



Statement of Purpose

31 Clare Walk



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Organisational Overview

At Safe Hands Liverpool, we provide tailored care programmes, and highly dedicated and experienced staff members to empower individuals to progress towards a better life and prepare them for independent living.

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

Quality and Purpose of Care

Position Statement

At 31 Clare Walk, we have a staff team who are trained in trauma and attachment issues, challenging behaviour, Child sexual and criminal exploitation, children who go missing and autism. 31 Clare Walk offers medium and long-term placements for young people suffering social, emotional and behavioural difficulties. The home once registered with Ofsted will provide care to one young person either male or female up to the age of 18 years and in line with the Children Leaving Care Act 2000. All requests to extend the age of leaving will be sought if this is deemed in the best interest and needs of the Child.

Ethos of the Home

At 31 Clare Walk we provide therapeutic residential care; we use the PACE model of practice within our home. PACE is a way of relating and of thinking, feeling, behaving, and communicating that aims to make the child feel safe. It has been developed as a model for working with children

and young people who have experienced the trauma of abuse or neglect, to help them learn how to create loving attachments and relationships.

It is based on the work of . His theory and model look at how parents and carers can connect with their children to create a safe environment for the child to begin to explore. It supports a child to develop their own self-awareness, emotional intelligence and resilience. PACE helps the troubled child to start to look at themselves and to let others start to see them, to get closer emotionally and to start to trust. Key to this approach is a deep respect for the child's own experiences and their inner life.

PACE model is a therapeutic approach that focuses on building secure and healthy relationships between parents or caregivers and children. PACE stands for Playfulness, Acceptance, Curiosity, and Empathy, which are the core elements of this model. By incorporating these elements into their interactions with children, staff can create a safe and nurturing environment that supports emotional regulation, attachment, and overall development.

Our aims and Objectives

Our aim is to provide outstanding individually tailored care packages to each young person that we support and offer a homely atmosphere where staff genuinely care for the young people we support.

Our staff members continue to build on the relationships made with the young people and the care plan is adapted in accordance with how each young person develops and changes over time, we also work in line with the local authority care plan.

Our vision at 31 Clare Walk is to provide the highest possible level of care to the young people that reside in our care and to promote a relaxed and homely environment where they feel they are genuinely cared for, feel safe and understood as individuals. At the same time encouraging the young people to develop the academic, practical and social skills needed to thrive from a young person into adulthood.

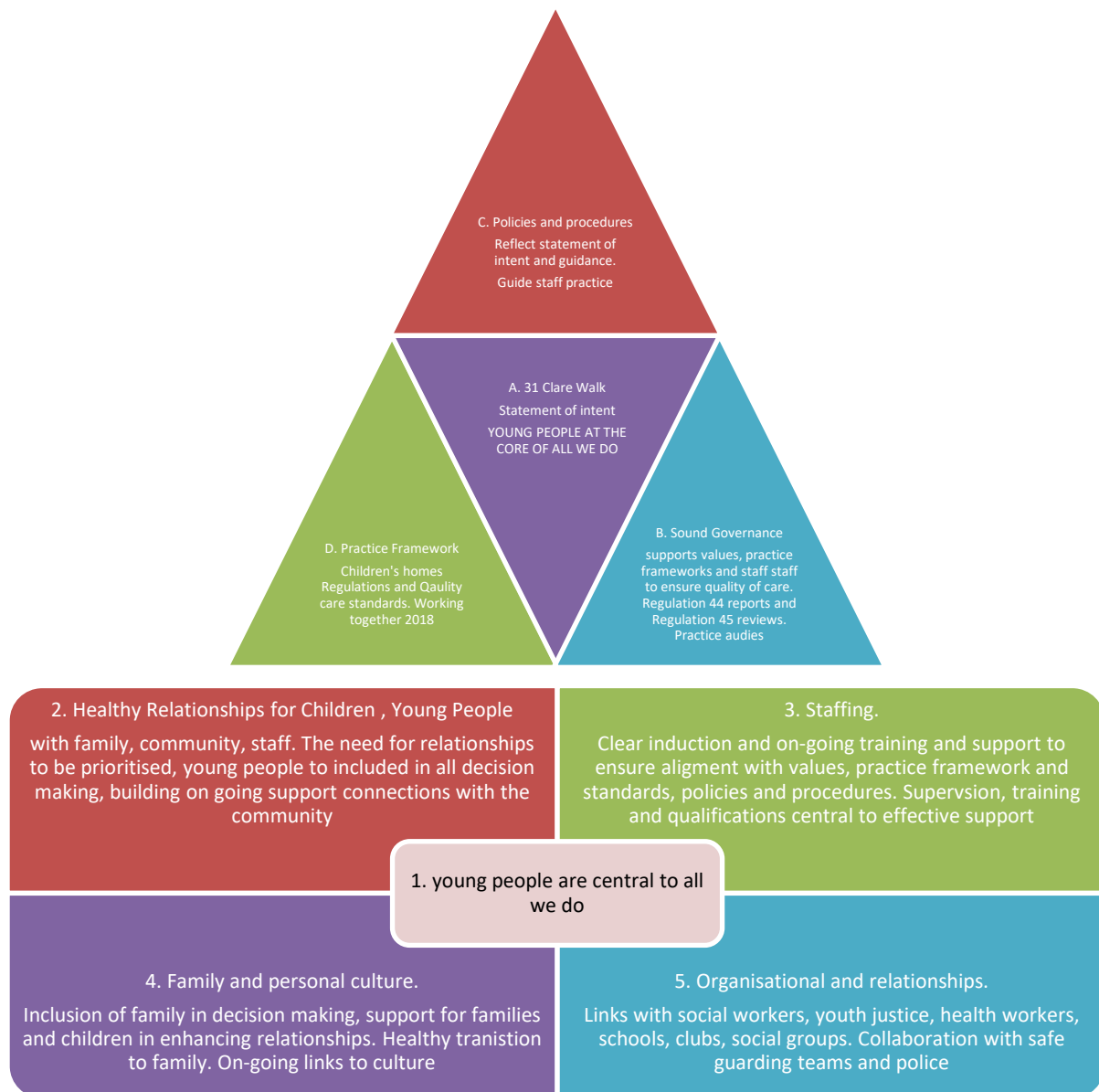
31 Clare Walk also values the importance of structure, rules and boundaries for the young people residing in the home. Expectations are made clear to the young people from the start and consistency through the team and over time is what ensures the success of the homes individual approach and helps young people to take responsibility for their own conduct.

