



## **The Quality and Purpose of Care Standard, Children's Homes Regulations 2015**

### **1 Statement of Purpose**

**Reviewed: 06.04.21**

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

The purpose of the home is to provide a safe and supportive environment for the residents. Maple House is a residential home for children on the Autism spectrum and/or learning disabilities. The service acknowledges that this condition may be combined with emotional and behaviour difficulties and that young people can be subject to occasional outburst of anger that can lead to aggressive episodes which staff are trained to manage.

The service provides care for young people of both sexes who are aged between the ages of 8 to 17 and aim to have planned and well transitioned placements. Currently the home is registered to look after four young people.

The home offers a range of placing options in terms of planned duration of placement from medium to long-term. The range of durations will allow us to assess suitability and plan for a rigorous matching process to ensure that when possible the needs of the young people are met and provisions are in place for effective transition to the home.

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

At Maple House we 'Help Children Achieve More' and promote the five outcomes for children set out in the national government guidance. These five outcomes are universal ambitions for every child and young person, whatever their background or circumstances.

1. Be healthy
2. Stay safe
3. Enjoy and achieve
4. Make a positive contribution
5. Achieve economic well-being.

In particular, for this group of children we aim:

- To provide opportunities for four young person with autism and/or learning disabilities who are placed at Maple House to achieve their full potential.
- To provide accommodation which is suitable and meets the needs of children with Autism and learning disabilities.
- To provide a safe and supportive environment where children and young people are listened to and encouraged to express their needs, wishes and feelings.
- To promote confidence and independent skills.

- To provide opportunities for children to make choices.
- To develop individual care programmes to meet the needs of each child or young person for personalised care, taking account of the child's background and experience.
- To support and work with family members and significant others as part of meeting each child or young person's needs.
- To manage assessed and acceptable risks in order to enable children to develop to their full potential.

### *Principles and Values*

Maple House mission is to ensure that every young person is safe and free from harm and that person centred care is provided from a range of cultures, ethnicities and background who may have social, emotional or behavioural difficulties. Our aim is to ensure that every young person leaves the home with as much independence as they can achieve with the support of dedicated staff and in doing so every young person is able to provide care and support for themselves and that they are able to deal with the challenges that life brings there way.

The values that we hold in the home and within Serenity Care are that we are;

**Supportive**  
**Exceeding expectations**  
**Resilient**  
**Embracing individuality**  
**Nurturing**  
**Integrated in the community**  
**Together as a team**  
**Your home**

Our aim at Maple House is to provide individualized care in a homely environment and where staffs go above and beyond to care and support the young person to reach their full potential. In particular we focus on ensuring that the staff follows every young person's plans and that they are able to reach their full potential in accordance with the local authorities plans. We make every effort to ensure that our young people are making the most of the facilities both at the home and in the local community, being mindful of their needs.

Our vision at Maple House is to provide the highest level of care to the young people that reside at the home and promote a 'home to home' experience. We also promote and encourage young people to develop their academic, practical and social skills to thrive and develop from a young person to adult.

We strongly believe that young people will only excel if they feel that the care they provide is genuine and that the staff consider the young people wellbeing and safety as high importance as well as take the time out to get to know the young people. We work hard to build strong relationships with young people and staff

with the understanding that this takes time, attention and patience. The staff team plan and provide a care package tailored to each individual young person.

Maple House values the importance of consistency, routines, rules and boundaries for the young people we care for. Expectations are made clear to the young people from the onset and consistency through the team, which results in the success of the home. We would like to work with young people closely but emphasizing and praising the positive behaviour and allowing them to reflect on the challenges they face through appropriate consequence. This helps the young people to take accountability for their actions and for them to understand how their decisions lead to the outcome.

### *How we measure the young people's progress*

The progress of young people is monitored through robust care planning systems and progress monitoring tools that the staffs provide to the young people. The staff support the young people in discussing their aims and objectives through regular detailed and one to one key work sessions, weekly feedbacks, young people meetings and wishes/feeling sessions. Young people are made aware from the beginning of their journey at Maple house of the achievable goals that they can aspire to through independent goals. The home works closely with social workers; independent reviewing officers, young people families and other agencies to share the progress tools of the placement to ensure every agency is involved in supporting the young person to achieve to their maximum potential.

The homes manager uses a strategic system to measure the home against outcomes for the young people. During the process, the views of the young people are valued and interpreted into the care we deliver. The homes manager uses a robust monthly audit to ensure the home maintains high standard and service to the young people. The home ensures that OFSTED are provided with two detailed reports a year referred to as the Regulation 45 which includes the performance of the home in the last six months and the plan to monitor, review and improve the service in the coming six months. Aside from this the home has monthly audits carried out by a independent visitor (Regulation 44) to ensure the measure the home to the Quality Standards and is shared with OFSTED.

- 3) A description of the accommodation offered by the home, including –***
- (a) How accommodation has been adapted to the needs of children;***
  - (b) The age range, number and sex of children for whom it is intended that accommodation is to be provided; and***
  - (c) The type of accommodation, including sleeping accommodation.***

Maple House is situated in an area of Birmingham, and a two-minute walk from the High Street. Within the local area their area a range of cultural and recreational facilities including parks, libraries and sports facilities, religious and cultural centres. Within easy reach there is access to transport service, a wide range of educational and entertainment facilities including cinemas, museums, theatres and bowling alley as well as opportunities to support local football teams.

### *Capacity of the Home*

Maple House provides services for children and young people with autism and learning disabilities of both sexes, in an age range of 8 to 17 years. The number of children who can be provided with a service of four at any one time. They will always depend on the assessed needs of each child and the group as a whole. A full location assessment was completed in December 2015 and is updated regularly with the last update on the 03.03.21

### *Privacy*

Children and young people placed at Maple House will have the use of an individual bedroom, and for the period of their stay this will be their own room. In situations where siblings are visiting together it may be possible for them to share a bedroom, if this is preferred.

Children and young people will be able to spend time on their own in their bedroom, but emphasis is placed on social and recreational activity and learning, so use of communal space will always be encouraged.

Communal rooms are available for leisure and individual or group activities with TV and recreational facilities. There is also an enclosed garden behind the home which can be used for outdoor activities. External security cameras are fitted to improve safety and security of key areas and the use of these is discussed and agreed with all placing local authorities, we are in compliant with the GDPR regulations.

