



PROACTIVE CARE

STATEMENT OF PURPOSE

Manager

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Date Reviewed	Reviewed By	Reason for Review
03.10.19	Anita Elms	New home, Staff changes and CCTV removal.
10.10.19	Anita Elms	New staff
26.11.19	Anita Elms	Bank staff
01.04.2020	Anita Elms	New staff
06.08.21	Anita Elms	Change children's commissioner
14.09.21	Anita Elms	New staff added
04.11.21	Anita Elms	Reviewed no changes
07.02.22	Anita Elms	Staff removed. And one staff added.
28.02.22	Anita Elms	One staff added
11.04.22	Anita Elms	One staff added, One staff removed. Update on "wholly mainly" policy

This statement has been prepared in accordance with the requirements of Regulation 16 and Schedule 1 of the Children's Homes (England) regulations 2015.



Choosing a children's home for your young person or child can be a difficult decision, but we hope that by reading this document you will begin to understand the ethos of Proactive Care's Beatrice Avenue home (the "**Home**").

The Home is a registered children's home specialising in providing the best possible care for up to 2 resident children or young people (each a "**Young Person**", and together the "**Young People**") who exhibit complex needs which may include high functioning autism, attention deficit disorder, oppositional defiance disorder and complex associated difficulties. We understand that these Young People may have experienced trauma as well as past placement breakdowns, and may therefore have been exposed to criminal or antisocial behaviour.

At Proactive Care, we acknowledge that these Young People frequently feel disempowered by decisions made regarding their lives; however, our approach is to ensure that each individual is empowered to make positive choices. Young People benefit from a safe, supportive, caring and nurturing environment.

For us, supporting the Young People is far from an abstract concept – we know requires direct communication and assistance.

We believe that Young People should be at the heart of their care and the Home implements a policy of regular consultation with the Young People through residents' meetings, Key Worker sessions, consultation forms and discussions with the Young People on their care and the running of their Home. The Home believes in the importance of the voice of the Young Person being heard and respected.

Under the "wholly Mainly" policy, there may be certain circumstances whereby a Young person can remain in the home post 18. There are four reasons why a young person may remain at the home post 18 which include:

- Where the young person's moving – on placement has fallen through and the placing authority is seeking alternative arrangements.
- Where the young person is in education and wishes to finish their course.
- Where the young person wishes to remain with siblings who are also accommodated at the home, or
- Where there is an agreement, including the young person's, that are not yet ready to leave and a focused plan is in place to achieve this.

Proactive care will advocate for the young person who may meet the above criteria in order for the young person to have a robust transition plan into independence where relevant, taking consideration to any other resident young person and if the policy is in the best interests of the young person.

ETHOS, AIMS AND OBJECTIVES

OUR ETHOS

At the Home we believe that Young People should be continually nurtured and offered support relevant to their specific needs.

It is essential that Young People have the right for consistent support to enable them to develop appropriate life skills that would aid them to integrate within the wider community and society.

Proactive Care aims to offer a structured environment with provisions that are relevant in gaining skills necessary to prepare the individual Young Person in managing situations and conflict that may arise. Staff will advocate on the Young Person's behalf when and if required, aiming to support them through any difficulties and if appropriate this could include challenging prejudice on their behalf.

The Home offers a *home-away-from-home* ethos and incorporates all of the inviting features that would be found in any family house. We look to provide supportive and functional environments for all our Young People and have a fundamentally caring ethos.


AIMS AND OBJECTIVES

Our aims and objectives at the Home are to provide a safe, warm and nurturing environment with a high standard of care and accommodation for Young People whilst ensuring excellent delivery of care. Specifically, we at the Home aim to:

- support Young People with the necessary independent skills in an appropriate manner which would include negotiation, communication skills, self-care, budgeting, and shopping as well as helping them become aware of services and support available;
- ensure that the Young People are involved in as many aspects of their care as possible;
- encourage the Young People to 'have a voice' and to make their views and ideas known so that they can be taken on board;
- ensure that Young People are able to develop and maintain self-respect, self-reliance and self-care skills and enable them to make as many informed choices as possible;
- initiate, renew, maintain and support family links - working towards partnerships with parents and forging contacts with the community;
- have a highly trained, approachable and engaging staff team providing support and positive role models throughout each Young Person's time with us;
- promote and celebrate diversity; and equality.
- provide a wide range of exciting and challenging opportunities that meet the individual needs of the Young People.

In practice we achieve these aims and objectives by:

- making Key work sessions a fundamental part of the Home's experience - the Key Workers have special responsibility for a particular Young Person. A significant part of this role is to deliver focused key sessions in line with the individual targets identified for each of the Young People in placement;
- having a comprehensive training and development program for each member of our staff team;

- 
- regular reviews of care planning including placement, risk management, education and health plans;
 - regular reviews of the progress and development of the Home and its Home Development Plan on a monthly basis and bi-annual basis;
 - monitoring progress of the Home through a monthly unannounced Regulation 44 inspection in addition to completing Regulation 45 inspections twice annually (every six months).
 - working with a number of local agencies including but not limited to the neighbourhood police team, youth offending team (“**YOT**”), sexual health, substance misuse, virtual school, local safeguarding children board (“**LSCB**”), child and adolescent mental health services (“**CAMHS**”), the placing authority and health service.

CARE PLANNING

ADMISSION CRITERIA

The Home provides short term or long-term accommodation for 2 Young People aged 10-18 years who have been assessed as needing a residential placement.

We will provide for Young People with emotional and behavioural difficulties and complex needs. Consideration will be given to placements for Young People with a history of sexually harmful behaviour, dependent on an appropriate impact assessment.

Admission to the Home will be prioritised and facilitated by the Registered Manager who will balance the needs of each Young Person using an impact Risk assessment and robust matching criteria.

Admission to the Home will only be considered after an appropriate impact assessment and initial screening risk assessment has been completed which indicates that the Young Person's needs can be met by the Home and that they are a suitable match for the Young People currently in placement.

