



Nest Residential Care Tray Ash Farm



Date of SOP: January 2023

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1. Provision Details

RESPONSIBLE INDIVIDUAL

RI – Daren Roberts

CONTACT ADDRESS & EMAIL.

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Merseyside
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REGISER MANAGER: **Kayleigh Davison** **Email**

Persons to whom this statement is to be made available are:

- a) The person in charge of the children's home
- b) The people who are employed to work in the home
- c) The children and young people who live in the home
- d) The parent (s) or person (s) with parental responsibility for the child or young person.
- e) The social worker that holds case responsibility for a child or young person who is planning to live at the home
- f) Ofsted
- g) **Independent Visitor - Regulation 44 –**

Ofsted

Ofsted are responsible for ensuring that the Home operates within the Care Standards Act 2000 and that the home meets the Requirements of the Quality Care Standards 2015. The inspectors have the responsibility to complete routine inspections and report their findings in line with evidence from visual observation; written documentation; discussion with young people, staff and management; and feedback from parents and other professionals. They operate as a registration and regulatory body, with the responsibility to ensure the standard of care within all the homes where young people reside, is safe and providing a quality service to the young people that provides them every reasonable opportunity in line with their own abilities as they develop into adult life.

2. Introduction

The Statement of Purpose aims to set out how the care the home offers the children and young people accommodated at Tray Ash Farm Children's Home will meet the quality standards, according to the needs of the individual children who reside there.

The approach and information set out in the Statement of Purpose is essential to the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs.

Tray Ash Farm is a Nest Residential Care Residential Children's Home that provides residential care for a maximum of three young people of either gender aged 8 to 17 years at the time of admission.

The home is registered with OFSTED as caring for young people with emotional and behavioural difficulties. The home is equipped to work with young people who experience these difficulties & trauma through training, high levels of primary care, nurture and planned care with other professionals. We recognise that Young People have a range of complex needs, which may include attachment, mental health and social difficulties.

Accommodation at Tray Ash Farm Children's Home should be seen as a positive choice; an individualised and holistic service for young people where residential care is preferred choice to meet their needs. The role and aim of the home is to keep young people safe in a warm and nurturing environment; To give young people the opportunity to experience positive, respectful relationships with care givers, which provides a platform for them to enjoy, achieve and experience positive self-regard and develop an understanding of the importance of positive relationships in meeting needs, wishes and wants; To try to ensure that Young People recognise and reach their potential and that their experiences within the home are positive.

The registered person will only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs, successfully match the young people to try and ensure the best possible group dynamic and respond to needs as recorded in the child's relevant plans, these decisions will be recorded in a comprehensive compatibility / impact risk assessment process.

Tray Ash Farm

Tray Ash Farm is a 5 bedded home which accommodates 4 young people aged 8-17 with emotional and behavioural difficulties. The home will support young people on a 3:4 staff ratio with 2 staff members sleeping in at nighttime.

The home is a stunning detached farmhouse. Exuding wonderful character spaces yet blended with the contemporary whilst retaining character features including exposed beams. There are five bedrooms, open living space and separate reception rooms. Great location for access to the main road, motorway networks & local amenities. Beautiful and sympathetically improved to retain many character features, this wonderful property is a statement in itself! Offering generous and carefully considered accommodation to include a wonderful living space with double height vaulted ceiling and galleried landing.

The property is positioned on the outskirts of Widnes behind the electronically operated gates. The property is well located for access to the main road, motorway and train

networks, making the area ideal for many commuters including those who wish to get to Manchester and Liverpool city centres. Widnes itself offers a range of local amenities, including shops and reputable schools.

The electronically operated gate opens to the driveway and parking area beyond leading to the double garage. This charming former farmhouse sits in a superb position and is impressive on entry, thoroughly setting the tone for the property.

Upon entry into the attractive porch, this opens up into the main feature of the home. The living room boasts plenty of natural light, exposed beams, double height vaulted ceilings, galleried landing and space for all the family. The kitchen offers plenty of space for dining, an array of wall and base units and a central island. The utility room is located off the kitchen, along with access to the cellar. This has been converted by the current owners and is an ideal space to be utilised to a buyers needs, i.e. home cinema, gym or play room. The snug is a cosy room and is tucked away, ideal for a quieter time with the original fireplace giving it a real character feel. There is a good sized home office and a downstairs shower room.

The staircase rises up to the quirky galleried landing which overlooks the living room and leads through to the bedrooms. The landing is also of a good size and provides a cosy space with the log burner. To the first floor there are three double bedrooms, with one en suite shower room and a family bathroom. To the second floor there are two further double bedrooms and a shower room.

Outside the property is well equipped with plenty of parking. There is currently a double garage attached to the barn. The rear garden is mainly laid to lawn with mature trees and shrubs providing a great level of privacy. In all the property sits in roughly 1.4 acres or thereabouts.