A telephone is available for children and young people to make personal phone calls, and private areas can be available for visits by parents and other family members.

### *Supervision of Children*

In consideration and recognition of the special needs of the children and young people within the home, which may include lack of awareness of danger, need for personal safety and managing challenging behaviour, Maple House provides an environment which will take account of these factors. The paramount intention is to ensure a child's safety. The home accepts that there is a fine dividing line between ensuring safety and being unnecessarily restrictive, but the following are considered to be essential:

- Depending on their needs assessment, some children and young people will require direct supervision of their activities.
- Depending on their needs assessment, some children and young people will require help with aspects of personal care, e.g. toileting and bathing.
- Bedroom door locks are configured so that the young person who is occupying the room can open them from the inside, but restrict other

young people entering during the night. Members of staff hold keys to open from the outside, if necessary. This promotes choice and ensures privacy for the young person, except for the periodic need to ensure safety. This will vary depending on the assessed needs of each child or young person.

- External doors remain unlocked during the day with the front door being thumb locked between the hours of 11:30pm and 7:00am. It can be opened in an emergency by turning the thumb lock. All risk assessments are completed and held in the young people's files, which are shared with the Local Authority.
- There are external fencing and gates around the home. However, children and young people are allowed to go outside of the homes grounds unsupervised, provided a risk assessment has confirmed that this is acceptable and safe, and confirmed as part of the young people's plans.

#### *Relaxation Room / Family contact room*

The home has a relaxation room/Family contact room located at the external part of the home, which provides time away from the main home for a young person provide the young person with calming environment. This room gives our young people space and time to be able to relax in a comforting atmosphere. The room is provided for young people on a one-to-one basis for them to enjoy the experience. Due to the outbreak of COVID:19 this room is utilised to support the young people in maintaining their relationships with their families and is somewhere that they are able to spent time with their loved ones away from the main home ensuring that everyone is kept safe and following government guidelines.

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

Maple house is located in the Acocks Green area near to the Birmingham City Centre and work closely with care homes in the local area. The home is based in a diverse and multi-cultural community of Birmingham and is approximately 15 minute's drive from the city centre where young people can access free museums, go karting, dance schools etc. Birmingham is also well known for its sports provisions and also sports teams such as in football.

In Birmingham, there are many complexes with a range of shops, restaurants cinemas, gyms, and bowling alleys. In addition to this Star City Complex is a 15-minute drive away where young people can visit shops and restaurants, laser quest, bowling and crazy golf. We support young people with local gyms and football academies. We encourage all young people to be active and try new hobbies and interests. There are parks, churches, mosques and cadets, youth initiatives and a variety of libraries local to the home.

Locally we can access services from the Doctor, Dentist, Optician and sexual health clinic.

Maple House has a good working relationship with West Midlands Police and have regular visit from the local police and PCSO's informally to promote a positive

image of the police to the young people. We have links to Lifeline (drug & alcohol workers) and the Local fire service. The nearest hospitals are Solihull Hospital (3.3miles) and Heartlands Hospital (3.6miles).

Maple House works closely with other professionals in the area which include; health practitioners, Birmingham Children's Services (BCC), LAC nurse, GP, colleges etc. Maple House have established a good working relationship with the local Police. We have a designated PCSO who will visit the home and young people for a general chat. These visits are effective to help change any negative attitudes towards the Police and build up a Police presence to deter young people from engaging in crime. During visits the PCSO will sit and have a general chat with staff and young people at the home. The home finds that comments from the young people reflect the success of this initiative.

The home informs the local authority and local policing team when a young person has left or a new admission will be joining. Because of this, the home will be able to access additional support for the staff and young people.

The team at Maple House understands the importance of a multi-disciplinary approach when working together with other professionals for the best interests of the young person. Therefore, if a young person requires support from other professionals that we do not currently work with, Maple House care team will try their best to find and secure suitable support.

The Homes Manager with support from the Service Manager will assess the local environment risk factors. A risk assessment is completed which highlights any local concerns. Young people and children can easily access all amenities in the wider surrounding area.

As is the case in most areas of urban Birmingham, there are some concerns around drugs and gangs and young people being exploited in the local area and as a control measure we will not accept admissions with a history of drug abuse, gang affiliation and those who have been criminally exploited. However, we are developing the relationship with the local policing team in order to share concerns and intelligence to support the home.. The home is also signed up to the WM now update service which provides regular updates about themes in the local area pertaining to law & order, community events and schemes to allow us to remain up to date with developments in the local area.

The home uses an impact assessment-planning tool to assess young people's suitability in relation to the home, the existing residents and their suitability to be placed within the Bordesley green area of the city, in line with the known risks and issues.

When a new child or young person arrives at Maple House, carers highlight such dangers in an educational manner, when they arrive to the home if necessary. Carers will implement and update risk management plans to reflect

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

Maple House is based in a diverse and multi-cultural community of Birmingham, which also has a diverse range of residents. There are several churches, mosques, and temples in the area.

Young people at the home are offered to attend their place of worship and staff provides transportation for this to happen. The staffs at the home are from mixed religious beliefs and provide an acceptance to those of all religions. Staff members talk about the similarities and difference between their religions and this sets an example to young people and reflects the multi faith ethos of the home. Where young people require prayer books, prayer mats and religious artefacts or want to attend classes related to their religion the home would provide budget and transport to support this. Information on the religious and cultural needs of each young person should be gathered (from Parents, those who looked after the child previously, persons in contact with the child, the Local Authority responsible for arranging accommodation, local religious leaders where necessary and most importantly the child themselves) as part of the pre-admission planning, and will be incorporated into their written Care Plan. Where a young person has difficulty in sharing their religious or cultural beliefs staff at Maple House will ensure to do everything within their roles to communicate with the young person in a way that meets their communication needs such as PECS, Makaton or sign language and promote their individuality.

Encouragement will be given to young people to attend religious services, or receive religious instruction on the premises, in response to their needs and wishes, given their age and understanding.

Young people are enabled to celebrate their own religious festivals and assisted in understanding and acknowledging the religious festivals of others. It is recognized that it is natural that some young people may express doubt about continuing their religious beliefs or practices; whilst having regard for their wishes, it is important that they are helped to recognise and discuss their choices and the implications for their relationships with their family and community.

At all times consideration will be given to religious and cultural issues, including any specific dietary, or dress requirements, health care products, and wherever possible, literature, films, music, or art will be made available which reflect the child's cultural background and identity.