ADMISSIONS PROCESS

At the Home we understand that adequate preparation should be made before a Young Person is offered residence within the Home. We prefer this to occur on a gradual basis in the form of visits. We will facilitate visits to the Home to meet the other Young People in an appropriate place. As part of these visits, we aim to incorporate meals and activities as part of their transition so that they can start to get to know the staff team and the staff team can get to know them.

A pre-admission meeting and/or placement planning meeting will take place prior to admission to the Home where possible (or within 72 hours if not possible). This procedure ensures critical plans and their implications can be discussed and agreed upon prior to placement.

The Young Person, along with the professionals and adults working in the Home alongside social workers/outside agencies can decide upon the relevant process to facilitate the needs of the individual through their placement and care plans. An initial plan of care will be discussed regarding short term and long-term goals with a suggested time schedule which will be incorporated into the placement plans.

A member of our staff team will be allocated to directly work with the Young Person upon admission and to answer any questions or concerns. Young People will always be given written & verbal information about the Home at the earliest opportunity. This will include a copy of the Young People's Guide, complaints procedure, access to advocacy service, independent visitors and rules of the Home & expectations.

Contact arrangements with family and friends will be considered during the admission process. We will also consider any other arrangements (education, therapy, hobbies etc.) in place prior to the Young Person's placement with us.

Prior to an admission to the Home, we will complete an impact risk assessment and management plan as well as an Individual Crisis Management Plan (based on any information provided to us by this point). These will be shared with the placing social worker for approval.

A social worker or social work manager must also sign the relevant consent forms and where appropriate delegated authority forms and provide the Home with the relevant care and placement plans. The Home

must also be provided with all relevant personal education plans (“**PEP**”), education health and care plan (“**EHC**”) and looked-after-children (“**LAC**”) medical reports.

THE PLANNING AND REVIEWING PROCESS

Following admission to the Home, a planning meeting will be held within 3 working days if one did not take place prior to admission. A review will be held 1 month following admission and a further review will be held 3 months later. Thereafter, reviews will be held every 6 months.

The aim of the planning and reviewing process is to work in partnership with a Young Person, their parents and/or carers to produce an individual care plan in accordance with the Children’s Act 1989.

The Home will ensure that the Young Person takes an active part in developing the plan so that they feel they have a say in what happens and are empowered, rather than feeling that decisions about them are being made by other people. The role of the Home is to ensure that the needs identified in the care and placement plans are addressed on a day to day basis and regularly reviewed.

The Home has placement, care, education, health, risk assessment and management, and individual crisis management plans that are reviewed on a monthly basis and are read, signed and understood by the staff team supporting the Young People.

The plans are discussed in team meetings and supervisions. Key Workers discuss the plans with the Young People in an age appropriate manner. The Young People’s views are very much encouraged and included in their plans.

RELIGIOUS OBSERVANCE

The Home strives to ensure that all individuals both Young People and adults associated with us regardless of gender, ethnic origin, sexuality, religious persuasion etc. are treated with the utmost respect. It is vital to involve individuals from all backgrounds to access a much wider diverse knowledge base and which in turn everyone will benefit from.

We recognise and respect our Young People's religious beliefs, customs, rituals and culture. Upon admission, enquiries are made into the religious background of each Young Person and careful consideration is given with respect to the practice of religion.

Arrangements can be made to ensure a Young Person maintains links to his/her religious and cultural heritage, for example by supporting their attendance at local religious groups and providing special dietary or clothing needs.

Young People are encouraged to respect and celebrate difference and equality with no form of political bias. Each Young Person's care plan ensures that their uniqueness and preferences are acknowledged.

We celebrate a variety of festivals at the Home and Young People regularly experience foods from different countries. The Home has monthly equality and diversity themes and the Young People are advised and encouraged to participate on the monthly themes as part of the weekly residents' meetings.

This is to help the Young People have an understanding and respect for difference.

Prior to admission the team will gather information of the backgrounds of the Young People and as part of their care plans, will plan for how the Young People are to be supported with their cultural needs in agreement with the local authority.

There are a number of churches, mosques, temples and other places of worship in the area, including:

- Bharitya Mandal Centre (Hindu temple) on Union St, Ashton;
- Swami Narayan Mandir (Hindu temple) on Russell St, Ashton;
- a mosque on Kathryn Street, Ashton;
- Guru Gobind Singh temple (Sikh) on upper Chorlton Rd, Chorlton; and
- a variety of churches (Roman Catholic and Church of England) within walking distance of the Home (including St Hilda's church which is situated across the road from the Home).

LINGUISTIC NEEDS

Young People will be supported with their linguistic and communication needs through using appropriated communication tools. We can organise translators for those who do not have English as their first language.

The Home will also make sure of speech and language therapist recommendations to support Young People with communication difficulties. We will use a variety to tools including visual aids and outside support where necessary.

OTHER CELEBRATIONS

The Home will plan with the Young People how they wish to celebrate their birthdays. We understand the importance of a birthday for Young People and will organise a celebration and gift from the Home.

Other important holidays such as Christmas and Easter will be celebrated with the Young People with them receiving appropriate gifts and celebrations for the festivities. The Young People will also be supported to attend an annual holiday which they are encouraged to be involved in the planning of.

The Home now has an allocated Equality and Diversity Co-ordinator [REDACTED] who oversees the team and activities in ensuring the Young People take part in events that will broaden their knowledge and understanding of culture, equality and diversity.

COMPLAINTS

COMPLAINTS PROCESS

Proactive Care recognises the vulnerabilities of Young People that are living away from home and the difficulties they may face in making complaints, especially against adults caring for them. The atmosphere at Proactive Care is conducive to the Young People expressing their concerns.

Our staff team have completed training on complaints and representation and as part of their induction and probation.