The young people have access to a computer which is protected by a series of controls ensuring that the risk of exposure to abuse or inappropriate material online is managed safely, whilst not restricting or limiting young people's social interaction or growth potential.

The young people have their own lockable bedrooms. Each young person will be given their own key. In addition to the locked door young people also have a lockable space to keep any personal possessions. The young people are able to personalise their bedrooms with their key worker and there is an expectation that you look after your belongings and respect the belongings and privacy of the other residents.

Upon admission, young people will be advised that staff have a responsibility and duty of care and there may be times when staff need to enter the young person's room without their permission, such as to meet health and safety requirements. The young person will always be informed of this as soon as possible. Staff members may also need to enter a young person's room if there is a safeguarding or emergency issue, again this will be done with the young person's consent but if it is not possible to gain this consent prior to entry the young person will be informed as soon as possible. There may also be times when staff will need to enter a young person's room without their consent, such as for safeguarding, emergency or health and safety concerns, the reasons for this will be fully recorded and any record will require the signature of both the young person and the Registered Manager as soon as possible. We have an expectation that young people will live in clean, homely environment and on occasion it may also be necessary for staff to provide hurdle help to young people. Staff will always knock before entering a young person's room in any event.

The bathroom and toilet is shared by both young people who do not have en-suite facilities, but the staff team use a dedicated bathroom. The doors are fitted with an appropriate lock to ensure privacy and dignity to all parties.

The staff office contains confidential information for both young people and staff; medication and cash are also stored and handled in the office. Information is securely stored in lockable cupboards and the confidentiality and privacy of others is important, for this reason young people may only enter the office with the permission of staff which will be supervised when it is deemed appropriate and may be asked to leave at any time.

3. Our Ethos, Aims and Objectives

Residential child care has often been perceived as a last resort for children and young people whose needs, experiences and difficulties are such that they cannot remain with their own families or be safely cared for in alternative families. We strongly believe that residential child care can be the first and best placement of choice for those young people who do not wish to attach in a foster family placement and for those children and young people whose needs it will serve through effective assessment and planning.

Some young people chose to be cared for in a residential environment and do not want to live within another family unit, they may share a strong identity to their own family and be unable to live with them for whatever reason. For some young people residential care can offer the chance to develop their own identity and support them with their path to adulthood and independence, whilst supporting and strengthening safe bonds with birth families.

Ensuring that the children and young people have a stable and nurturing environment is at the heart of everything we do. We value and nurture each child and young person as an individual, respecting them and believing in their potential. We have high yet realistic aspirations for the children and young people in our care and encourage and empower them to reach their full potential in every aspect of their lives.

We provide a high quality, individualised and holistic package of care to children and young people who, due to the circumstances and experiences in their lives, have led to their living in a residential home.

The Guide to the Children's Homes Regulations and Quality Standards (April 2015) include a set of principles upon which residential care is built and underpin the regulations and guidance, to ensure that Residential care is a positive choice for the Children and Young People where a children's home is the best setting to meet the individual needs of those young people.

At Tray Ash Farm the principles of Residential care are fundamental to the care we give to the young people who are placed with us and we endeavour to ensure this is the fundamental basis of the service we provide. The principles of residential care share the ethos and value base that we have at Tray Ash Farm.

The principles of residential care

- Children in residential care should feel, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Residential care should value and nurture each child and young person as an individual with talents, strengths and capabilities that can develop over time.
- Residential care should build positive relationships; establishing strong bonds with children and young people based on jointly undertaken activities, shared daily life, domestic and non-domestic routines and established boundaries of acceptable behaviour.
- Residential care should be ambitious, nurturing young people's school learning and out-of-school learning and ambitions for their future.

- Residential care should be attentive to need, attending to young people's emotional, mental and physical health needs, such as repairing earlier damage to self-esteem and supporting friendships.
- Residential care should be outward facing, working with the wider system of professionals for each child, and with children and young people's families and communities of origin to sustain links and understand past problems.
- At Nest Residential Care we have high expectations of staff as committed members of a team, as decision makers, as activity leaders, and engaged in on- going learning about their role and the children, young people and families they work with.
- Residential care should provide a safe and stimulating environment in high-quality buildings, spaces that support nurture and privacy as well as common spaces, and spaces to be active.

The role and aim of the home is to keep young people safe, give young people the opportunity to enjoy and achieve, try to ensure that they reach their potential and that their experiences within the home are positive.

We aim to achieve this by having positive relationships with the young people we care for the people, both personal and professional, involved in their lives.