Consideration of precautionary issues in relation to medical consent, race, and culture, e.g., Jehovah's Witnesses views on transplantation, Catholic views on abortion.

Carers are aware of the main religious denominations present in the locality, and where places of worship are located for all main religions.

The home also provides a cultural monetary allowance that can be used for special religious events. For example, the home may buy children Easter eggs at Easter and give each young person a budget to buy their family gifts at Eid and Christmas etc.



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

The Maple House Complaints and Representations Procedures will be followed at all times. Copies of the complaint's information leaflet will be given to all service users and their careers. Information in respect of organisations and individuals, who can independently help children and young people with any representation, is displayed in the Home e.g. The Children Rights Service on 0121 303 7217 for Birmingham children.

Young people at Maple House receive a copy of the children's complaints procedure in their chosen format.

Serenity Specialist Care promotes children's rights, and encourage the young people placed with Maple House to make their views and feelings heard through weekly keyworking sessions and by completing wishes and feelings books. There is also an advocacy worker from NYAS who visits the young people once a month.

Complaints regarding standards of care in the Home can also be made to Ofsted, (inspector of our service).

Their address is:

Ofsted

Piccadilly

Store

Manchester

M1 2WD

**Tel: 0300 123 1231**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Gate  
Street

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

The safety and protection of the young people who live at Maple House is the primary concern of the staff at the home. All the staff at Maple House 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 and neglect in the past, both in terms of their own needs and also in relation to the risk they may pose to others. The staffs are vigilant in relation to the young person's on-going safety and protection and are 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. Each young person is cared for differently in accordance with his or her needs in terms of safeguarding.

The homes staff work closely with local authorities, and public services to formulate personalised plans to protect each young person. In addition to concerns that arise in the community, staffs are aware of the danger of

professional abuse and exercise caution and vigilance in relation to the professionals who have access to young people.

The home has a Whistle Blowing Policy where staffs are encouraged to speak to their Home Managers if they have concerns about their colleagues' conduct towards young people. In addition, through the Child Sexual Exploitation Policy, Serenity Specialist Care staff are aware of issues in relation to child exploitation and are trained to monitor and report any issues. Serenity Specialist Care has a Safeguarding Policy and Behaviour Management Policy in place, which is reviewed regularly. These policies are available in the staff office and all staff have read and signed and acknowledgment form to confirm they have read and understood the policies.

The homes Safeguarding Officer is: *Salma Shaheen* and she should be contacted in the first instance. The Designated Safeguarding Children's Office (DSCO) for this home is Sofia Younis and they should be contacted by the homes Safeguarding Officer or the staff member on duty for consultation and agreement on management and progressing all safeguarding concerns.

At the centre of safeguarding within the home is the idea that if young people feel comfortable around the home and have a good relationship with staff they are more likely to listen to a staff member when they are trying to encourage them to stay safe. In addition to this good relationship mean a young person is more likely to open up to the staff member about any situations that worry, upset or scare them.

***8) A description of the home's policy and approach to consulting children about the quality of their care.***

The values and ethos of the Home requires that young people admitted to Maple House are properly consulted on all issues concerning their accommodation in the home. This will be achieved by appointing a key worker to each young person; opportunity for a child to participate in his/her review; the availability of an independent advocacy service to the Home for all Birmingham children there is an advocacy service offered by The Children Rights Service on 0121 303 7217; Serenity Specialist Care also offer an independent visitor service to all the young people through NYAS<sup>1</sup>.

We hold house meetings for the young people to participate in every fortnight. Young people are encouraged to complete weekly feedback sheets describing their care experience and requesting changes or additions to services.

Each child or young person will be allocated a key worker. The key worker will be the main link between the local authority and the home and will co-ordinate the development of the individual care programme, based on the use of Looked After Children materials. The key worker will be supported and advised by the Management staff. A Manager will be on site Monday to Friday to offer additional

support. Key-working and Wishes and Feelings sessions have been personalised for each young person.

A choice of food will be provided, and children and young people are encouraged to express their own preferences. Children will be encouraged take part in supervised cooking sessions based on healthy eating and nutrition and the weekly food shop.

**9) *A description of the home's policy and approach in relation to—***  
***(a) Anti-discriminatory practice in respect of children and their families; and***  
***(b) Children's rights.***

*Anti-discriminatory Practice*

- All staff are expected and required to fully promote the policy of Maple House on the equal acceptance of the diverse religious and cultural elements of daily living within the home and within society.
- Children and young people will be supported in continuing their own religious observances. This includes attending religious services, the provision of an appropriate diet if required and the wearing of suitable clothing/dress.
- It is recognised that resident children, their visitors and others in contact with Maple House may, through their life experiences, harbour intolerance to others and may respond inappropriately. Such intolerance will always be addressed sensitively and in an age appropriate way. However it will be addressed firmly whatever the circumstances.
- We have a clear and firm policy of promoting tolerance for religious and cultural diversity and seek to ensure that children and young people are aware of and respectful of the individual's right to follow their own beliefs in their own way and supported and special attention will be given to ensure that dietary and other particular needs are met. Care Plans and Placement Plans all reflect and promote the cultural and ethnic needs of each child or young person resident in the Home.
- There is clear advice in the Maple House policies and guidance that all our residents and staff require respect and will not tolerate any abuse or bad language. Although we believe in freedom of expression it is critical that racist/sexist and otherwise discriminatory remarks are always addressed. Staff have to be good and appropriate role models, and would be failing in this if such behaviour went unchallenged. Racial, cultural, religious and language issues are regularly discussed within resident and staff meetings. Any complaint by a child or young person who feels that they have been racially harassed, abused or discriminated against in any way will always be investigated.

Additionally the Home has practice guidance to ensure that bullying does not occur in the Home, so that vulnerable children are not disadvantaged, or adversely affected by the behaviour and activities of other children.

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 his or her rights as a looked after child and consistently ensure that these are being met. There will be regular meetings between carers and young people where the issue of children's rights will be addressed to ensure that young people feel that they are being consulted, listened to and treated equally and fairly.

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

*Educational Provision*

All children and young people attending Maple House may have a EHC which needs to be supported by the professionals, young person, families and education. The home has a internal educational plan which is updated monthly and is in accordance with the EHC plan and the staff team work closely with the education providers to ensure that we are able to support the education targets within the home

Links with school are very important and it is the responsibility of the key worker to provide that link and obtain all relevant information in respect of a child or young person's education. Representatives from school will be invited to participate in the reviewing process.

