



Statement of Purpose Elmfield House



Home Manager/DSL: Mrs Mzamomuhle Mawhassa
R I: Mrs Fiona Muddle
Deputy Manager: Mr Seth Lockton
Directors: Mr Dale Mordlock and Dr Aida Lockton

Introduction

Elmfield avenue is situated in the Stoney gate area which is on the south-east side of the city some two miles from the center, Stoneygate is a mainly residential suburb characterized by its large Victorian houses. It straddles the London Road which connects Leicester with the town of Market Harborough and was formerly the main route for horse-drawn carriages between Leicester and London. It gives its name to Stoneygate ward, which also includes parts of Evington Valley and Highfields, whilst the south-eastern parts of Stoneygate are counted in the Knighton ward of Leicester City Council.

Elmfield avenue is well-provided with its own local amenities. In addition to the medical practice on Springfield Road and the St John the Baptist Primary School on East Avenue, there are several private schools (including Montessori), nurseries and dental practices. Stoneygate also has a wide variety of fashionable shops and boutiques on Allendale Road.

Leicester's London Road railway station is a fifteen-minute journey by bus, car or taxi. Arriva Midlands operate Sapphire routes 31/31A/31E along the main London Road with buses up to every 10 minutes into Oadby and City Centre.

Centre bus operate the **UHL Hospital Hopper** services connecting with Leicester Royal Infirmary, Glenfield Hospital and the Leicester General Hospital, it serves a stop on Stoughton Road.

Aims and objectives

The diversity of all children and support staff is valued by Ortu specialised home and they are continually striving and promoting this through person centered care. The recruitment, assessment, and approval of all staff is focused on providing a range of skills which are able to meet the diverse needs of the children referred to us.

Ortu will ensure that it will be financially viable for the purposes of achieving the aims and objectives set out in the statement of purpose. Adequate accounts will be maintained and a copy of these accounts will be provided by a certified accountant and the Financial Director within the company.

To ensure our accommodation meets the needs of the children, Ortu specialised home provides risk assessments, health and safety checks and audits, fire safety risk assessments and guidelines, emergency lighting, policies, floor maps, emergency exits and trained staff.

What we do best – The home will go through a careful ‘matching’ process before we take new children into the home. Sometimes we may take months to find the right match for our home. Children are admitted if their profile is compatible with the other children who live in the home. Additionally, we engage with our children to have meaningful discussion about who they think would be a suitable new young person for the home. Once the process of admission has been started, we begin to prepare our children for the changes to come.

If the home receives an enquiry regarding a new referral, then the manager will consider if the home is an appropriate placement. If so, the Home Manager will speak to the social worker and parent/carer and visit the child if possible. If a placement is offered the child will be offered a visit to the home and, ideally, a transition period will be planned to support the child’s move to Elmfield House.

The home may consider taking an emergency admission. In this case the Home Manager will do this by trying to gain as much information about the child as possible before admission to determine if we can meet needs and, if the home is an appropriate placement, to ensure that there is a robust team of adults in place to support the new young person on placement. We will also take the time to talk it through with our children. As soon as possible the home manager and home team will try to find out as much further information as possible about the child in order to meet his/her needs. In all cases a review meeting will take place within 72 hours after placement and review meetings will follow the statutory guidelines thereafter. Except in times of crisis, most of our children will leave Elmfield in a planned way.

Young people will go onto an independence plan and will be prepared in advance for changes. Our children who move on will be welcomed back to visit Elmfield and, maybe, to come for Sunday dinner as a family member who is moving on. Also, all of our children are encouraged to paint a picture which represents them, and this can be placed on the wall.

Ortu specialised home are here to make a lifelong and lasting difference to young people's lives.

Elmfield House will provide residential care to children and young people, aged 11-17 years old.



Our Proposal is to enrich the lives of children in our care by helping them to overcome their difficulties, fulfil their potential and achieve the very best outcomes. Ortu Specialised home Ltd recognises that Education and Social Care are intrinsically linked, and we offer bespoke educational packages for our residents. Gaining recognised qualifications builds confidence and enhances our young people's career choices and job prospects.

Elmfield House uses PACE, the Secure Base Model and the Therapeutic Community Model as the foundations to approaching behavioural management and caring for young people. The staff are also trained in behaviour de-escalation, which is delivered by Intelligensa. All staff hold up-to-date certificates in this.

