



Statement of Purpose

Oak House

“From Little Acorns, Mighty Oaks Grow”

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OUR HOME

Oak House has been operating as a registered children's home since May 2018. Oak house is one of two residential children's homes which are part of the company, Homescop. The registered manager and responsible individual for Oak house are also registered in these roles at the other home, Osbourne House. Oak House is situated 10 minutes away from Osbourne House and the manager, Emma Thornton is supported in her role by a Deputy Manager at Oak House and two senior support workers at Osbourne House. Weekly management meetings ensure that all staff within a senior or management role are able to discuss the day to day management arrangements of the homes and ensure that the registered person has oversight of all matters pertaining to children and young people and staff.

CARING FOR CHILDREN:

1. RANGE OF NEEDS OF OUR YOUNG PEOPLE/CHILDREN:

Oak House is a two bedded mixed gender home for children aged from 4 up to 17 years who have difficulty living within a family environment, or who have suffered significant trauma through neglect or abuse. Children will be able to remain at Oak House until they have reached a level where they can live independently or until they are able to return home or to foster care.

2. ETHOS:

“We believe that residential care is a positive choice for those children or young people who are unable to live in a family setting”.

- Every child and young person should live in a safe caring nurturing environment, where they feel valued.
- Every child and young person has the right to quality care provided by skilled and knowledgeable staff that have their best interests at heart.
- Every child and young person will be respected as an individual, with individual needs.
- We believe that we can and should make a positive difference to every child and young person that we care for.
- We believe that “care”, should be more than a word, it should permeate everything we do.

2.1 OBJECTIVES:

Within the home, we will provide a safe, nurturing environment that allows a child or young person to achieve stability and grow, emotionally, educationally and physically until they are able to move on.

To give access to educational and other opportunities, for children within the home.

To offer a safe and therapeutic approach to children who have experienced abuse or trauma.

To offer a stable, consistent environment to children with particular behavioural or emotional difficulties that allows them to grow and develop within their capability.

To offer a level of care that allows children to meet the targets and objectives agreed with the placing authority at the care planning stage.

To keep the aims for every child under review and to be flexible in our approaches to ensuring every child in our care reaches their potential.

To wherever possible, encourage contact with families and carers and maintain and strengthen links the young person may have within the wider community.

To work in partnership with children and all significant and relevant people to achieve the best possible outcomes for the child. Progress reports for individual children monitor progression and targets still to be met. These reports are produced on a monthly basis and

input from placing authorities is encouraged alongside the views of children wherever appropriate.

Ensure that children in our care understand their right to feel safe and be protected from abuse and neglect. We monitor this through the promotion of children's rights and consult with our young people regularly to keep our "Children's Charter" relevant and up to date.

Every child is given information at the onset of the placement to ensure they know how to make a complaint internally and externally and information on how to request independent advocacy and have their rights in relation to making a complaint upheld.

Above all we seek for the children in our care to feel they will be listened to and their opinions are valued and respected.

To respect diversity and reject all forms of discrimination or bullying whether that be by; gender, age, ethnicity, physical disability or sexuality. Staff will be recruited with this value in mind, so that we achieve the same for our children and young people. Any issue of discrimination or bullying will be dealt with in line with the policy and children and young people receive information about this issue on admission. The home has a bullying charter and logs incidents of bullying for the purpose of monitoring and addressing the issues in a pro-active manner. Our young people are encouraged to nominate a "Bully Buster" who is another young person that they feel able to confide in and who they know will support them alongside the staff team to address issues of bullying and work proactively to ensure their home is a bully free zone.

To ensure again that children and young people have a right to be listened to and consulted on issues affecting them, within the scope of their age and understanding. Within the information given to children and young people on admission their rights and responsibilities are clearly set out in an accessible way.

That we will work in partnership with children, all significant and relevant people to achieve the best possible outcomes for the child in relation to the health, safety and well-being of the child. Staff at Osbourne will communicate effectively with all agencies in relation to any areas of risk or concern, the aim being to have a shared approach to the care of children and young people in our home.

We will achieve this by:-

- Working with children for as long as necessary to meet their identified care needs
- Offering a flexible approach to the needs of children.

- Providing a range of services from short term interventions leading to re-integration back home, foster care or to longer term stays where a return home is not always achievable.
- Recognising that where there is a high degree of trauma, then the placement may have to be more lengthy, to allow the child or young person to achieve placement stability, before any 'move on plans', can be effected.
- Taking into consideration, the mix and numbers of children and young people when planning care and admissions to Oak House.
- Using a system of rotas to provide adequate numbers of staff on duty, reflecting gender balance and experience of staff members.
- Using access to multi agency services that can provide for specialist needs.
- Using a key worker system to reflect the individual needs of the child as part of daily living plans.
- Ensuring that individual children's needs are identified and met with daily plans, risk assessments, lac information, key worker role, education, pathway plans, and young people's and staff meetings.
- Maintaining quality assurance systems to continually evaluate our current services and staff performance. We will in turn use these evaluations to continuously improve our service.

3. LEISURE, SPORTING and CULTURAL ACTIVITIES:

- If a child arrives at Oak House and they already take part in an activity, club or hobby, we will endeavourer to support them to continue with this.
- Children will be encouraged to take part in both group and individual activities which not only take into account their ethnicity, culture, language and religion, but also help to widen and deepen a young person's experience of diversity. We will encourage children to experience, foods, films and books from different cultures and will mark all religious holidays and use them as an opportunity to educate our children and young people about different cultures and religions.
- Children will be encouraged to join the local library; a local newspaper, magazines and comics/books are purchased regularly. Activities are promoted within Oak House, such as arts and crafts and where a child demonstrates a particular interest in an activity whether it is textiles or woodwork and furniture restoration then we will make sure they have access to the materials needed to explore and develop this interest.

