



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

1 Statement of Purpose

Reviewed: 11th January 2019

CONTENTS

- 1. The Children's Homes Regulations 2015: the Quality and Purpose of Care Standard**
- 2. Contact Details**
- 3. Caring for Children**
 - Purpose of the Home**
 - Objectives**
 - Principles and Values**
 - Meeting the Needs of Children on the Autistic Spectrum**
 - Partnership with other Services**
- 4. Anti-Discriminatory Practice**
- 5. Facilities**
 - Capacity of the Home**
 - Admission Procedures**
 - Transitions and Moving On**
 - Privacy**
 - Menus**
 - Leisure**
- 6. Children's Behaviour**
 - Key Working**
 - Supervision of Children**
 - Risk Assessment**
 - Behaviour Management Strategies**
 - Safe Care**
 - Internet Safety**
 - Unauthorised Absences**
- 7. Consultation with Children**
- 8. Contact with Families and Shared Care Placements**
- 9. Educational Provision**
- 10. Health Care**
- 11. Fire Safety and Emergency Procedures**
- 12. Complaints Procedure (summary)**
- 13. Management and Staffing**
 - Management Structure**
 - Staff Structure**
 - Organisational Structure and Staff Profile**
- 14. Staff Consultation List**

1. The Children's homes Regulations 2015: the Quality and Purpose of Care Standard

The requirement for Statement of Purpose is identified in Part 2, Chapter 2 (Regulation 16), of the Children's Homes' Regulations 2015.

The Quality and Purpose of Care Standard Part 2, Chapter 1, 6 (1) is as follows:

(1) The quality and purpose of care standard is that children receive care from staff who —

(a) understand the children's home's overall aims and the outcomes it seeks to achieve for children;

(b) use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.

(2) In particular, the standard in paragraph (1) requires the registered person to—

(a) understand and apply the home's statement of purpose;

(b) ensure that staff—

(i) understand and apply the home's statement of purpose;

(ii) protect and promote each child's welfare;

(iii) treat each child with dignity and respect;

(iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;

(v) help each child to understand and manage the impact of any experience of abuse or neglect;

(vi) help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;

(vii) provide to children living in the home the physical necessities they need in order to live there comfortably;

(viii) provide to children personal items that are appropriate for their age and understanding; and

(ix) make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice;

(c) ensure that the premises used for the purposes of the home are designed and furnished so as to—

(i) meet the needs of each child; and

- (ii) enable each child to participate in the daily life of the home; and
- (d) ensure that any care that is arranged or provided for a child that—
 - (i) relates to the child's development (within the meaning of section 17(11) of the Children Act 1989) or health; and
 - (ii) is not arranged or provided as part of the health service continued under section 1(1) of the National Health Service Act 2006,

Satisfies the conditions in paragraph (3).

(3) The conditions are—

- (a) that the care is approved, and kept under review throughout its duration, by the placing authority;
- (b) that the care meets the child's needs;
- (c) that the care is delivered by a person who—
 - (i) has the experience, knowledge and skills to deliver that care; and
 - (ii) is under the supervision of a person who is appropriately skilled and qualified to supervise that care; and
- (d) that the registered person keeps the child's general medical practitioner informed, as necessary, about the progress of the care throughout its duration.

The purpose of this statement is to inform and assist the managers and staff of Serenity Care to meet this standard.

2. Contact Details

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

The Registered Provider is Naveed Ahmed and the Responsible Individual is Sofia Younis.

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

3. Caring for Children

Purpose of the home

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 autistic spectrum and/or learning disabilities. The service acknowledges that this condition may be combined with emotional and behavioural difficulties. Care is provided for children and young people of both sexes who are between the ages of 8 to 17. Both planned and emergency placements can be taken and up to four children can be accommodated. There are exterior CCTV cameras located outside the front and back garden of the home to monitor visitors.

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.

Objectives

At Maple House we 'Help Children Achieve More' (formerly called Every Child Matters) 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 up to four children and young people 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

Our work at Maple House is based on clear principles that recognise the unique contribution and value of each child.