Further to this the young people are offered the same opportunities in life as all others with welfare, needs and safeguarding at the centre of their care. Our aim is to make a difference to young people's lives by delivering a quality individualised care package taking into consideration their individual well-being in order to develop their identity, improve self-confidence and self-worth.

The home will achieve its aims and objectives by:

- Significantly investing in staff development with specifically identified special training tailored to meet the needs of the young people.
- Understanding that the environment generates expectations in behaviour and that disorganised environments can escalate or stimulate crises. Ensuring that the physical environment is well managed, that it is safe and conducive to self-discipline and nurturing.
- Ensuring that the child's physical needs are catered for. This will include food that is nutritious and healthy. That clothing is purchased which is appropriate and does not separate them from their peer group within the community and access to health services and recreational opportunities.
- Providing young people with daily positive encouragement and support. Identifying those areas with them that are presenting young people with particular difficulties.
- Ensuring that young people's emotional needs are met and that staff are able to appropriately express to young people that they are valued and cared for.
- Praising and encouraging young people and recognising these as opportunities to develop their self-worth. Valuing the small steps forward.
- Providing pre-planning crisis management by understanding a young person's normal functioning state, typical problem-solving behaviour and responses to frustration and anger.
- Providing an environment which facilitates and enables young people to take age-appropriate risks.
- Involving young people in the decision-making process within the home, valuing their views and opinions. Providing young people with constructive opportunities to have control over their lives, including choice, managing finances etc.
- Providing young people, within the structure of their day-to-day lives and interactions, opportunities to reprocess more constructive, effective coping strategies.
- We will also provide an environment where young people are clear that the adults around them are confident in their ability to manage them when they are feeling out of control.
- We will support and encourage young people to engage in similar social activities and leisure pursuits enjoyed by their peers.
- Preparation for leaving care occurs throughout a young person's placement. Young people will be given opportunities to develop skills which will aid them in this process, that is, purchasing and preparing own food, when this is considered appropriate.

Clare Walk Service Model



Underpinning the work of the Home are our Service Model's values, policies and procedures, safe governance and most importantly the centrality of young people all focused on relationships, partnership, family and staff, as well as the young person. This supports the staff team to be resilient, build relationships, and effectively manage challenging and chaotic behaviour, whilst providing a safe and nurturing environment.

Description of Accommodation

31 Clare Walk is a terraced property arranged to provide a safe, high-quality residential home for one young person.

The accommodation layout comprises:

- Ground Floor: Entrance porch, lounge and kitchen
- First Floor: Children's bedroom, bedroom/office, landing and main bathroom

- Exterior/Parking: Dedicated parking area at the rear, a private garage, and on-street options.

Care is delivered via a continuous 48-hour rotation designed to ensure seamless handovers. The shift patterns cover a 10:00 to 22:00 daytime period and a 22:00 to 10:00 night-time period (utilising a combination of waking and sleep-in staff as required by the child's care plan). Shift changeovers occur strictly once per day at 10:00 AM, maintaining a single daily handover and ensuring only one staff vehicle movement per 24-hour period. One care worker is on shift at any given time to maintain the strict 1:1 care ratio.

The Registered Manager provides on-site leadership 1 to 2 times per week during standard business hours (09:00 to 17:00).

Professional Visitors and External Support

To respect the quiet residential nature of Clare Walk, minimise local vehicle movements, and maintain a settled, domestic home environment for the young person, visits from external professionals – including Social Workers, Independent Reviewing Officers (IROs), clinical therapists, and CAMHS practitioners – are pre-arranged and strictly limited to a total of no more than once per month. Where higher frequency multi-agency meetings, Looked After Child (LAC) reviews, or routine care planning sessions are required, these will be hosted off-site at local authority premises, schools, or healthcare facilities.

Location of the home

31 Clare Walk is situated in Fazakerley, Liverpool. The home is within a short distance to shops, supermarket, library and leisure Centre with swimming pool, Parks, cinemas, bowling alleys, scouts, youth centers, youth Gym's Football & Boxing clubs and Museums, and other recreational and cultural local amenities and places of worship, to meet most young people recreational and religious preferences. There are several doctors, dentists, and opticians nearby from which the young person can choose, and they are supported in making full use of these services. Where there are additional health needs all specialists are within the local PCT (Primary Care Trust) and the young person will be supported to use these. Within the community there is a mixture of diverse cultures and ethnicities therefore we can integrate young people from all backgrounds, without prejudice. We have some links within the local community and use these to engage and promote young people's skills.