We recognise that for many children and young people, residential care workers can become significant attachment figures. We believe that the building of positive relationships is characterised by shared experiences, consistency of practice and unconditional positive regard and respect. We aim to achieve this by sharing experiences with young people on activities, understanding and sharing their day to day lives, talking and listening to young people to understand their views wishes and feelings. This is also achieved by having and understanding quality plans for young people concerned with their routines, care required, health, education, contact, activities and hobbies, risks, behaviour, recognising and rewarding good behaviour and seeking to challenge unwanted or unsafe behaviour.

The home is absolutely focused on the child's experience of care whilst living in the home. The home focuses on the child's individual journey from their starting points to when the child is moving on from the home, as the young people change and develop we will be attentive to the changes and respond appropriately to ensure that the service and plans continue to meet the changing needs of the young people we care for and we continue to prepare for the next stages of development and achievement in their lives.

The preparation of young people to play a full and successful role in the adult world is an intrinsic part of the vision of the home. A key focus of the home is developing young people's resilience and independent living skills. This is achieved through interaction with members of staff, by engaging in activities and working on practical independence skills.

The timing of the planning for independence is dependent on the young person's age, ability or needs. We undertake Independence assessments and plans that will be adapted to suit the needs of the individual young people and be part of the multi-agency pathway planning for the young person.

We focus on continual improvement, embrace feedback and we are always striving to do better for the children and young people who live in the home. We are curious about and learn from excellent practice elsewhere and we are active in seeking out good practice in the wider Residential Sector. We recognise the significant role of regulation and inspection in our learning and work closely with Ofsted to consistently improve and develop our service.

3. Care Planning

The role of the Registered Manager ensures that the needs of children admitted are within the range of needs set out in the home's statement of purpose.

The home is dedicated to good care planning to ensure the child or young person has a positive experience of admission into and transition into our care and onto their future after their time at Tray Ash Farm. All placements are subject to rigorous compatibility and impact risk assessment and this forms the basis of a transition plan which will detail what support we will provide to ensure that admissions are as positive as possible, both for the individual young person and the resident group.

This plan will be informed firstly by the placement plan, placement planning meeting which is often combined with the care planning meeting, which discusses the care to be provided to the young person and how the home and other agencies hope to achieve these aims. As part of these initial meetings, delegated authority will be discussed, and a form completed that sets out what decisions can be made by the homes manager and staff and what decisions are made by the local authority. This form will also be reviewed as part of the placement review or statutory review as and when needed.

Young people will only be accommodated in the home after careful consideration of their needs. Consideration will be given to the impact of any other young person in residence and any additional resources or training required to meet the needs of the young person, this is part of the impact risk assessment process and decisions and actions required are recorded in this assessment.

Once a placement has been identified arrangements are made for the young person to visit the home and where appropriate a visit to the young person in their current placement with a young person resident in the home to discuss the home, the expectations of living there, what the home is like and to share the welcome box, children's guide and give an insight into the home so the young person can make an informed decision about their feelings on living at Tray Ash Farm.

Placements which may be required at short notice can only be authorised by the Registered Manager or the Responsible Individual. It is considered unfair and disruptive to the other young people in placement. It is expected that the majority of admissions to TRAY ASH FARM will be on a planned basis and only in extreme circumstances will this be an exception to the rule, the reasons for this will be clearly outlined in an impact and compatibility risk assessment completed as soon as possible upon admission.

The home will ensure that as much information is received to safeguard and care for the young person on admission and will then work with the local authority to adhere to all planning timescales.

The home seeks to ensure that the local authority consults with the child or young person in respect of their care plans and placements, after the initial placement planning meeting we the home plan and facilitate regular LAC review meetings to discuss progress of the placement plan and what needs have been met and what the priorities for the young person are for the next six months and how these will be met by relevant professionals involved in the child's life. The Registered Manager is pro-active in calling professionals meetings where there are concerns with regards to the safety of the child or young person living in the home.

Statutory Looked after Child Review meetings can be held in the home, if the young person is happy to do this, and the young person is encouraged to speak to their Independent Reviewing Officer (IRO) before their review. They are also encouraged to contact their IRO should they have any concerns with any aspects of their care.

Each young person is allocated a key worker and a co-keyworker who will be the identified members of staff taking responsibility or co-ordinating the young person's plans and being the key person to liaise with others on the young person's behalf and address any concerns or issues the young person may have, the key worker will also advocate and support the young person. All members of staff and the management team are there to meet the needs for the young person and young people can speak to all staff and will be offered the same care and support, however, the key worker will ensure the co-ordination of the care for all involved. Young people will be able to have their views and wishes taken into account when key workers are being discussed. The management will take account of the needs and interests of the young person and the skills and interests of the staff to ensure that this is a good match.

The home promotes contact with the child or young person's families wherever possible and understands the significance of this in the child's life and journey. The nature of engagement with families varies depending on the nature of the care plans that are in place. Carers have made positive relationships with the young people's families in all cases where it is appropriate, and communication is excellent between the staff and the significant people in the young person's life.