- **Dignity and Respect:** Recognising the value of young people, their uniqueness and their right to be treated with dignity and respect. A commitment to treat children and young people well.
- **Equality:** Ensuring that the services and facilities of the home are accessible and available to all. The service provided by our staff should not judge children and young people's circumstances, backgrounds and lifestyles. Our service will not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability.
- **Quality:** Promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will do what they say they do.
- **Independence:** A commitment to provide opportunities for children and young people to think and act independently whilst ensuring their safety at all times. To include a child or young persons need for privacy.
- **Rights:** A commitment to the rights and entitlement as set out in the United Nations Convention on the Rights of the Child.
- **Listening:** A commitment to listen to children and young people and help them express their wishes and needs in whatever way is best suited to the individual concerned.
- **Development and Fulfilment:** All encouragement will be given to children and young people to realise their full potential and help them achieve their hopes and ambitions, and to develop their abilities in daily life. Commitments to ensure children and young people have a good start in life.
- **Confidentiality:** Ensuring that all personal information is treated in confidence.

Meeting the Needs of Children on the Autistic Spectrum and learning disabilities.

- Children with autism and learning disabilities are children first.

- All efforts should be made to minimise the effects of a child or young person's disability.
- We will ensure that children and young people with autism and learning disabilities in our care are protected from any form of abuse or discrimination.
- The care we give will provide children and young people with support from committed staff with the skills needed for this type of provision, in a safe, caring and ordered environment. We recruit staff through careful and rigorous selection procedures; then provide support and supervision, with opportunities to develop skills and care practice through training and learning experiences.

Partnership with other Services

- The home will endeavour to maintain good communications on a weekly basis with the child's/young person's social worker ensuring that they receive accurate information on the child/young person they have placed. In return we would also expect to be informed of any significant developments for the child/young person that will have some bearing on their placement with us.
- The home will work in partnership with all departments and services to ensure that all statutory requirements for care and placement planning, reviews, meetings and visits are met. All parties involved in the progress and welfare of the child/young person are encouraged to call a meeting to address any issues that may arise during their residence.

4. 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.

5. Facilities

Capacity of the Home

Maple House provides a 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 at any one time 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 us updated regularly with the last update being August 2017.

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. Emergency placements will be considered but carefully matched. The maximum number of children resident at any one time is four, with placements being planned. However, Maple House is prepared to except an unplanned, urgent admission once we have assessed the needs of those already placed.

In all circumstances the young person will be welcomed into the home.

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
- 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
- Admission Questionnaire
- 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.

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 very much a part of the process 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.

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 now fitted to improve safety and supervision of key areas and the use of these is discussed and agreed with all placing local authorities.

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.

Menus

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.

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. The children are accompanied by staff if they wish to visit these facilities.

6. Children's Behaviour

Key Working and Wishes and Feelings

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.

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 they can be opened from the inside by the young person who is occupying the room, 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.

Risk Assessment

- Risk assessments will always be undertaken before an activity is agreed.
- Risk assessments are reviewed by the Manager.
- 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.

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

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.

NB. All incidents of a safeguarding nature will be reported by the Designated Person (the Registered Manager or Responsible Individual) to the Birmingham Multi-Agency Safeguarding Hub (MASH), which is the operational service to which all safeguarding referrals are directed in the local area. Any safeguarding issue will immediately be referred to that service at 0121 303 1888.

Any allegation against a member of staff made by a child or young person will be referred by the Registered Manager to the Local Authority Designated Officer at Birmingham City Council. For contact details see: <http://www.lscbbirmingham.org.uk/index.php/referrals-pro>

The full Safeguarding Policy and Procedure for the home is available at Maple House.

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. Use of social media such as Facebook by children

is monitored by staff 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.

Unauthorised absences

Emphasis is placed on providing a safe environment. However, in the unlikely event of an unauthorised absence, 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.

7. Consultation with Children

The values and ethos of the Home requires that children and young people attending 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 child and 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; holding regular children's meetings and staff having regular contact with area office staff and parents/families. Consultation will extend, whenever possible, to children and young people being involved in the recruitment of staff. Serenity Specialist Care also offer an independent visitor service to all the young people through NYAS¹.

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.

8. 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.

In all but emergency situations, admissions will be planned in advance and be part of an ongoing 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.

9. Educational Provision

All children and young people attending Maple House may a statement of special educational needs and are almost certain to be in education in either a mainstream school (with additional support) or a special school.