There are also local Emergency Health/Medical centre's as well as the young person's Registered health service all of which the home has easy accessibility. The home also has good links with local youth groups, boxing clubs, and Gyms etc. There are also local amenities such as Emergency Health/Medical centre's as well as the young person's Registered health service all of which the home has easy accessibility which is outlined in the safer area report.

31 Clare Walk has good transportation links into city centre and extended areas via bus, train and car. We are able to proactively manage the external environment assisted by the positive links we have made within the local community e.g. youth groups, the homes single point of contact (SPOC) our local assigned police. All of whom are able to update the home of any issues that there may be or that may arise in the local area that may pose a risk to young people. 31 Clare Walk has a Safer Area Report and any known dwellings or area's that can potentially harm or put young people at risk is identified within the report. To manage the environmental risks, we have robust risk assessments for the young people that live here based on their individual abilities and understanding of how to keep themselves safe. The staff team work closely with young people to educate and ensure that they understand potential risks this is done by carrying out planned and unplanned key worker sessions. Staff strive to ensure that young people have all information they need to make informed choices and support them whilst in and around the community.

At 31 Clare Walk we use Risk Assessments which are designed to assist the staff in:

- Helping the young person understand their risks and make better choices
- Helping the young person regain control over their own behaviour
- Promote socially acceptable behaviour
- Reduce the occurrence of risky behaviour
- Plan consistent, resilient care
- Provide clear guidelines on how to manage the behaviour
- Achieve good outcomes for the young person

Using these individualised risk assessments, we will be able to continuously review the suitability of the area in which the home is situated and identify early any concerns which may impact on the young people for which we care for. Thus, enabling us to work together to identify risk reduction, measures and maintain a multi-agency working partnership, and to ensure the home's locality risk Assessment held within the home remain up to date on an annual basis or sooner if required to identify risks to young person.

There is also a lone risk assessment for the staff which includes Hazard's risks and controlled measures to ensure that staff is equipped to manage situations safely. The home will have links with the local police who will call at the home for support and guidance if required or requested. The home's Safer Area Report held within the home will be updated annually, as a child moves into the home or sooner if required to identify risk posed to young person, and that the premises remain suitable to keep young people safe and meet their needs.

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

31 Clare Walk itself is based in a diverse and multi-cultural community and has a multitude of religious and cultural venues in close proximity. The young people will have the opportunity to explore their own religious beliefs as well as those they aren't familiar with.

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

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

Where there are linguistic barriers, arrangements will be made to ensure an interpreter is available or a nominated person who is able to communicate with the young person is made available. Modern technology makes this easier for us and we have a whole host of technology at our fingertips to help us to communicate and build relationships with young people with differing language. It is also important that staff make a reasonable attempt to learn their language to show interest in the young person's culture.

Our staff will be encouraged to show creativity in widening young person's awareness to differing religious and cultural beliefs. For example, staff may hold themed events, cook special meals, or have visitors come to the house which will help to educate and widen the young person's outlook and attitudes, promoting tolerance and respect for difference and diversity.

31 Clare Walk will:

- Provide a family environment giving young people the opportunity to address the dilemmas and taboos associated with the generational differences they may have experienced

- Provide culturally specific care and support for the young people in line with the Quality Care Standards, which meets their cultural, religious, racial, gender and linguistic needs.
- Empower the young person to have knowledge of, access to, and respect for their community.
- Support self-identity by recognising that a young person's ethnicity religion, culture, sexuality and language are crucial to his/her self-image and self-esteem.
- Provide education, after school activities, group holidays and staffing, our services will ensure positive integration of all community groups whilst respecting and maintaining a functional family setting.
- Provide on-going diversity training to staff to promote and maintain multi-culturalism.

Complaints

At Safe Hands Liverpool – 31 Clare Walk, we are committed to ensuring that every young person feels safe, valued, and heard. We recognise the importance of giving young people the right and opportunity to raise concerns or complaints about any aspect of their placement that they are unhappy with.

We actively encourage young people to express their views through regular consultations, young people's meetings, and key worker sessions. Each young person has access to a handheld telephone to enable private conversations with external organisations such as Ofsted, Children's Rights, and Social Services. Additionally, the complaints procedure is clearly outlined in the Children's Guide, ensuring young people know how to make a complaint if they wish to do so.

Upon admission to 31 Clare Walk, each young person receives a copy of the Complaints Policy, which their key worker will review with them. We see complaints as an important tool to improve the quality of care we provide and as an opportunity to demonstrate to young people that their concerns are taken seriously and addressed promptly.

The complaints process at Safe Hands Liverpool follows a clear three-stage procedure:

- Informal or Problem-Solving Stage
- Formal or Registration Stage
- Review Stage

All complaints are treated with the utmost seriousness and handled in line with statutory guidance and our internal policies. Young people are made aware of the complaint's procedure through the Children's Guide and open discussion within the home. Complaint forms are readily available and provide contact details for individuals the young person can approach, including their Social Worker, Ofsted Inspector, Regulation 44 Visitor, Responsible Individual, Service Managers, Head of Education, and the Office of the Children's Commissioner for external support.

When a complaint is received, it is addressed promptly with the relevant persons are notified, and the complainant kept informed throughout the investigation until a resolution is reached. All complaint documentation is completed comprehensively and reviewed both internally and externally to ensure continuous learning and service improvement.