Proactive Care is committed to providing the highest quality service to Young People, parents/carers and local authorities. We believe that our Young People, stakeholders and others have the right to comment upon the service we provide for our Young People. We encourage Young People involvement in decisions relating to our services where possible, and to make a suggestion or complaint as appropriate, where they consider the service is unsatisfactory for whatever reason.

A Young Person can make a complaint, through a means appropriated to them, whether verbal, written or otherwise communicated to any member of staff, who will promptly take the issue to the Registered Manager or the Deputy Manager in the Registered Manager's absence. Children can complain directly to the Registered Manager if they would prefer. Complaints can also be received by the Responsible Individual or any director if the Registered Manager is implicated in the complaint. Anyone can make a complaint on behalf of a Young Person following the same process.

A copy of these procedures are given to every Young Person prior to admission in the Young People's Guide and on their admission to the Home. Their Key Worker will also explain the procedures in more detail as part of our admissions process. Further guidance for the Young People is available in their own placement plans which includes contact details for NYAS, the Children's Commissioner and Ofsted (details below). The Young People's Guide has contact details for OFSTED (Children's Rights Director), Children's Commissioner, Childline, NSPCC, Young Advocacy, NYAS, Mix, Kidscape, Young Minds, Youth Access, Talk to Frank and the Samaritans.

If the matter cannot be resolved to the Young Person's satisfaction, the Young Person's social worker or parent will be invited in to discuss the issue and seek a resolution.

The Young Person or their representative can also raise a complaint directly with Ofsted. A record of all complaints received is kept by the Registered Manager.

The Home's full complaint's policy is available to all our stakeholders upon request, and a hard copy is kept in the staff room. It can be requested from the Registered Manager or Responsible Individual at any time (details below).

CONTACT DETAILS

Registered Manager

Anita Elms, [REDACTED]

Tel: 07873666539

Email: manager.beatrice@proactivecare.co.uk

Responsible Individual

Ashley Jones

Tel: 07825911827

Email: ashley@proactivecare.co.uk

Ofsted

Principle Officer, Complaints, Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

NYAS

NYAS, Tower House, 1 Tower Road, Birkenhead, Wirral, CH41 1FF

Tel: [0808 808 1001](tel:08088081001)

Email: help@nyas.net

Children's Commissioner for England

Dame Rachel De Souza, Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

BEHAVIOUR MANAGEMENT

GENERAL PRINCIPLES

The Home adopts a positive approach to behaviour management with reward targets, positive consequences, goal setting and an awards system. For consequences the Home believes on focusing on a restorative justice approach and involves the Young People as appropriate in this process.

On admission to the Home the Young People are advised on the different agreements and rules in place at the Home as well as the positive/negative consequence system. Young People are praised for their positive behaviour and challenged appropriately for negative.

When Young People are admitted to the Home, their Key Worker during induction will explain the Homes structures which consist of planned activities, rules, practices and procedures relevant to the function of the setting. The procedures that are in place will ensure health and safety of all individuals and emphasis will be on to recognise the need for respect and dignity for others within the Home. The Home has rules and boundaries that are essential for the appropriate functioning of the Home.

The Young People are encouraged to take responsibility for their behaviour and choices. All incidents of outburst behaviour will be discussed with the Young People.

OUR APPROACH

At the Home we have adopted a framework set within the Restrictive Physical Intervention. This helps us by preventing crises from occurring, de-escalating potential crisis, effectively managing acute crises, reducing potential and actual injury to Young People and staff, learning constructive ways to handle stressful situations, and developing a learning circle within the organisation.

The skills, knowledge, and professional judgment of staff in responding to crises are critical factors in helping Young People learn constructive and adaptive ways to deal with frustration, failure, anger, rejection, hurt, and depression.

By applying Restrictive Physical Intervention, staff can implement a wide range of skills to try and avert a possible crisis outburst by identifying the changes in a Young Person's behaviour during the escalation phase. By employing intervention approaches such as caring gesture, prompting, hurdle help and time away staff can proactively and effectively try to de-escalate a Young Person from a crisis situation.

ACCESS TO OUR POLICIES

The Home committed to the safety and well-being of all Young People in our care. We have detailed policies in respect of safeguarding and child protection, and behaviour management, which are readily available upon request from the Registered Manager or Responsible Individual.

Registered Manager

Anita Elms, [REDACTED], Tel: 07873666539

Responsible Individual

Ashley Jones, Tel: 07500846316

VIEWS, WISHES AND FEELINGS

POLICY AND APPROACH TO CONSULTING CHILDREN

Proactive care emphasises the importance of the Young People being consulted on their care and having their voices heard. To support this there are various forms of consultation that take place. The participation of the Young People in the Home is considered to be of paramount importance as we wish to give Young People a sense of ownership and belonging.

At the Home, Young People are treated as individuals and we place great importance on encouraging them that their views and contributions are of value. Their opinions are sought on a regular basis over key decisions that are likely to affect their daily life. This can be achieved through Key Worker sessions and Young Person's weekly meetings, reviews or informal chats with the Young People.

Each Young Person will have a nominated Key Worker. This role includes arranging any medical appointments for the Young Person, ensuring regular Key Worker sessions, listening to the Young Person's wishes/views, completing reports on the Young Person's progress.

Key Workers will also work together with the Young People to implement plans and goal setting programmes to encourage the Young Person to make the right choices. It is important that Young People always have something positive to work towards and to be rewarded with something that is relevant and special to that particular individual.

Sometimes, due to the complex needs our Young People can have on their ability to communicate and on levels of understanding, consultation can sometimes be difficult and will often require a Key Worker to advocate on behalf of the Young Person.

The following approaches are used to enable Young People to make their wishes and needs known:

- suggestion box;
- group meetings;
- individual meetings with their Key Worker and Registered Manager;
- child evaluation of activities and provision; and
- child contribution to annual reviews and LAC reviews when possible.

If a Young Person does not feel comfortable voicing issues in this manner, then arrangements can be made for them to bring concerns via written forms or through an identified advocate, or to make their social worker or independent visitor aware of any issues, thus ensuring these concerns are addressed.