Some young people are transported daily to and from school. Older children are supported to attend local colleges and they are also transported to those facilities if their risk assessment demonstrates the need to do so, which is routinely the case. Some of the young people placed at Maple House have learning difficulties and their continuing educational needs are assessed by the school, the home and the local authority social worker with additional information from their families where possible and a Personal Education Plan is then established and reviewed.

Staff at Maple House support the young people with educational activities within the home environment, and will also participate in planned activities within school and education provisions that the young people attend. The Keyworker and other staff will also attend regular meetings at the school.

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

Maple house is not registered as a school.

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

Where possible, our children attend local schools, which are situated within easy reach of the home. This is in keeping with our policy of providing the child with as near a normal experience as possible. If it is deemed that a young person should maintain an education placement in which they are settled and established then the home will endeavour to facilitate transport and continue the placement. Arrangements for this will be made in the placement matching stage.

The home works closely with local authorities to ensure that education that is deemed suitable to meet the needs of the young people is readily available; as described earlier, the home also uses local agencies including CiCES (Children in Care Education Services).

The home will work with the young person's educational placement to ensure that communication is clear and concise and the young person understands that there is a positive working relationship between the home and the school.

For young people that move local authorities or young people that have not accessed school for assorted reasons the home can access to external tuition on a 1-1 basis as an interim measure, but will not be considered as anything other than a short term alternative to a fixed education placement. All young people will be supported to gain nationally recognised qualifications to use towards obtaining future education or employment.

Carers encourage private study and work closely with the child's or young person's school or other educational resources. The home does have a quiet room with a computer that young people can use during the day and evening to assist their educational studies.

The children and young people within the home have an individual education plan which evidences progress made during their time with us and this is shared with social workers and more importantly the young people can see their progr

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

We aim to provide stimulating and enjoyable experiences for each child or young person, and to enable them to develop skills through participation in a range of activities. We assure local authorities and parents/carers who place children with us that their child will be provided with high quality care in a safe and positive environment.

*Leisure*

It is important for children and young people to be able to participate in a wide range of activities, in order to maximise their opportunities for personal growth and to have fun. Leisure and recreational activities will be as inclusive as possible. They will involve participation in activities, and at venues accessed by other children living in the community. The wishes and feelings of the children and

young people will be taken fully into account in deciding on activities. It will be necessary to undertake risk assessment for individual children in respect of these activities, to ensure that safe and appropriate care is maintained.

There is a wide range of general facilities near the home, including shops, library and restaurants. There are also two parks near the home, and a skate park one mile from the home. Fox Hollies Leisure Centre is less than a mile from the home and has gym, swimming and general sports facilities. Staff accompanies the children if they wish to visit these facilities.

### *Risk Assessment*

- Risk assessments will always be undertaken before an activity is agreed.
- The Manager reviews risk assessments.
- Whenever possible, children and young people will be encouraged to take part in activities to promote skills to enable them to be as independent as possible. These may include activities such as shopping and cooking, as well as personal care.
- When a new behaviour or incident occurs, a suitable risk assessment is implemented and reviewed regularly.

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

Careful attention is given to the health needs of children and young people resident at Maple House. In all cases written information is kept in a confidential record to include any necessary local authority/parental consent for emergency treatment.

Local health services are readily accessible from the children's home. The young people are registered with The Acocks Green Medical Centre. The local authority employ a designated nurse for looked after a child who provides a specialist advice and assessment service for all looked after children from the placing Local Authority.

The home works closely with parents to develop a full understanding of a child's health care needs, working together to ensure that those needs are met. There is a medication policy in place and the administration of all medicines is carried out in accordance with medical advice and is carefully managed and recorded. Staff

who administer medication are trained to do so and medicines are kept securely in a locked cabinet.

Within Maple House, children and young people will be encouraged to develop and maintain a healthy lifestyle in terms of personal hygiene, dental care, diet etc. If a child requires psychological/psychiatric services these will usually be accessed through the placing authority. However, Serenity have access to these services and can request psychological assessments if required. The home maintains a positive working relationship with the various CAMHS services involved with children's placement plans.

### **Psychology**

Maple House has a accredited psychologist, whom, if required and agreed as part of a pre-admission arrangement can be utilized as part of a package of care. The Psychologist (Dr Sidra Aslam (BSc Psych, DAppEdPsy)) if required can offer therapeutic support dependent on individual arrangements made in the preadmission stages. If utilized, Dr Aslam has access to external clinical supervision and that is a requirement of their contract with Serenity Care and will be aligned to her professional training and codes.

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

### ***Contact with Families***

Visits by family members are always encouraged and provision is made for that. Children and young people will also be encouraged and assisted to make and receive telephone calls from family and significant others.

Admissions will be planned in advance and be part of an on-going pattern of residence. Local authority staff will be encouraged to maintain contact with the home, and visit as desired. They will be kept informed about their child's progress regularly. Key workers are responsible for establishing a positive relationship with all involved in the life of the child, and for keeping all fully informed about the child's progress as required.

The nature and availability of the accommodation at Maple House is considered as part of these contact arrangements.

Young people at Maple House are encouraged to have contact with friends from the local community and elsewhere. We will act as a responsible parent and help the young person to build up a positive and supportive network of friends, intervening where appropriate in their best interest and safety.

## **16) A description of the home's approach to the monitoring and surveillance of children.**

Maple House uses closed circuit TV to monitor the external areas of the property at both the front and rear. There are two cameras placed at the front of the home covering the side of the building and front door, and two further cameras

monitoring the rear of the home and the garden. The home does not have any CCTV or surveillance within the property. The use of CCTV in the external parts of the home is to ensure security. The monitoring equipment is located in the home's office on the ground floor and only staff will have access to this. The system records on a 7-day rolling basis with recordings automatically deleted after this point. The use of CCTV at Maple house is solely for the purposes of security. Access to the recordings is protected by a passcode inputted through the CCTV system which only senior staff will have access to.

### *Internet Safety*

Despite the high levels of supervision provided at Maple House, a particular safeguarding risk identified is from inappropriate Internet use and individual risk assessments are in place to address that. Young people with communication disorders are especially vulnerable in this area. These risk assessments have been shared with placing local authorities. All Internet linked tablets operate through the Serenity Company server and their use is comprehensively monitored. Staff monitors use of social media such as Facebook by children as far as is practical, by agreement with the young person. The extent to which personal information about children is shared with other Internet users is addressed within that process. Checks of the young people's computer takes place daily.