Contact is promoted and arranged in line with the local authority care plans and any court orders regarding contact. Contact is reviewed and discussed at the young person's statutory LAC review meetings. The home work with the young person's families and professionals to ensure that contact plans for the young person meet their needs and wishes. We are aware of the difficulties that contact can bring to the young person and we are dedicated to ensuring contact is managed well and the young person is supported in a highly sensitive manner.

As well as helping young people to maintain contact with their families, we place a significant emphasis on enabling young people to lead normal lives in terms of establishing new relationships and friendships and promoting long term relationships and friendships. The home provides the support to enable the young people to engage in out of school activities and an environment

where friends can visit the home where possible. Subject to robust risk assessment processes, positive friendships are supported, and friends are encouraged.

All transitions from the home are planned. A transition plan is put into place that is individual to the young person to enable a sensitive and smooth transition. The transition plan will be agreed at a care planning meeting allowing for ongoing contact with the home and staff wherever possible and/or appropriate.

If it is not possible to prevent a placement breakdown through care planning and intensive support, any unplanned discharges should be followed by a disruption meeting if the disruption occurred during permanence planning or long-term placement.

5. Equality, Diversity and Inclusivity

Consideration is given to any additional requirements in relation to race, religion, culture or methods of communication prior to a young person coming to live at Tray Ash Farm. Any additional training needed, or support will be identified in the Impact Risk Assessment.

When the referral has been accepted, all practical support will be in place to ensure the young person has all the requirements that meet their cultural, linguistic and religious needs. Any dietary requirements based upon religious grounds will be adhered to and young people will be offered support to access cultural events of their choice within and outside of the community.

The young people in the home are given the choice to enhance their knowledge around equality and diversity and are offered a variety of cultural activities. These include activities within the home of visiting places of cultural interests and celebration events.

Poverty and deprivation are also strands with regards to equality and also contribute to the promotion of equality and diversity within the home as are age, disability, gender and sexual orientation. Again, work with the young people in the home with regards to these strands of equality allows them to reflect on the impact of discrimination and the difficulties that can be faced because of it.

Children within the care system will, to varying degrees, be viewed and treated differently due to their being children in care. Within this group of children and young people, some will face further discrimination due to their racial identity, religion, culture and/or sexuality. The home consistently promotes equality and diversity with regards to the outcomes that young people can achieve, and all carers are focused on narrowing the achievement gap that children in care can encounter.

All carers are supported to challenge other services and /or professionals when they believe the young people in their care are being discriminated against, harassed or bullied due to their looked after status, disability, gender or race.

6. Complaints Procedure & Policy & Procedures

The complaints procedure that is in place within the home is child friendly with clear details of what will happen and the timescales involved. The procedure is given to the young person when they come to live in the home and copies are freely available. Additionally, complaints made by young people will be recorded by staff or management and how they will be investigated and resolved is based on the nature of complaint.

If the young person is not happy with the outcome, they have the opportunity to appeal and seek independent guidance to which they will be supported.

The home acknowledges the significance of young people feeling able and comfortable when raising any concerns or submitting a complaint when they are unhappy with a situation or issue within the home and as such the young people are encouraged to make their views known to management if they are unhappy about anything in the home and a monthly house meeting report allows the Registered Manager to receive direct feedback from young people.

If young people are not happy about any aspect of the care, they receive they will be supported to make a complaint which will be investigated by the Registered Manager in the first instance. Should the complaint be in relation to the Registered Manager, it will be investigated by the RI. The complaint can be verbal or written and both methods will be taken seriously and dealt with under the complaints procedure.

The Young People's guide holds the following information with regards to other professional's that the young person can also make a complaint too:

National Youth Advisory Service

Childline

Ofsted - inspector of the home

Young Persons Independent reviewing officer

Children's rights Director

Placing Authority – social worker details

Independent Regulation 44 visitor

In relation to external complaints being made by stakeholders, parents, local authorities, professionals, can contact the responsible individual if they would like to raise a formal grievance. The RI will provide the grievance policy and will be the designated person to investigate any external complaints.

The RI can be contacted via email as follows - ri@pceltd.org.uk

Policy & Procedures Access.

Staff employed with Nest Residential Care & Education have access to full policies.

Paper copies are stored in main office.

Electronic policies are also available on the homes desk top computer.

If we have an external request for a policy by a member of public, then RI must be informed and RI will respond this request via secure email.

7. Children's Rights

The young people who come to live in Tray Ash Farm have a right to be consulted about their care and the plans that are made for them. They are informed that this does not mean that they will always get what they want but that their views must be taken seriously. Sometimes the wishes and views of the young person are not always in their best interests and it is important that we record clearly these differences and why decisions have been made, we will always include where a young person has expressed that they do not agree and give young people the opportunity to add their views. Young people have the right to be told that information has been written about them, and depending on their age and understanding, for that information to be explained to them. We will offer support to young people who wish to make a request to view their written files and work closely with the placing authority to outline the challenges the young person may face.

