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***The Haydn* – Residential Children’s Home**

**STATEMENT OF PURPOSE**



1. **QUALITY AND PURPOSE**

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| **This Statement of Purpose is linked to the following policies:** |
| * Child Safeguarding * Missing from Home * Safer Recruitment * Complaints * Behaviour Management * Equality and Diversity * Admissions and Referrals   **ACCESSING POLICIES**  Any Local Authorities, Families or External Agencies that would like access to any of our policies would need to make a written request to our HR Manager (silverline@email). |

**Other relevant documents / Legislation, referred to within this Statement Of Purpose include;**

* The Care Standard Act 2000
* The Children’s Act 2004
* The Children’s Home Regulation 2015
* DfE Guide to the Children’s Homes Regulations including the quality standards

**WHO WE ARE ABLE TO SUPPORT?**

Silver Line Homes – ***The Haydn*** our Purley provision can provide residential care for up to four children aged between 11-18 years old and can be of mixed gender. We are able to support children with various needs, due to a staff team that is experienced and robust training taking place at regular intervals throughout the year. The staff team have a child-centred approach to support each child to ensure that past trauma / negative childhood experience does not diminish their future potential to flourish.

Silver Line Homes work closely with external agencies to provide therapeutic support with children within the home and provide coaching/support to the home’s staff team.

**CORE VALUE**

1. **Providing a Safe and Caring Home**

An environment for children to feel loved, happy and safe from Harm

1. **Developing a sense of self**

A place that children can discover who they are, what their interests are, finding and exploring individual talents

1. **Exploring and understanding past traumas**

A staff team that is aware and understanding of children’s needs, able to provide the necessary emotional and mental support from past experiences

1. **Strengthen healthy family bonds**

Ensuring that children are able to embrace their culture of origin and sustain healthy links with their families and support networks

1. **Realising their potential**

Every child being encouraged to thrive and fulfil their potential, making ambitious future plans with a clear pathway to achieve this

1. **Structured transition into adulthood**

Children have a clear plan for higher education, independent living or employment once they leave care

**∞ Collaborative Working**

Local authority – independent visitor – families – Silver Line Homes – External agencies (CHILD CENTRED APPROACH)

*Our core values are to provide a safe welcoming environment for the children in our care, and a supportive staff team and services that keeps them motivated to achieve their potential.*

Silver Line Homes is focused on providing a caring environment, ensuring that children receive the support and care which provides the foundations to become well rounded adults that can fulfil their potential. They can only be achieved by children being supported to make some sense of past and present traumas and given the encouragement to explore what their future hopes and ambitions. Silver Line Homes has a committed staff team that understand the importance of working collaboratively with support network of professionals involved in the child’s life throughout their transitions into adulthood.

Silver Line Homes understand that children respond to support in different ways, highlighting the importance of utilising an individualised approach depending on each child’s needs. We believe that children need help in developing a growth mindset to build resilience and overcome challenges they will encounter throughout their lives.

**ETHOS**

Silver Line Homes has a therapeutic approach to care, and every child is supported by the experienced staff team, whom all receive ongoing training and coaching relevant to the specific needs that reflect the needs required in the home. Silver Line Homes aims to encourage independence and positive experiences for all children in our care. Our main focus is to equip each child with the necessary tools to facilitate a structured transition into adulthood by working through the core values that Silver Line Homes promotes throughout our everyday practices.

## Developing trust and empowerment

Silver Line Homes believe that the key to children developing and achieving outcomes are promoted by establishing positive relationships within the home and out in the community. It is highly important for children to develop trust in individuals or groups that support their development into adulthood and guide them towards positive-informed decisions. We commit ourselves to developing children’s social and emotional needs, whilst having a trauma-informed approach to build trust amongst our staff and empower them to become confident in their own self.

All of our children have unique skills and abilities, our staff team seek to empower them to engage in meaningful opportunities, which allows each child to express their personalities and raise their self-esteem.

## Social Awareness

The development of children in a social-changing world is an important factor to them gaining independence and progress in life; we believe that it is crucial to understand the world we live in and appreciate the social challenges children face, ensuring a personalised individual approach is used for each child we work with. These challenges underpin the pressures children and young people face in a social and technological world that have a heavy influence on how they view life. Each child will have a different start in life which contributes to the different outcomes determined for our children independently.

We work alongside professionals to establish children’s understanding of personal, sexual and social relationships. This enables us to develop tailor made plans to raise our child’s awareness and understanding, equipping them to further develop skills to recognise negative/harmful relationships and how to respond appropriately to deal with such events. We adopt an “open-door” policy for all children, creating a safe space for children to share their emotions and feelings to enable the team/keyworker to identify any issues and reduce the onset of bullying or confrontation in the home or out in the community.

## Modelling Positive Behaviour

All staff are expected to be role models to the children, being consistent in their behaviour to give children examples of how to respond positively. This is to reinforce their interpretation of what positive behaviour looks like and encourage a positive rapport to be built between each other.

We strive to provide a quality service built on respect, trust and honesty and believe in offering equal opportunities to all. We believe in the importance of respecting and support each child’s cultural, spiritual beliefs and gender preference. Staff actively encourage and facilitate visits to places of worship to fulfil each child’s spiritual beliefs.

Silver Line Homes focuses on positive outcomes for all children, although we are clear that progress and achievement is very individual and therefore all support offered is tailored to the unique needs of each child.

We continually review the needs for each child, with multi-disciplinary meetings and effective inter-agency working will ensure that all professionals involved with the child can determine the best care and placement plan.

Silver Line Homes aims to provide an environment for children to thrive and fulfil their potential. We have developed our own framework to support this. This framework encompasses our core values and is embedded throughout our practice and embrace a culture of equipping, empowering and educating all our children with the skills they will need to have a happy and successful future. We educate all children with the strategies that work best for them to be emotionally resilient enough to cope with life’s unexpected difficulties.

**DESCRIPTION OF THE ACCOMMODATION**

***The Haydn*** is able to up to four children aged between 11-18 years old, residential accommodation for 52 weeks a year. The building has been designed to meet care standard requirements but remain homely and comfortable. The accommodation meets all health and safety regulatory requirements and offers a variety of communal and private spaces for children to be supported with social, emotional and educational needs.

***The Haydn*** is a spacious semi-detached property, set slightly back off a residential road. The property is a regular house and does not stand out from the other homes in the area, this is important as this allows the children to feel a part of the local community and reduces the risk of becoming institutionalised. As the homes does not appear different from the outside world, the children are often better able to adapt and settle in.