The Young People have a board of their own that has the contact numbers for NYAS, their Independent Reviewing Officer ("**IRO**"), the Children's Commissioner and other advocacy services. The Young People's Guide (which each Young Person has) has contact details for OFSTED (Children's Rights Director), Children's Commissioner, Childline, NSPCC, Young Advocacy, NYAS, Mix, Kidscape, Young Minds, Youth Access, Talk to Frank and Samaritans.

Throughout their time living at the Home, the Young People, their families and relevant professionals will be consulted on their care through feedback and consultation forms. The Young People are also invited to

comment on their care plans and have their voices heard through Key Worker sessions and sessions with their Key Worker pre-LAC reviews on any changes they wish to be made to their care plans.

The Young People are encouraged to attend their reviews by the team and are prepared for the review process by the team. The Young People are encouraged to review their reward targets as part of their incentive system.

ANTI-DISCRIMINATORY PRACTICE AND CHILDREN'S RIGHTS

At Proactive Care, we believe that all Young People, particularly ours who have complex needs, should share, and be supported to secure the same rights as all members of society, where these are appropriate to and in their best interests.

No one Young Person or their family will be discriminated against. Our staff team will not judge or treat Young People at the Home or their family unfairly or discriminate against them. Verbal misuse of language and disrespect will not be tolerated. Remarks will be challenged and all incidents of discrimination involving both Young People and adults will be addressed with a view to addressing such behaviour.

All Young People accommodated at the Home will be made aware of their rights and how to access independent advocacy services, their IRO, Children's Rights services and OFSTED. Each Young Person will be given a Young People's Guide on admission with contact details of whom they may get in touch with should they wish to raise any issues or concerns.

Within the statutory framework provided by current legislation and regulations, staff of Proactive Care work to protect and promote the following rights for all our Young People:

- to live full and independent lives to the maximum of their potential;
- to a full, accurate and objective assessment of their complex needs;
- to the range of education, health, care and other associated support services required to meet all of their individual needs;
- to be involved in decisions, which affect their lives and to have their wishes ascertained and respected, as far as possible;
- to appropriate advice, guidance, support, counselling and care which promote their physical, mental spiritual and emotional health and well-being;
- to comfortable, attractive and safe living accommodation with privacy;
- to sufficient food, clothing, space and other necessities of life;
- to the assistance, support services and equipment needed to enable them to live with dignity;
- to the degree of freedom of movement which is appropriate to their health, safety and well-being;
- to benefit from and participate in recreational, entertainment, sporting and cultural activities;
- to use key facilities and services within the local community where possible;
- to develop appropriate and safe relationships without risk of exploitation or coercion;
- to have the full protection of the law;
- to be protected from all forms of abuse, and from the fear or threat of abuse;
- to access information contained in their personal files, where this does not conflict with statutory regulations or threaten their well-being;
- to supportive interventions, which promote positive behaviour and protect them from harm;

- to access suitably qualified, experienced and supportive staff in sufficient numbers to maintain quality of service;
- to have appropriate financial support sufficient to maintain their quality of life;
- to have links with home and family, positively promoted and maintained as appropriate; and
- to have positive recognition of cultural and religious diversity.

The Home's firm commitment to and passion about the above rights of the Young People in our care, drives us to ensure that we promote them in all we do, and through the services we provide for all of our individuals. The Young People are offered an independent visitor on admission to the Home and have had NYAS visit the Home to make the Young People aware of who they are and how they can support the Young People. NYAS will be invited back to the Home at regular intervals.

SUPPORTING CHILDREN WITH SPECIAL EDUCATIONAL NEEDS

Proactive Care aims to provide all our residents with the best educational opportunities possible, irrespective of race, culture, gender or ability. Where possible Young People will be expected to continue at the educational facility they attended prior to placement and will be supported in their right to do so.

In cases where it is appropriate and in consultation with the placing authority a Young Person will be able to attend secondary school or college facility of their choice.

If specialist provision is required then a Young Person will have a PEP which outlines all plans for that Young Person's education.

Where appropriate, this will also include a copy of any statement of special educational needs, emotional behavioural difficulties, physical disability, or any other circumstance requiring facilities or skills not generally available in mainstream schools, then such specialist provision will be sought in consultation with the placing authority.

We will ensure that all our Young People are inducted and an interview takes place upon entry. This will help to establish an appropriate educational plan which based on the skills and abilities of the Young Person will be designed to maximise the potential for engagement, achievement and hence choice in as they fully integrate into the social and economic environments outside of the Home.

Each Young Person will be assessed promptly by an allocated teacher at the local primary or secondary school to ascertain their educational needs in accordance with (where appropriate):

- a Special Educational Needs Co-ordinator;
- educational psychologists;
- speech/language therapists; and
- other education specialists.


Individual education plans will be developed at the Home to meet their identified needs in line with their PEP and EHC. These will be reviewed on a monthly basis.

The Home will attend parent's evening's, EHC and PEP reviews and also support the Young People to attend. The Home will also support the Young People to understand their educational needs and how they can be supported with these in line with their EHC's and PEP's.

ATTENDING LOCAL SCHOOLS

Proactive Care acknowledge that the trauma of transition can inhibit Young People from learning, therefore, it will be essential to support and encourage the Young People in attending school.

The Home will remain in regular contact with a Young Person's education provider. The Home will also continue to work closely with the virtual school to find suitable education provisions for the Young People. We work with the virtual school to challenge education providers if they are not supporting the Young People in line with their PEP and EHC plans.



If a Young Person does not attend education due to exclusion or refusal, the Home will endeavour to return that Young People to education at the earliest possible opportunity. We will support the Young Person to complete educational work and life skills at the Home for periods that they are not in school.

The Home has also organised tutors for the Young People to support them with their educational needs.