We also encourage parents, advocates, and others involved in the young person's welfare to raise any concerns or complaints about the care provided. Complaints can be made internally or externally via email:

Internal complaints can be sent directly to the Registered Manager,

External complaints can be sent to:

Head Office Address:

Office 11

Clock Tower Building

Clock Tower Park

Fazakerley

L10 1LD

Our monthly regulation 44 reporter will ask for feedback from key stakeholders which will form part of our report and set necessary recommendations.

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

- support the young person when making a complaint and criticisms in an acceptable manner.
- Make it possible to deal with the majority of issues raised, on a day-to-day basis within the home.
- Give opportunity for complaints to be raised about matters outside of the Home e.g., School or family, the complaint procedure and policy is available to parents and other professionals should they request a copy.
- Make sure young people are aware they have rights. Staff will revisit disputes and procedures with the young people in weekly meetings and also in one-to-one session.
- Help young person to raise complaints about difficult issues and matters that might have appeared right to them within the context of their experiences, but which are generally not acceptable in society.

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

The homes child protection and behaviour management policies are kept electronically on the company system. Copies of these policies are available on request.

The safety and protection of the young people who reside at 31 Clare Walk are the staff team's primary concern. All the staff at 31 Clare Walk have received safeguarding training and are aware of the issues in relation to looking after young people who may have been the victims of abuse, neglect, CSE and many others. The staff team are vigilant in relation to the young person's ongoing safety and protection and is aware of the indicators, signs and symptoms, when abuse is taking place. They are aware of the local Children's Safeguarding Board procedures for managing suspected safeguarding concerns and are clear about the lines of responsibility and accountability within the home. In addition to concerns that arise in the community the staff team are mindful of the danger of professional abuse and exercise caution and vigilance in relation to the professionals who have access to the young person. The home has a Whistle Blowing Policy where staff members are encouraged to speak to their Senior Managers if they have any concerns about their colleagues' conduct towards young person, all staff are aware of issues in relation to child exploitation and are trained to monitor and report any issues.

Email:

Mobile:

Email:

Any safeguarding concerns regarding the home manager should be shared with the Director and or the Responsible Individual.

The Local Authority Designated Officer (LADO) is:

Liverpool safeguarding board can be contacted on 0151 2333700.

Staff follow the four Rs.

Recognise the signs and indicators of abuse.

Respond as soon as possible.

Record everything you have heard, was said or any actions.

Refer to designated person.

Missing from home

The home has a Missing from Home Policy that provides the minimum standard for every young person living at the home. Each young person has an individualised risk assessment that determines the routes that the staff member's takes to prevent young person from going missing. 31 Clare Walk believes that if the home is a haven for young people, then the likelihood that they will run away is reduced, thus a concerted effort is made to create a relaxed atmosphere in the home so that young person feels secure enough to discuss any problems, worries or concerns they may have or encounter. Where a young person has a history of missing from home, key working sessions are held at the start of the placement to ascertain the reasons why and what the staff team could do to change this. Working together with the young person and understanding the individual difficulties helps to build trust, openness, and honesty. Identifying the young person's likes and dislikes and what motivates them are incorporated into the activity schedule and care plan to increase their participation and motivation within the home which may reduce the risk of young person going missing. Individual work sessions are completed regularly so advice is given on how to stay safe. Finally, the home has individualised incentive charts where young person can earn reward money for improvements in their behaviour.

In specialised high-risk cases the basic missing from home procedure can be altered and extra measures put in place. This can involve such things as altering the time a young person is reported missing to the local police, supervising any monies and putting personalised incentives in place. Where any amendments are made to the missing from homes procedure these are agreed with the placing authority through the young person's Social Worker. Where any intensive measures are put in place the home will work with the young person and the local authority on the longer-term goal of lowering the risk level and gradually reducing any extra measures put in place. The aim of this is to get young people to make safe choices independently so they are not overwhelmed by the freedom they have when they leave care.

The home aims to gain as many details as possible about where the young person likes to spend time and where friends and family members live. These details include telephone numbers and

addresses and are recorded on the young person's information and contact sheet. This enables staff to ring around if the young person does not return on time and check if anyone has seen them or knows their whereabouts. Information is always valuable and can be forwarded to the police where required. In addition to this the home also makes a log in the young person's journals of what the young person is wearing when they leave the home so an accurate description can be passed on during staff and police handovers.

If the young person has still not returned to the home by their curfew time the local police are contacted, and a report will be generated. Merseyside Police procedure is as follows:

The Police will only become involved after all reasonable checks to locate the individual have been carried out. If the child is not located, the reporting individual should contact Merseyside Police via <https://www.merseyside.police.uk/partners/partner-services/> or 101 to report them as being missing from their address.

Where a young person goes missing regular telephone and e-mail updates are given to social workers, family members (where applicable) and other relevant parties i.e., YOT, education establishments. In addition to this the home's Operational Manager, [redacted], is also updated regularly. If a young person is missing more than three times in one month or has been missing for a long duration the Home Manager organises a strategy meeting with the young person's social worker and all relevant parties involved in safeguarding the young person. This allows an opportunity for everyone to discuss the behaviour, make an action plan for the young person's safe return and set any amendments to the young person's care plan.

Bullying.

The home has an Anti-Bullying Policy that is made clear to all new residents in their introduction to 31 Clare Walk. The policy is designed to discourage bullying and to encourage victims to speak out about it if it occurs. When incidents of bullying are observed or reported action is always taken to ensure the victim is safe and supported and to reinforce with the bully that their behaviour is unacceptable.