- Weekly Activity allowance for young people will be spent within the boundaries of legality, safety and appropriateness, as they choose. Activities include: swimming, cinema trips, music lessons, football, bowling and water sports at the nearby adventure centre and trips to seaside resorts as well as trips to experience the many museums in the local area.
- During school vacations, holidays and outings are planned with Children. Children can join a summer school or placement scheme so that they can enjoy a range of activities and have the opportunity to make friends from the local area.
- Birthdays, Christmas and other multi cultural festivals are celebrated with young people by having birthday parties in the house and special celebration meals for special birthdays or anniversaries or to celebrate special occasions and achievements. Activity planning by both staff and young people will be take place during young person's meetings, prior to holidays to ensure participation and contribution from young people wherever possible.

4. SUPPORTING RELIGIOUS OBSERVANCE:

Supporting religious observance is an important part of a child's development and we would initially be guided by the care plan for the child, if however the child or children develop an interest or voice a wish to follow a religion or faith that is not their stated one, we would consult with the child's social worker. In the North West, we have a rich diversity of religions and faiths and we will encourage children through festivals, meals, key work and education, to develop knowledge of different faiths, so that they learn to appreciate the richness of diversity.

5. CONTACT WITH FAMILY and SIGNIFICANT OTHERS:

The staff team at Oak House will ensure that contact arrangements with families, as outlined in their care plan and placement plan, are adhered to and as much support as possible to maintain contact will be given. Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting. Young people will be encouraged when appropriate to keep their family at the centre of their lives. We will be guided by social workers and where appropriate in consultation with C.A.M.H.S to ensure that life story work is undertaken with our children and young people at an appropriate time.

We will ensure that when there are contact restrictions that young people understand the reasons why these restrictions are in place and are supported to deal with this.

6. CONSULTATION WITH YOUNG PEOPLE:

Oak House staff will consistently encourage their children and support them to make decisions about their individual lives as well as the way in which Oak House is run. The use of an advocate would be made available either internally or externally to all Children whenever necessary. Consultation is encouraged through for example, key-worker time or in young people's meeting. The views of young people's family and the child are always taken into account.

Children and young people are encouraged to review and inform the business development plans for the home. Consultation with children and young people may take place in individual keyworker sessions or within the young person's meetings.

There is a "Children's Charter" which sets out the rights and responsibilities of children and young people living at Oak House. Children and young people are invited to review this and make suggestions on how this can be modified and how we are respecting those rights.

Children and young people will be encouraged to make use of the "grumbles" section of the young person's meetings. This provides an opportunity for children and young people to post raise issues and concerns and there will always be a review of the "grumbles" raised and a clear outcome so that young people appreciate that they were listened to and issues are resolved with them.

Children and young people's views will also be sought through questionnaires which they will have the opportunity to complete every three months.

Each child on admission is given a guide that is appropriate to their age and level of ability which sets out clear expectations within the home. This guide makes clear the approaches to promoting positive behaviours and the rights and responsibilities for children placed in our care.

Rights and Responsibilities of Children at Oak House

Rights:-

- To be listened to and have their own views encouraged and considered

- To feel cared for and to be treated fairly.
- To be well cared for and supported to make healthy choices.
- To have a safe and comfortable home to live in and a bedroom that is their private space.
- To have everything they need for school.
- To have clothes that they like develop their own style and tastes.
- To make mistakes and to expect new chances.
- To expect choices whenever they are available.
- To be supported in following any religion they choose
- To have friends and family made welcome when this is possible.
- To see and hear what we say about them, having where they wish, their own copies of documents, daily plans, reviews and reports, and a safe place to keep them if this is appropriate to the cognitive ability of the child.
- When they are not happy with the care they are receiving, to have a complaints procedure that they understand available to them with the assistance of the staff or other persons as necessary.

Responsibilities

- To value and look after their home and their belongings
- To treat themselves and others in the home with respect and to try and sort out issues when the do arise so that our home is a nice place to be.
- To work with us towards identified goals.
- Not to hurt, threaten, bully or frighten anyone at Oak House.
- Not to bring into Oak House anything that is illegal or anything that could hurt someone else.
- Take part in house routines and respect house rules, for instance about bedtimes, use of T.V. and chores.
- Attend the young people's meetings.
- Admit responsibility when things go wrong and make amends.

7. ANTI-DISCRIMINATORY PRACTICE, EQUAL OPPORTUNITIES AND CHILDREN'S RIGHTS

- Equality and Diversity is informed through a range of leisure activities that encourage the child to both understand and value difference and diversity.
- Each child will be seen as an individual and be encouraged to see others as individuals with rights to respect as specified in the paragraph above.
- We will demonstrate in our practice, a commitment to treating others in an anti discriminatory way regardless of gender, age, disability, race, sexual orientation or faith and will encourage the children to learn these values.

- Where there is oppressive practice or occurrences, we will challenge such practice or behaviour appropriately.
- We believe that equality of opportunity doesn't always mean "treating everyone the same", but ensuring that everyone has equality of opportunity, allowing for their different needs and abilities.
- We encourage the participation of children/young people.
- We actively seek the children's views and involve them in real choices about their home.
- Support and advocate for young people and their rights, this to include any complaint that they may wish to make.

8. ACCOMMODATION and SLEEPING ARRANGEMENTS:

What Oak House offers:-

Age, Gender and number of Young People

- Children at Oak House are both female and male with an age range up to 18 years of age.
- We have places for up to 2 Children.

Special Needs of Young People

- Oak house can cater for the needs of Children with special educational needs and emotional and behavioural needs. The home strives to create a therapeutic environment which responds to the needs of the individual child as well as creating a safe environment for children/young people.

Downstairs Accommodation consists of:

- Large entrance hallway
- Modern kitchen with a family dining area.
- A comfortable lounge with access directly to the rear garden through the patio doors
- Downstairs toilet and cloakroom
- Large internal garage which will be used as a home gymnasium.

The first floor accommodation consists of:

- Open plan multi-level landing provides access to the bedrooms and family bathroom.
- 2 spacious bedrooms for children and young people with a master lock system to the doors
- One comfortable staff bedroom.