The Ortu Family – Elmfield House

The home is managed by the Home Manager, Mrs Mzamomuhle Mawhassa (Maz) and is supported by the deputy Mr Seth Lockton.

The Elmfield Family provides twenty-four-hour day to day care for the children in the home working in three teams of at least two adults including one senior or shift leader for each shift.

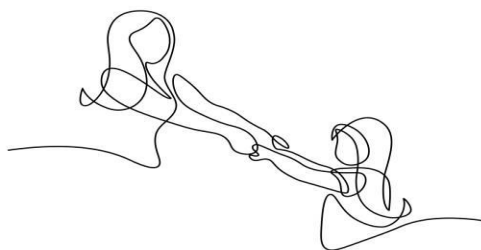
To achieve these objectives, we believe that children require:

- A care environment that is safe, stable, nurturing and non-judgmental.
- A care team who are understanding and compassionate.
- A team that has informed approaches to the development and implementation of therapeutic care programmes to meet individual needs.

At Elmfield house we will:

- Ensure young people's voices are heard
- Set out when a young person can take part in various activities
- Make sure children have access to education and independence skills
- Provision for children having a safe home
- Provide support for who need to leave home
- Make sure children are safe if they decide to get a job
- Make sure young people's personal information is safe.

Details of Children to be accommodated at Elmfield House:



Elmfield House is to accommodate up to four young people with diverse needs between eleven and seventeen on admission.

However, should the needs of a young person dictate a need for extension of placement after the age of eighteen, and providing this is no longer than a three-month period, and provided the needs of the other young people are not compromised in any way, then this can be provided.

Elmfield House in accommodating young people out of this age range, will assess if this will have a negative impact on the other young people accommodated at the home and that the home clearly retains the essence of a children's home.

Elmfield House is able to offer placements to young people with a learning disability and associated complex needs i.e. Autism or challenging behaviour. The home can offer planned, emergency and respite placements which will be considered dependent upon the needs of the young person being referred and the compatibility and needs of the resident group.

Elmfield House's main client group will present with learning, dual and complex needs, challenging behaviour and those on the Autistic Spectrum and our staff are trained or have lived in experience in supporting these needs. Continuous CPD is offered and reflective practice on offering summative support and reflection is offered on a monthly basis or weekly if required.

Admission criteria including emergency admissions:

The process for admission to Elmfield House is as follows:

- Social worker/placement officer phones to enquire about vacancies.
- Discussion follows regarding the appropriateness of the referral with regard to the needs of the individual and compatibility with the current resident group.
- Social worker/placement officer completes referral form and provides supporting information (history/ recent review reports) for the children's home. Elmfield House relevant documentation including the Statement of Purpose, most recent inspection report, and information on the service we provide.
- On receipt of the referral form and other paperwork, further discussion will take place with the placing authority. A preliminary visit will be organised.
- An initial visit will take place, and further discussions will take place between Elmfield House, the current resident group and the young person being referred.
- Assuming everything is satisfactory, funding for the placement will be agreed along with timescales. This may involve overnight stays etc.
- A bedroom will be prepared with posters that reflect the interests of the new young person. All current residents will be encouraged to welcome the new person.
- The young person will meet their key worker and be given an induction to Elmfield House. The children's guide will be discussed with the young person/Social worker and the house rules will be explained.
- The complaints procedure will be explained to both the young person and their family, and information made available regarding advocate services.
- The young person will be registered with the local doctors, dentist and opticians, preferably within the first 2 weeks health checks will be completed. Where possible links with the young person's current health professionals will be maintained.
- A review will be held in the first month of placement (72 hours if an emergency placement), then within the next three months. Commitment to visit will be agreed with the social worker and other people significant to the young person's welfare.
- Reviews of placement plans will then follow no less than six monthly/or as and when necessary. The home will review their internal placement plan and risk assessments on a more frequent basis.
- Elmfield House will take emergency admissions and offer respite care, provided this is not to the detriment of the young people already in place. As far as is practical, as much preparatory work identified above as possible and will be put in place for the emergency admission to ensure the best possible start to the placement. The placing social worker will complete the LAC forms within 24 hours of an emergency admission.

In addition, although a matching assessment is put in place to ensure appropriate, safe and child centered matching, our children within the home all have a say in the new member of the family whom might be arriving within the home. The children are encouraged to plan for the new member's arrival, discuss any fears, concerns and likes and dislikes. These discussions are taking with high regards as they all form part of the matching process.