We believe that all children and young people who live in care or are leaving care have the right to have their say and to make a difference to the services they receive. The home encourages the young people to access independent advocacy or an independent visitor if they are unhappy about the care that they receive or their overall care plan. The young people have the contact details for the advocacy service and it is also held in the young people's guide to Tray Ash Farm and in their welcome packs.

The home keeps up to date with relevant research and information for young people in care, and when we can give young people the opportunities to participate in surveys or consultations to give their views on the care system and being a looked after child. For those young people who reside in or close to their home authority we encourage involvement in their LAC consultation forums.

8. How we consult with children and young people

The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. Opportunities are taken to consult with young people around issues in the home, within the local authority and on a wider basis to ensure that consultation and the active seeking of views of the young people and others is a priority for the home.

The home aims to ensure that young people who live there feel that their views, wishes and feelings are actively sought and that they influence the running of the home. Consultation around decisions made in the home are made on a daily basis, such as with menu's, shopping, planning activities, buying new things for the home, what to watch on TV and any other decisions and discussions that make up the daily routines of the home.

Additionally, young people are involved in young people's (house) meetings where we discuss decisions that need to be made in the home, how we live as a group, issues such as house rules and expectations, as well as planning activities and holidays. Young people have

the opportunity to state if there are items we need, or if there is anything they feel we should change via the house meeting report each month, which are recorded and remain on file and more formally, via regular feedback/consultation questionnaires.

Key workers also plan key work sessions with young people to address issues that are happening with them as individuals and/or to reflect on things that may have happened or decisions and choices they have made; In addition to seeking their views, wishes and feelings.

The Registered Manager or Team Leader will also chair a children's meeting once a month and may on occasion take the young people away from the home for an activity or meal to discuss the young people's views and consult with them on issues around the home. The Registered Manager is a daily presence, ensuring that Young people can also request to speak to the Registered Manager at any time to express their views or feelings and a 1-2-1 meeting can be arranged if needed.

Young people are encouraged to be involved in the process of recruiting new staff and as far as possible, involved in the advert and the interview process, by drafting questions and being on the interview panel.

Consultation, as with all aspects of the care in the home, is based on the individual young person, their communication skills and the significance of the relationships they have with adults in their lives. Consultation can also be achieved by the young person speaking to other adults in their lives including social workers, family members or other professionals; or by staff speaking to those people on behalf of the young person.

9. Anti-Discriminatory Practice

The home is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families, and for the staff at the home and visitors to Tray Ash Farm.

We aim to:

- provide a secure and safe environment in which all children can flourish and in which all contributions are considered and valued;
- include and value the contribution of all families where appropriate to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles and diverse family structures, diverse ethnic and cultural groups and disabled people;
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity;
- challenge and eliminate discriminatory actions;
- foster good relations between carers and families where appropriate

10. How we promote learning

Education is a very high priority and is central to the home's vision and its aspirations for the young people living in the home. We recognise that the children or young people who come to live at Tray Ash Farm will likely have experienced a different and often a more difficult start in life. Those experiences in themselves can create barriers and so need to be understood in the context of learning and education. We also recognise that some children or young people who come to live at Tray Ash Farm may have Special Educational Needs, health or emotional and behavioural development needs that could also create barriers to learning.

The home seeks to actively work in partnership with all professionals including, education, social care, health professionals, voluntary agencies and families (where appropriate) to promote a more cohesive system where education is an intrinsic part of the care environment and where all key people in a looked after young person's life understand and actively participate in their education. We believe that with this approach we can support the child or young person to achieve their learning and educational potential on the basis that takes into account their own ability and attainment.

We are very proud of the positive working relationships we share with educational professionals. We are pro-active in seeking out the relevant professionals within educational settings to ensure effective partnership working and communication. Carers from the home maintain regular contact with the young person's school/college/training programmes strengthen relationships and work together to ensure the best educational outcomes for the children and/or young people. If concerns arise, we endeavour to support the young person to resolve them with the school. We challenge exclusions where necessary and if a young person is excluded we undertake immediate planning with the local authority to ensure another full-time education place is available quickly

As well as ensuring that young people attend school and advocating on their behalf in terms of getting a good education, we also place a strong emphasis on supporting young people's progress in learning. The staff in the home are dedicated to ensuring the children and young people in the home participate in education or training and have the knowledge and skills to understand each child or young person's targets, their potential and their progress in learning. Daily chores support life skill development.