- One staff office with access to private telephone facility for young people which also serves as a second bedroom for staff.
- One modern family bathroom and toilet.

Oak house is set back from the road by a large driveway leading to the garage and front entrance of the home. There are gardens to the front and rear of the property which is semi-detached with neighbours to both sides. The rear of the home offers a large, raised flat area of lawn, with large patio area with outside seating and dining for summer BBQs and room for a vegetable patch and greenhouse.

Fire and Emergency Procedures – the following apply to the home:

- Policy statement.
- Details of designated responsibilities for fire safety, including the name of the responsible person's.
- Fire protection measures in place such as fire detection and alarm systems.
- Information regarding fire drill training, general fire safety training for all staff and more specific training for fire marshals.
- Arrangements for the testing and servicing of fire protection equipment.
- Details of fire safety inspection and audits.
- Documentation and records this will include all relevant fire safety documentation such as fire risk assessments log books etc.
- Health and safety/ fire inspections to be completed.
- All policy's to be kept updated.
- Evacuation procedures including details of the actions required by those with specific responsibilities.
- Where child protection issues are identified in the home, which place individual young people at risk, staff will follow strategies to minimise and reduce risk as well as following the appropriate child protection procedures.
- Harm reduction programmes undertaken in the house as well as educating young people with regard risk and harm reduction.
- Joint working with Social workers and parents, and other relevant professionals such as drug, alcohol specialists, counselling services.

- Notification to OFSTED if Child Protection issues or a Significant Risk event occur.

9. LOCATION and FACILITIES:

Oak House is a semi-detached home in a quiet residential street in Bootle. The home benefits from being close to major transport links between Liverpool and Southport and is a short journey away from Crosby Marina. There are a wealth of primary health care services in the local area including GP and Dental practices. There are good education providers for both primary and secondary education including schools that cater for children with emotional and behavioural difficulties and good transport links to ensure easy access to Southport and Hugh Baird colleges.

The home is located close to Aintree Retail Park which has a number of shopping and dining facilities and also close to Switch Island Leisure Park which has more shops and restaurants as well as a cinema and gymnasium.

The Netherton Activity centre is a five minute walk from the home and has amazing facilities for children and young people which include a Library, Sensory world and garden all under one roof as well as including sports coaching, holiday activities, day trips, dance, drama and community activities.

There has been a thorough risk assessment for Oak House which will be kept under review annually.

10. SAFEGUARDING, BULLYING and MISSING from CARE:

10.1 Safeguarding

At Oak House we focus on the safeguarding of children in our care, the specific arrangements for safeguarding children runs through every aspect of the care we deliver. The home takes a robust approach to ensuring we know where our children are at all times, and that when children/young people are off the premises alone we have contact details and have identified individual risks for children who are likely to go missing from home. Our staff team are trained and aware of policies in place to protect the children we care for. Policy is reviewed annually by the responsible individual and an independent advisor and practice is kept constantly under review.

For some children and young people we may feel that the use of a wireless bedroom door sensor is indicated and this may be for a variety of reasons such as the age of the child or specific risks or vulnerabilities. These will only be used where there is an identified need for

a door sensor and will never be used as routine practice for all children. We will discuss the concerns and risks with children, placing social workers and parents where appropriate, and will aim to use the sensor for the shortest amount of time and will keep this under review. When the use of the sensor has been agreed then this will be included in individual risk assessments, risk management plans and behaviour support plans.

Children's individual placement plans, behaviour support plans and risk management plans identify all areas of risk and trigger behaviours, they guide staff as to pro-active and active strategies to minimise risk areas and behaviours. These plans are formulated in partnership with other agencies and are agreed with the responsible placing authority. The plans to safeguard children and young people in our care are kept constantly under review.

The staff team will work closely with partner agencies to ensure that all risks and vulnerabilities relating to the location of the home form part of our admission policy when considering individual risks for children and young people. Partnership working also forms part of the education of our children and young people the home works closely with Community Police teams, missing from home co-ordinators, leisure services and the LADO for the area.

In keeping our children safe and promoting their physical and emotional growth we aim to achieve the best outcomes for young people by:

- Providing a welcoming, homely atmosphere that is structured, stimulating, caring and a safe environment that is free from any prejudices. We do this through encouraging children and young people to participate in the development of Oak house. Children and young people are encouraged to participate in every aspect of the home and their care. This is achieved by consultation through Children and young people's meetings, young people contributing to their placement plans wherever possible and children and young people contributing to their review processes.

10.2 Child Protection

- One of the aims of Oak House is that all looked after children, like the Children who are placed at Oak House will feel safe. They also have the right to know that their views and feelings are listened to and all will be acted on as long as it is consistent with their overall welfare.
- A full Risk Assessment is undertaken with each young person and this is regularly reviewed as part of the placement planning system, it covers all aspects of behaviour and history that might cause a risk to the young person or to others. Risk Assessment and Management Plans are updated regularly, at statutory reviews and after specific risk events.

- The child protection policy and behaviour management policy for the home can be shared, upon request or at the commissioning level, by any person, body or organisation involved in the care and protection of a child or young person.

Oak House Staff are familiar with and adhere to the Child Protection Protocol, and will be prompt in raising a child Protection concern.

They refer to the Following:

Sefton Safeguarding Children Board

- Residential Child Care procedures: 1:8 complaints and protection.
- Good Practice Guide for Residential Child Care 1:8 complaints and Protection.
- Quality Standards for children’s Home and Children's Home Regulations.