Staff at 31 Clare Walk recognise that bullying is a complex issue and that often the same young person is both a victim and a perpetrator at the same time. They adopt a pragmatic, pro-active, no-blame approach to managing the problem with the intention of helping the bully modify their behaviour and recognise that there are more acceptable ways of having his/her needs met than intimidating others.

All incidents of bullying are recorded, and a careful check is kept ensuring that young person who are victimised receive the help and protection they need, while those who bully have their unacceptable behaviour appropriately challenged. The staff at 31 Clare Walk has all received training in the recognition and management of bullying and are aware of the home's Anti-Bullying Policy.

Views, wishes and feelings.

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

The Staff team are expected to work in partnership with young person to develop an ethos which balances everyone's rights and needs.

We believe that the more involved the young person is in influencing the day to day running of the home the more they will feel heard and respected and are given the opportunity to express views and wishes on how they are cared for and how the home is run. Young person is given the opportunity to be involved and consulted in relation to all aspects of their lives through.

The ways in which we involve young people in gaining their views and wishes are:

- Full involvement in weekly and monthly meetings, Team meeting where appropriate
- Both planned/unplanned key worker sessions.
- Menu/activity planning.
- Health /Education Plan's
- CLA Review's/Statutory Visits

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

31 Clare Walk team/Manager will also consult with the young person's families to ascertain their views on the quality of care their child receives.

Anti-discriminatory practice in respect of children and their families

31 Clare Walk is part of Safe Hands Liverpool which is an organisation committed to equal opportunities and anti-discriminatory practice both in terms of the staff it employs and the children and young people it looks after.

31 Clare Walk is committed to the principles of anti-discriminatory practice. Therefore, regardless of a young person's or staff ethnicity, cultural background, gender or disability; they will be treated fairly with respect and dignity.

31 Clare Walk will not tolerate actions which may be racist, sexist or otherwise discriminatory, nor will they deny those differences which shape the nature of young person's needs.

Children's Rights

All Children and Young person who reside at 31 Clare Walk are given the details of the Children's Rights Commissioner and they will be fully supported should they wish to use this service. There will be regular meetings between staff and young people where the issue of children's rights will be addressed to ensure young person are being consulted, listened to and treated equally and fairly.

We believe that all young people are equally entitled to have their needs met and to be free from abuse and exploitation. Each young person will have a Keyworker who will explain to them their rights as a looked after child and consistently ensure that these are being met.

Education

Management of Education

For all new young people, the home request information from the LA about the previous educational placements this includes, their current attainment levels, academic levels and participation, attitudes to learning and their future short- and long-term targets. This is done via e-mails, phone calls and meetings. The home also talks to the young person about how they feel their education placements are going and what they want from their future. Once gathered this is fed back into the development of the young person's education plan.

How we support children with Special Educational Needs

At 31 Clare Walk we understand that there may be barriers to young person's learning, young people can often feel unsupported and demotivated in their Education. Young people can find it difficult to obtain information about Opportunities/courses also a lack of skills, particularly literacy and numeracy, and where inaccurate information had resulted in provision not meeting the expectations of young person.

Our aim at 31 Clare Walk is to provide support and guidance in creating an individual plan so that young person can strive to the best of their ability.

Each young person will be enrolled with an education service that is a local Provision and is our aim to prepare support and build young person's confidence to enable them to attend school/college whether this is within mainstream or a small specialist Provision.

Independence/Life Skills

As part of their education young people will be taught to live independently. Education will be practically targeted, incorporating 'real life' situations, problems and solutions. The staff will focus on economic wellbeing in preparation for the next stage of their life. Young people will be encouraged to use facilities in the community e.g., the library, etc; the staff will assist with social integration. Young people will learn daily living skills such as cleaning, food shopping, and money budgeting.

EHCP

At 31 Clare Walk we ensure that any Educational and Health needs are fully supported, and all needs met. 31 Clare Walk will request a copy of the EHC Plan, and a key educational contact with whom to liaise outside of the Social Worker this will be used to form a working Education and Health Plan.

Management will ensure upon admission, as part of the referral process, that the educational needs can be met, either through a local state or private school dependent upon requirements. Management will ensure that all PEP and EHCP Reviews are attended by the Manager or Keyworker ideally, and all actions carried out in a timely manner. Any requirements detailed within the documents will be transferred to the Education Plan and all actions supported to be met and evidenced within the body of the document. Finally, where it is felt that there are concerns about meeting any actions in a timely fashion or with the right outcomes, management will organise an education meeting with all relevant professionals invited and required to attend to discuss any concerns in this area.

The management will also access educational services via the Local Offer website to research educational services.

Enjoy and Achieve

How we support the young person to Enjoy and Achieve

In Liverpool where 31 Clare Walk is situated, there is a wide variety of shops, leisure activities including a sports centre offering swimming, badminton, a Gymnasium and a variety of exercise classes in the local area. We are within easy access to museums, Organised Walks, roller rink Library and a various Football & Boxing clubs offering leisure and participation. Also available are youth groups, cadets/Guides and various places of worship, to meet most young person recreational and religious preferences.

The Young people will be supported in the pursuit of their interests' talents and skills and are encouraged to explore a range of leisure activities; these are planned for the week with the young

person's input from Children's weekly meeting.

The staff team recognises that success in sport, art, music, literature, dance etc can have enormous benefits for a young person's self-esteem and confidence and can be helpful in enabling the young person to have focus on their abilities. Any Young person with skills or talent is provided with the necessary financial and personal support to enable them to reach their full potential.