The Registered Manager plays a significant part in supporting progress in learning. She or he will attend meetings about the personal education plan (PEP) with the social worker, develop close relationships with the young person's tutor and/or other relevant professional and have regular discussions of progress and achievement with the young person to agree what support she or he might need. Their progress is monitored through regular updates, and meetings where needed. The young person's progress is celebrated through recognition of achievements through rewards and certificates.

Practical support is offered by carers, help with homework and ensuring that student planners and homework diaries are checked and signed. Young people are encouraged to play an active role in school life including attending extra school activities, to enhance their opportunities to develop their social networks and form appropriate friendships and relationships.

The home supports the children and young people with both formal and informal learning. Through informal learning the children and young people in the home enjoy learning new skills and activities that aim to increase their knowledge or equip them with learning that will last into adulthood. The young people have the use of a computer and can access the internet to support their studies. All young people are encouraged to join the local library, and are supported to visit places of educational interest.

11. How we promote participation in activities

We believe that the involvement of children and young people in positive leisure pursuits plays a key part in residential provision and helps to promote a sense of self-worth, social integration independence and achievement.

The home works in partnership with the child or young person's social worker to ensure the child or young person has the opportunity to be involved in the same positive activities as their peers such as school trips, and involvement in sporting, leisure and cultural activities. Individual need and safeguarding of the child or young person will be taken into account at all times.

Before and on admission, the home works with the young person, those significant to them, and professionals involved in their care to identify their talents, interests and hobbies so that they can be understood and nurtured whilst living at Tray Ash Farm.

Planned activities are set out in an activity planner. These give the child or young person the opportunity to engage in educational, cultural, fun, 'chill out' and physical activities.

The young people that live at Tray Ash Farm are encouraged to join local organisations. Such activity has enhanced the quality of life of the young people and enabled a sense of belonging and achievement. The home promotes the use of other leisure facilities such as sport, music and other cultural activities.

The young people have annual holidays and are consulted and involved in all the exciting decisions and planning for the holiday.

The young people are also encouraged to make a positive contribution to the home and the community. Local charity events and organisations will be recognised, and the child or young person will be supported to attend. Voluntary work will be encouraged where it is age appropriate and the home will work in partnership with other agencies to identify suitable and effective placements.

12. How we promote good health and well-being

Each young person is registered with a local dentist, general practitioner and optician and has a health care plan designed around their individual health needs including their physical, emotional and sexual health needs. The plan outlines identified health areas of concerns or development and how positive outcomes will be achieved and measured. The plan is written in consultation with the young person, and with their consent the involvement of other relevant professionals and adults who care about them. This is kept in the young person's file and is accessible to all members of staff.

All medication is ordered, stored, administered and disposed of in line with the General Pharmaceutical guidelines and the Residential Services Administration of Medication policy and procedure. Records of administration of medication are kept by the home including non-prescribed medication, where prior agreement has been sought with the Parent and/or Local Authority.

There may be occasions when it is considered that the young person has an understanding and competency to administer their own medication. Prior to this being permitted a risk assessment will be completed to ensure the young person understands how to do this and evidences their competency and responsibility.

The home supports young people in undertaking activities that would promote their long-term health, such as taking part in team sports or attending a gym. It also actively promotes healthy eating. Menus are planned, and we provide good-quality, home cooked meals, taking time to eat meals together as a 'family', and teaching young people to cook.

We have developed strong partnerships with local services such as The Children and Adolescent Mental Health Service, the local authorities designated Children in Care nurse and the local drug and alcohol service and draw on these to ensure that staff are trained in key health issues and can draw on professional support and advice when it is needed.

13. How we promote positive relationships

We believe that the experience of a young person in a children's home is determined in part by the suitability of the placement both for the young person and the home involved. We are clear about the importance of suitability with regards to the behaviour and the dynamics of such, of the young people living at Tray Ash Farm. We believe we have a duty to ensure that the placement has the best chance of benefiting the young person concerned, as well as avoiding any detrimental impact on the young people already in the home. The completion of a thorough impact risk assessment allows us to identify any behaviour that may not be managed effectively within the home. There is the possibility however, that group dynamics generate unforeseen or unmanageable behaviours and such events will be managed via the disruption framework to ensure the best possible transitions for all our young people.

The home works to a clear consistent approach to managing behaviour and utilises a reward and consequence framework. The young people receive a copy and have the opportunity to review periodically. This preventative approach relies on reinforcing positive behaviour, actively managing challenging behaviour and using sanctions as a last resort. The behaviours and triggers of the young people in the home are discussed within team meetings to ensure a consistent approach, as a team we develop a Risk Management Plan that identifies triggers and responses that have worked positively and responses that have not worked to ensure consistency within the team.

The home does not tolerate any form of bullying. The care team play an important role in the early detection of bullying and it is their responsibility to act quickly to minimise any distress that others may be causing residents in our care.