10.3 Bullying

Anti-Bullying Approach

- The Staff team at Oak House are aware that bullying can be present in Residential Care, and that it causes great misery for the victim. Bullying behaviour is not tolerated at Oak House. There is immediate action if it is happening. To counter bullying, the team works with policy and procedures, the residential childcare procedure and the good practice guidance. Furthermore, the issue of countering bullying is regularly discussed at team meetings and at children’s meetings.
- A bullying charter is displayed in the house and all young people are asked to contribute to its development and implementation within the home.
- Children and young people have a designated “Bullying Champion” who is someone they can turn to discuss an incident of bullying or any issues arising from this.
- When an incident of bullying has occurred this will be logged for monitoring purposes but will also lead to some reactive bullying keywork, mediation and bullying meetings between the affected children. The aim of this is to use restorative practice techniques to highlight the impact of bullying behaviour and to ensure that our children and young people understand and appreciate that this type of behaviour will not be tolerated and that they have a responsibility to make sure their home is a bully free zone.
- Staff would also support children and young people where there are incidents of bullying that are occurring outside the home such as in school or the local community.

10.4 Arrangements when Children go missing

- The Staff team at Oak House believe that a child's welfare and safety is of paramount concern. Children who go missing from their placement without authorisation are reported to the police in accordance with the local authority policy and Oak House policy and procedure Children are to be reported missing if they have gone out independently and not returned by the agreed time.
- When a child goes missing, there is often a reason for this; the staff team therefore aims to work with the child to prevent them from going missing in future. On returning from a missing episode, a child's safety is a paramount concern and staff will always check that the child is safe and well .A clear policy and procedure for the documentation of a period missing from home will be adhered to and copy documentation made available to the individual social worker.
- When a child returns home from a missing episode they will meet with an independent return home visitor and have the opportunity to discuss any issues arising from the missing from home including reasons or influencing factors leading to the absence.

10 REFERRAL and ADMISSIONS PROCESS:

The criteria for admissions to Oak House

Our policy is to receive children in planned placements only and not to accept emergency placements.

- When a local authority requests a placement at Oak House, it is our policy to request a referral form with relevant information that is available i.e. care assessment, education history/reports, social history, hospital appointments etc. We will accept LAC documents and other Local Authority documents, (providing they have the required information and that Homescope is properly aware of the child's/young person's legal status).
- Wherever possible a meeting will be held prior to admission so that a care plan may be drawn up and agreement from all parties is reached about what outcome is desired from the placement. Where this is not possible a meeting should take place within five working days.
- No decisions on the length of placement or work to be done with the child should be taken outside of the planning meeting, L.A.C, review, or other properly convened meeting where the local Authority are the principal part.
- Upon considering a potential new referral a compatibility risk assessment will be undertaken to ensure that Oak house can meet the needs of the young person and also to consider the impact of the referral on existing young people at Oak house.

Consideration will be given to the impact on the community of any new referral and also the appropriateness of the location of Oak house and the locality risk assessment.

- Pre placement visits will be arranged so that the new child or young person has the opportunity to meet staff and other young people and have a tour of Oak house and the local area.

Emergency Admissions

It is not the policy of Oak House to accept emergency admissions; as we feel unplanned, rushed moves are rarely of benefit to the child. We do however accept that in some instances there may not be enough time to hold a planning meeting prior to the placement and when this happens we would ask that the authority identify a named social worker that will take responsibility for the case and who will decide the date for the planning meeting.

Reviewing of Placement Plans

The Placement Plan is designed to meet the needs of the child and ensure consistency and quality of care. Wherever possible the plan is formulated with input from professionals involved, family and significant others. It identifies the young person's needs and issues and how these will be met and addressed on a day-to-day basis.

Parents (unless safeguarding restrictions are in place) and significant others will always be consulted on the review of placement plans. The plan may also change in accordance with the outcomes of statutory reviews.

11 DEALING WITH COMPLAINTS:

- Oak House staff team believe it is important to help Children and their families understand why the complaints procedure exists and that they are aware how to use it, should they ever feel it necessary to do so.
- Staff will work to ensure that young people who make complaints do not feel stigmatised or guilty in any way. If a young person needs to make a complaint, a member of staff offers help, sometimes children may need help from someone outside of the staff team and therefore, young people are supported to involve the children's advocacy service.
- On arriving at Oak House, the children and their families are given information about the complaints procedures; these are explained in the Residential child care procedure. In accordance with departmental policy the complainant is kept up to date with their complaint and steps are taken to ensure they understand the process involved. A record of complaints is kept.

CHILDREN'S BEHAVIOUR:

13 Behavioural support for Children at Oak House

Children in place at Oak House will be encouraged to access a range of opportunities including therapeutic input on an individual needs led basis as part of an inclusive package of care aimed at working with children who have suffered trauma and have behaviour support needs. Oak House offers a therapeutic environment in which children who have suffered trauma, emotional neglect or abuse can thrive. We endeavour always to see the child and not just the behaviour that is presented to us. Staff are encouraged to be alongside the behaviour and to understand and recognise with the child, this behaviour in the context of their past. This therapeutic way of working is based on psychodynamic approaches to encourage connections to be made and promotes the child to begin to change their thinking.

The focus of work should be child centred, this is to ensure individual needs are met and that children and young people are treated as unique and diverse human beings.

- Each child placed at Oak House will have an individual behaviour support plan that sets out the target behaviours and specific strategies to address the behaviours. The strategies will give detail to guide staff at every level of the trigger behaviours, initially promoting pro-active strategies; these will encourage positive choices by the child throughout. Reactive strategies can be adopted when pro-active and active strategies have failed and the child needs adults to respond to keep them and the environment safe.
- Each child will if required have a positive handling plan, all staff are trained in the use of restrictive and non-restrictive interventions and will only ever use physical interventions as agreed in the child's individual plan, these will only ever be used when all other strategies have failed. The child should have input to this plan alongside partner agencies.
- Each child will have a risk management plan to identify trigger behaviours and strategies to manage these behaviours and promote positive choices for the child. Each child will have reward schemes that are personalised and motivate the individual.
- Restorative parenting is part of the work that is undertaken at Oak House, staff model good parenting to enable the child to respond to the safety and reliability of good parenting which will promote the child being able to manage their behaviour more positively.
- Encouraging citizenship through key work and through the day to day running of the home. Children are encouraged to participate in the day to day function of the home. They are encouraged to do this with pocket money jobs to promote a level of responsibility and incentivised jobs in the home.