The house has a fully fitted kitchen, open plan dining room and lounge areas. There is a downstairs toilet and shower rooms for staff use, with an office space at the front of the home. All children have their own bedroom located on the first floor and at no point will a child share a bedroom. Children have the sole use of a shower and bathroom and toilet also on the first floor. All bathrooms and toilets have locks to promote the child’s safety at these intimate times.

Children will be afforded the opportunity to contribute to aspects of the home’s day to day management, this will include decoration and furnishings, improvements to the house or service and any future development that they may ask for. All children are involved in the decoration and furnishings of their own bedrooms. There is a large size garden where residents can interact, and group sessions and activities can take place such as gardening, home workouts, BBQs plus more. There is also a garden room which is used to promote health and wellbeing, which has a computer console and pool table.

**DESCRIPTION OF LOCATION**

***The Haydn*** home is located in a quiet residential area of Purley, South London, accompanied by local shops and amenities. There is a regular bus service to Croydon town centre, with the home being a 13 walk to Reedham Train Station (providing direct national rail services to Victoria, London Bridge, Gatwick and Brighton. Dental, NHS services and other healthcare / education provisions are within a short bus journey from the placement.

Purley has a range of restaurants, grocery shops, and a vibrant High Street with a variety of shops.

**Activities within the surrounding area;**

* Kenley Aerodrome
* Wontford Road Green
* Reedham Park Tennis Club
* Dollypers Hill Nature Reserve
* Coulsdon & Purley Air Cadets
* Higher Drive Recreation Ground
* Valley Park Leisure Complex, My Vue Cinema, Bowling

A separate location risk assessment has been completed in relation to the home, copies of which are available on request.

**Travel**

RAIL

There are two mainline Rail stations that are within a close proximity to the home: Reedham and Purley. Both have connections to London Gatwick, London Bridge and Victoria.

ROAD

There is a direct link to M23 within a very short drive from the home and access to the M25 from the M25. The A23 can be accessed from the M25 which gives a direct route into central London. The M23 also gives direct access to Brighton in the opposite direction.

**SUPPORTING CULTURAL, LINGUISTIC AND RELIGIOUS NEEDS**

Purley is a diverse area serving a number of faiths, beliefs and cultures. We believe it is important to set a culture of understanding around diversity and an acceptance of different religious beliefs, ethnicity or sexual orientation.

Diversity is celebrated! Children at the home are offered the opportunity to attend their place of worship and the home’s staff team will provide whatever support is necessary to ensure this happens. The staff team are from mixed cultures/religious beliefs and provide an acceptance to those of all religions.

We embrace the celebration of a wide range of special days, and key traditional celebrations, for a wide range of cultures. For example, bonfire night, Chinese New Year, Easter, and Christmas.

We respect any celebration day that a child wishes to acknowledge, but also that they may choose not to celebrate as well. We support each child to communicate in their preferred way, ensuring through our admission assessments that the staff team support this. Where needed, we are able to offer training/coaching around this to ensure the child always feels included, loved, and understood.

**COMPLAINTS**

***The Haydn*** has an overall Complaints policy which is used in the home, this is available on request.

We view any complaint as an integral part of the child protection procedure, a way of upholding the principle of children’ rights, and also as a measurement for measuring the standard and quality of care and services provided for the child placed in our care.

Complaints from professionals, families, and general public should be directed to the Homes Manager in the first instance (either verbally or written). Children also have access to this, as well as the opportunities to do this detailed below. The Home’s staff team are aware of the complaints procedure and have access to the Complaints policy and are able to direct any complaints to the Homes Manager (or Head Office where appropriate). Again, this can be verbally, or in writing, dependent on how the home’s staff are feeling.

We strive to resolve any such complaints immediately, or within 28 days from the day the complaint is received. A letter will be written to acknowledge the receipt of the complaint and will detail the action which will be taken and a timescale for this.

All complaints will be reviewed, and actioned, whether raised informally (verbally) or formally (written). All will be recorded within the Complaints Log. Home’s staff team have a duty to empower children to use their right to complain and we will ensure that children can feel confident enough to bring their complaints to the attention of home’s staff members on duty or their key worker and exercise the right to complain without any subject to reprisal.

The home ensures that copies of the complaints’ procedure are listed in the children’s guide, which is given to and explained to children on their first day at the home (where possible, this is provided to the child prior to their move in date). In addition to this the children are also made aware of who their independent visitor is, if they have one, and who their child's rights officer is.

The Registered Manager is readily available to the children to discuss any issues they may have, to try to resolve any difficulties quickly, with a resolution all are happy with. All the children know that the Manager operates an open-door policy, and they often take advantage of this by talking with the Manager, discussing issues or requesting answers to pressing questions they have. Residents have plenty of opportunities in Silver Line Homes to voice their views and opinions. They can discuss anything they are unhappy with, not only in regular resident’s meetings, but also through 1:1 consultation, 1:1 discussion with the manager or their keyworker and on the comment boxes that are available to them on incident related and key working paperwork.

Children also have opportunities to speak privately with relevant visitors to the home such as the Responsible Individual, their social worker, Reg 44 inspectors, Independent Reviewing Officers and Ofsted. This allows ample opportunity for children to voice any concerns and gives staff opportunities to resolve any issues as soon as they arise.

***The Haydn*** offer children the opportunity to complete a complaint form if they are not happy with the resolution provided. Home’s staff team will support children to complete these forms, and this is then communicated to the Registered Manager or nominated senior from the leadership team. The child will be spoken to, consulted about what they would like to happen with the complaint and then all necessary action will be taken. Every effort will be made to reach a resolution that the child is happy with, and any action needed from the complaint will be implemented.

# Useful Contacts

If a child feels they need to talk to or get advice from someone completely independent of Silver Line Homes, they should call any of the following organisations.

**Ofsted**

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

*Tel: 03001231231*

**The Children’s Commissioner for England**

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

*Tel: 020 7783 8330*

**Care Leavers Association**

Third Floor Swan Buildings,

20 Swan Street,

Manchester,

M4 5JW

*Tel: 0161 637 5040*

**ACCESSING THE HOMES CHILD PROTECTION POLICIES**

Silver Line Homes is required to work within an interagency procedure to safeguard and promote the welfare of children. This is (CSCP) Croydon Safeguarding Children Partnership. The safety of the child is important and is met through effective communication and monitoring. In practice this requires home’s staff team to report any concerns for, or allegations about child.

This may mean that at times we have to report our concerns directly to Children Social Care, Police or (LADO) Local Authority Designated Officer, Multi Agency Safeguarding Hub (MASH). All contact information is available online and in the home’s staff office. Further investigations might take place if appropriate.