We believe that young people accused of bullying may need help just as much as those being bullied. Their behaviour may be connected to hidden personal and social problems. Other children may manipulate them, or they may be falsely accused. Working with a team of professionals around the young person both bullies and those who are being bullied can be supported to have a positive outcome to the events.

14. How we safeguard and protect

Safeguarding young people is the paramount concern and the objective of the home is to keep young people free from harm whilst allowing them to develop through adolescence, taking managed risks and learning from their decisions and choices.

All staff undertake safeguarding training and additional training in relation to the safeguarding of children and young people, including CSE training. The Manager has developed positive working relationships with Cheshire West & Chester as well as with LADO. Aside from the training already carried out as stated above, the team will benefit from attending training events hosted by the LSCB. As part of the new staff induction programme, new starters will attend a 2 day training course accredited PPR (Prevention, Protection and Restoration) and will receive a refresher 1 day course annually.

PPR provides a framework for managing behaviour to minimise crisis equally it equips us with an array of skills that will empower us to manage behaviour effectively and safely. This achieves an outcome that aims to prevent the incident from reoccurring by deploying

a restorative approach. Our staff are trained in verbal de-escalation and have a consistent approach to behaviour management taking in to consideration each young person's individual needs.

We ensure we use the least intrusive way possible to support our young people when in crisis. We use reflective practice to gain an understanding of triggers and finding solutions defusing the situation where possible. We empower our young people to have a voice and support them to regulate their emotions in a positive way.

Restraint will only be used to prevent a child from injuring themselves, someone else or causing serious damage to property. Furthermore, as a last resort when all avenues of de-escalation have been explored.

The techniques addressed in the PPR risk assessment have been medically evaluated to demonstrate their safety for the use in holding children at times of crisis with minimal impact on their development, both physically and emotionally. As part of the service provided we have the option to request a visit from our PPR trainer should we require further support. Please see holds below:

- Shepherding Technique
- Embrace hold
- Side hug
- Lower basket hold
- Cupped first technique
- Straight arm technique
- Double embrace
- Safe location to the knees
- The shoulder embraces

A physical intervention report will be complete and sent to the local authority to notify them within 24 hours of the incident. The young person will be provided with reassurance following their physical intervention and we will ensure we consult with the child or young person to ensure their welfare, determining if any injuries have occurred during the hold.

The staff involved in the physical intervention will also have a debrief with the Registered Manager allowing them to reflect on the incident and evaluate their practices. The young person will have a debrief within 5 days, this also is carried out by the Registered Manager. The objective of this is to give the young person a platform to express their feelings and to reflect on the incident. Through feedback from staff and young people we can implement strategies in to the behaviour management plan.

All staff are aware of the LADO, its role and the indicators which may require referral to it. As part of the homes continued development, LADO and members of the LSCB will be invited to meet with the care staff. The Manager will invite members periodically to staff meetings to discuss their role, explore thresholds and ensure positive working relationships.

Pan Cheshire Safeguarding Procedures in relation to Children Missing from Home or Sexual

exploitation are adhered to at Tray Ash Farm and the staff are aware of the procedures and actions to follow if they are aware of any issues.

The home is responsible for raising awareness, identifying triggers /trends of CSE or grooming, and for ensuring that issues of CSE or grooming are high profile in the learning, and understanding of the staff team.

The policies and procedures for the Residential Service are available to all staff and they are asked to sign on an annual basis to say they are aware and understand the policies and procedures. The staff are aware of the policies in relation to keeping children safe through their practice in addition to training offered and procedures that ensure the staff are aware of their responsibilities in health and safety, fire and first aid.

Additionally, Managers have safer recruitment training and are licensed to recruit following safe practices.

The home has clear plans and assessments concerning care, risk, (including CSE and MFH for every child), contact, behaviour and independence which detail not only the care to offer to young people but how to protect them and actions to take to keep them safe.

Approach to Surveillance and monitoring of children accommodated in the home

In the evening two care staff will be required to be on duty (sleep in). We may use a waking night staff member to help support young people and during the hours of 23.00 to 7.00 the home utilises an electronic door monitoring system. This is designed to increase personal safety and security.

Each placing authority will be written too, to be asked to complete a pro forma (consent form) informing them of our use of this and for written confirmation of the approval employment of this method of additional supervision.

NOTE: Bedroom Alarms are not COMPULSERY for each child. This decision to use bedroom alarms will be guided by presenting risks and agreement from social worker and the young person being accommodated.

Any consent for use of bedroom alarms will be recorded within the child's placement plan and will be reviewed monthly with the young person. To review if this is still appropriate to be used.

Young people are made aware that if there are reasons to believe that they have substances or articles in their rooms which are illegal or harmful, or if it is believed that they are keeping something that does not belong to them, carers have the permission to search their room. This will happen when the young person is present, and the outcome of the search will be recorded.