13.1 Promoting positive behaviours by:

- Always observing the rights of the child and listening to the voice of the child, any form of behaviour management or support will always be decided upon in conjunction with other agencies and will only ever have the overall aim of supporting the child to make positive choices and thus have more positive outcomes in all key aspects of their lives.

14 Behaviour Management and Physical Intervention

- It is the responsibility of all the staff to communicate with children about what is acceptable and unacceptable behaviour. It is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and children. Consistency and fairness are key ingredients to developing a safe and positive atmosphere and promoting positive choices.
- Effective behaviour management, restraint and discipline can only have the desired impact within the context of positive relationships between staff and children. Communication, and negotiation are important skills that the team use to help young people to address unacceptable behaviour, within this overall context, the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour. Although the emphasis at Oak House is in safe and consistent approaches, positive relationships and rewarding positive behaviour, there are times when sanctions and reparations are deemed necessary, these are included within the behaviour management policy and only permissible sanctions can be imposed. When a sanction is imposed it must be in line with the behaviour management plan for the child. Children will be consulted and will input into a list of effective and agreed sanctions. These will be regularly reviewed with children and young people and in staff team meetings. By having a list of permissible and effective sanctions this will ensure consistency across staff teams but also provides children with clear expectations and consequences of behaviour. Sanctions are understood to be consequences of actions and known in advance so that children can make informed choices.
- The restraint of a Child is not part of any sanction process and should only ever be used to avoid a child seriously injuring themselves or others, or where the child has totally lost their inner controls and is at crisis stage being unable to regain these. Other methods as detailed in the child's individual behaviour support plan such as verbal support from staff or withdrawal of staff having been used without success. The restraint should be appropriate within guidelines; it should be for a shortest time with minimum force, should be recorded and monitored.

- De-briefing with the child and staff should occur as soon as possible after the restraint, allowing for all parties to be safe, receive medical treatment if necessary and to be calm enough for the de-brief to be viable. The child's social worker/Local Authority and Responsible Individual will be informed as soon as possible.
- Only staff members trained in positive handling and de-escalation techniques should undertake restraints. All restraints and physical interventions are clearly recorded and monitored by the manager and Responsible Person.
- Children, who are deemed at a particular risk, will be closely monitored. Where there are concerns that these risks are jeopardising the safety of the placement at Oak House, a disruption meeting will be convened to discuss how the risks can be better managed.
- If staff need to enter a child's room to check on their safety, this will always be done with two staff and recorded. It will also be a part of a child's placement plan and risk assessment.

EDUCATION:

15 Educational supports at Oak House

At Oak House we strive to ensure that every child meets their full potential through education. This is achieved in partnership with all supporting agencies and through a clear placement plan, education plan and behaviour support plan that promotes education, both in the formal and informal sense.

Oak House acknowledge the importance of education in children and young people's lives and we will work in ways that support and help young people to reach their potential within their education. A "Personal Education Plan" Will be put in place for each child that helps them to achieve the goals they have set for themselves as well as those detailed in the schools education plan. We acknowledge that continuity within young people's educations is of paramount importance and we will, whenever possible, help young people to continue to attend the same school, college or training programme.

Children at Oak House are encouraged to attend their education provision and staff support this to happen by ensuring that each child is supported and encouraged in the home to be prepared practically and emotionally to attend school. Restorative parenting approaches ensure that every child receives input into their education in the home environment and that they feel adults care and are interested in their achievements. This is achieved in very practical ways and each child has education support guidance which is observed by staff members.

- Achievements are celebrated in the home.

- Oak House liaise closely with education providers.
- Children are well equipped and prepared to attend school.
- Homework is supported and time is given to preparing for the next day.
- Where appropriate and safe to do so, access to the internet will be available to support the education of young people.
- Staff at Oak House are aware of the child's targets in education and how best to support them to achieve these. Input to a child's Personal Education plan is always offered.
- Programmes of informal education are offered within the home environment, this is done through extra curricular activity such as guides, scouts and organising events and information sessions for the children.

HEALTH:

16. Our approaches to promoting Health and Well-being in the home:

The health and well being of all children placed at Oak House is of paramount importance to us. We seek to ensure the physical and emotional health of all children we care for and do this with partner agencies. We are responsive to the needs of the children placed and monitor the health of children through the regular reviewing of placement plans and individual health plans. This is achieved in partnership with the placing authority, L.A.C. nurses and other primary and specialist health services.

We recognise that very often the health needs of children who have suffered neglect or emotional abuse have been also neglected and this needs to be prioritised to enable the child to begin to heal and feel stronger. Health Protection and Promotion for Children is an important role at Oak House we will therefore work with Children and appropriate health professionals to Develop a personal Health Plan.

It is essential for every child that staff at Oak House are skilled at recognising the symptoms of emotional neglect and are able to offer a safe environment in which Children can express their feelings safely. Oak House offers therapeutic interventions as part of the placement and staff will be guided in using the appropriate approaches in caring for the child and achieving consistency in boundaries that are acceptable.

Within the child's plan there will be provision for the following:

All children to have basic, but essential health needs met through regular dental check ups, routine eye tests and LAC medicals.

All children accessing specialist services such as C.A.M.H.S will be supported to do so and liaison with partner agencies will take place regularly.

16.1 All children placed at Oak House will be encouraged to have a healthy lifestyle, this will be promoted through:

- Well planned balanced meal preparation, taking into account any cultural or religious requirements.
- Education for children around healthy eating and promoting new foods. Each child will have a healthy eating programme to encourage them to eat their five a day.
- Activity plans that promote physical exercise, community services will be accessed to encourage children to join in with events.
- The provision of equipment and practical support, to enable children to access hobbies and activities.
- A warm and safe environment in which the child can thrive, restorative parenting approaches mean that the child feels secure and cared for and through this we would expect a child to begin to thrive emotionally.