If a child’s risk assessment increases regarding their personal safety, then the Manager along with Local authorities may devise personalised safety plans to protect each child. Silver Line Homes has a responsibility to communicate with families during any such process unless it places a child at risk of significant harm. Additional support can be sought in this area for the child. This can come in the form of an external psychologist who can work with children and the home’s staff in promoting the psychological wellbeing of the child.

The centre of safeguarding is that if the child feels comfortable and safe in their home and have a good relationship with home’s staff team, they are more likely to listen to a staff when they are trying to encourage them to stay safe. In addition to this, good relationships mean a child is more likely to open up to the home’s staff team about any situations that worry, upset or scare them. The Home’s Manager ensures all staff understand the company’s whistle blowing policy and emphasizes the ethos that all concerns, no matter how small they seem, must be reported, no matter who they concern. The number one priority for the home’s staff team is the children.

The home’s DSL (Designated Safeguard Lead) is: The Registered Manager. The Deputy Manager of the home is also DSL trained and can deputise in the manager’s absence. The DSL should be contacted on their individual mobile phone number in the first instance should home’s staff team have a safeguarding concern. If the concern involves the Homes Manager, Silver Line Homes has several designated safeguarding leads which include, Responsible Individual and Directors (All Designated Leads are – level 3 qualified). Home’s staff team have access to all these contact details, held within the office.

Silver Line Homes has a **Missing from Home Policy** that provides the minimum standard for every child living at the home. The team creates a relaxed atmosphere in the home and makes a joint effort to make each child feel safe and build trusting relationships that encourage children to feel that they can talk to the home’s staff team about their problems, worries and frustrations. If the home is a safe haven for children, then the likelihood that we will evidence a reduction in missing from home episodes. Where a child has a history of missing from home, keywork sessions will be used to ask the child what triggers them want to go missing and what they might feel home’s adults within the home could do to help change that.

Silver Line Homes considers each child’s preferences (likes /dislikes) and what motivates and engages them. This is then considered and incorporated into the activity planning and embracing and developing social interests to stimulate the child, with an aim to increase their participation within the home and minimise missing behaviour. All home’s staff team follow the missing from home procedure and policy for any incident where a child is reported missing. The team at Silver Line Homes believe that a child’s safety and welfare is of paramount concern. It is therefore our priority to do everything possible to ensure the safe return of a child. A child who goes missing from the home without informing anyone, are reported to the police in accordance with our policy and in conjunction with *Croydon Councils Procedure for safeguarding children missing from care*. However, the team will ensure a search of the area is complete before reaching out to further resources.

Silver Line Homes initiates a ‘Live Chronology’ built on the level of communication and pro-active work conducted by the staff team ensuring an ‘everybody’ is involved attitude. Each child has an individual Missing Risk Plan based on their own circumstances, history and vulnerability. The continuity of recording and communication will be used to monitor and alert safeguarding concerns amongst the team. If, in the opinion of home’s staff team, the absence of a child is more than ‘boundary testing’ activity and they have taken adequate steps to find the child, they will make a report to the police using the information in the Missing risk Plan.

In all circumstances child are deemed vulnerable, this information will be passed to the police with immediate effect. All appropriate people (e.g. family, social worker) are informed of the unauthorised absence. On returning from a missing episode, a child’s safety is a priority and home’s staff will always check that the child is safe and well. If any information is gathered during the course of enquiries which indicates a child has placed him/her at risk then home’s staff team will inform the Police and Children’s Social Care immediately, so that they may take appropriate action. The Police will always give the child the opportunity to raise any concerns about their placement or other factors that may be linked to the missing episode. The home will challenge appropriately if these are not being undertaken in the agreed timescales.

Bullying is not tolerated within our home; this is outlined verbally to the children when they first arrive at the home, and they also receive a copy of the anti-bullying procedure within the home’s Children’s guide. Bullying affects everyone, not just the bullies and the victims. It also affects those who witness such behaviours and less aggressive child can be drawn in by group pressure. Bullying is not an inevitable part of life in a child’s Home; it is not a necessary part of growing up and it doesn’t usually “sort itself out”. We will attempt to help all children recognise and respond effectively to bullying in other areas of their lives by means of intensive key working sessions. Occasionally an incident may be deemed to be bullying even if the behaviour has not been repeated or persistent – if it fulfils all other descriptions of bullying. This possibility should be considered, particularly in cases of sexual, sexist, racist or homophobic bullying and when children with disabilities are involved. If the victim is in danger, then interventions are urgently required.

All bullying incidents will be taken seriously and responded to in the most suitable way. Our aim will be for the perpetrator to recognise and stop the behaviour and for the victim to feel safe. Where a bullying incident or claim occurs, it is thoroughly documented and investigated by the Homes Manager. The team works hard to ensure that a suitable consequence is delivered, and the right support is put in place to help the bully and their victim explore why it happened and how to avoid it happening again. In rare cases where bullying continues it is made clear to the bully that the consequence could mean they are moved out of the home.

In Silver Line Homes bullying is set as an agenda item on the residents meeting so it is always discussed openly, and children have a forum in which to safely raise any issues they may have. It is rare that Silver Line Homes has extreme cases of bullying where verbal or physical threats are made but the home’s staff team are also very proactive in managing and confronting any ‘underhand’ looks or throwaway comments that are more commonplace and could also be classed as bullying. In addition to this, impact assessments are regularly reviewed and there are always home’s staff members present in communal areas of the home to monitor peer interaction.

1. **VIEW, WISHES AND FEELINGS**

Quality StandardsThe children’s views, wishes and feelings standard:

Regulation 7 (2)(b)

ensure that every child: -

1. is enabled to provide feedback to and raise issues with a relevant person about the support and services that the young person receives ***- The home will provide a feedback questionnaire for young people to complete at intervals, this will enable staff to monitor the service and make improvement. These can be anonymous.***
2. has access to the home’s children’s guide and the home’s complaints procedure, when the child’s placement in the home is agreed and throughout the young person’s stay at the home. and
3. is given appropriate advocacy support if required or has been suggested

(2)(c) keep the young person’s guide and the home’s complaints procedure under review and seek children’s comments before revising either document

(2)(d) ensure that an explanation is given to each child as soon as reasonably practicable after the child’s arrival about: -

1. the children’s guide;
2. how to make a complaint or representations in relation to the home or the care the young person receives and how any such complaint or representation will be dealt with;
3. what advocacy support or services are available to the young person, how the young person may access that support or services and any entitlement the young person may have to independent advocacy provision; ***sign posting them in the right direction.***

(2)(e) ensure that the view of each young person is taken into account, as far as is reasonably practicable before making a decision about the care or welfare of a young person.

Good Practice Aims

The 1989 Children’s Act requires local authorities and voluntary organisations to set up procedures to consider representations and complaints arising from the services provided by them for young people and their families.