As well as house rules and expectations around the school with relevant consequences, the Home will also positively engage the Young People through their Key Worker sessions, setting goals and reward targets aimed at supporting the Young People.

Where appropriate, the Home will support a Young Person in expressing their preferences with regard to education provider. Our staff team aim to form a relationship of trust and support, which we find helps a Young Person engage with education.

PROMOTING EDUCATIONAL ACHIEVEMENT

Equally we believe that Young People should have the opportunity to have an allocated place for studying.

A computer is available in the common area for use for homework, extracurricular study or for those who do not have formal education.

A local library can be accessed by the Young People. Our staff team will support and encourage the use of this resource.

For the personal, social and health education, the Home will support the Young People through relevant and suitable Key Worker sessions and residents' meetings. The Home will also make use of external agencies such as sexual health and substance misuse teams.

ENJOYMENT

The Home offers a variety of activities, both off and on site, to stimulate and engage Young People. Young People are encouraged to participate in choosing and planning activities; the weekly Young People meetings being the most effective forum for this.

Evenings and weekends offer valuable times for relaxation and activity, and opportunities for a variety of experiences, both planned for and spontaneous. Each individual is encouraged and assisted to discover what they enjoy. These activities are fundamental to the individual's development of their identity and self-esteem.

Our staff team work with individuals to ensure that activities are broad, balanced and reflect the needs of both the group and individual, and allow for free time and choices.

We also encourage Young People to discuss hobbies or activities they wish to pursue through their Key Worker in Key Worker sessions (as well as regular and on-going Young Person consultations).

Any clubs, hobbies or activities attended prior to placement are also encouraged and the Home supports continued attendance where possible.

The Young People have a variety of games, books, DVD's, arts and crafts and other entertainment at the Home. They are also able to make further requests of provisions during the weekly residents' meetings. The Home has a small yard paved with decorative stones.

Young People are advised on different activities available to them on admission to the Home and there are also details available to them around the Home on the YP noticeboard and in the Young People's Guide.

The Young People are also able to access more expensive activities such as theme parks, day trips to the sea, go-karting and jump nation on occasional weekends and holidays.

Key Workers support their Young Person in accessing local clubs and events on a personalised basis to enable the Young Person to develop a sense of self. The staff are proactive in finding out what is available for the Young People to enjoy and participate in.

HOLIDAYS

As part of normal life (and in line with our ethos, aims and objectives as a Home), we believe holidays are key in giving the Young People a well-deserved break.

Holidays will be planned by the Registered Manager, staff team and the Young People. Holidays are an essential tool for Young People to build appropriate relationships with staff, share experiences and reflect on themselves.

Holidays for Young People will generally be for the whole group. However, when applicable, if a Young Person has completed a particular programme of goal setting formulated by their Key Worker (as agreed with the Registered Manager and social worker) then individual holidays can also be facilitated.



ACHIEVEMENT

Young People are praised by the staff team for their achievement and these are also discussed in the resident's meetings. The Young People are set daily reward targets. There are also awards at the Home for cleanest bedroom, best contribution to the Home and best achievement using the rewards charts.

The Young People have their own copy of their placement plans and are invited to comment on the plan and suggest areas that they would like to achieve or participate in.

The talents of the Young People are in their pictures, placement plans and evidenced around the house through photographs and pieces of art the Young People have completed. The Young People have been supported to attend new activities to them such as the gym, boxing and other day trips.

Within the Home the Registered Manager (supported by the senior staff) is responsible for ensuring that each Young Person's health and records relating to their health is promoted and maintained. There are no staff involved in providing healthcare or therapy.

Our staff team does receive training in administering, administration and storage of medication. These processes are monitored and audited regularly.

OUR HEALTH PROVISIONS

Young People who live locally will remain with their current General Practitioner ("GP"). All other Young People will be registered with a local GP. On admission to the Home, and with the agreement of the Young Person and the responsible local authority, the Young Person will have a full medical check and will also be registered with a local dentist and optician.

Medical, dental and optical checks will be carried out at regular six-monthly intervals following initial registration. Medical advice and treatment for illness and accidents will be sought immediately if the need arises through relevant professionals such as GP's, walk in centre and A&E. The Registered Manager or senior on duty will be informed of any sickness or accident. Any medical treatment required will be recorded in the journal and health plans.

Young People will only be offered medication prescribed by their own GP and or another registered medical practitioner. In the case of complementary/alternative therapies, the advice and agreement of the Young Person's GP will be sought along with agreement from significant others. Also, the Young Person's doctor will be contacted for their views and recommendations regarding self-medicating of drugs and a relevant risk assessment made.

The written agreement of the responsible local authority will be obtained before any anaesthetic or psychotropic drug is administered, before any vaccinations are given and before any operative treatment is given except in life threatening situations as determined by a fully qualified medical or dental practitioner treating the Young Person. Each Young Person will be made aware of their right to refuse a medical examination; however, the consequences of their refusal will be explained to them in a sensitive manner.

The local LAC nurse regularly attends the Home to check on the health of the Young People and instigate and further medical assistance and referrals that are needed or need to be escalated.

The most recent LAC medical reports will be added to the file of the Young People and they will be supported to attend their annual LAC medicals. Health plans will be written for all Young People at the Home and reviewed on a monthly basis.

The Home will also work with the local CAMHS to support the mental health needs of the Young People and liaise with the relevant local authorities to source appropriate therapeutic work if needed.

The LAC nurse makes six weekly visits to the Home to connect with the Young People. The Home and the team have an excellent relationship with the Young People's LAC nurse and can request ad hoc visits should there be a concern.



OUR PROACTIVE ETHOS ON HEALTH

Proactive Care is of the view that Young People should be encouraged to take a proactive role in the protection of their own health and in understanding health related issues that might affect them.

We achieve this through education, a healthy diet and access to exercise, appropriate responses and treatment for health problems, exploration of complimentary or alternative therapies.