Some of the health outcomes are clearer to review and monitor than others, we would expect that all of the primary needs are met and evidenced through the placement plan and monitored through the child's L.A.C. review with all other partner agencies.

16.2 Emotional well – being

The emotional health of children is much harder to measure; we would monitor this through the levels of behavioural incidents, the uptake of positive activities, through key work and progress reports. Above all we would expect to see the confidence and social presentation of children to be visibly improved.

STAFFING MATTERS:

17. Staffing matters

Arrangements

- Recruitment of staff for Oak House is done in line with safer recruitment guidelines and business equality policies.
- All present currently employed at the home have undertaken an enhanced Disclosure Barring Service (DBS) check and will have documentary evidence of this. A full employment history is obtained for each staff member with any gaps in employment explained.

Supervision and Appraisal

- Supervision is a vital part of supporting, managing and developing the staff team. Supervision is provided by the manager and senior residential workers, (Deputy Manager) in line with Departmental Policy. It is provided to new staff on a fortnightly basis for the first 2-3 months, after this period, formal supervision is monthly. Sessions are recorded and staff are required to read and sign their notes, which are then placed on the staff member's file.
- Every Member of the staff team will undertake a performance appraisal with their supervisor every 12 months, which reviews progress over the year and sets personal work targets and actions for the coming year.
- All staff are introduced, as part of their induction training to Child Protection Procedures, Fire Safety and Drill Training, Medical Procedures and the recording of information, prior to starting work in the home, or to be completed within the first 6 months of employment.
- All staff will either have completed their (NVQ 3) National Vocational Qualification level 3 Children and Young People or are working towards this Qualification.
- Staff will be trained in the chosen physical intervention model with De- Escalation Skills, some breakaway techniques and restraint. Certificate of Competence is awarded. Restraint is used as a last option, but is perceived in a positive way when used to protect and in conjunction with Oak House's Physical Intervention Policy,
- Each member of staff will have access to training; these needs will be discussed, agreed and monitored through the supervision and appraisal process. These are recorded in a Performance Appraisal System. Oak House is committed to the professional development of its entire staff team.
- Staff should have opportunities to develop through induction, supervision, appraisal and training and demonstrate their commitment to their own development through supervision and appraisal.
- Staff should be trained and professional in their practice.
- Staff should be supported and guided through good leadership.

- Staff should be good role models to carry forward the restorative parenting approaches.

The Staff Team

- The Diverse nature of the team of age, gender, ethnicity, experience, skill and qualification provides the opportunity to promote a positive view of difference to young people.
- Patricia Neil the responsible individual for the home has over 25 years experience in working with children who present with complex or challenging behaviours. Patricia is very hands on in the home and has a vision and shared values with the staff team. Patricia has experience of working with children who have suffered abuse and has extensive training to understand the emotional impact of neglect and abuse.
- The manager of the Home, Emma Thornton is a qualified health professional who has transferred her skills and knowledge into this field. Emma also has experience of working with young people and managing staff within the wider company for the past five years. Emma has three years' experience in managing a residential children's home which has recently achieved an outstanding judgement from Ofsted.
- All staff have been trained to work with children who present with complex and challenging behaviours and understand the impact of significant trauma and physical and emotional abuse on behavioural development. Staff are equipped to work alongside challenging behaviour and can understand it in the context of the child's past experiences. All staff are trained to level 3 in health and social care, have equivalent or are working towards this qualification.

A minimum of two staff will be in the home at one time, day or night. Where identified as beneficial or through Risk Management, staffing levels are increased to meet the young people's need, for instance in the evening at weekends, during holidays if specific young people have a greater need for attention.

- The Registered Manager, The Responsible Individual and Deputy Manager have flexible working arrangements to ensure one or more of the management Team are on the rota to cover holidays, days off and sickness.
- The Home Manager will be available (on call) at all times, personal telephone number will be made available to all staff.

- Short Term gaps in rota occur, due to sickness, training or leave, these will be met by the use of pool (relief) staff or if necessary, and agency workers provided by an approved agency. Wherever possible we use agency workers who are previously known to Oak House. All agency workers must provide proof of identity and evidence of their (DBS) status when they come on duty.

A detailed list of staff qualifications, training and experience is available when appropriate; upon request from the Registered Manager at Oak House

OFSTED

Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
 Tel 0300 123 1231
 Complaint 08.00am - 6.00pm
 Whistleblowers 08.00am - 6.45pm

NYAS

Youth Advocacy Service
 Egerton House
 Tower Road
 Birkenhead
 Wirral
 Ch41 1FN
 0800 616 101

17.1 Qualifications and experience of the staff team:

Member of staff	Position Held	Experience and qualifications
Patricia Neil (Director)	Responsible Individual	Degree of Bachelor of Arts with Honours 27/07/1998 TEFL Certificate in Educational Training & Management Sept 1998. ITA Transactional Analysis 101 Verification Certificate