### ***17) Details of the home's approach to behavioural support, including information about— (a) the home's approach to restraint in relation to children; and (b) how persons working in the home are trained in restraint and how their competence is assessed.***

#### *Behaviour Management Strategies*

- The preferred method of behaviour management at Maple House is one of positive reinforcement of good behaviour, linked to talking and negotiation with the child or young person, and by the setting and maintenance of clear and consistent boundaries. Children and young people will be treated with dignity at all times.
- By developing a good understanding of a child's behaviour, including any challenging behaviour, it will be possible to develop individual care programmes to address the issue of inappropriate behaviour. Nevertheless, on rare occasions it may be necessary to use restraint as a protection for the child or for others.
- All staff receive Physical Intervention training in the form of MAPA training, and annual refresher updates, a model that promotes early intervention and de-escalation techniques and safe only where essential, in order to maintain the safety and dignity of all involved. In the event of any emerging conflict or other behavioural issue our staff are trained to de-escalate the situation, acting calmly, assessing the cause of the child's conduct, and giving individual attention to a child. Staff may in appropriate



cases move the child from the difficult situation and into a quiet, one to one environment within the home. The member of staff will then carefully assess whether the situation is best defused by leaving the child alone or remaining with him/her, always referring to any guidance within the child's care plan. Staff can also refer to the behaviour policy and safeguarding policy which is located in the policy and procedures folder in the staff office. We also implement a policy of the month which looks at individual policy and procedures.

- Physical restraint is only ever used to increase safety if there is a significant risk to people or property. In the event of a physical restraint full support is given to all those involved in the incident and a full written report is made and copies sent to the child's social worker. The report includes the views of the child as ascertained. Children are encouraged to add to the written record of the restraint using a report form that has been carefully designed to elicit their feelings about the incident. The safety and well-being of the child is the prime consideration. The Serenity Specialist Care guidelines on the use of restraint will be followed in all these instances, including full recording of any incident. The Responsible Individual will be training in MAPA training so that they can train all new staff and complete yearly fresher courses.
- There are detailed recording requirements that must be followed whenever a consequence or sanction is imposed or there is a safety intervention involving physical restraint. There will always be a management overview of the effectiveness of the measure and whether alternative techniques could have been used. We also monitor overall use of interventions within the home, and regular guidance is given to staff in debriefings, supervision, team meetings, and in training. A new sanction book has been implemented detailing more information.
- The Manager will audit incidents on a monthly basis and the Responsible Individual completes audits regularly.

### *Safe Care*

The Home is committed to providing safe care for all children and young people who are receiving our services.

All risk assessments are undertaken and re-evaluated regularly and detailed records of each child's needs are maintained. Staff will work to the procedural requirements of the organisation, and all staff will receive training in respect of child protection. Any concerns regarding a child's safety will be acted upon immediately, and will require staff to follow the Birmingham Safeguarding Children Board requirements, which are as follows:

If a disclosure or allegation is made: -

1. The staff member should listen carefully without questioning.
2. Ensure the protection of the child.

3. Staff member should notify the Registered Manager or the designated person.
4. Follow any instructions given by the designated person.
5. Maintain confidentiality at all times.
6. Cooperate with any local authority and/or police investigation that may result from the report.

If behaviour suggests abuse or any safeguarding concern: -

1. Ensure the protection of the child or children.
2. The staff member should notify the Registered Manager or the designated person
3. Follow any instructions given by the Registered Manager or designated person as consulted.
4. Maintain confidentiality at all times
5. Cooperate with any investigation that may proceed the reporting of any concerns

The Registered Manager to the Local Authority Designated Officer at Birmingham City Council will refer any allegation against a member of staff made by a child or young person. For contact details see: <http://www.lscbbirmingham.org.uk/lado>

### *Missing*

Emphasis is placed on providing a safe environment. However, in the unlikely event of a young person missing, Maple House staff will follow Departmental procedures and inform the Police within the timescale required by the young person's care plan. Family will be contacted and the fieldwork team and/or emergency duty team informed. Providing that adequate supervision of the other children can be maintained, Maple House staff will conduct an immediate search of the local area.

- 18) The name and work address of—**
- (a) The registered provider;**
  - (b) The responsible individual (if one is nominated); and**
  - (c) The registered manager (if one is appointed).**

Maple House is a Serenity Specialist Care Home. All enquiries, calls and correspondence should be addressed in the first instance to:

Serenity Specialist Care Limited,  
First Floor, Dominion Court,  
43 Station Road,  
Solihull  
B91 3RT

telephone: 0121 690 3781

mobile: 07973 323 342  
email: info@serenity-homes.co.uk  
[www.serenity-homes.co.uk](http://www.serenity-homes.co.uk)

The Registered Provider is Serenity Specialist Care Ltd and the Responsible Individual is Sofia Younis.

The direct landline telephone number for Maple House is 0121 604 5210.

**19) *Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.***

**Responsible Individual**

**Sofia Younis** – took up the RI role in January 2016

18 years of experience in Fostering, Adoption, Child protection & Residential Care. Sofia has been the responsible individual for serenity specialist care for nearly 10 years and brings a wealth of experience in looking after children and securing best outcomes for looked after young people

DipSW in Social Work, NVQ Level 7 in Leadership and Management. NVQ 5 Management. Level 3 in Mental Health.

Sofia has a full record of training courses (pre-employment, primary, secondary, tertiary and senior training)

**Register Manager**

**Salma Shaheen** – Joined in November 2013 (**Currently on Maternity leave**)

Salma has extensive experience with working with children with learning disabilities and Autism spectrum disorder. Salma has progressed through all levels of working within Maple house up to managerial level

Level 5 in leadership and management and Health and Social care. BSc Honours in Environmental Health, Level 3 Diploma for the Children's & Young People's Workforce, Advanced Level Autism awareness.

Salma Has a full record of training courses (pre-employment, primary, secondary, tertiary and senior training)

**Register Manager**

**Sa'diyya Jaunbocus** – Joined May 2018. **(Sa'diyya has had her fit persons interview on 25.02.21 and has received feedback on the 05.03.21)**

Sa'diyya has a wealth of experience in supporting young people on the Autistic spectrum disorder in education settings as a teaching assistant and as a nursery nurse room leader.

