction with the staff member and all aspects of the role are appraised and reviewed. Targets are set for the development of the staff member and this is discussed in supervision and also forms part of the appraisal process upon successful completion of their probationary period.



***21. If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.***

The home has a mixed staff team gender with a balance between male and female workers within the home.

## ***Care Planning ...***

### ***22. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.***

Ethelbert Children's Services has a Head of Placements, Martin Foster.

Initially, all referrals come through the Placements Team. There is significant information requested in relation to the child being referred and essential information gained before a discussion with the Registered Manager takes place as to the suitability of the referral. In the absence of the Registered Manager, this assessment of suitability may take place with the respective Area Manager.

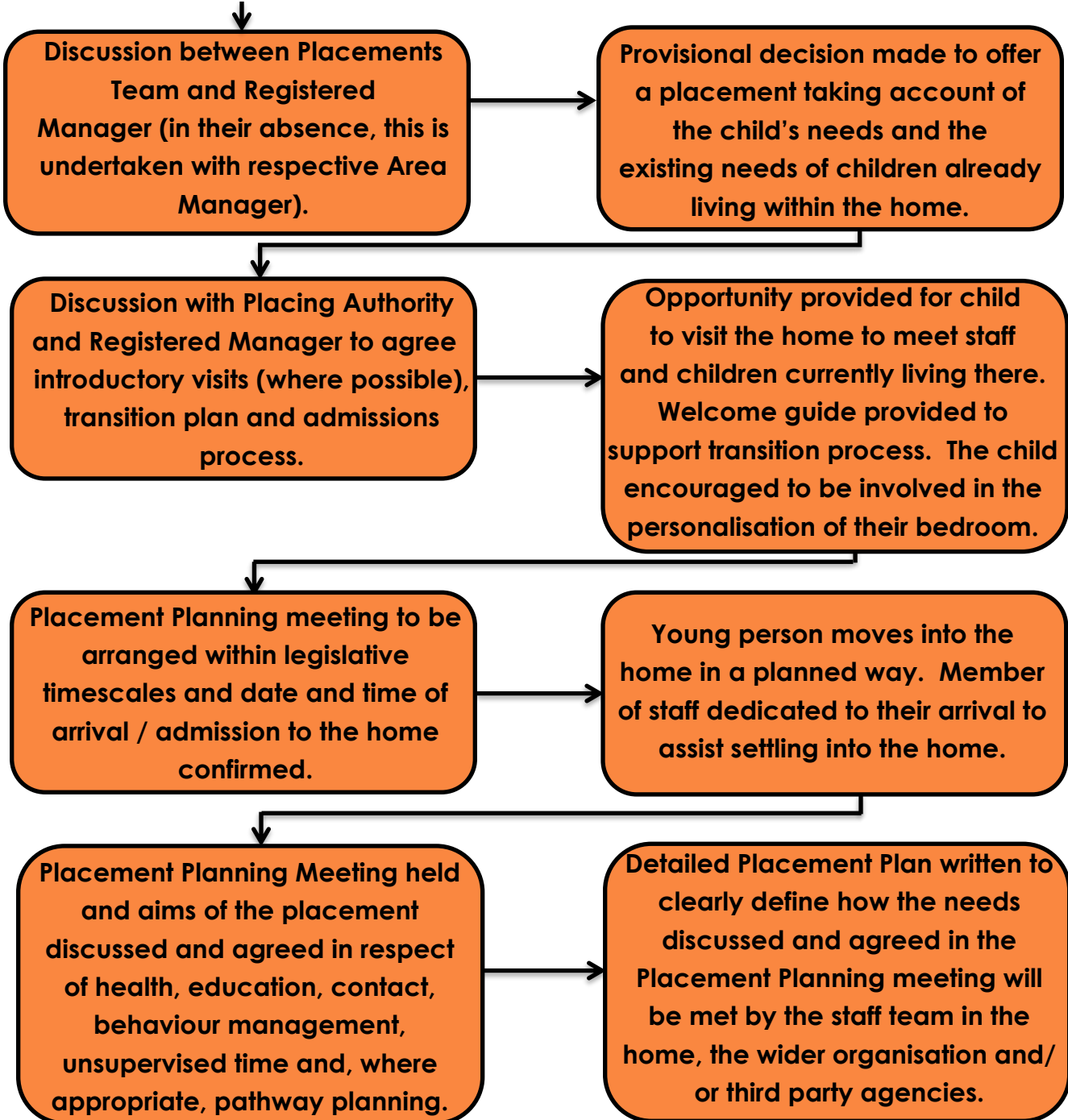
If the referral is felt to be a suitable match, the Registered Manager will liaise directly with the Placing Authority and Social Worker to discuss in more depth the care needs and aims of placement. If the Registered Manager (or in their absence, the Area Manager) believes that the home can meet the child's needs in conjunction with the other children already living there, there is a plan of admission outlined. This plan of admission will be individualised, however, where possible, it is good practice for the new child to have the opportunity to visit the home, prior to placement and meet the staff and other children. A child friendly Welcome Book is used as a good introduction to the house and supports the child in the initial move, outlining the home in a bright, colourful format with pictures. This is discussed with the other members of staff and the children already living within the home.