		<p>24/11/06.</p> <p>Young People & Drugs: Guidance & Intervention 15/4/05</p> <p>Working with Parents of Young Drug Users 28/04/05</p> <p>Attachment Training 19/01/06</p> <p>Caring for Children Who Have Been Sexually Abused Training Course 16/10/06</p> <p>Mentoring Training Course 19/11/06</p> <p>Child & Adolescent Mental Health Awareness 25/01/08</p> <p>Training, Support and Development Standards for Foster Care 30/09/08</p> <p>Caring for a Sexually Abused Child – Level 2 10/07/08</p> <p>CWDC Training, Support & Development</p> <p>Standards for Foster Care Launch 2/12/08</p> <p>Fire Safety 16/09/09</p> <p>Staff Supervision Training 24/04/09</p> <p>Safeguarding Adults Awareness 08/07/09</p> <p>Level 7 Strategic Management Feb 2010</p> <p>A Managers Role in Managing Stress 4/02/10</p> <p>Safeguarding Children & Adults 10/02/10</p> <p>Staff Supervision 17/02/10</p> <p>Safeguarding Adults Awareness 09/03/10</p> <p>Managing Allegations – in house training 24/02/10</p> <p>Safer Recruitment 13 & 14/04/10</p> <p>Lone Worker Personal Safety in the Workplace 16/04/10</p> <p>Safeguarding Children Level 1 & 2 - 28 & 29/06/10</p> <p>Team Building Jul'11</p> <p>Equality & Diversity Feb 12</p>
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		<p>Development Day – in house 30/3/12</p> <p>Safeguarding Children Board 9/10/12</p> <p>Teach-Teach Basic Training Programme in Positive Handling Strategies within a Holistic Framework 15.10.13</p> <p>Understanding Neglect and How To Meet the Emotional Needs of a Looked After Child (Barnados) 14/11/2013</p> <p>Female Genital Mutilation: Recognising and Preventing FGM V1.3 07/03/15</p> <p>Working Together To Safeguard Children 21 & 22 January 2016</p> <p>Emergency First Aid at Work 24.02.16</p> <p>Disengagement and non-restrictive physical intervention skills (QCF) May 2016</p> <p>Keep Them Safe C.S.E May 2016</p> <p>Resettlement Passport Training 28.06.16</p> <p>Keep Them Safe C.S.E Jan 2018</p> <p>Domestic abuse Jan 2018</p> <p>Parental substance misuse Jan 2018</p> <p>Child Exploitation and Missing Children Conference 01.05.18</p>
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Patricia has an extensive background working for Knowsley Borough Council’s education department in an offsite education unit with children who displayed emotional and behavioural difficulties and some who had suffered trauma and abuse. Her role within this setting was to support the social and emotional development of these young people and maintain a link with their home school with a view to them being re-integrated into mainstream education. Part of this role was also to work with parents and support them in their parenting role.

Patricia has experience of working as a parenting co-ordinator for Knowsley Youth Offending Team, this role was extensive and ranged from producing evidence to the courts to support parenting orders to a more pro-active approach of working with a case load of families to promote school attendance and thus reduce offending rates.

Patricia has also worked for the Chief Executives department of Knowsley Council looking at the development of Anti-Social Behaviour legislation and the delivery of ASBOs, whilst working for this department.

Patricia alongside a colleague from Liverpool University wrote and delivered the training for Primary school learning mentors in the North West.

Patricia also has many years' experience of working with young people who are living in a supported housing situation; this role has been in a manager's capacity.

Member of staff	Position Held	Experience and qualifications
Emma Thornton	Registered Manager	<p>Team Teach Basic Training Programme in Positive Handling Strategies within a Holistic Framework 15.10.13</p> <p>Degree in Optometry 2005</p> <p>Degree in dispensing Optics 2009</p> <p>Graduate Diploma in Law 2011</p> <p>Sign Language Level 1</p> <p>Sign Language Level 2</p> <p>Safeguarding</p> <p>Understanding and supporting people with ADHD</p> <p>Restorative justice training.</p> <p>Level 5 diploma in leadership and management.</p> <p>“Keep them safe” – Protecting Children from Sexual Exploitation -26.9.2014</p> <p>Life Story Work 16.2.15</p> <p>Fire Marshall 18.2.15</p> <p>Graded Care Profile 23.2.15</p> <p>Standard First Aid Plus 4.3.15</p> <p>Compromised Care 10.3.15</p> <p>Appropriate Adult Training 11.3.15</p>

		<p>Food Allergy Training 11.3.15</p> <p>CPD Child Behaviour & Development 20.3.15 working towards</p> <p>Quality Standards 18.3.15</p> <p>Implementing The Care Act 28.3.15</p> <p>Documentation and Record Keeping 29.4.15</p> <p>Food Safety 29.4.15</p> <p>Health & Safety 29.4.15</p> <p>Infection prevention and Control 29.4.15</p> <p>Managing Allegations Against People Who Work with People 6.5.15</p> <p>Female Genital Mutilation 8.5.15</p> <p>Drugs, Alcohol and Legal Highs 15.5.15</p> <p>Induction to Autism 19.5.15</p> <p>Supporting Gender Variant Children and Trans Adolescents 27.5.15</p> <p>Anti-Bullying Training 29.5.15</p> <p>Working Together to Safeguarding Children 2.6.15</p> <p>Safer Recruitment 17.6.15</p> <p>Extremism and Radicalisation 28.06.15</p> <p>Child Sexual Exploitation 02.07.15</p> <p>An Awareness of Forced Marriage 24.08.15</p> <p>Impact of Neglect 22.09.15</p> <p>Ecstasy and Party Drugs Awareness 26.11.15</p> <p>Human Trafficking 06.01.16</p> <p>Medication Awareness refresher 26.02.16</p>
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		Manual Handling Refresher 26.02.16 E Safety Refresher 26.02.16 Principles of Good Recording 26.02.16 BTEC Level 2 in Disengagement and Non-Restrictive Physical Intervention 13.05.16 Physical Intervention 13.05.16 Self Harm Awareness & Ligature Training 04.08.16 E-Safety 24.08.16 Fire Safety Awareness 13.02.17 Infection protection, prevention and control 13.02.17 Child Protection 02.03.17 Food Hygiene 02.03.17 COSHH 13.03.17 Health and Safety 13.03.17 Working together to Safeguard Children 17.03.17 Emergency first aid at work 27.03.17 Diploma in Cognitive Behaviour Therapy – working towards from March 2017 Emotional resilience and self-harm 24.04.17 Managing Allegations 09.05.17 Sex, Drugs and risk control 12.05.17 Domestic Abuse the Victim’s journey 01.06.17 Safer Recruitment 07.06.17 Child sexual exploitation 08.01.18 Domestic Abuse 08.01.18
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		Parental Substance Misuse 08.01.18 PACB Physical intervention training 25th and 26th of April 2018 Child Exploitation and Missing Children Conference 01.05.18 Self harm awareness and rescue from ligature 24.05.18
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Emma Thornton has been with the company for 5 years working with looked after children who are making the transition to adulthood and semi-independent living. Emma has worked as a partner agency with Raleigh International enabling young people to access voluntary opportunities abroad. Whilst working for the company Emma has held a supervisory/management position with a responsibility for the day to day management and supervision of support workers.