She has a Level 3 in Health and Social Care. Sadiyya is currently working through her Level 5 Diploma in Leadership for Health & Social Care.

Sa'diyya has completed all of her training (primary, secondary, tertiary, pre employment and senior)

### **Deputy Manager**

**Phillipa-Anne Maher** – Joined March 2020

Phillipa has experience working in number of roles within different children's homes working with children with emotional and behavioural difficulties as well as children with learning disabilities and Autistic spectrum disorder as a team leader.

Level 3 diploma in children & young people and Level 2 diploma in Health & Social Care. Phillipa is currently working through her leadership and management diploma.

Phillipa has recently completed her probation period and is a permanent member of staff. She has a full set of training courses completed (Pre employment, Primary, secondary and tertiary) Phillipa has been enrolled on her Level 5 Diploma in Leadership for Health & Social Care.

### **Senior Care Officer**

**Aishah Shepherd** – Joined July 2020

Aishah previous role was working with adults with brain trauma, this is her first role working with vulnerable young people with challenging behaviour and autism in a residential setting.

Aishah currently holds a Health and Social Care Level 3 extended diploma and BA in counselling studies and working with children, young people and families.

Aishah has recently completed her probation period and has a full set of training courses completed. (Pre employment, Primary, secondary and tertiary)

**Lauren McInnis – Joined December 2020 (Acting senior care officer)**

Lauren has extensive experience with working with children with challenging behaviors in residential settings. Lauren currently holds a level 5 in health and social care.

Lauren is currently on her probation and has completed her pre-employment training.

**Zafrana Parveen - Joined February 2020 (Currently on Maternity leave)**

Zafrana has extensive experience working with children with autistic spectrum disorder in a variety of settings including schools, residential respite care and youth centres

BA (hons) Early childhood studies, level 3 & 2 diplomas in child care and education.

Zafrana is still on probation and has completed her pre employment, and primary training)

**Residential Care Officers**

**Saheda Amir – Joined in April 2011**

Saheda has a number of years' experience working in children's homes with young people who display challenging behaviours and have diagnosis of autistic spectrum disorders and Learning disabilities

NVQ Level 2 & 3 in Childcare & Development.

Saheda has completed all of her training (primary, secondary, tertiary, pre employment and senior)

**Annis Hussain – Joined September 2017**

Annis has experience in managing challenging behaviour and working as a community youth worker.

Level 3 in Health and Social Care.

Annis has completed all of his training (primary, secondary, tertiary and pre employment)

**Camille Roberts-Pitters – Joined in November 2019**

Camille has a number of years' experience working with vulnerable adults in residential care settings and has previously worked as a youth worker.

BSc Sociology. Camille has recently been allocated the Diploma level 3 and will complete this in 2021

Camille is recently out of her probationary period and has a full set of training courses completed (Pre employment, Primary, secondary and tertiary). Camille has been allocated her level 3 diploma in children and young people workforce. Camille is the acting senior and she is currently covering maternity leave for the previous senior care officer.

**Chantelle Gayle** - Joined February 2020

Chantelle has previously worked in various children's homes supporting children with learning disabilities, challenging behaviours and Autistic spectrum disorder. She has also worked previous as a Teaching assistant in schools.

BSc Psychology, supporting teaching and learning (level 3), award in education and training (level 3), Understanding human behaviour in relationships (Level 2). Chantelle has recently been allocated her level 3 diploma and will be completing this in 2021

Chantelle has recently completed her probation period and has a full set of training courses completed (Pre employment, Primary, secondary and tertiary)

**Jade Steele Queely**- Joined May 2020

Jade has a background of working with children with challenging behaviour and behavioural needs in schools, she has been supporting children on a one-to-one basis. This is Jades first position working in a residential and has passed her probation period and is a permanent member of staff.

Level 2 support teaching and learning in schools and Level 3 children's residential care.

**Saima Shaheen** – Joined December 2020

Saima has experience as working as a live-in carer, she had transferrable skills and knowledge in this field. Samina currently holds a level 2 in health and social care.

Saima is currently on her probation and has completed her pre-employment training.

**Bank Staff**

**Darshan Joshi** – Joined June 2020

Darshan has previously worked in residential settings before, she has a wealth of experience when working with children with autism and challenging behaviour.

Darshan is a bank staff member and is currently completing her probationary period.

Darshan currently holds a Level 2 and 3 in Health and Social care. Diploma in Leadership and Management.

**Anisa Rafaqat** – Joined October 2020

Anisa has a variety of work experience, she has completed voluntary work in settings such as Birmingham children's hospital and a pharmacy.

Anisa is currently working her way through her probationary period and has completed her pre employment training

**Dexter Campbell**- Joined October 2020

Dexter has a background with working with foster children along his family.

Dexter is currently working his way through his probationary period and he has completed his pre-employment training.

**Shantelle Bennett**- Joined February 2021

Shantelle has worked for Serenity in the past and has now come back as a bank member of staff, Shantelle has experience working with children for many years and currently also works in school settings.

**Stephen Wilks** – Joined March 2021

Stephen has previously worked in residential care setting before and has knowledge in terms of the sector.

Stephen is currently working his way through his probationary period and has completed her pre-employment training.

**Agency Staff**

**Nysha Walker** – Joined October 2020

Nysha has previously worked with children for the past two years as a support worker. She has worked with children and young people with mental health, autism and learning disabilities. Nysha is an agency staff member.

Nysha is currently studying an NVQ level 3 in childcare.

**Jerycia Harrigan** – Joined February 2021

Jerycia has experience working with children over the past 2 years and has worked with children from different backgrounds.

**Pricilla Izabayou** – Joined February 2021

Pricilla has been working within the care sector since 2019 and has been supporting vulnerable children from all different backgrounds. Pricilla is currently unqualified and is looking at becoming a full-time member of staff at Serenity.

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Staff rotas will reflect the significant needs of the children. Consequently, a minimum of 1 care staff is on duty when a child is present during the day. One care staff is on rota throughout the night (07.00pm to 07.30 am) waking night staff, an additional sleep in or waking night is present, however this depends on the number of young people in residence. Serenity will continually monitor and where appropriate, increase staffing levels depending on the assessed needs of the children

The Home currently employs 7 Residential workers along with a Registered Manager- (On Maternity Leave) 1 Acting Manager and 1 x Deputy Manager whose length of service and experience in the childcare sector will vary. Most have gained experience and qualifications in other areas of childcare prior to commencing work at the home.