The Act emphasises the importance of young people in care having access to independent people and organisations outside the residential setting in which they are living.

This should be seen in the context of the childcare scandals that have come to light in the last twenty years. This need for a Complaints Procedure and the need for all young people to have access to independent persons and organisations are to prevent mistreatment of young people. In this context the Act also emphasises the need for review to specified timescales and the need for inspection and regulation.

**Consulting with Children on the quality of their care**

This is in harmony with the core values of Silver Line Homes enabling children to move towards their transition while being cared for safely, and for children to learn to accept responsibility and to take control of their own lives. The process is also designed to help children understand their rights and entitlements and to acquire the skills of self-assertion in their own interests and advocacy in the interests of others.

The residents within Silver Line Homes will be consulted about every aspect of their care. This will be done both formally, and informally using a variety of different means. No resident is assumed unable to communicate their views; therefore, appropriate methods for gaining views will be sought and provided. Resident's views are sought during children’s Key working sessions, manager consultations, reviews and planning meetings in addition to during debriefs after any incidents, physical interventions or missing episodes.

Each Resident will be actively encouraged to participate in the development of their individual care plans, reviews and any other key meetings and will be supported and encouraged to ensure their views are heard. The children will have the opportunity to discuss, debrief and comment following any incident, consequence or use of positive physical intervention. This will consider how we can prevent this from happening again and how they would like to be supported. They will also have the opportunity to read and comment on their review reports, care and health plans and sign these to show they have been included.

The residents will have regular 1:1 session with their allocated worker to discuss continued needs, progress, any issues and to set targets for the next meeting. Key working aims are to work closely with children on their care plan and encourage them to discuss what they want for themselves for both the short and long-term future. They discuss how they think they can reach these goals and what they feel they need to do in order to achieve this.

In addition to this the keyworkers are more closely involved with the child’s care plans. They work with the child, social worker and family members to ensure that they all have a say in the resident’s care. They act as an advocate for the child and ensure that other staff members in the home are aware of the up-to-date plan for the resident’s care. The keyworker will also make an effort to be there for the child whenever they are needed; for example, if the child would like their keyworker to attend an event or appointment with them then the manager ensures this is accommodated for on the Rota.

The Registered Manager is always available for the residents to speak to both openly and in private about anything that is troubling them. This is recorded in the Manager Consultation section in the resident’s profile. The home will have regular Resident's meetings to openly discuss together the operational aspects of the house. Residents will contribute to these meetings and all children are invited to take part. These are children friendly and are age appropriate. Residents are given the opportunity to make informal complaints both during and after the meeting. Minutes are kept as a record of discussions and outcomes.

Silver Line Homes agenda and meeting notes are created and recorded by the home staff team (with assistance from the residents, where possible) and uploaded to the residents meeting section.

Each child in the home is encouraged to personalise their bedrooms in line with their individual tastes and interests and will also be consulted about the décor of the home and purchasing new items or re-decoration.

The residents will also have regular monthly opportunities to discuss with the **Regulation 44 inspector**, any concerns or issues they may have about the quality of care in the home. Any comments or concerns are raised and discussed with the Manager and appropriate action will be taken in response.

The resident is able to privately speak to the Responsible Individual (or a member of the Senior Team), who visits the home weekly. The home’s senior team are also available by phone if the resident wishes to speak to them on a day when they’re not in the home. As they visit weekly, the children will have the opportunity to build trusting relationships with them. As the home’s senior team are external to those providing the direct support to them, they may feel more at ease in being able to raise any concerns they would like addressed.

A record of the views of residents about the development of the home and the children will be regularly consulted throughout the year. Any ideas and suggestions put forward will be considered and the children will receive feedback from the consultation. This is in the form of consultation with the home's manager recorded in the Manager Consultation records.

The Homes Manager has regular consultation with professionals, families and significant others relating to the care of the children and operational running of the home as part of the Regulation 45 process. These consultations are collated, and reviewed, to see if any themes are apparent and to devise an action plan to work towards to improve the home, and support residents receive. The home’s staff team will ensure that any professionals and significant others including family where appropriate are kept informed of incidents, achievements and any concerns relating to the child.

Formal consultation about the care and operational running of the home forms part of the monthly **Regulation 44 inspection**. Within the home, residents are expected to participate within Silver Line Homes’s routines and boundaries.

The home’s staff team encourage that at mealtimes everyone sits down to eat together, and residents are encouraged to participate in the home’s events and activities. In addition to this, children are expected to contribute to the home by helping each other and home’s staff team keep the home clean and tidy and a nice place to live. They are asked to take ownership of the home, contributing to decoration ideas both in their bedrooms and communal spaces if they wish to.

On admission, the Manager will go through with residents the role of when external visitors attend the home to read their records as part of the Regulation 44 Visit process.

Silver Line Homes value the views and opinions of our residents around potential new staff and feel it is very important to ask their opinion when selecting new team members to join the Silver Line Homes team. In addition to this the Registered Manager consults with the residents on existing staff, gaining their views and constructive feedback to help the home’s staff team improve on performance or to review and action any difficulties that the residents may be having with any particular members of home’s staff team.

**Approach to anti-discriminatory practices**

Silver Line Homes are committed to equal opportunities and anti-discriminatory practice for both staff and the children we look after.

We seek to deliver our services without discrimination and welcome children from all parts of our community. Our **Equality and Diversity Policy** demonstrates on-going commitment to ensuring all people are treated with dignity and respect, promoting equality of opportunity and ensuring discrimination is not present in either our service delivery or employment practices.

Silver Line Homes has equal access to training, supervision, support and promotional opportunities. Any stereotypical thinking in relation to age, gender, sexual orientation and able-bodied status will be challenged – we ensure none of these differences will affect an individual’s position within the home or be a barrier to access their achievement.

We treat each child as an individual and support them in a way that makes them feel safe, supported and respected regardless of their age, gender (including gender reassignment), sexual orientation, race, religion or belief, disability or culture. This will be considered as part of the Care Plan and Individual Placement Plan, to ensure we are best meeting the needs of all the children. Residents will be encouraged to participate in cultural activities from a variety of backgrounds in order to help them develop an understanding of the world around them.

It is recognised that on occasion, children will behave in a way that attracts consequences. If so, these will be applied consistently and fairly and in line with the guidelines provided by regulations. Our staff team are clear that the purpose of the use of consequences with residents is to promote change and reflection, not to punish. A consequence record is also completed to ensure that the children are consulted, and their views are considered with regard to the consequence and given an opportunity to express their views, and work to a compromise (if appropriate).