Arrangements for religious instruction



Staff at the home acknowledge and value diversity. They are committed to promoting and respecting each young person's religious beliefs.

Early identification of a young person's religious needs at the Placement Meeting stage, will enable the identified key worker to research appropriate support for the young person. Dietary needs, times for prayer, spaces to worship etc. will all be discussed and every effort will go into ensure the young person can continue to practice their faith in the way they choose.

It is possible that, for some young people living within the care system they have lost touch with their religious heritage. We believe that all young people should have the opportunity to rekindle their faith, if they so desire, without fear of prejudice from others. Staff will be vigorous in their determination to promote the young person's rights in this regard and use Holy Days and Saints Days to positively promote the young person's faith to other residents in the Home.

Cultural food, theme nights will be offered and conversations around meal times will offer the other young people an insight into other religions.

How do we work?

Ethos - Our uniqueness stems from our values, ethos and attitudes.

Elmfield House is an exceptional home. This is a home where children and adults feel a genuine sense of belonging. We do not consider ourselves as a residential children's home, but rather as a home where children belong and where we all feel part of the family. We tell our children that we love them, and we miss them and hold them in mind when we are not at Elmfield House.

We do not say that staff members are coming to work, but that they are returning to the Elmfield House family. The adults at Elmfield House are genuinely fond of the children and we all take time to be with them and to listen.

We advocate for them and will source an independent advocate if we feel that they need one. If our children feel down or need comforting, we will offer a hug.

The ethos of the home is to promote children's rights whilst supporting them to develop a sense of personal responsibility to themselves and to others. Conversations are continually held with our children to reinforce their thinking about rights and responsibilities and reparation models are used with children to develop empathy and understanding.

Our aim is to provide a therapeutic environment so that children can learn to trust and to redress some of the difficulties that they have experienced in their earlier lives. We work using a model of mind-mindfulness, PACE and DDP, led by our psychotherapist and we have an embedded therapeutic

approach.

Communication – We do not pay ‘lip service’ to the concept of ‘the voice of the child’ Central to our work is the skill of listening to the children and guiding and supporting them to advocate for themselves. If the adults are discussing things which need a decision or require choices, we ask the children their opinions and we are led by their ideas.

Children have a choice in the appointment of new family members (staff) and participate in interviews and are encouraged to give feedback to the adults at all levels.

We are open and honest with our children, whilst dealing in a sensitive way with information which may be hurtful for them.

Children who feel that they have a complaint or grievance are encouraged and supported to fill in the children’s complaint’s form. Parents/carers and other adults in the child’s life may also wish to lodge complaints or to raise a concern on behalf of the child. The home manager takes all these seriously and rigorously follows up on any complaints raised by the children.

The Home Manager have an open-door policy with the children and spend quality time with them to demonstrate that they are valued.

The adults communicate and share information which is vital to the smooth running of the school and home and to the understanding and promoting the well-being of each child.

Key working.....

“Each child’s Placement Plan is monitored by a key worker within the home who ensures that the requirements of the plan are implemented in the day-to-day care of that child.” National Minimum Standards 2011

During the assessment and introductory stage, each young person will be allocated a key worker. The Manager will decide as to allocation of the key worker, taking into account factors such as the age and gender of the young person, the skills of the staff member in relation to the needs of the young person, and the wishes of the young person. The key worker will be the main (but not exclusive) point of contact for the young person in the home and will advocate on behalf of the young person. Where possible the key worker will work continuously with the young person throughout their stay.

The key worker will be responsible for ensuring that a placement plan and risk assessments are completed, reviewed and updated, reports are compiled, relevant professionals are engaged and a meaningful program of activities is available to the young person.

Consultation with young people can be formal and informal some of the ways consultation will be carried out are:

- Children's and young person's meetings, which will be held regularly and the minutes given to the Home Manager/Deputy for their attention.
- The children and young people will be made aware that they can discuss any issues with any staff member throughout the week, if the need arises.
- They will have access to complaints forms at all times and a complaints box will feature in the home, so that they can share their views in private.
- LAC reviews - young people will be consulted for thoughts and ideas and asked to attend
- Placement plans - young people will be consulted in creating placement plans.
- Placing authorities, children and young people along with their families will be consulted by the home when any changes to the operation of the home are made. Regular contact will be maintained with placing authorities.
- Ortu will employ an advocate or translator should the need arise.