Attention to health will form part of the care plan for the Young Person. Should there be any problems or health issues, then these will be discussed and addressed in meetings initially and on an on-going basis. Information and advice will be regularly sought on a range of health issues through Key Worker sessions and residents' meetings. Further information is available on the Young Person noticeboard and in the Young People's Guide.

The Home works with the local substance misuse and sexual health teams to support the Young People with their needs in these areas by having trained professionals attend the Home to complete consultation sessions with the Young People.

POSITIVE RELATIONSHIPS

Young People thrive when their experiences are positive. That's why staff at the Home spend quality time creating working relationships with Young People that are affirmative and beneficial to Young People. Staff are role models and as such help Young People to learn and understand about social situations, boundaries and acceptable behaviour. Young People are encouraged in meaningful interactions with one another and the staff team. The forming of friendships is promoted, and coaching given on acceptable behaviour within those relationships.

Our staff team is carefully selected during the recruitment process and are supported to build up positive relationships through activities and day to day support for the Young People. The Young People receive guidance on their behaviour through being challenged and praised, completing reward targets, discussing behaviour from admission, to Key Worker sessions and residents' meetings.

The team are also trained in behaviour management and receive regular supervision.

CONTACT

We support contact with the Young People and their community. We facilitate appropriate visitors to have contact within the Home. We require advance notification of any proposed visit to ensure the Young Person is aware and that we have adequate staffing to support the visit.

As we believe it can be very important for a Young Person to maintain links with their family, carers and friends when appropriate, we can support and encourage contact through face to face visits, telephone, text, email or post in line with the provisions set out in their care plans.

Relatives and carers are welcome to a Young Person after suitable risk assessment and approval from the local authority. This assessment and approval process will also determine the nature and level of the supervision of the contact.

Generally, any visit to the Home will need to be between 9am and 5pm unless in an emergency or previously agreed with the Manager. There may be times, due to the needs of the wider group of Young People accessing the Home, that this is not possible. All visitors need to have identification to confirm who they are (this will be checked on arrival) and sign in to the visitor book. Young People within the premises at the same time as visitors are not left without a member of staff present. All Young People are able to access the telephone and can use these in private should they need to. We are able to offer private, comfortable space for Young People to receive visitors as appropriate.

Young People will have access to the use of a telephone to keep in contact with their family or important people in their lives and will be able to make these calls in private if this is part of their care plan. Proactive Care where requested by the local authority, can facilitate visits to the family home.

PROTECTION OF CHILDREN

PROTECTION

Any member of staff who suspects or received a disclosure that a Young Person is the subject of abuse (including, but not limited to, physical/emotional/sexual abuse) will report this directly to a senior member of staff and Registered Manager. Where this is within the house, the Registered Manager will notify Manchester Safeguarding Children's Board through the local authority designated officer ("LADO") and the Child's placing authority and Ofsted.

Staff will ensure the Young Person is informed of the disclosure procedure and the need to pass on such information. Young People are to be reassured and appropriately supported with their disclosure.

Young People have the right to privacy and dignity and this will be respected at all times, in the interest of the Young Person's health and wellbeing there may be occasions where by staff may have to supervise a Young Person (e.g.; self-harmers) in these incidences a care plan and risk assessment and management plan will have been formulated and agreed with the placing authority prior to admission.

Any suspicions of abuse will be investigated fully and the LADO notified and advised on the measures being taken by the Home and a discussion will be had on what the suitable course of action is in line with the Homes and LSCB's safeguarding procedures.

The Home has policies and procedures on child protection which work in line with Manchester LSCB, Greater Manchester and the Working Together to Safeguard Children Guidance. The policies will be read and signed as part of a staff member's induction and are available in hard copy in the office. These can be made available to relevant individuals upon request. Staff are also trained in safeguarding and managing allegations.

For child protection and behaviour management of the Young People, the Home will strive to work as part of a multi-agency team making use of the local authority, neighbourhood police team, YOT and Maddison teams in order to keep the Young People safe.

If there are any child sexual exploitation ("CSE") related concerns for the Young People, this information is shared with the Phoenix team as a matter of urgency who will assist the Home to complete a risk assessment on the concerns.

At the Home, we know that bullying can be a traumatic & damaging experience in a Young Person's life. Therefore staffing & supervision levels are geared towards minimising instances of bullying within the Home. Bullying or intimidation to others in any form, physical or emotional will not be tolerated at the Home.

SURVEILLANCE

Proactive Care operates CCTV surveillance of the front and rear entrance of the Home.

The cameras have been installed for the sole purpose of safeguarding and promoting the welfare of the Young People accommodated within the house.

During a Young Person's induction to the Home, their social worker or parent will need to consent to the form of surveillance by signing an agreement. They will be made aware of the reasons for the measure and this will also be included in the Home's placement plan for the Young People. Young People are also made aware of the location of the cameras as part of their induction to the Home.

Young People who may be subject to the Electronically Monitoring and Supervision (“TAG”) will be expected to comply with the system installed. Staff will ensure that the Young Person is fully aware of the implications of not complying. Proactive Care will co-operate with the restrictions that are placed on a Young Person subject to a TAG and will support any monitoring system placed on a Young Person.

MONITORING

The Home will monitor the Young People in the Home as necessary. The Young People have access to all areas of the building. The garden and grounds are accessible and Young People are actively encouraged to go outside (where appropriate).

Our staffing structure enables Young People to have a high ratio of adult support, as this promotes a safe environment and enables the staff to effectively respond and safeguard the Young Person's needs, and to effectively provide individualised, focused care.

The staffing rota provides flexible arrangements to meet the needs for the provision of activities and to cover busy times for the Young People.

In the evening one care staff will be required to be on duty (sleep-in). We may use a Waking Night staff member to help support Young People. During the hours of 23:00 to 07:00, we utilise an electronic door monitoring system. This equipment is designed to increase personal safety and security for the Young People.

The number of care staff required to be on duty by day may differ depending on the needs of the Young People. Proactive Care aims to provide a high staff to Young Person ratio to ensure that each Young Person has support and opportunities available to them.