We believe that all people – colleagues, residents and visitors should be treated with respect. Disruptive or offensive language/behaviour will not be tolerated and will always be challenged. When such incidents are perpetrated by residents, they will be worked with in a way that promotes better understanding and encourages a change of attitude and behaviour.

If residents are subjected to discrimination they will be offered protection, comfort and support. We believe that all children are equally entitled to have their needs met and to be free from abuse and exploitation. Each resident will have a keyworker who will explain to them their rights and consistently ensure that these are being met. There will be regular residents’ meetings, where the issue of residents’ rights will be discussed to ensure that children feel that they are being consulted, listened to and treated equally and fairly.

All children within the home will have the opportunity to access an advocate, and we will promote this to ensure the resident is able to offload and discuss any practice they feel has been discriminatory.

1. **EDUCATION, EMPLOYMENT AND TRAINING**

The children at Silver Line Homes will either attend a local mainstream school or specialist provision within the local community. It may be that dependent on the child’s individual needs a home tutor is sourced to provide education. In this instance the home will always encourage tutoring to take place within the library. This is to support the child(rens) education and home life being separate and to avoid any potential distractions that may arise if tutoring was to take place within a home setting. The home’s staff team encourages the children in all educational activities and endeavours to ensure that all residents have their individual educational needs met.

Regular liaison/meetings take place with the home’s staff team and the teaching provider regardless of whether the child attends a local mainstream school or independent tutoring provision. If residents are without an educational provision the home’s staff team will work with virtual school to continuingly try to source one, but in the interim a timetable will be created and the children will be encouraged to engage in educational activities or activities that will support developing skills e.g. Health, Fitness, Social and independence.

Where appropriate, Silver Line Homes and their education partners have informal handovers when they see each other at the learning environment and more formal ones take place in a meeting format. There is sustained communication through E-mails and phone calls. On occasions, where it is deemed in the best interest of the child, the home’s staff team can sometimes offer 1 to 1 at school to help children and support their engagement at school.

**Promoting Educational Achievement**

Silver Line Homes will engage the residents in developing a healthy routine which will support them with accessing education. The home’s staff team will support the children with preparing their school uniform and, if required, a packed lunch (the home also pays for or provides school lunches where applicable to meet the needs of the children). This will also provide the children with learning opportunities, which can equip them with independence skills.

The children will be supported with getting up on time for school to provide them with time to get ready and attend on time. Providing the children with plenty of time to engage in their school routine will help support alleviating any emotional stresses.

The number of absences a resident has is logged. This summary is used to update the social workers and also to track the child’s progress in both education and all other areas. This allows any patterns or problems to be highlighted early and tackled before they escalate. It also allows any praises to be celebrated both in terms of attendance and achievement at school.

Whenever a resident achieves a goal within the education setting, the home’s staff team always ask the child if the certificate can be displayed in the home. If the child does not want this, the certificate is stored securely in the child’s life story folder or file. The certificate is valued by the home’s staff and this in turn increases the pride the child has for achieving it.

The home will also record any goals achieved within an education setting as a golden moment or achievement. The home also recognises golden moments and achievements with a reward system and will offer monetary or activity related rewards for any resident who regularly attend education, works hard and achieves. They also make sure that positive feedback is passed on to parents, social workers and other relevant individuals.

As detailed above, Silver Line Homes considers education to be very important to a child’s future chances in life so therefore place great emphasis on supporting the child in attending school and engaging with the work. In addition to this we see opportunities outside the school day to increase learning; this may be completing homework, talking about the news/current affairs, work experience or informal learning around social/independence skills.

We also operate a reward system for all children in education which may vary between each resident depending on their level of behaviour and needs but ultimately will centre around promoting engagement with education and recognising achievement in this area. All children are given the clear expectation to attend school, and this is promoted through a 24-hour curriculum.

Individualised timetables are put together with the Silver Line Homes team, school and placing authority to ensure that it is child centred and ensures that they have the opportunity to engage in activities dependent on their own hobbies and interests. Silver Line Homes works closely with the education provider and offers planning meetings and strategy meetings, to help explore why a child may be behaving in a certain way and help to gain a consistent approach to make the child feel safe and better able to engage.

Residential courses, after school clubs, school trips and activities are sourced ranging from sport and adventure to performing arts and home’s staff team are proactive in encouraging and supporting children to attend. The common aim of each activity and residential course is to have fun, enjoy the adventure and excitement of challenging new activities with an emphasis on improving self-confidence, self-esteem, social skills, trust, responsibility and awareness for others.

There are a wide range of activities and clubs currently on offer to support resident’s life and social skills. Children are offered the opportunity to support the decision making about the range of clubs offered. These take place through consultation with the school manager and/or the Homes Manager.

The local Library is 10 minutes’ distance from the home and all children are encouraged to join. This provides a safe place for children to research and learn through the use of books or get away from the distractions that home can sometimes provide.

Silver Line Homes also pays for or provides for school lunches where applicable to meet the needs of the child can have an additional area within the home separate from the lounge for all children for study purposes if required. This may also be in the form of a desk within their bedroom. Our staff will encourage the child to complete any homework or required studying to support further learning. The home’s staff are available to empower the children by offering support, advice and guidance with any additional learning set by their education setting. Should any additional resources be required such as learning books or a laptop then the home’s adults will liaise with the child’s school or if necessary virtual school.

1. **ENJOYMENT AND ACHIEVEMENT**

Silver Line Homes aim to engage with our children through a broad range of opportunities, allowing residents to participate in a range of leisure and recreational activities. This is done by using the information that is received from keywork session and staff interactions with our residents to get a good understanding of each child’s likes and dislikes. This gives us importance information regarding their interests and enables us to plan activities to further their interest or enhance skills that have already been developed. Residents are also encouraged to bring ideas and suggestions about activities or hobbies they would like to pursue. Within the local area there are swimming pools, theatres, leisure centres, bowling, cinema, countryside parks and woodland walks, shopping centres, golf, paintballing amongst other things.

Residents are encouraged to access local activity groups and social clubs of their choosing for example, scouts or guides, cadets, dance/performing arts clubs or youth clubs as part of their social development and to enable them to actively participate in community living. Where children may struggle in a social setting the staff team think creatively to try to increase a child’s ability to engage in community groups or by providing individual opportunities which could be a stepping stone to the bigger goal of community integration.

Silver Line Homes aim to have an annual holiday during the school holidays. This is done in consultation with the children’s wishes and feelings and the residents are kept involved in the planning of the holiday activities and events, great care is taken by the home’s staff team to ensure that all resident’s views are heard and where it is felt appropriate, separate holidays can be undertaken to try to ensure every child gets the opportunity to experience a holiday. Residents may choose to participate in a week away where the child can participate in outward bound activities, for example, abseiling, climbing and canoeing or camping trips. Consent is sought from the local authority and parents, where applicable, prior to a child participating in such events. All residents in Silver Line Homes will be encouraged to participate in these activities to help build on their own self confidence and self-esteem and experience life outside of the residential setting.