Arrangements for consulting children about the running of the home

Contact Arrangements

All children will have individualised contact agreements as per their care plan, legal status and risk assessment, and these will be facilitated by the home.

All young people are provided with practical support and encouragement to have contact with family members, friends or other important significant people in their lives, provided that these arrangements have been discussed with the placing authority, detailed in the care plan and are safe for the young person to have contact with.

Due to our beliefs and ethos of each child being unique and therefore everything we do must be in the child's best interest and centered around the child, The home promotes and facilitates all contact (to suit needs and wants) whether this be via telephone, visits, letters or electronically. Staff will ensure that contact is arranged and facilitated in the manner most appropriate and responsive to the needs of the young person. Regular communication with placing authorities regarding restrictions (old or new) will be evidenced and recorded.

“Children can take up issues in the most appropriate way with support and without fear that this will result in any adverse consequences. Children receive prompt feedback on any concerns or complaints raised and are kept informed of progress.” National Minimum Standards

Complaints and Grumbles

We at the home endeavour to ensure good practice in dealing with concerns and complaints to improve our service to young people, their families, and local authority's that have commissioned our service.

Within the home, there several signposting visuals on how to complain anonymously or directly with no fear or shame. There are suggestions boxes and complaints boxes within the home with clear leaflets on hoe to do this and the process. The Ortu family encourages complaints and is discussed with eh children as a way to grow and develop where there might be lacks in knowledge or other serious concerns.

Young people will know how and feel able to complain, without fear, if they are unhappy with any aspect of the home. Any complaint is addressed seriously and without delay, a complaint will be fully responded to within a maximum of 14 days, and children and young people are kept informed of the progress.

Young people are made fully aware of the complaints produced on entry to the home. Complaints procedures and forms are displayed on the young person's notice board and each child will be given a young person's guide explaining how they can complain.

All complaints, whether made verbally or in writing, are recorded on Complaints Forms and kept on the young person's case file as a formal record, available to the young person, their social worker and Ofsted.

The home will support young people to access an independent advocate, to enable them to have someone autonomous to engage with and inform them of their rights.

Within the home, there are posters and leaflets with information on services available to support young people (e.g. Children's rights, NSPCC etc.), should they need or want to seek advice away from the team within the home.

If a child or young person wishes to raise a concern with an outside professional the following contact details are made available to them-



OFSTED contact details - OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD 03001231231

Children's Rights Commissioner – Sanctuary Buildings, 20 Great Smith Street, London. SW1P 3BT. 0800 528 0731

Their social worker or IRO – details of which are kept on file and accessible to them

Anti-discriminatory practice and children's rights

Staff at the home recognise and acknowledge that all young people have both general needs as a developing young person and specific needs as an individual with a unique personal history and culture. The home is opposed to discrimination in any form. To this end the staff team is instructed to work vigorously to prevent discrimination on the grounds of race, colour, nationality, ethnic or social origin, language, culture, gender, sexual orientation, age, religion, disability, political or other opinion, birth or status.

Staff are committed to maximising the young person's potential. Any discrimination by young people or adults, no matter how subtle, will be challenged. Should staff witness any discrimination towards any young person by another member of staff, they will be expected and encouraged to challenge this and raise this with the Manager. Should this involve the Manager, the employee should raise this with a Senior Manager, the Registered Provider etc. Staff are also made aware of the whistle-blowing policy and of Ofsted as a route for complaints. Staff are encouraged to promote the rights of young people who may wish to make complaints by assisting them in whichever way the young person wishes, including assisting the young person to frame the complaint and pass on that complaint to the appropriate body.

All young people have the right to

- **To be heard and to exercise choice.**
- **To be treated with dignity and respect.**
- **To have appropriate education and leisure time.**
- **To be protected from harm.**
- **To receive individual and appropriate care that is suitably risk-assessed**

Staff at Elmfield House and within Ortu Specialised care will actively promote and advocate for care plans to be drawn up and carried through to meet each young person's educational, religious, cultural, linguistic and dietary needs.

In all cases decisions will be made that promote the best interests of each individual young person over and above any interests of the company.



Fire and Emergency Procedures



Positive steps are taken to keep young people, staff and visitors safe from risk of fire and other hazards. The home has planned responses in the outbreak of a fire.

Procedures

- In the event of a fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire. The alarm must be raised and 999 immediately called.
- All employees are empowered to take action if they believe there is a fire. No authority should be sought from any other person.
- The home does not require people to extinguish a fire, but extinguishing action may be taken by trained people if it is considered safe to do so to aid a safe evacuation.