The number of staff working during the day and evening will depend on the number of Young People residing at the Homes and staffing levels may differ depending on the needs and requirements of the Young People.

MISSING FROM HOME

We have detailed written procedures in place at the Home which clearly set out the procedures to follow if a Young Person is missing from home (“MFH”). This is used in conjunction an individual risk assessment for each Young Person detailing the possibility of them going missing from home, for which preventative measures will be put in place. Each young person has a individual missing from home plan agreed by the social worker.

A summary of our procedure is:

- staff members start a detailed running record (including, but not limited to, details of when/where they were last seen, their risks, where they are likely to have gone); and
- the relevant parties are informed where appropriate – this can include the police, social works, EDT, parents and/or the Registered Manager.

On the Young Person's return:

- they are welcomed back;
- the relevant authorities are updated;

- there is thorough debrief with the Young Person;
- all paperwork is completed; and
- there may be a need for an extraordinary placement review to ensure everyone's safety.
- Return interview completed within 72 hours.

Staff should try to ascertain full details of where the Young Person has been and the reason for leaving. It is so important to try and understand with the Young Person why they felt they had to go missing from care. It is imperative that staff explain the dangers and risks that they are putting themselves in.

If a Young Person occasionally needs time out alone then provided it is agreed by all relevant parties and management, incorporated into placement plan and the place is safe with all staff aware then it will be feasible to allow the Young Person to have time away.

Sometimes Young People require time to themselves to reflect or to think about issues that may concern them. All staff will however always make time to listen to the Young Person and to give advice where appropriate. It cannot be over looked at any cost that the Young People always feel supported, valued and wanted.

The Home also operates within the Manchester Policy for working with young people who are missing from home which is read and signed by the team. This policy follows the Greater Manchester policies and procedure on missing from care.

Our staff team are trained in handling missing from care situations and CSE. The Home shares all risk management plans for the Young People prior to admission and further missing from care risk assessment and management plans and any relevant updates with the local police and also gives the local authority a weekly update on the number of missing incidents.

The Home has a Maddison lead with the local neighbourhood police who the Home communicates with regularly to discuss any missing incidents or concerns with the Young People.

A full copy of our MFH policy can be provided upon request.

GENERAL BEHAVIOUR SUPPORT

It is accepted that consistent guidelines and controls form an integral part of a Young Person's development. As a Young Person develops, they gradually internalise these controls and reduce the need for external reinforcement. Staff seek to encourage and promote appropriate behaviour, and to create an environment that values and demonstrates respect for the individual. Our staff members are expected to help and support Young People to manage and control their own behaviour.

The ethos of the Home, and the approach of our team, is based on developing and supporting positive relationships. We believe that control is based upon these good, professional relationships between staff and Young People. It is recognised that behaviour is often a means of communication, and work is undertaken with the individual to develop appropriate and socially acceptable ways of expressing wishes and feelings. Our full policy on behaviour management can be provided upon request.

Rewards form an important and significant part of our behaviour management and are designed to encourage and promote positive behaviour.

PHYSICAL INTERVENTION

All staff undertake training in restrictive physical intervention and incidents which require care and controlled intervention. These are regularly reviewed within the Home as part of the monthly audit and Reg 45 inspections.

Restrictive physical intervention is used when there is immediate danger of harm and all other reasonable options have been tried and failed. All staff receive training in understanding and managing challenging behaviour and the use of restrictive physical intervention.

Staff receive training in RESTRICTIVE PHYSICAL INTERVENTION techniques, this includes a refresher every 12-15 months and assessment. The use of restrictive physical intervention is recorded on incident forms and in the restrictive physical intervention books both of which are monitored by senior staff.

Our principles relating to the use of physical restraint may be summarised as follows:

- staff should have grounds for believing that immediate action is necessary to prevent a Young Person from significantly injuring themselves or others;
- staff should take steps in advance to avoid the need for physical restraint, for example through dialogue and diversion, and the Young Person should be warned that physical restraint may be used if the behaviour continues;
- only the minimum force necessary to prevent injury should be applied. Any restraint should be proportionate to the risk of harm;
- any restraint should be applied in the least restrictive way possible;
- any restraint should be applied for the shortest amount of time possible. As soon as it is safe, the restraint should be released to allow the Young Person to gain self-control; and
- restraint should be an act of care and control, not punishment.

Our staff teams receive regular training in positive behaviour management, and we strive wherever possible to minimise the need for direct physical intervention. However, if our staff have to use a physical intervention, we have in place a detailed recording and monitoring system (including physical intervention books, physical intervention folders and Young Person case files with detailed incident forms providing full details of the circumstances surrounding the incident – all to be completed within 24 hours of the incident) to ensure that this is reviewed very regularly by members of the management team and is also monitored by the Registered Manager.

The Home implements a crisis prevention and management system that reduces the need to rely on high risk interventions. It provides direct care staff with the skills and knowledge to help Young People when they are at their most destructive.

All Young People will require an individual crisis management plan (“**ICMP**”) for the team to follow for incidents which require physical intervention. This advises the team on the preferred method of physical intervention, safety concerns and risks involved. Consent will also be obtained from the placing social worker and/or parents.

All incidents of physical intervention will be debriefed by a senior member of staff and reviewed by the Registered Manager. Any injuries will be recorded in the accident book. All incidents involving restraint will be followed up by a discussion with the Young Person involved.

Following any physical intervention, the Young Person will:

- have a discussion regarding the use of and reasoning behind the measure – in particular we will seek to work with the Young Person to work on an appropriate behaviour management tactic to prevent any future need for physical intervention (to be added to their ICMP);
- be and asked if they have any injuries, wish to make a complaint or to make a phone call;
- be offered a Life Space Interview to talk through the crisis so that they can learn from the experience;
- have their risk assessment, risk management plans and ICMP reviewed; and
- where appropriate, participate in restorative justice meetings and mediation.