Emma has a background in a medical profession and law and brings with her many transferrable skills and aspects of knowledge. Emma has now been a registered manager since August 2014 and is passionate and committed to the children and her staff team. Emma has been instrumental in leading a team to an outstanding Ofsted rating in one of the homes that she manages and this is through her passion, commitment and dedication to ensuring that children are at the heart of the work that we do.

Member of staff	Position Held	Experience and qualifications
Helen Walsh	Deputy Manager	Early years and education NVQ 3 2008 Level 4 diploma in Counselling 2013 Children and young people's workforce NVQ 3 2015 Emergency first aid at work 20.03.18 Medication administration, awareness and control 23.04.18 Principles of good recording including data protection and incident reporting 24.04.18 Risk assessment 24.04.18 PACB 2 day Physical intervention training 25.04.18

		and 26.04.18 Safeguarding 04.05.18 Managing Challenging Behaviour 04.05.18 Self harm awareness and rescue from ligature 24.05.18
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Helen has ten years' experience in a residential setting working with children who have autism. Helen has been working as a deputy manager and has had responsibilities for leading and managing a team of professionals in a residential setting and has also completed a counselling qualification. Helen has been acting deputy at Oak house during the induction of a new appointment and her skills and experience have been invaluable to the smooth running of the home and she is a great source of support for her colleagues. Helen works creatively with children and staff and is able to use her experience to think outside of the box and be solution focussed in her approaches which has great success.

Member of staff	Position Held	Experience and qualifications
Siobhan Morley	Residential Worker	Bachelor of Art honours degree in Youth and community work practice. 2017 Emergency first aid at work 20.03.18 Medication administration, awareness and control 23.04.18 Principles of good recording including data protection and incident reporting 24.04.18 Risk assessment 24.04.18 PACB 2 day Physical intervention training 25.04.18 and 26.04.18 Safeguarding 04.05.18 Managing Challenging Behaviour 04.05.18

Siobhan has been working with children and young people in various settings for the past two years. This has included voluntary positions and being a camp counsellor for Camp America. Siobhan has had more recent experience in a residential setting where she has come highly recommended as a passionate and committed individual who has the best interests of the young people at heart.

Member of staff	Position Held	Experience and qualifications
Antony Jones	Residential Worker	<p>NVQ Level 3 Children's health and social care May 2013</p> <p>Diploma – access to humanities – modules Psychology, Sociology and Social work May 2014</p> <p>BSC Psychology May 2017</p> <p>Emergency first aid at work 20.03.18</p> <p>Medication administration, awareness and control 23.04.18</p> <p>Principles of good recording including data protection and incident reporting 24.04.18</p> <p>Risk assessment 24.04.18</p> <p>PACB 2 day Physical intervention training 25.04.18 and 26.04.18</p> <p>Safeguarding 04.05.18</p> <p>Managing Challenging Behaviour 04.05.18</p>

Antony is an experienced residential worker who is returning back to the field after taking time out to study for a degree in Psychology. Antony has worked with children and young people with complex needs and challenging behaviours and has a great understanding of the underlying causes of these behaviours and this enables him to provide a high standard of care and support.

Member of staff	Position Held	Experience and qualifications
Tony Callaghan	Residential Support worker	<p>Extremism and radicalisation 18.05.2017</p> <p>Fire safety 18.05.17</p> <p>Safeguarding 14.06.17</p> <p>Child sexual exploitation 08.08.17</p> <p>Conflict Resolution 27.09.17</p>

		Injury, self harm and suicide prevention 17.11.17 NVQ level 3 in children’s residential care – working towards Safeguarding 05.11.18 Health and Safety 05.11.18 Manual Handling 12.11.18 Manging Challenging Behaviour 12.11.18
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Tony is an experienced residential worker who has worked with children from various backgrounds and across different settings for the past five years. Tony is an invaluable member of the staff team and has very quickly established good relationships with the children he cares for.

Member of staff	Position Held	Experience and qualifications
Lisa Cruickshanks	Residential Support worker	Psychology level 2 15.08.07 Criminology level 3 15.08.07 Psychology Level 3 15.08.08 BA (hons) Childhood and youth studies and early childhood studies 17.07.12 Counselling 2016 Children and young person mentoring 2016 NVQ level 3 in children’s residential care – working towards Safeguarding 05.11.18 Health and Safety 05.11.18 Manual Handling 12.11.18 Manging Challenging Behaviour 12.11.18

Lisa has two years experience as a residential support worker with Children and also has a wealth of experience in education and as a volunteer for children’s charities and

organisations. Lisa has an excellent understanding of children and their complex needs and understands the need for nurture, routine and boundaries to aid development.

Member of staff	Position Held	Experience and qualifications
Lynne Ehlen	Residential Support worker –Temp to Perm	NVQ level 3 Mental health `1998 7307 – pre teaching certificate 2003 Certificate in post 16 education 2004 NVQ level 2 – Dementia 2015 NVQ level 3in Health and social care – 2016 Community money management advisor level3 2018 Safeguarding 2017 Safeguarding 05.11.18 Health and Safety 05.11.18 Manual Handling 12.11.18 Manging Challenging Behaviour 12.11.18

Lynne has been working in health and social care for nearly 40 years across a variety of settings including children’s residential care, hospital services, children’s and young people’s hostels, palliative care and leaving care provisions. In the past five years Lynne has worked as a regular agency staff member for residential children’s services and mother and baby units. Lynne has a wealth of professional and life experience including residential trips to Malawi that enables her to provide excellent quality care to the children and young people she cares for.