Prevention and Safety



- If anyone considers that something or someone poses a fire risk within the premises, this is reported at once to Management.
- Fire risk assessments are in place, which are reviewed regularly.
- Ventilation grills and electrical equipment is not obstructed.
- Fire escapes, fire exits, or any fire related equipment are not obstructed and are checked regularly.
- Fire doors are not propped open
- Fire extinguishers are not moved from agreed place.
- Young people are spoken to about fire safety issues including what to do in the case of a fire being discovered and where to assemble in the event of a fire. A fire drill is practised on admission and then each month.

- The home provides fire safety training to the young people in a format that is easy for them to understand. The evacuation procedure includes the use of a 'Fire Box' to alert young people what room the fire is in so that they can practice evacuating the home by various routes.

All emergency evacuation procedures and fire precautions will be explained to all young people and visitors upon arrival, as per Ortu's policies and procedures.

In the event of any other emergency, the appropriate people are to be informed and procedures to be followed.

Empowering children –

We also support children to develop their physical skills and to become more aware of city and the countryside risks such as negotiating brambles and nettles. We are committed to keeping the young people safe whilst encouraging them to explore and develop skills and values which will help them to make positive choices and grow. Furthermore, our children are involved in discussions about their own safety and risk management which gives a sense of belonging and the feeling of being listened to.

Health and Wellbeing- this is an important part of what we offer our children and forms based of our ethos. Our children are listened to and are supported in being individuals. In order to do this, we work collaboratively where possible with parents and other family members in order to create strong family links and to develop a knowledge pool of each child such as likes and dislikes, wants and desires, soothing techniques and keys events, dates and triggers. We also work with external agencies such as CAMHS, turning point women center, YMCA, the Laura center and the Afro Caribbean center in order to support health (physical and mental) and wellbeing. We offer guests speakers to the home whom come and discuss LGBTQAI+, cultural diversity, wellbeing, meditation, physical activities, crime prevention, drugs and alcohol awareness.

A brief Spil about us....

The Founders of Ortu Specialised Home come with a vast range of experience and qualifications within education and the social care sector. Having worked with children for many years, their expertise and drive for this new set-up is authentic and very close to their hearts.

The founders have had a vast amount of experience in dealing and working with children and young adults that present with having special educational needs and diagnosis of autism, ADHD and FASD. Dale (Director) also comes with a vast knowledge of mental health and substance misuse. They, as well as staff are also trained in self-harm, trauma and safeguarding, with all staff having completed

mandatory training.

Dr Aida Lockton has an ADHD diagnosis and is very aware of the struggles that autism can present in children and specialises in Neurodiversity and assessments. Dr Aida Lockton, initially trained as a University lecturer, went on to work SEHM units and as a consultant within mainstream school in supporting schools to develop inclusive teaching hubs for children with SEMH and EBD concerns. She has worked in several children's homes and supported living accommodations where she was able to support the staff with independence, education and mental health support. Following on from that, she has worked in Residential schools where she has developed bespoke teaching provision for children with SEN and SEMH whilst being a Lead Curriculum coordinator. Aida comes with over 20 years of experience in care and education and has qualifications in teaching, lecturing, Nurture practitioner, ELSA, emotional literacy, SEND diagnosis and SEMH.

The Directors are committed in delivering excellent leadership and are passionate about caring for and enabling children to develop and thrive, where they promote a working environment whereby hard work and dedication is highly valued and recognised.

Ortu Specialised home has access to a variety of Consultants, including a psychotherapist, SENDco, Occupational Therapist and practitioners to support Emotional Literacy, well-being and mental health.

Weekly meetings, Reflective practice sessions. MDT alongside daily handovers inform the staff about what needs the residents have, and how they are supported within these. Ortu considers communication between its team extremely important and are aware that every team member needs regular and up-to-date training. They carry out regular supervisions and are aware that the mental health of their staff is also paramount in order to carry out the demanding roles of supporting the young people. Elmfield house staff uses Clear Care database to ensure evidence and reporting procedures are adhered to and these details can be accessed securely.

The Achievements of our children – When the children at the home have made enough progress to feel safe and this is evidenced by the fact that they don't lock their bedroom doors out of choice. We do not have alarms on the door as we believe in freedom otherwise directed what social workers and other professionals and this also applies to any of locking doors.