The Silver Line Homes staff have created incentive charts so children can keep track of their progress and work towards an objective or goal set with their keyworker or member of the staff team. We believe it is an important tool to ensure that children not just participate in activities that are relevant to their interests but are encourage and motivated to work towards targets. Staff work towards keeping children motivated in achieving targets that have been collaboratively set. Between the child and Silver Line Homes staff team, we feel it is extremely important to highlight all levels of achievements and understand they may come in many forms. Achievements are not absolute and seen as relative to each child in relation to their individualised personal development. We acknowledge all efforts made and encourage growth and progression continually into adulthood and beyond.

1. **HEALTH**

Silver Line Homes ensure all children health and well-being needs are being met. The home’s procedure is that all health problems no matter how small should be checked out by a professional and the staff team should support and encourage children to access a health service. Every health concern is recorded in the child’s profile on our system under ‘chronology of illnesses, and any appointments will be documented under ‘record of appointments’ on our system also. Accident forms, body maps, and self-harm logs are also accessible on our system. If a child refuses appointments, or medical attention this will be documented.

All Silver Line Homes staff are trained in the administration of Emergency First Aid and will have refreshers when required, in line with our requirements. Information for NHS direct and local health provisions are available to staff team to support residents to access.

When a child moves in, residents are registered with local health professionals. The home always (when possible) refers children to the same doctor, dentist and opticians; this means that home’s staff team can be confident in the quality of health care provided. In addition to this it helps staff to build up a rapport with local health professionals irrespective of the length of the child’s placements. If possible and appropriate children may choose to remain at their own health services.

In terms of promoting children to lead a healthy lifestyle, the home encourages all residents to try different activities or types of exercise or continue ones they have shown interest in already. Silver Line Homes staff team will equip children with the knowledge and skills in how to create for themselves a healthy lifestyle, this can be done through key working sessions. Every child has details on their profile that covers their medical history, allergies, diet, exercise, personal hygiene and physical and emotional health. This is developed and shaped by the child’s views and needs and also takes into account the views and health information provided by parents, local authority and any other external agencies who work directly with the child.

1. **POSITIVE RELATIONSHIPS**

At Silver Line Homes a core value is to strengthen healthy family bonds, where possible we encourage and promote positive contact for the important people in our children’s lives. We support the residents to do this in a variety of ways, either in person, or using other methods such as letter or video calls.

When a child comes to live at Silver Line Homes, during part of the placement planning meeting we will discuss with the child who they feel is important to continue contact with, the social worker and other professionals or family members who may be present will also be given the opportunity to discuss their views. Once the views of everyone present has been shared we will implement a plan that promotes positive contact but includes any restrictions also to safeguard the child. Everyone present will be aware of what the contact plan is, so we can support the child around contact from the start, not leaving them wondering or waiting for what will be in place, as this can cause upset for the child, impacting their settling in period. Residents can use the home phone to make private calls if agreed, and there will be times in place for this, other than in emergency situations.

If appropriate we will welcome a resident’s family or friends to visit the home providing it doesn’t impact any visitors, staff or residents’ safety. Where not appropriate our staff will support in arranging other venues so contact is still maintained. In the lead up to contacts, immediately before and after, Silver Line Homes staff will offer support to residents as we are aware contact can impact children differently due to mixed emotions and coping mechanisms around their feelings. Our staff can also offer support to the family if appropriate.

1. **PROTECTION OF CHILDREN**

There are policies in place surrounding the use of door alarms within the home. The policy is reviewed annually. These door alarms are in place to ensure the safety of children within the home – and not as a behaviour management tool. The door alarm is triggered in the staff office to alert staff team to children entering / exiting a room – this does not disrupt the rest of the home. Aesthetically the alarms are as subtle as possible to maintain our homely environments.

* Such devices may only be used if set out in relevant child's Placement Plans.
* Every effort is made to ensure the child's privacy, dignity and rights whilst the system is in use.
* Their use is assessed on an individual basis, agreed to in the care plan by a social worker and via consent sought prior to admission or the placement planning meeting.
* The child is made fully aware of their use via the children’s handbook, and placement planning meeting, and the reasons why the decision is made. If there is an opportunity to do this prior (such as through transition visits) they can be notified, then also.
* The use of the door alarms is reviewed regularly as to their appropriateness of use.

Door alarms are not set until the child/children has settled to bed for the night. Door alarms are to only be set in line with the risk assessment in place, and all staff are to be aware of the risk assessments for each child and the home. Each child will have an individual risk assessment regarding the use of door alarms – as not all children will require them at all times.

All staff are shown during induction how to operate the door alarms. If the door alarm is activated, then the staff member who is alerted should respond and take appropriate action. Generally, when the alarms go off, we get to know the pattern of our children’s routines, so if the alarm sound is uncommon for them, or they have not returned to their room for longer than expected a staff member can check to see if the child is ok. If needed, the staff member can ask for assistance from the other sleep in/waking night staff member. Once the child has returned to settle, staff can reset the door alarms when they return to the staff office / or sleep in room.

This measure will further safeguard the children’s by letting staff know should the child leave or enter a bedroom and enable appropriate levels of supervision to minimise the risks of bullying or harm. The use of door alarms is recorded in the Statement of Purpose which the Social Worker and any significant others will receive a copy of prior to placement.

Door alarms will not be used as a monitoring device and are not a behaviour management tool and as previously mentioned only be set once a child has settled into their bedroom for the night. Usual practices in ensuring the legitimate privacy of the child i.e. when using the toilet etc. will be observed. Silver Line Homes staff must record any incidence of door alarms being activated during the night in the home's running log and a staff member must respond to any alarm. Staff are to ensure they discuss and agree who is responsible for setting/resetting the alarms at night. The purpose of the door alarms will not be to punish or supervise the child, but to ensure appropriate levels of support and guidance are available overnight, or as additional security to highlight to staff if doors to the Home are opened.

The Manager will monitor and review the use of door alarms to ensure their use remains in line with policy and risk assessments.

**Approach to Behaviourial Support**

When caring for children who display challenging behaviour, it is sometimes appropriate to use physical intervention as a method of care, to ensure the safety of the child/children and those who care for them. Physical intervention is always a last resort, after all other interventions have been exhausted. All staff members receive training during induction and ongoingly in understanding challenging behaviour and are equipped with ways to support children in times of difficulty.