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.

If a young person is not in an education setting, one to one tuition may be provided with the agreement of the Local Authority.

10. Health Care

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 Dudley Park Medical Centre, Dudley Park Road. The local authority employ a designated nurse for looked after children 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.

In order to protect the health of all who use and work in the unit, smoking is not permitted in the interior of Maple House. There is a designated smoking area in the garden next to the back garden gate out of view of children's bedrooms.

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.

11. Fire Safety and Emergency Procedures

Maple House is regularly inspected by a representative from the Fire Service, and the building meets fire regulation standards. Staff will receive training in fire safety / evacuation procedures through our annual training plan. The fire alarm system is tested weekly and fire extinguishers are located throughout the building and are regularly tested and maintained. There is a fire blanket in the kitchen. Regular fire drills to evacuate the building will be held, to include all children/young people and staff present at the time of the drill. Due to the new fire regulations, all staff have been allocated Fire Marshall training in August 2017.

12. Complaints Procedure (summary)

The Maple House Complaints and Representations Procedures will be followed at all times. Copies of the complaints information leaflet will be given to all service users and their carers. 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 Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

13. Management and Staffing

Management Structure

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

Staff Structure

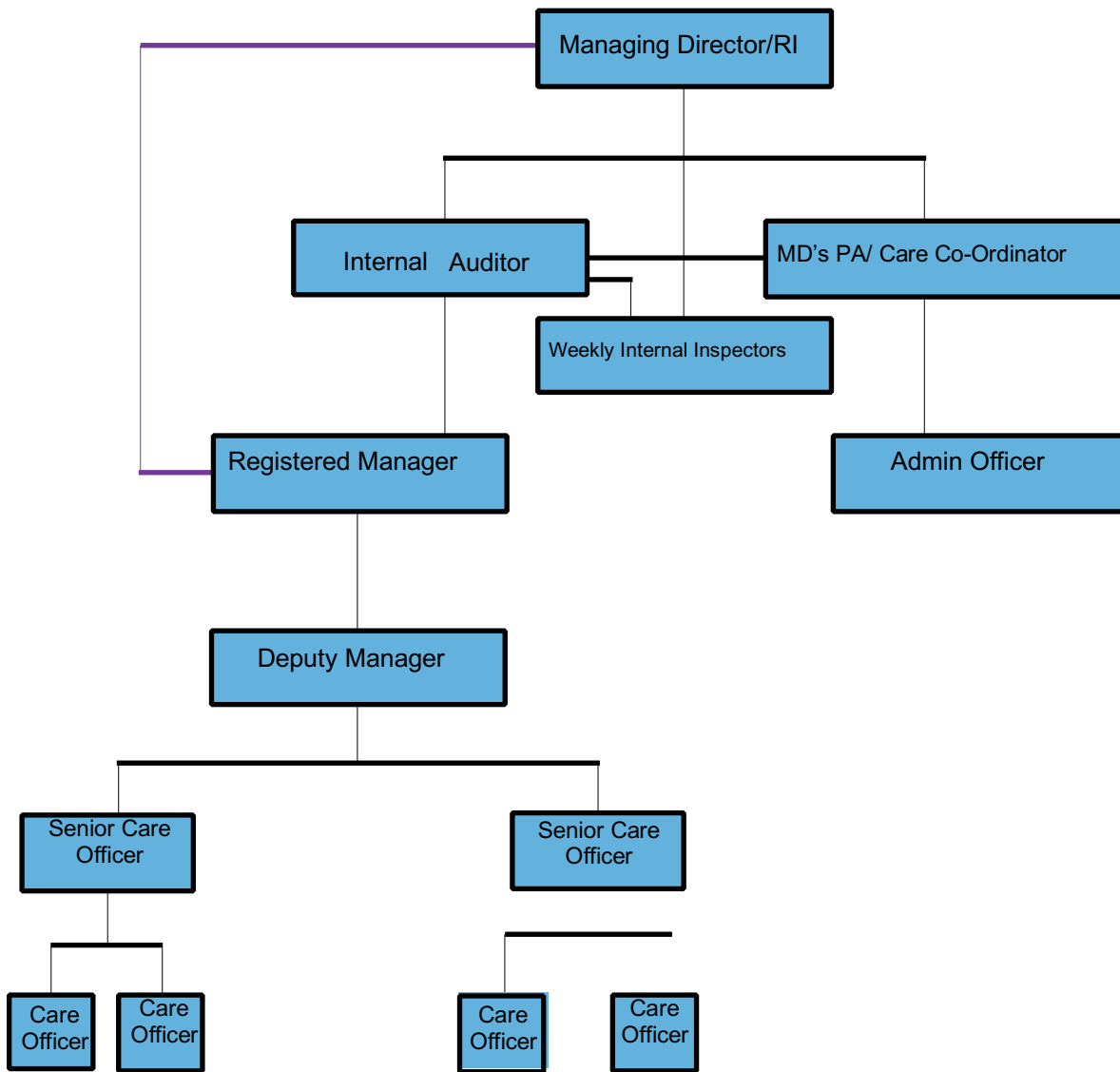
The full Management Team establishment of the home comprises of a Manager, the Deputy Manager, and one senior care officer. We have a Manager who has overall responsibility for the organisation and development of services, but all team members hold some responsibility for the development of programme 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. Staff supervision is given by the Manager, Deputy Manager and Senior Care Officers.