Our children are encouraged to participate in a rich diet of extracurricular activities individually and as a group, depending on their needs and interests.

We celebrate every bit of achievement by our children so that they feel valued. We also seek out opportunities for our children to achieve outside the home.

We have high aspirations for our children and we support them to achieve.

We have celebrations boards in the home and school and every step of achievement of each child is noted and recorded.

The staff team at Elmfield House comes with a vast pool of knowledge, experience and skills:



Our Home Manager – Mzamomuhle Mawhassa (RGN) NMC comes with vast experience in both physical and mental health. She managed homes with residents requiring behavioural, medical and palliative care support. Maz has a passion for nurturing people and leading a staff team that understand compassion and excels in empowering young people and staff. Maz is a qualified nurse and has developed a great knowledge skill pool in the field of training and developing staff in bespoke training such as health, nutrition, medication handling and first aid. Her understanding of child development, substance misuse and human behaviour is quite remarkable.

Ortu R I – Fiona Muddle has 25 years' experience in working with young people who have been placed in her care. Fiona started her career working in young people's psychiatric hospital in Scotland, then a senior manager in young offenders' prison in England before embedding into residential children's care as Management, Consultant and R.I

Our Deputy manager Seth Lockton comes with a wide developing range of experience in education, sports, health and social skills. Seth comes with deep understanding of lived in and personal knowledge of neurodiversity and SEND. Seth has worked in both supported living and children's home where he has developed his own style of management and brings an expertise in care and child development.

Our team leaders come with experience within care, working with children within the community, Wellbeing experience, educational experience, mental health qualifications, coaching, life workshops (electric, plumbing and carpentry) and leaving care qualifications. They specialise in wellbeing and coordinating activities.

Our Care and support staff comprises of a team full of energy, transferable skills, experience in care and community youth work, coaching qualifications and some also come from a care background themselves. The team offers a unique mix of varied age range which is important for our children as they all bring a uniqueness to the team.

Ortu offers a team of 21 fantastic individual whom are keen to support and care for the children who will be residing at Elmfield house and calling it their home.

The children at Ortu will also have accessed to fully registered mental health and SEND professionals to

support them with their needs.

Ortu aims to provide a place of safety, nurture and wellbeing within a trusted environment. They have an extensive large team of professionals and practitioners that aim to meet the individual needs of each young person, enabling them to flourish and recognise their potential, within the safety and stabilisation of a family environment.

Ortu staff are fully informed by both the Fundamental Standards and the Ortu Home Regulations and Quality Standards and will ensure that all the Ortu team are adhering to these and updated with changes. They also recognise the importance of regular training and pride themselves on a team that is well-informed and equipped to deal with the needs of the children and children they care for.

Good health – Each new child is allocated a ‘home guardian’ who is responsible, under the home manager, for the child’s records, ensuring that medical appointments, meetings and visits take place in time recoding direct work sessions, and to advocate for the child.

When children move into the home they are registered at the local GP surgery, dentist and opticians in accordance with the wishes of the local authority social services and/or parents/carers. The local LAC nurse for Leicestershire works with the children on any health issues, the LAC medical, sexual education and drugs and substance abuse issues. Records are kept of all medical appointments and feedback from these appointments is kept confidentially in the pupil’s individual files. These records are made available to relevant professionals and/or parents if appropriate. Children’s health is monitored and medical appointments when required. If these appointments do not lead to improve health for the child, further appointments will be made, with alternative healthcare professionals if possible.

The organisation has engaged a part-time psychotherapist and speech and language therapist, and, if the local authority requests therapeutic provision this will be arranged as requested.

Children are encouraged to have a healthy diet. Elmfield is a home that prides itself in home nutrition and cooking. The adults and children make all it meals from scratch with natural produce. They help children to learn how to cook using only basic ingredients to enhance life skills and as part of independent living skills.

The adults also engage with the children to do regular exercise this is where, numerous activities are put in place to support physical exercise and outdoor engagement.

Ortu aim to provide a place of safety, nurture and wellbeing within a trusted environment. We have an extensive large team of professionals and practitioners that aim to meet the individual needs of each young person, enabling them to flourish and recognise their potential, with the safety and stabilisation of a family environment. We are fully informed by the CQC Fundamental Standards, ensuring that all of the Ortu staff team are adhering to these and are updated with relevant and compulsory regular training.

We believe that unconditional positive regard is the most powerful tool for change and we adopt this mechanism throughout the company.