Health

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

31 Clare Walk will ensure that each child is provided with health care, including any specifically recommended and necessary immunisation and any necessary medical and dental attention, all young person accommodated at 31 Clare Walk will receive the following:

- Registration with a Registered General Practitioner and Dental Practitioner within seven days of

Placement. (Where possible we will try to keep young person already Registered with the same Health Services prior to 31 Clare Walk).

- Young person from ethnic minority groups will receive appropriate health care.
- A medical assessment will take place as soon as possible.
- The local community health service will be notified of the young person's placement.
- Consent to Medical Examination and treatment will be kept on young person's files.

The ethos at 31 Clare Walk reflects a holistic approach, which includes a healthy living environment, good personal hygiene, a healthy diet and regular exercise will always be included in the weekly planning for the young person.

31 Clare Walk staff promotes aspects of health including Sexual Health. All areas of health are recorded in the young person's health plan and where appropriate incident, accident forms and key worker sessions are completed. Where a young person refuses to seek medical attention, this is also clearly logged. Parents and social workers are updated in all instances.

In terms of promoting the young person to lead a healthy lifestyle the home is highly proactive. The young people will be encouraged to partake in a range of different types of exercise. Dependant on the young person's needs there is a variety of activities available locally or further afield which the staff will support the young person to attend with them.

The staff team ensure that the young people are educated in how to lead a healthy balanced lifestyle, this is done through consultations and key working sessions. Each young person has an

individualised health plan that covers their medical history, allergies, diet, exercise, personal hygiene and physical and emotional health. This is developed and shaped by the young person's views and needs and considers the views and health information provided by parents and the local authority. Staff in the home will also be positive role models whereby living a healthy lifestyle and joining in with the activities to encourage and promote a healthy lifestyle.

The home holds regular activity and menu consultations with the young person where they are supported to make their own healthy choices surrounding meals and exercise related activities. This ensures that young person is learning how to manage their likes and dislikes with health benefits. Healthy living leaflets and posters are available in the home for young person to look through at their leisure. This can also include information on specialist services such as drug and alcohol, smoking cessation services, CAMHS, counselling services and sexual health services to ensure that young person are well informed of the risks and how to keep themselves safe and healthy.

Positive Relationships

The arrangements for promoting contact between children, their families and friends.

It is usually beneficial for the young people who live at 31 Clare Walk to maintain constructive contact with the important people in their lives, directly or by email, phone or letter. Staff encourages the young person to keep in contact with their family and friends and offer support to allow them to do so. Staff do not place any restrictions on a young person's reasonable contact with their family or friends providing that the Care Plan allows this, for their own protection. Staff can support or supervise contact visits if this is required by the Care Plan or requested by the visitor. Alternatively, a private place can also be arranged for contact if this is needed.

Young person has access to a telephone this is in an area within 31 Clare Walk that ensures privacy. In general, calls should be taken and received at convenient and appropriate times. No telephone calls are allowed during mealtimes or after the young person has retired for the night, unless an emergency and this will be closely monitored by staff. Other than when directed by the placing authority, young people can send and receive mail or make calls privately.

Within the Welcome Guide young people are provided with the procedures for visitors to the home. Family or visitors to the home are provided with privacy and refreshments. Where a young person does not have contact with family or friends, we will attempt to ensure the young person

has an independent visitor. All appropriate checks will be made, and agreements will be required from the placing authority prior to this taking place.

31 Clare Walk recognises the importance of attachment related issues for our young person in a care environment and the subsequent separation from their families. Continuity of relationships is important, and attachments will be respected, sustained where possible, and developed. We feel it is important to show an interest in how visits have gone, for some young person specific strategies may need to be developed to manage their behaviour and give additional support at these times. Partnerships with parents and relatives are crucial to ensuring that young person retain and build their identity.

Protection of Children

The Homes approach to monitoring and surveillance of children

31 Clare Walk is committed to maintaining a safe and respectful environment that upholds the privacy and dignity of all young people in our care.

We do not use internal CCTV inside the home, as we aim to foster trust and a sense of normalcy. However, we do operate external CCTV for security purposes only, including the use of a Ring doorbell at the main entrance. These systems are in place solely to monitor access points, enhance the safety of the premises, and safeguard both residents and staff. They are not used for behavioural surveillance of young people.

Some young people who are working with the youth justice system may be subject to an electronic monitoring device. This is the responsibility of the young person it is assigned to, and any breach of conditions dealt with via the youth justice service.

Safer Recruitment:

Safe Hands Liverpool follows robust safer recruitment procedures in line with statutory guidance to ensure all staff working within 31 Clare Walk are suitably vetted, qualified, and safe to work with children and young people. All staff are subject to enhanced DBS checks, employment references, and safer recruitment processes prior to commencing employment.

The homes approach to behavioural support

The young person who is looked after at 31 Clare Walk are cared for within an ethos in which they are treated with unconditional positive regard, where they are aware of their rights and responsibilities and where there is an expectation that they will behave in ways which are acceptable and conducive to living harmoniously in a community.

Emphasis is placed on rewarding acceptable behaviour and on helping young person gain self-control, if this is an area in which they experience some difficulty. This is achieved principally through the warm and positive relationships that exist between the young people and staff. Each young person also has individual targets i.e., appropriate lifestyle and routine which they are rewarded for achieving daily.

On occasions young people will behave in ways that are unacceptable and which require the imposition of a consequence. When this occurs, the purpose is to encourage the young person to reflect on their behaviour and promote change. The imposition of consequences is not intended to punish the young person. When consequences are used, they will be fair, appropriate to the young person and proportionate to the behaviour in question.