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.

Organisational Structure and Staff Profile



Responsible Individual

Sofia Younis – Since January 2016 (18 years of experience in Fostering, Adoption, Child protection & Residential Care)

DlpSW in Social Work, NVQ Level 7 in Leadership and Management. NVQ 5 Management. Level 3 in Mental Health. Has completed courses: Mapa teacher training in September 2017. ProQual Level 4 award in the instruction of managing the risk of aggressive and challenging behavior in the workplace, NCFE Level 2 in Awareness of Mental Health Problems. Sofia has also completed courses in: Train the Trainer, Positive moves and placement changes, Assessing needs,

Attachment, Trauma and Synthetic legal highs, Life Story work, Safeguarding and Child Protection, CSE Training, CSE, Internet safety and drug and Alcohol awareness, Anxiety training, Team Teach, Prevent Duty, Mental capacity and DOLS, Epilepsy, Hand Hygiene, Policy and Procedures, Learning disabilities, Trauma & challenging behaviour, Report writing & Record keeping, Self-harm Ligature Training, Cognitive behavioural therapy, Children's home regulations and self-harm, Sensory Processing, Online internet safety. Mapa Training, Critical Incident Stress Debriefing, GDPR, Advanced Medication, Fire Safety, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), De-brief and Mindfulness, Autism awareness.

Registered Manager

Salma Shaheen – Joined in November 2013 (6 years of experience in care work)

Level 5 in leadership and management and Health and Social care. BSc Honors in Environmental Health, Level 3 Diploma for the Children's & Young People's Workforce, Advanced Level Autism awareness. Has also completed courses in: Emergency First aid at work (Level 3), Advanced medication, Manual Handling, Team Teach, Safer recruitment (Level2), Supervision & Appraisal Routes into Care, Children's Home Regulations and self-harm, Safeguarding and Child Protection, CSE Training, Personal care, Internet safety and Alcohol awareness, Risk Management, Life Story work, Hand hygiene, Food Hygiene, Prevent Duty, Mental capacity and DOLS, Prevent for leaders and managers, Anxiety, Policy and Procedures, Epilepsy, Attachment, Trauma and Synthetic Legal highs, Learning Disabilities and mental health, Trauma and challenging behaviour, Equal opportunities and practice needs, Key worker training, Conflict management, Report writing & record keeping. Self harm Ligature Training, Sensory processing, basic Makaton, Mapa training Critical Incident Stress Debriefing, Fire Marshalling, Fire Safety, Fire Extinguisher Training, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), GDPR, CBT and Restorative Justice,

Deputy Manager

Sacha Smith – Joined October 2017 (Experience with working with SEN and LAC children)

Currently studying Level 5 in Working with Children, Young People and Families, Has a Degree & Level 3 in Child Development. Completed courses in: Mapa, Team teach, Child protection & Safeguarding, Safer Recruitment, Supervision and Appraisal, Emergency first aid at work (Level3), Prevent duty, Mental capacity and DOLS, Conflict management and Challenging behaviour, Diversity & Equality, Report writing and Record keeping, Personal care, Food hygiene, Food safety for Catering, Positive Behaviour Support, Advanced Medication, Child Protection,