The physical intervention techniques taught to staff members are based on NFPS training (National Federation for Personal Safety) and staff having received instruction in this method, hold a relevant certification and workbook on their staff profile. The staff team attend the course for 2 days which is delivered by qualified instructors who can also support offering advice & insight into the workings of the residential homes. staff also attend refresher courses to ensure home’s adults feel confident and are competent in the methods.

Physical intervention is used only as a last resort when all other interventions have failed. Physical intervention is a reality of our work, but Silver Line Homes, works hard to decrease the need for intervention. All incidents of physical intervention are recorded; they are then read and signed/reviewed by the Registered Manager, or the Deputy Manager in their absence.

The antecedents are important in ensuring all responses are appropriate and in line with the risk assessment and child’s behaviour plan. Any consequences given to a child following any challenging behaviour will be recorded and checked to ensure appropriate responses are used.

The Management team in the house ensures that each physical intervention is followed with a debrief with the child and debrief with the members of staff involved. When monitoring incidents, the Management team give emphasis to thinking about the incident details (time, date etc.), the child’s motivations and staff dynamics to try to give an overall therapeutic point of view of why it may have happened and to highlight any work that may be needed to resolve it, to prevent further occurrences, and also to encourage staff members to reflect on responses to managing behaviour to ensure they are right for our children.

Consideration of the child’s deprivation of liberty, is always given when there is a requirement for use of physical intervention. This will also be considered within the child’s care plan where at times supervision is required for a child outside of the home. There are times where staff will be required to closely supervise a resident for their own safety when they leave the home. In such situations this measure/management strategy will be documented and referenced within their written care plan and risk assessments so as to show a planned and reviewed approach to safeguard the child. It is acknowledged that such an environment and working model will inevitably on occasion, result in an allegation of some nature against staff members. In these circumstances, child protection procedures apply and are followed accordingly.

Both staff and the child/children involved in the use and application of any physical intervention are debriefed following the incident and are offered medical attention. The child/children will be closely monitored by Silver Line Homes staff following any physical intervention. Staff are taught during the training that our aftercare (of a restraint) starts as soon as we touch a child to safely hold them.

1. **LEADERSHIP AND MANAGEMENT**

Registered Provider Details:

**Bramah Supported Living**

**Cariocca Business Park,**

**2 Sawley Road,**

**Manchester,**

**England, M40 8BB**

Company Registered Number: **15253495**

**Senior Management Team**

Marcia Campbell - Director

TBC – Responsible Individual

TBC – Registered Manager

**Staffing**

The details of our home’s staffing structure within ***The Haydn*** can be found below. This details who is within the team, and who directly line manages each staff member.

All staff have regular supervision with their Line Managers. Supervisions with Silver Line Homes are completed by the Homes Manager, and Deputy Manager. The Homes Manager is supervised by the Responsible Individual monthly. Staff are encouraged within their supervisions to be open, honest and reflective to look at the child’s needs and behaviours, and to improve their practice with the children and develop themselves. The sections discussed in supervision are:

* Personal Wellbeing – Managers will ask staff questions around their personal wellbeing and get an understand of any areas in their personal lives that may impact the current work they are understanding.
* Feedback on the team – a discussion around how each individual staff member feel the staff team are working, identifying and strengths or any areas for development.
* Review of personal practice – a place to reflect upon their own ways of working, and anything impacting this since their last supervision (either within the home, or personal).
* Review of all Children – to discuss how they feel each child is progressing, and identifying any barriers with this, and suggestions on what needs to be in place to support the child to continue to achieve their goals.
* Reflection on working within the Silver Line Homes –staff will give their opinion on how they are implementing the Silver Line Homes model within their practice.
* Keyworker/Senior Review - reviewing their duties and responsibilities within these roles where appropriate) and identify any shortfalls (if any).
* Supervisor feedback on performance – Managers will provide feedback on how the home’s staff member has been working since their previous supervision, and discuss any areas they are excelling in, and also areas for development.
* Paperwork review – review of all paperwork completed by the staff member, identifying any areas where further coaching is needed.
* QCF Review – review of the progression towards the staff members QCF qualification, any barriers in achieving thing and support with any modules they may be struggling with.
* Training/Development Review – a full review of all training completed by staff, and any which is outstanding (with an action plan developed for this). We have Competency Trackers which we use for all staff member (tailored to each role), which we review here. The Competency Trackers enable staff and Managers to identify specific areas which they need more support to be competent in, and how this support will be provided.
* Sickness/Absence Review – to review sickness/absence of the staff member, and anything which may be affecting this (both within the home, or personal).
* Safeguarding – Managers ask staff to reflect upon any safeguarding concerns within the home since their last supervision (and debrief on this when necessary). Managers also ask regular questions in this section, to get a full understanding of the staff members knowledge of this.
* Any other business – to discuss anything else the staff member, or Manager, would like to raise.
* Action Plan – an action plan is developed here, to include any actions required following the above conversations.

New staff members have a 24-week probation period. Within this, their Induction Competency Trackers are used to detail when they have been assessed to be competent in specific areas (discussed with the staff member within their supervision). There is both a 12 week, and 24-week, Probation review record which is completed by the Manager with the staff member in these timescales.

This is a space to discuss how the staff feels they are working within the home, and the Manager will reflect whether the staff is working towards the expected standard. Managers can use these meetings to set targets for the staff member to achieve, to enable them to successfully complete their probation period.

Silver Line Homes prides itself on creating a homely and relaxed atmosphere, where staff members respect that they are working within the child’s home every day. We ensure that we employ a varied staff team, with a mix of different genders, differing ages, sexual orientation, wide range of cultural backgrounds and beliefs, and different backgrounds/personalities.

The recruitment process (and Rota management) within the home ensures that there is the required skill, experience and personality mix to meet the individual and charismatic needs of the children. All our staff are great role models for our children, and we allocate keyworkers to the child based on who we feel they will match best with.

**Staffing Structure**

Director/s

Responsible Individual

Operations Manager (Placements)

Registered Manager

HR Compliance Officer

Deputy Manager

Senior Residential Worker

Residential Worker x3

**Recruitment and Retention Strategy Outline**

Silver Line Homes work within the following principles in relation to training and development;

* Training is the process of developing staff to an agreed standard of competency so that they have the knowledge and skills to carry out their role and tasks.
* A planned programme for the training and development of staff is essential to ensure good practice and the provision of a quality service for children in our care.
* Without a skilled, committed and well-trained staff team, the service cannot possibly succeed in its aim to provide high-quality care.
* Silver Line Homes’s staff group is our most significant investments in achieving our purpose. Once the service has recruited competent, experienced and qualified staff it is also essential to keep their skills up to date.
* Training should not only motivate staff, but also encourage their co-operation, imagination and personal development.