31 Clare Walk will only use consequences which are approved -

The range of consequences used must be:

- Legal
- Appropriate to the behaviour under consideration and its circumstances.
- Relevant to the age, understanding and Care Plan of the young person.
- Enforceable and achievable.
- Realistic and sensitive.
- Contemporaneous (applied as soon as appropriate after misbehaviour is recognised).
- Compatible with the method and ethos of the home.
- Applied consistently and equitably in line with agreed criteria.
- Regularly reviewed.

Permissible consequences include:

- Increased Supervision - Escort to school. Prevent/reduce likelihood of running away.
- Curtailment of Leisure Activities - Should be relevant, contemporaneous and time limited.
- Withdrawal of Privileges - e.g., late TV.
- Reparation payments - To compensate for damage or theft. They will not amount to more than 50% of allowance and of limited duration.

Management of restraint and physical intervention

Young people who experience behavioural, emotional, social and learning difficulties will sometimes display challenging behaviours. When this occurs staff will respond appropriately using positive interventions including diversion, distraction, calming techniques, offering time

alone under supervision etc. All staff understands the origins and causes of challenging behaviour and has received training in the use of diffusion and de-escalation techniques.

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

Following every incident of physical intervention, it is fully recorded, including the young person's comments and the matter is brought to the attention of the Manager and a written report is then sent to the young person's Social Worker.

All staff are compliant and trained in CPI – Crisis prevention training. Staff are trained in the appropriate and safe techniques to use should they need to intervene in a situation with a child or young person. The training is carried out by professional and qualified tutors. Staff attend a training course as part of their induction programme. As a minimum, all staff are re-assessed in line with CPI recommendations and requirements with all staff attending annual refreshers.

Angry or violent outbursts leave the young person feeling low, exhausted and alone. A review of the episode is always timed for when the young person has had a chance to recover, but it is still fresh in their minds this is completed via a life space interview. Staff will talk through difficult situations afterwards and agree with the young person a plan to avoid the situation happening again.

The staff team recognises that an individual outburst has an overall impact. As part of the debrief to the incident it is talked through with the whole group or any witnesses to provide reassurance; to reduce the possibility of retribution and to make clear future behaviour expectations considering the incident.

Leadership and Management

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

Registered Provider

31 Clare Walk is part of Safe Hands Liverpool:

Office 11, Clock Tower Building

Clock Tower Park

Fazakerley L10 1LD

Responsible Individual:

Company Director:

Manager:

Details and Qualification and experience of staff

See Staff appendix:

Company Director:

brings over 20 years of experience working within residential childcare, supporting children and young people who have experienced trauma and who are present with emotional and behavioural difficulties. In addition to her role as Registered Manager of Supported Accommodation, is also the Director of Safe Hands Liverpool, reflecting her commitment to high standards of care and leadership across the organisation.

Throughout her career, has progressed from frontline care roles to senior management positions. She has worked extensively within therapeutic environments, including with children who have learning disabilities, supporting their transition into long-term, independent living provisions.

is deeply committed to delivering child-centred care that promotes emotional recovery, resilience, and positive outcomes for all young people.

Proposed Registered Manager: joined Safe Hands in June 26.

has worked within the childcare sector since January 2017 and has consistently progressed within her career through her dedication, professional development, and the skills and knowledge she has gained throughout her experience.

During her time in residential childcare, has held a variety of roles including Support Worker, Team Leader, and Deputy Manager within her previous employment. She has also successfully project managed the setup of new services and has experience managing supported accommodation provisions.

has extensive experience supporting young people and young adults transitioning towards independence, alongside significant experience in behavioural management and providing tailored support to meet individual needs.

In addition to her childcare experience, is a qualified sign language teacher and interpreter. She delivers classes within local primary schools to promote awareness, inclusion, and understanding of the hearing-impaired community.

achieved her Level 3 Diploma in Residential Childcare in 2018 and has since completed her Level 5 qualification in Leadership and Management for Children and Families Services.

Responsible individual:

has extensive experience within the care sector, beginning her career in adult services in 2001. Throughout this time, she gained valuable experience working with elderly individuals, adults with learning disabilities, and those experiencing mental health difficulties, both within community settings and forensic secure hospitals.

She brings with her over 20 years' experience in Residential Child Care and has successfully managed both large and small children's homes supporting young people with emotional and behavioural difficulties. has a strong passion for developing homes that provide a warm, safe, and nurturing environment, with foundations rooted in therapeutic interventions and child-centred care.

began working in Residential Child Care in 2006 and holds both a Level 3 qualification in Health and Social Care (CYPS) and a Level 5 Diploma in Leadership and Management. She progressed into management as a Deputy Manager in 2012 before becoming the Registered Manager of her first five-bed children's home in 2016. She has since managed a three-bed therapeutic children's home, providing specialist therapeutic interventions and support to children and young people.

In addition to her Registered Manager experience, has also worked as a Service Manager overseeing the operations of six children's homes, supervising Registered Managers and ensuring the effective operational management, compliance, and quality assurance across the organisation.

currently works as an Independent Visitor, continuing her commitment to supporting and advocating for children and young people within care services.

Staff contingency arrangements

Where staff members are off sick or on annual leave the home can operate as usual as the team is able to cover the shortage. Where this is not possible, we are able to access contracted staff from our supported accommodation services. Where shifts remain uncovered, the home can utilise experienced bank staff to ensure continuity of care and safe staffing levels.