CSE, De-brief and Mindfulness, GDPR, Fire safety, Fire Marshalling, Health and Safety, COSHH, Autism Awareness, CBT and Restorative Justice,

1 Senior Care Officer

Sadiyya Jaunbocus – Joined May 2018 (Experience as a nursery nurse and Teaching assistant)

Level 3 in Health and Social Care and has completed courses in: Safer recruitment (Level 2), MAPA, Supervision and Appraisal, Level 3 Emergency first aid at work, Conflict management and challenging behavior, Safeguarding and CSE, Prevent duty, Mental capacity and DOLS, Effective report writing and record keeping, Promoting Positive behaviour, SEN, Diversity and equality, Food hygiene, Advanced Medication, GDPR, Fire Marshalling, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), De-brief and Mindfulness, Autism awareness, Depression and Suicide, CBT and Restorative Justice,

A second Senior Care Officer is being recruited

12 Residential Care Workers

Saheda Amir – Joined in April 2011 (5 years experience in Residential Care)

NVQ Level 2 & 3 in Childcare & Development. Has completed courses in: Team Teach, Mapa training, Autism Awareness, Routes into Care, Emergency first aid at work (Level3), Child Protection, CSE, Internet safety and Substance misuse, Life Story Work, Food Hygiene, Fire Safety, Fire Marshall, Health and Safety, COSHH, Anxiety, Prevent Duty, Mental capacity and DOLS, Anxiety, Epilepsy, Policy and Procedures, Fire Extinguisher Training. Learning disabilities, trauma & challenging behaviour, Personal Care, Record writing and record keeping, Children's home regulations and Self-harm, Self-harm Ligature Training, Sensory processing, basic Makaton, Critical Incident Stress Debriefing. Promoting positive behaviour, Advanced Medication, Safeguarding and Child Protection, PDA (Pathological Defiance Avoidance), GDPR, De-brief and Mindfulness, Autism awareness

Marva Ottey – Joined in October 2012 (Long term sick since July 2015)
(Experience as a Teaching Assistant and Mentor) *Currently off on long term sick*

Currently studying NVQ 2 Health and Social Care, First Aid, Safe Handling of Medication, Manual Handling, Team Teach, Autism Awareness and Routes into Care, Child Protection, Fire Safety, Risk Management, Food Hygiene,

Yasmeen Shahbaz – Joined December 2017 (Experience of community care in health and social care)

Currently studying Level 3 in Children and Young People's Workforce. Completed courses in: Level 3 Emergency First Aid at work, Mapa training, COSHH, First aid, Managing challenging behaviour, Fire safety, Health and safety, Diversity and

Equality, Food hygiene, Record keeping, Prevent duty, Mental capacity and DOLS, Consent, Personal care, Advanced Medication, Child Protection & CSE, GDPR,

Ruweyda Sakawe – Joined February 2018 (Experience as a health care assistant and support worker)

Currently studying Level 3 in Children and Young People's Workforce. BA Honours in Childhood Studies, Level 3 in Children's Play, Learning and Development. Has completed courses in: MAPA, Advanced Medication, Emergency First aid at work (Level 3), Food Hygiene, Conflict management and Challenging behavior, Consent, Report writing and Record Keeping, Diversity & Equality, Fire Safety, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), De-brief and Mindfulness, GDPR, Autism awareness, CBT and Restorative Justice,

Shaleena Amin – Joined March 2018 (Experience as a support worker and SEN Teaching assistant)

Level 3 in Health and Social care. Has completed courses in: Mapa, Emergency First Aid at work (Level 3), Advanced Medication, Fire Safety, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), Conflict management and Challenging behavior, Diversity and Equality, Food Hygiene, Record Keeping, Prevent duty, Mental capacity and DOLS, GDPR, Depression and suicide awareness, De-brief and Mindfulness, Autism Awareness,

Mohammed Tayib – Joined in August 2017 (Experience of working with the NCS, and university placements working with young people with Autism and LD)