Additionally, the Home will have over time available for its use a pool of casual residential workers, who are employed as required to cover staff absence, to ensure appropriate staffing numbers are maintained.

The Registered Manager and Deputy Manager are allocated admin days Monday to Friday and will offer additional support to the staff if required.

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

### **Management and Staffing**

#### *Management Structure*

Serenity Specialist Care's management structure is as follows: - The Responsible Person/Director is Sofia Younis.

#### *Staff Structure*



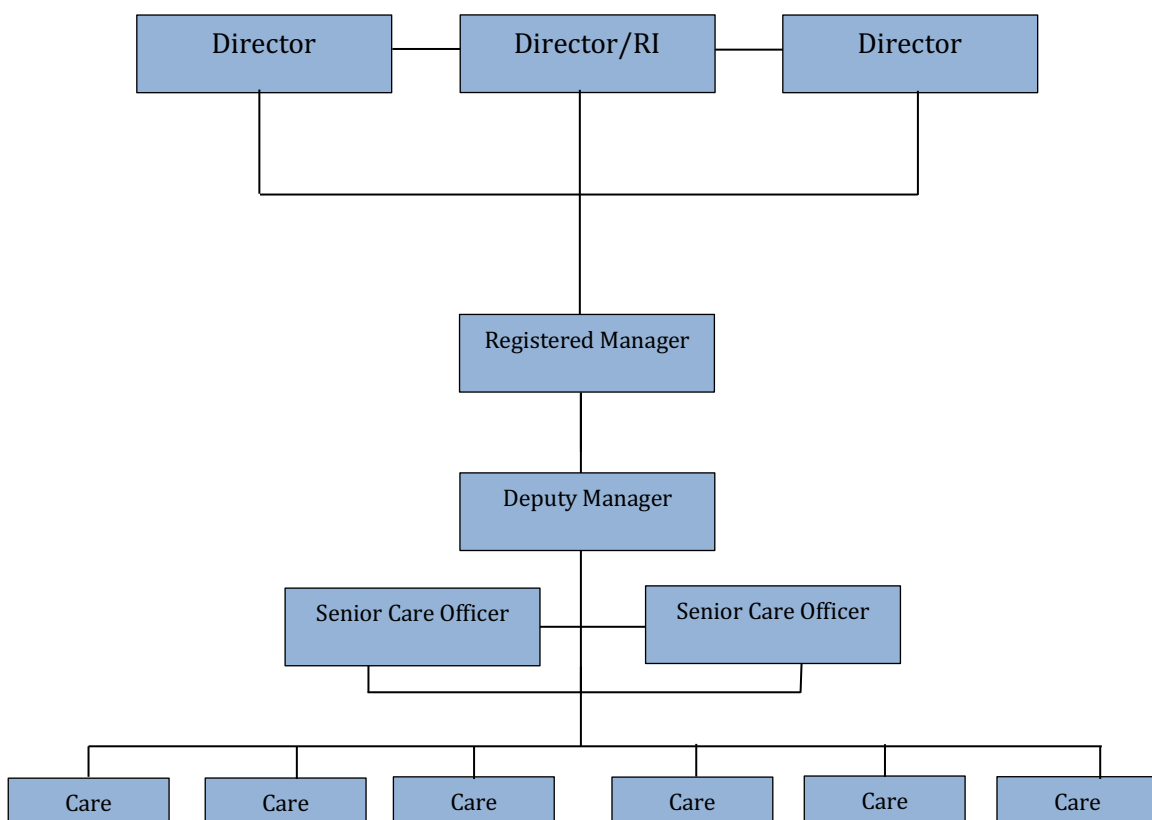
The full Management Team establishment of the home comprises of a Manager, Deputy Manager, and two senior care officers (one is going through their safer recruitment checks). We have a Manager who has overall responsibility for the organisation and development of services, but all team members hold some responsibility for the development of programme areas. These include such diverse tasks as staff rotas, health and safety procedures, information and publicity, and fire safety.

All staff have access to training over a range of subject areas to enable them to undertake their work professionally and competently. The Manager, Deputy Managers and Senior Care Officer give staff supervision.

The Registered Provider has a recruitment policy which requires the home's managers, deputy manager and senior care officers to hold recognised qualifications.

When staff begin their role with Serenity they are given an induction pack including a welcome letter, an induction questionnaire and toolkit which provides them with essential information relating to the Children's Homes Regulations and quality standards. They are also given their Personal Development plans and allocated mandatory training courses to be successful in their role. This is reviewed as part of their supervisions, is part of their annual appraisals and assists in their development and future career within Serenity.

**Organizational Structure and Staff Profile**



*Supervision and Training*

At present, all staff receives supervision from the home's manager/deputy or senior care worker in accordance with the guidelines specified in Quality Standards. Notes of the supervision are recorded and signed by both parties. A Supervision & Appraisal Policy has been implemented and fully explains the approach to supervision and appraisal. It is intended that staff will receive regular supervisions at a frequency no more than every 6 weeks, with increased supervision for inexperienced staff in the first six months of service. The Supervision & Appraisal Policy also outlines a revised system of staff appraisal that has been implemented. All staff will have their performance individually and formally appraised at least annually by their line manager. Each member of staff will have a Personal Development Plan that will indicate levels of performance achieved, targets to be met and training requirements.

### *Training and Development*

Serenity Specialist Care gives considerable priority to staff training and will ensure that the training needs of all staff as reflected within their personal developmental plans are met.

The organisation has a comprehensive training programme in place for all staff to complete as part of their induction and probationary period. The home uses a four-stage training programme to ensure that all staff working within the home have the required knowledge and training to provide the highest standard of care which meets the needs of the young people.