Staff and Management Structure

31 Clare Walk is staffed as follows:

1 × Registered Manager

2 × Senior Residential Support Workers

3 × Residential Support Workers

Care delivered on a 1:1 staffing ratio following the shift patterns and management visiting schedules detailed in the Description of Accommodation section.

Professional supervision arrangements for staff, educators and health care professionals

Staff including the homes Manager receives regular supervision, this is between every 4-6 weeks to ensure that they are supported and guided to fulfil their roles and provide a high-quality service to children. New staff will also receive supervisions at least once every 2 weeks during the first three months of probation. Supervisions are to promote and develop knowledge and skills; this will be completed by either the home manager or Deputy manager. Bank staff are supervised every 8 shifts they work in the home. Staff will also receive annual Appraisals to set and support achieving goals to develop.

Gender status of the home and positive role models

The team at 31 Clare Walk comprises both male and female staff members with a range of qualifications and experience to manage the emotional and behavioural needs of young people. This ensures the young people have appropriate role models of both genders.

Care Planning

Admission Criteria

- Clare Walk will provide placements for one young person of mixed genders between the ages of 11-17
- Placements will be short, medium and long term.
- Young people who need a resettlement plan of care undertaken for either rehabilitation with families or preparation for foster placement
- Young people whose behavior in their current setting is unmanageable.
- Young people who have suffered abuse and significant neglect, which has impacted on their ability to form significant relationships and secure attachments.
- Young people with behavioural difficulties including physical violence and persistent angry outbursts.
- Young people with learning disabilities
- Young people who are resistant to adult authority and boundary setting
- Young people who may benefit from a placement with us may have experienced numerous placements moves and be presenting with chaotic behaviour patterns and distress.
- Referrals will be carefully assessed to ensure that risks can be safely managed in line with the needs of the young person, existing residents, staffing levels, and the location of the home.

Admission process

Initial contact will be made to the Registered Manager or Responsible Individual / Provider. Applications for placement are usually made by the child's home local authority, or family/carer. The manager will attempt to gain maximum information from social worker including a detailed referral document to inform our assessment of whether we can meet the needs of the young person against our Statement of Purpose and Function so we can risk

assess factors such as gangs, violence and aggression, the nature of anti-social behaviours, social work concerns, apparent reasons for placement breakdowns and so on, not pre-judging or labelling. The Registered Manager makes the admission decision and needs as much information as possible to do this safely; usually we should have a care plan and Part 1 of Placement Plan (or equivalent). We would assess the impact of the admission against the needs of the current residents and identify strategies to manage possible difficulties.

Initial discussion with the Registered Manager detailing the following:

- Young person's history, previous placements, family relationships
- Purpose of placement
- Current functioning - psychological, emotional, social and intellectual
- History of aggression or violence, verbal, physical, sexual
- Education - current and history
- Details of any offending behaviour and involvement with the Youth Offending service.
- Health Issues including sexual health.
- Risk Assessment

A decision will then be made as to whether a placement will be considered following a robust matching assessment taking place.

Young person will be invited for a visit, introduced to the resident young people and staff on duty and given information about the home along with a young person's guide.

If all parties, consider that a placement may be appropriate then an admission meeting will be arranged. The following information will be required prior to the admission meeting in order to make an accurate assessment.

Documentation required:

- Local authority care plan and placement plan
- Local Authority Chronology
- Consent forms
- Information of past incidents
- Information of previous missing from care episodes
- Any reports prepared by Mental/ therapeutic Health Services
- PEP Plan/ ECHP
- Risk Assessment
- Any youth offending orders (past or present)

At the Admission meeting mutual expectations will be discussed including:

- Purpose and length of placement
- Family relationships and contact details
- Educational opportunities
- Strategies to manage risk.

Prior to admission, a DOLs order is required for any restrictive measures that are deemed necessary to safeguard the young person.

Emergency admissions

The home tries to ensure a well-planned smooth transition for all young people. Where time is limited due to the referral being an emergency staff members do all they can to help the young person to become familiar with their new surroundings and support them emotionally to deal with the sudden change in placement. Emergency referrals are still subjected to the same admissions procedure as mentioned in section 10. Staff members follow the same procedure on the day of arrival in terms of showing the young person round and going through the children's guide with them. Staff members/ Management will request full paperwork from the social worker on arrival (if not e-mailed over prior to admission) A 72-hour placement meeting is organised and keyworkers and risk management plans are completed as soon as possible.

31 Clare Walk will:

- Keep placement disruption to a minimum.
- Understand young people's behaviour and coping strategies within the context of their life experiences.
- To enable young people to recognise, acknowledge and communicate thoughts and feelings.
- Provide a safe and structured environment in which young people are encouraged to develop a positive outlook on life and a belief that difficulties can be overcome and challenged.
- Encourage young people within our care to have high aspirations, resilience and a strong sense of self-belief.
- Prepare young people for the transition to adulthood.
- Ensure that staff will be developed to optimise their potential to develop specialist skills and knowledge in order to support them in meeting the complex needs of young people in residential care. This will be achieved through robust supervision, training, and development processes.
- We will create an environment for young people and employee which values diversity in terms of race, gender, disability, sexuality, age, religious and cultural expression.
- Recognise the emotional impact of residential childcare on employees within the organisation and provide them with a high degree of supervisory support and development.
- Specialist support provided by the clinical Psychologist will be available for staff (such as clinical consultation, reflective practice sessions, training and development)
- The service will provide Residential Child Care workers opportunities to acquire specialist skills, knowledge and training which supports them in the residential task.