Currently studying Level 3 in Children and Young People's Workforce. Completed courses in: Mapa, Emergency First aid at work (Level 3), Advanced Medication, Fire Marshalling, Health and Safety, COSHH, PDA awareness (Pathological Defiance Avoidance), Prevent duty, Mental capacity and DOLS, Cognitive behavioural therapy Challenging Behaviour, Diversity and Equality, Food Hygiene, Record keeping, Safeguarding, GDPR, De-briefing and Mindfulness, Autism awareness, Depression and suicide awareness, CBT and Restorative Justice,

Shanice Clarke – Joined May 2018 (Experience as a teaching assistant and health and social care studies)

Level 3 in Health and Social care. Has completed courses in, MAPA, Diversity and Equality, Emergency First aid at work (Level 3), Conflict management & Challenging behavior, Safeguarding and CSE, Record keeping, fire training, Health and safety, Food Hygiene, Report Writing and Record keeping, Advanced Medication training, Prevent Duty, Fire Safety, Health and Safety, COSHH, PDA awareness (Pathological Defiance Disorder), De-brief and Mindfulness, GDPR, CBT and Restorative Justice,

Annis Hussain – Joined September 2017 (Experience of care work)

Level 3 in Health and Social Care. Has completed courses in: Mapa, Child Protection & Safeguarding, Emergency First Aid at work (Level 3), Prevent Duty,

Challenging Behaviour, Fire Safety, Fire Marshalling, Health and Safety, COSHH, Diversity and Equality, Food Hygiene, Personal care, Record Keeping, Consent, Conflict management and Challenging behavior, Promoting Positive Behaviour, Advanced Medication, Child protection & CSE, De-brief and Mindfulness, Autism awareness, Depression and Suicide, CBT and Restorative Justice,

Jakera Begum – Joined June 2018 (Experience as a support worker, working with young people at high risk of CSE)

Currently studying Level 3 in Children and Young People's Workforce. Completed courses in: MAPA, Child Protection and Safeguarding, First Aid, CSE, Prevent Duty, Mental capacity act and DOLS, Managing Challenging Behaviour, Medication Training, Fire Safety, Health and Safety, COSHH, PDA (Pathological Defiance Avoidance), Diversity and Equality, Food Hygiene, Report Writing/ Record Keeping, GDPR, De-briefing and Mindfulness awareness,

Sian Walsh – Joined July 2018 (completed studies in Working with Children, Young People and Families)

Level 3 in Health and Social Care. Completed courses in: MAPA, Child Protection and Safeguarding, Emergency first aid at work (Level 3), CSE, Prevent Duty, Managing Challenging Behavior, Advanced Medication Training, Fire Safety, Health and Safety, PDA (Pathological Defiance Avoidance), Diversity and Equality, Food Hygiene, Report Writing/ Record Keeping, GDPR, De-briefing and Mindfulness, Depression and Suicide, CBT and Restorative Justice,

Donegal Shaw – Joined December 2018 (Has experience working with young people whilst carrying out voluntary work as a youth worker)

To be allocated Level 3 in Children and Young people's workforce after three-month probation review. Completed courses in: Mapa training, Medication awareness, Autism awareness, Challenging behaviour, COSHH, Diversity and Equality, First Aid Awareness, Food Hygiene, Record keeping, CBT and Restorative Justice, Fire Safety

Jack Busst – Joined January 2019 (Has experience as an inclusion support worker within a school environment and has Deputy manager experience as a Playworker within a before and after school club setting)

Level 3 in Children and Young People's Workforce. Level 2 Emergency first aid at work, and has Completed courses in: Mapa, Medication Awareness, Health and Safety, Autism awareness, De-briefing and Mindfulness, CBT and Restorative Justice,

Bank Staff

We are in the process of recruiting bank staff.

Casual /Agency Staff

Selected by Sugarman, PHC Agency, and Prospero.

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 (7pm to 7.30 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 employs 12 Residential workers along with a Registered Manager, Deputy Manager, and Senior care officer, whose length of service and experience in the childcare sector will vary. Most have gained experience and qualifications in other areas of child care 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.
The Senior Care Officers will also be allocated admin hours to complete their tasks.

14. Staff Consultation List

I confirm that I have read the "Statement of Purpose" in full and will work with Serenity Care to implement the provisions of the Statement in carrying out my duties.

Name and Signature of Staff Member		Name and Signature of Countersigning Manager	
Name	Signature	Name	Signature