15. Leadership and Management

The registered provider of the home is:

Nest Residential Care and Education

Ltd



122, Balfour Road

Bootle

Liverpool

Merseyside

L20 4NZ

The responsible individual is:

New RI is Daren Roberts

Contact at the above address.

The Acting Manager is:

Carla Mackin

Acting Manager is responsible for ensuring that there is sufficient numbers of experienced and trained staff to ensure that the needs of the young people in the home can reasonably be met.

The staff group at Tray Ash Farm consist of both male and female workers, providing 24-hour care and support. We do not routinely employ waking night staff, but 2 staff sleep in the home every evening and are available for emergency responses if necessary. There are occasions when the staff work alone for periods of time. As a result, there is a lone working policy in place and lone working risk assessments for staff members to ensure that the needs of the young people can be reasonably and safely be met during these periods. In addition, there is a clear decision-making process ensuring the staff know what decisions they can make and what decisions they need further authorisation to make. A Manager is available via an on-call rota, for advice and guidance always.

Tray Ash Farm has a staff ratio of 1-1 with a team of 9 staff working a rolling rota of 2 in 4 off. We have also recruited 3 Bank staff members.

All staff working within the home are employed by Nest Residential Care and are working hard to ensure that they are appropriately trained and qualified to undertake the various tasks and responsibilities associated with providing an excellent residential service. The carers in Tray Ash Farm have a passion for their work and an overriding commitment to the children and young people in their care.

The continued development of the home will see a focus on recruitment to ensure access to a 'pool' of sessional workers who are afforded the same training and resources as the permanent members of staff. The seasonal members of staff will be subject to the same level of recruitment and hold status as valued members of the team; It is envisaged that members of the casual staff team will provide consistent care to the young people and support the regular staff team in the event of annual leave and sickness or periods of specifically tailored additional staffing.

All the carers in the home receive regular supervision (monthly) from the registered manager or the team. Supervision is the opportunity to discuss in detail the needs of the children and

young people and how they could best be met, how well staff are meeting the expectations of their performance, and what support they might need to support children even more effectively. Regular supervision is reinforced through more formal appraisals that take place at least annually.

The staff also attend monthly team meetings and team days where we come together to share practice, develop ideas and undertake group training. The Registered Manager is supervised by a skilled, experienced and qualified Responsible Individual, to explore issues and provide clinical insight and support regarding practice.

Staff on probation will be given X2 monthly supervision.

Training is not limited to the achievement of specific qualifications, important though these are. Tray Ash Farm has a training matrix and workforce development plan which focuses on the priorities for staff training over a twelve-month period based on the needs of the young people, the development and aspirational needs of the staff team and any research or knowledge that affects residential care that is a benefit to the young people or the team for the future. As part of the continued development of the home and service, relevant professionals or experts from the local authority or partner services will also be invited to staff meetings to share knowledge or offer training or support to the staff team. It is envisaged that this will increase and update staff knowledge, skills and training.

A full list of staff, their skills qualifications and experience is available on request

Tray Ash Farm team:

<u>Job title and Name</u>	<u>Professional Qualifications</u>	<u>Relevant Skills and Experience</u>
Daren Roberts Responsible Individual	NVQ - Caring for Children and Young People (Level 3) June 2005 NVQ - CCYP (Level 4) March 2006 NVQ - Management (Level 4) August 2007 IOSSH - Managing Safely 2006 Completed the "Fit Person" process for CSSIW in January 2008.	Daren Joined Nest Residential Care January 2019 in the role of Service Manager. Daren has the relevant qualifications. Daren has a wealth of experience and knowledge and brings over 16 years' experience working and managing children's residential homes. Daren will offer supervisory support to the home managers to offer continual professional guidance is available to ensure positive outcomes are achieved for all residents accommodated with Nest Residential Care Daren has worked across many settings within the North West region, building excellent multi agency relationships with: LCSB, LADO, MACSE & Catch 22 amongst other agencies. Daren has experience of achieving "Outstanding" grading from Ofsted as a Registered Manager which is a



	I have attended and have certification in the following training courses. • Therapeutic intervention training (TCI) • CSE training with Catch 22 • Healthier Homes - NHS Wirral • Management training - HR, Disciplinary & Grievance, Supervision training. • Safeguarding level 1 & 2 - Cheshire safeguarding. • Transactional analyses (TA 101) • Self-harm / Attachment training • Working with children who display sexually harmful behaviours. • Missing from Care – Safeguarding procedures associated with such behaviours. • Behavioural management • Child care Law.	clear testimonial to his understanding of the Quality Standards and Children’s Home Regulations 2015 and his passion and Leadership qualities. Daren is our Responsible Individual for Tray Ash Farm and will offer elevated levels of support to all staff and management strengthening our intent to provide quality care to our vulnerable children.