All staff receive appropriate training to equip them to meet the assessed needs of the children that we care for, as defined in their individual care plan. All training is regularly updated, and staff receive refresher training so that their working practices are kept up to date.

Staff are required to take part in all the training that is essential to perform their roles effectively and competently. This includes full-time, part-time and bank staff. The training is delivered in different ways in line with individuals’ training assessments, which indicate their preferred and most effective ways of learning.

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| --- | --- | --- | --- | --- |
| **Induction Training**  ***(within first month of employment)*** | | | | |
| **DAY 1** | **DAY 2** | **DAY 3** | **DAY 4** | **DAY 5** |
| * Intro into organisation * Understanding Silver Line Homes values, ethos and professional boundaries * Key working, whistleblowing | * Understanding effective behaviour management | * Developmental Trauma and PACE, Communicating with children in crisis * Assessments and Interventions | * NFPS (National Federation for Personal Safety) | |

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| --- |
| **Mandatory Training** |
| **ONLINE *(Must be completed within first work of employment)***   * Safeguarding / Child Protection * Food hygiene * Health & safety * Child exploitation * Raising awareness of trafficking & modern slavery * Equality & diversity * Awareness of child-on-child abuse * Prevent * Bullying |
| **EXTERNAL / FACE TO FACE *(Must be completed within 3 months of employment)***   * Medication training & assessment * Emergency first aid at work * Fire Marshal * Ligature Training |

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| --- |
| **Specialized Training** |
| **ONLINE MANDATORY *(Must be completed within 6 months of employment)***   * FGM * The prevent duty * Online safety * Raising awareness of LGBT * Looked after children * Mental wellbeing in YP * Safer recruitment (DRM and RM ONLY) |
| **NEEDS LED *(Management to clarify what specific training is required)***   * Substance misuse * Overcoming loneliness * Harmful sexual behaviour * Autism Awareness * Understanding Diabetes * Understanding Epilepsy * Understanding Asthma * Understanding Anaphylaxis * Dyslexia awareness * ADHD awareness |

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| **REGULATORY QUALIFICATIONS**  ***(After 6 months in employment)*** |
| Diploma in Children’s residential workforce – Level 3 – *Required for all Care staff*  Diploma in leadership & management – Level 5 – *Required for all Deputy and Registered Managers*  Safeguarding level 3 - Designated Safeguarding Lead |

|  |
| --- |
| **ROLE DEVELOPMENT OPPORTUNITIES** |
| **RESIDENTIAL STAFF**   * Understanding your role & responsibilities * Effective report writing. * Effective shift planning & understanding the function * Understanding looked after child. * Managing the environment * Key working in practice. * Incident management & debrief * Missing from care management. * Using the intranet * Pathway Planning & Supporting independence * Supporting education (SEN/EHCP’S) * Care planning/risk assessing process * Rewards & consequences (Effective incentives & behaviour modification strategies) |
| **LEADERSHIP & MANAGEMENT**   * Effective reflective supervision * Managing staff (conflict & difficulties) * Informed decision making * Leading & managing a team of people (difference between L&M) * Accountability & task management * Rota management * QA * Procedures/managers monitoring. * Overseeing key working & care planning * Effective debriefing * Admissions, discharge, and transitions of placements * Regulation 40 process * Reg 32 – monitoring and reviewing staff performance (induction, probation, supervision, and appraisal) * Implementing policy & procedures. * Regulatory frameworks (QS, children’s regs, SCIFF) and implementing frameworks into practice. * Mentoring & coaching new staff & existing staff development |

**Career Progression**

Silver Line Homes have developed a career pathway plan as part of our Recruitment and Retention Strategy and relates to all children’s residential home staff. It aims to provide clarity about the criteria and processes to be followed in order for residential workers and Managers to progress between: -

Level 1 – Senior Residential / Team Leaders

Level 2 – Deputy Home Managers

Level 3 – Registered Home Managers

It is important that we do not view ‘career progression’ as simply a process to be ‘got through’ or as a tick box exercise. We believe it is important that we, (both employer and worker), take every opportunity to embed good practice; broaden skills and knowledge and evidence our good work as children’s social care professionals.

We are serious about developing, supporting and encouraging our staff to be the best Children’s Home practitioners they can be, and this process seeks to support that commitment. We also want to ensure that we have talented individuals ready and willing to apply for our managerial and advanced practice posts in new homes that we aim to open. Our commitment is to provide good quality practice placements for new residential care workers, and a framework for continued development and learning for Residential Home workers who wish to progress in their Children’s social care careers.

1. **CARE PLANNING**

**ADMISSIONS AND REFERRALS**

We provide residential care for children between 11-18 years old, after an initial enquiry by telephone or email, the senior management of the home will request further information about the child to enable a decision to be made regarding offering support or a placement.

The criteria for admission include;

* Young Person of any gender
* Aged between 11-18 years old
* Referred by a Local Authority
* Require medium or long-term support
* May require same-day support as an emergency

**Admission Process**

1. Once a decision has been agreed between Silver Line Homes and the placing local authority, arrangements will be made for an assessment to be carried out within the designated timescales. In this assessment, we consider the needs of the child and match them against the children that are currently in home.
2. Silver Line Homes will give priority to how and if we can meet the needs of the referred child. We will always use home matching where possible to avoid any disruption to current children.
3. When an offer is made, and all parties accept it, arrangements will be made (where appropriate) for the child to meet with their key support worker (and visit the home and/or have an overnight stay to see how they feel about living at the home).
4. Prior to beginning the care plan, staff will gain information into the historical background of the child and their preferences in several areas; this will feed into the child’s Pathway plan.
5. All children are provided with a Children’s Handbook, and staff will explain the information contained within.

Silver Line Homes do not have an Out of Hours service and only consider referrals during regular office hours.

The final decision for the placement of a child will be at the discretion of the Registered Manager. This will be based on completing the Pre-Admission documentation, undertaking consultations with professionals around the child’s case as well as considering the if the child’s needs can be met without impacting the current residents within the home.

Following the admission of any child to the home, the Registered Manager is expected to complete a Reg 41 Placement Notification form that is emailed over to the designated person/department within the Host Local Authority to inform them that a Looked After Child has moved into the home.

This process is also followed once a child moves from the home. The written notification includes the following information:

* Child’s Name and Date of Birth
* What order the Child is accommodated under
* Contact details of the placing authority, social worker and IRO
* Details of any statement of educational needs for the child and the LA that maintains the statement.
* Date of admission
* Date of Discharge
* New address details of where the child has moved to upon discharge

These are all required under revisions to Regulation 41 with immediate effect.