LEADERSHIP AND MANAGEMENT

LEADERSHIP

Our Registered Manager's experience and training meets with the requirements of regulation 28 of the Children's Home Regulations 2015. Our Registered Manager holds leadership and management in social care qualifications or suitable equivalent qualifications and has experience in supporting the Young People accessing the Home, at a management level. Their roles and responsibilities are outlined in their job description, including a responsibility for ensuring that the Home adheres to all Proactive Care policies and procedures. The Registered Manager is accountable to and supervised by the Responsible Individual.

Registered Provider	Responsible Individual	Registered Manager
Proactive Care (Manchester) Ltd	Ashley Jones Houldsworth Mill Houldsworth Street Stockport SK5 6DA	Anita Elms

STAFFING STRUCTURE

Our staff are recruited according to Proactive Care recruitment policies and procedures as recommended in the *Warner Report - Choosing with Care - 1992*. All staff meet the requirements of the Children's Home Regulations 2015. All our staff have a satisfactory enhanced Disclosure and Barring Service check and work related references including the most recent employer. Each staff member has a staff file in the Home (both physically and electronically), which is kept secure at all times.

Staff numbers are based upon the Young People accessing the Home and reviewed when required. At night the Home is staffed by at night by one staff member who sleeps in the home, with the support of an on call manager and monitoring systems (as detailed earlier in this document).

The Home has a Registered Manager, Senior Residential Care Workers (who are our team leaders) and Residential Care Workers. Our Registered Manager is accountable to the Responsible Individual. Our team leaders have responsibility for management of the Residential Care Workers. Bank and agency staff are available to support staffing levels during holidays and unavoidable absence.

STAFFING DETAILS

Name	Job Title	Qualifications	Experience
Ashley O'Leary Jones	Responsible individual.	Level 5 Diploma in Leadership for health and social care and children and young people's services	As well as a founder and Director at the Home, principally looking after the home and brings with him a wealth of experience to the existing team.

Anta Elms	Registered Manager	Diploma Level 5 and 3 Children and Young people. Degree in children's nursing.	Anita has over 30 years' experience in working with children and young people. Anita has worked in residential care for the past 8 years. Anita has had four years' experience in the role
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			of Acting and deputy manager in larger homes.
██████████	Deputy manager	██████████	██████████ has recently joined the team as Deputy manager. ██████████ has a vast amount of experience working with looked after children. Roxanne began her journey as a residential care worker in 2016 and has taken on the roles of both Deputy manager and acting manager throughout her career. ██████████ strengths are in managing teams and achieving best possible outcomes for young people. ██████████ has worked with Children who have complex needs historically and is able to engage the children with her calm nature and approach.
██████████	Senior Residential care worker	██████████ has a Diploma level 3 in children and young people. Warran also has a degree in English and creative writing.	██████████ has 8 years' experience in working with EBD looked after children in a variety of settings. Warran brings a wealth of experience and engages the young people in sporting activities. Warran runs his own girl's football team successfully and is a calming influence on the young people. Warran is an excellent mentor and role model to our young people, assisting them to become independent and instilling positive morals.

	Senior Residential care worker.	█ has gained a level 3 in children and young people.	█ has 4 years experience in working with looked after children, previous to this Ian worked within the semi independent sector. Ian uses humour to engage the young people and has an excellent rapport with the young people. Ian delivers a nurturing approach and relates well to the young people.
	RCW	Currently working towards level 4 diploma	█ has worked in the adult sector for over 30 years, where she was a senior staff member. She transitioned into children's care over two years ago and has joined proactive care recently. Lita has a nurturing nature with the young people and is especially good at teaching independence skills. Lita has become a valued staff member who works hard to achieve the best outcomes for the young people.
	RCW	Will be signed up for level three once probationary period is completed. Currently completed the first year of a Psychology and Counselling degree. 1	█ has not worked with looked after children before. Paige has decided to have a career change and has a passion to make a difference in the lives of the young people. █ has experience in caring for her brother for the majority of his life and has completed her first year of a Psychology and counselling degree. Paige is calm and has a nurturing approach to the young people.

SUPERVISION AND TRAINING

Proactive Care is fully committed to the supervision, training and development of the staff. Supervision is a vital part of the professional development of staff. Before supervision takes place, a supervision agreement will be signed by the supervisee and supervisor – this sets out the roles, expectations and frequency of supervisions.

Our staff are supported with monthly supervisions (twice monthly during probationary periods) and an annual appraisal by a member of the senior or management team who is trained in the delivery of supervisions and appraisals.

The supervisions, probationary reviews and appraisals are kept in the staff file and a record of the session taking place is made in the Home's supervision book.

Supervision shall include Key Worker responsibilities, any safeguarding issues, training and development, guidance on tasks, working with Young People, feedback on performance, leave planning, training needs and any relevant personal matters which may impinge upon working ability and professional integrity such as stress.

All staff will complete an induction process within eight weeks of commencing employment and be allocated a mentor. The first 2 shifts of the employment will consist of shadowing more experienced members of staff. New starters will be supported through coaching and mentoring throughout the induction process.

Induction will also cover training in the following areas:

- health & safety & fire requirements;
- first aid;
- child protection;
- food hygiene;
- physical intervention training;
- administration of medication;
- understand principles and values;
- understand your job role and responsibilities;
- understand the development of Young People;
- safeguarding young people.
- developing yourself.

All staff will enrol and complete a relevant Level 3 Diploma Qualification in Young People or complete appropriate top up modules for those already trained in equivalent health and social care level for adults as directed by a qualified assessor.

Further training is available and encouraged for all staff members. Staff training is tailored and focused on the individual needs of the Young Person accessing the Home.

Members of staff will initially be employed on a 6-month probationary period which can be extended up to a maximum of 3 months. They will have a 4 week- and 8- week review of progress followed by a 6month review. During the probationary period a second supervision in the month will focus on induction.