Where possible, placements and admissions are planned; however, the home does accept emergency referrals and same-day admissions when sufficient information is available to make a considered matching decision. Emergency placements are reviewed with the Placing Authority within 72 hours of admission, at which time a decision is taken as to whether the child is appropriately placed and the home can continue to meet their needs on a longer-term basis.

Procedures for both planned and emergency referrals can be found on the following two pages.

# Planned Placement & Admission Procedures

Referral for a child received by Ethelbert Children's Services Placements Team. Request of referral information including chronology, care plan, educational needs, health needs, latest LAC review minutes, assessments previously undertaken and any additional information specific to the child. A decision to proceed the referral can be made without all the paperwork being present as information can be gained during the admission process. Any outstanding information will be further requested within the Placement.



# Emergency Placement & Admission Procedures

Emergency referral for a child received by Ethelbert Children's Services Placement's Team. Request of referral information including chronology, care plan, educational needs, health needs, latest LAC review, minutes, assessments previously undertaken and any additional information specific to the child. However due to the nature of the emergency this information may not be available at the point of Referral and the decision to offer a placement may be based on referral information and assessment of risk. On these occasions the home will request a placement meeting within 72 hours of admission. If this is not possible an internal review of placement will be undertaken

Discussion between Head of Placements Placements and Registered Manager (in their absence, this is undertaken with respective Area Manager).

Decision made to offer an emergency placement taking account of child's needs and the existing needs of children already living in the home.

Discussion with Placing Authority and Registered / Area Manager to agree emergency admission arrangements, share any additional essential information and agree emergency risk assessments.

Welcome guide provided to support transition process. By email, if possible, or on the child's arrival. Child welcomed to the home and supported as necessary to settle in.

Placement Review Meeting to be arranged within 72 hours to fully consider whether the placement can meet the child's longer-term care needs. If this is not possible an internal review will be undertaken assessing suitability of placement

If appropriate, Placement Planning Meeting held (can be an extension of the Placement Review if all parties are in agreement). Placement needs discussed and agreed as per planned admission process.

If placement is considered inappropriate, close liaison with the Placing Authority is undertaken to ensure a smooth and timely ending, and a more suitable placement.

Detailed Placement Plan written to clearly define how the needs discussed and agreed in the Placement Planning meeting will be met by the staff team in the home, the wider organisation and/or third party agencies.

# Appendices

## **Current Home Staff Profiles Therapists and Healthcare Professionals**

*(All the above along with Staff Training can also be found  
in the Workforce Development Plan within the home).*

In an effort to maintain accuracy and up to date information  
These documents will remain 'loose leaf' . Updates and amendments  
are sent to Ofsted within 28 days