The training plan is set out in the following stages

Pre employment courses (completed before the staff member works in the home)	Primary training (to be completed in month 1 of employment)
Safeguarding children	Medication
Mapa (2 day course)	Child sexual exploitation
Autistic spectrum disorder	Radicalization and extremism(prevent)
Health and safety	Learning disabilities
Food safety and hygiene	Adhd and autism
Managing challenging behaviour	Self-harm
Role of a residential care worker	Missing from care
Fire safety	Anti-bullying
First aid	
Secondary training (to be completed between months 2-3 of employment)	Tertiary training (to be completed between months 4-6 of employment)
Reporting and recording	Sexualised behaviour
Equality and diversity	Complex trauma
Drugs and alcohol awareness	Health and nutrition
Lone working	Therapeutic care in children's homes

Criminal exploitation, gangs and county lines	Life story
Coshh	GDPR
Caring for traumatised children	Risk assessment
Mental health	Social networking and internet safety
Care planning and key working	Dols awareness
Risk management and safer caring	
Quality standards	
Senior training (so be completed by senior members of the team – manager, deputy, senior care officers)	
Leading and Managing Staff	
Designated Safeguarding Officer	
Supervision, Appraisal, and Managing Staff	
Safer Recruitment	
Managing complaints	

Courses within these lists will primary be completed using the children’s home training hub (except MAPA and 1<sup>st</sup> Aid)

### **Face to Face Training**

The home additionally does have the use of a face to face trainer (Kevin Cook) who holds a monthly training course with the staff team. These are planned in advance on a three-month basis which assesses the needs of the children in placement, the developmental needs of the team and general trends in the field of children’s social care.

Serenity Specialist Care takes the view that training is not simply a matter of attending the occasional course but is an integral part of the everyday life of the home. Senior staff members, by their actions and demeanour, provide a constant role model for the less experienced members of staff and many opportunities are presented each day both to teach and to learn. It is in this context that we seek to develop our training programme and the skills of our staff. Staff are employed at varying levels of training; both online, in-house and attending local colleges are options for all members of staff. We also provide residential staff with a range of appropriate skills by a structured training programme. By such means we seek to develop staff in devising and implementing individual programmes designed to meet each child’s needs.

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

Maple House prides itself in providing the best possible care for all the young people accommodated there. This includes ensuring that the right carers are available to ensure that all the young people’s needs are being met. It is important

to have the right balance of males and females in the care team to ensure that there are equal division of sex/gender available to work with the relevant young people, which are accommodated in the home at any time. The manager who is ultimately responsible for the recruiting of the carers in the home will have a general idea of the amount of male and females working in the home and the need to recruit carers to meet the needs. Where appropriate the homes manager will look to have an appropriate gender balance of staff in the home to meet the needs of the young people. At present Maple house has a ratio of around 75% female and 25% male staff. We realise that there is a disparity in this within the home, however this is generally representative of the gender imbalance in the gender mix of staff within children's residential care. The home regularly completes work with the young people in the form of workshops which address amongst other things topics of equality, diversity and tolerance.

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

*Admission Procedure*

The needs of all children and young people receiving a service from Maple House will be fully assessed prior to commencement and all placements will be matched to the service giving consideration to the current assessment of their needs, and an impact risk assessment will be completed in all cases. Where possible the Registered Manager and Deputy Manager will visit potential referrals in their current placements and have meetings with Social Workers and Birth families as part of the matching process and prior to admission. The maximum number of children resident at any one time is currently four, with placements being planned.

The process of admission is to ensure that the managers make the right choices and ensuring that they are done in the best interest of the young people we care for. Our pre-admission form is sent to the allocated social worker and covers all areas of a young person's care; including safeguarding, education, health, contact arrangements, young person routine and behaviours, needs and diagnosis as well as relationships and risks. The aim of the pre admission form is to ensure that the decision of admitting a young person to Maple house is the right decision.

As part of the admission, Maple house does not accept admission that have history of CSE, gang affiliation and a history of going missing, this is based on the information within the location assessment. Furthermore, we have robust system for education where we will need to ensure the local authority have a clear plan for education prior placement and if a new provision needs to be sought then within the two weeks of a admission of a young person we will work closely to identify suitable school provision working in partnership. After the two weeks we will work together with the young person so select the school of choice. The consultation period takes 14 working days and after this the young person should have a clear plan to start education. If after this period no progress is made the complaint procedures may be followed and the young person placement will be reviewed as we believe that a major part of a young persons routine is education as it provides a structure.

As part of the pre-admission for we will be in contact with everyone that is involved with the young person life including social workers, psychiatrist, professional agencies', family members, education and anyone that can provided us with information in regards to the young person this will be logged in the pre admission form to assist us in making the right decision.

Additional information on the services provided at Maple House is available in two brochures. One is designed specifically for children and young people, and the second for parents/carers and other interested parties. Copies of these brochures are available on request from Maple House.

A visit to Maple House by the referring Social Worker with the young person prior to admission is preferred in all cases, and a commitment from social workers to make regular visits to the young people is expected as part of the placement agreement.

The different information required by the home is:

- Referral Information
- Pre-Admission form
- Signed Record of Parental Consent to Placement by parent or local authority.
- Initial Assessment
- Diagnosis Confirmation
- Placement Plan
- Current Care Plan
- Family Contact Sheet
- Psychological Assessment
- Risk Assessments
- Health/medical issues and information i.e. smoker, sexualised behaviour, any outstanding appointments.
- Education – school/college
- Looked After Children's Review

NB. Maple House will ensure that the relevant people sign all documents including statutory documents from the Local Authority.

Maple House expect that both a pre-placement and post placement planning meeting will be held, followed by reviews after 4 weeks and then 6 monthly in accordance with looked after children regulations. An impact risk assessment is completed prior to a young person being placed and forwarded to the placing Local Authority, which takes into consideration all the factors that are identified as well as the current young people in placement and how this will be managed. Where possible we will make every effort to allow young peoples social workers to meet prior admission and for the current young person to be part of the admission process.

In all instances placement requests to the home will be subject to a rigorous matching process to ensure that the needs of the young people are met and provisions are in place for an effective transition to the home. We will ensure as much is practicably possible that the histories, behaviours and current circumstances of each child is assessed to ensure that they are able to work in tandem to achieve the right outcomes for the young people.

### *Transitions and Moving On*

As in our admission we would like all transitions to be planned carefully with the child/young person's needs being paramount. An integration programme will be set up that will enable the child to feel a part of the process very much and not feel that things are happening to him/her without their agreement.

Children and young people will be given opportunities to say how they are feeling about any moves with people they have a relationship with (key worker or social worker) and the issues raised will be looked at and addressed. If need be dates can be adjusted in the interest of the child/young person, and this will be done sensitively.

Once a young person has moved on from Maple House, staff and Key workers will be part of the transition programme to help assist the young person and get them settled into their new home, with consent of the placing authority.