Ortu’s Objectives Through its Placements are to:

- Meet the day-to-day needs of all young people, to keep them safe from harm and neglect, and from physical, emotional, and sexual abuse.

- Contribute positively to planning for young people, thereby improving their life chances and opportunities.
- Work with the children and any relevant voluntary and statutory organisations around the young person.
- Offer support and guidance to our children in education or employment.
- Encourage, and provide the means for, a healthy lifestyle.
- Raise awareness of health care matters in the young person.
- Give support and guidance to children through the difficulties and experiences of their adolescence.
- Respect an individual's identity and accept and support the children with their culture and heritage.
- Support children in preparation for permanency and/or independence.
- Encourage our young people, according to their age and understanding, to participate in planning and decision-making affecting their lives.
- Listen to what children say, to help them achieve positive outcomes.
- Improve the level of care provided by Ortru through active consultation with staff and young people.
- Provide Careers, advice and guide following the Gasby's benchmark.
- Promote work related learning and accessing work experience.

All children will receive support with:

- Hygiene routines
- Maintaining a clean and safe living environment
- Food preparation and healthy eating
- Food and grocery shopping and budgeting
- Joining and attending leisure and health activities
- Accessing and registering with health services
- Healthy relationships and safe sexual health
- Education, training or employment
- Family contact
- Taking care of their emotional and mental health
- Religious and cultural needs/preferences
- Reducing substance and alcohol abuse
- Safety and self-harm reduction
- Appropriate conduct and behaviours/reduction of offending behaviour
- Managing emergencies
- Socialising and community integration
- Attending appointments
- Independence skills development
- Bill payments, banking, savings and money management
- Obtaining independent accommodation and accessing a tenancy
- Self-esteem and confidence in order to reach their full potential
- Support with attending legal appointment regarding criminal matters

In order to offer these life empowering support to our children, we ensure and offer a broad qualitative training (in house and external) to our staff team where lived experience is discussed and reflect and addresses the needs associated with these conditions.

People we work with – We are committed to caring for our children and will always try to guide them to make positive choices and grow to responsible and independent adulthood. The children are supported to make positive relationships with adults who work with them in the home and school.

Where it is possible, young people are encouraged to participate in social activities which enable them to begin to form appropriate peer friendship groups in addition to the home peer group. As responsible parents would, staff members monitor these relationships to ensure that they are positive and 'normalising' for the young person and invite suitable peers to visit our children at their 'Elmfield' home. We try to build positive relationships with the parents/carers of each child so that they have a sense of belonging to Ortu wider family and so that we will work together to look after the young people, to keep them safe and to guide them to thrive. Visitors are welcome to visit the home socially, to attend meetings involving their child as well as to join us for days when we get together to celebrate the achievements of the children and young or just to enjoy ourselves such as having a picnic, open days, a BBQ or special outings. To facilitate these events and keep our children safe but above all seen, we work as a team to put in place specific strategies for involving families in care planning and decision-making processes of how they feel visits should be conducted within the home, what they would like to happen and how the care of their children should be organised.

We also offer weekly reports to our parents, pictures and written messages in order for them to feel included in the care of their children and development (this is based on each child as an individual and the care order).

We work openly with Local Authority agencies, the LAC nurse, YOT teams and CAMHs workers for the benefit of our children. The feedback from agencies is positive and we work closely through consultation and sharing of information and through the recording and reporting of important information.

Regulations – At Elmfield House we are required to be accountable to OFSTED and social services. We welcome OFSTED officials to come and visit and see our work with the young people.

As part of our accountability, we have a full set of statutory policies and procedures for the home. These are available in hard copy or on the website. The home manager have been trained in 'Safeguarding L5' and 'Safer Recruitment' and all staff members are thoroughly vetted before appointment and checks undertaken.

Once appointed, staff members have regular supervision with a designated line manager. Supervision meetings are structured to cover aspects such as staff well-being, practice issues and training and development. After an intensive Induction period, new staff members are supervised until both staff and supervisor are confident to move to regular supervisions. Experienced staff members who have been in the organisation for longer than one year are supervised as per regular time frame.

Home staff members meet monthly and discuss operation issues related to the home and safeguarding and share reflective practice. The home runs 'group chats' at least once a fortnight and young people are encouraged to participate fully in the meetings by having a say of the running of the home. All meetings follow an agenda and a minute taken. All records are kept confidentially.

Staff members are required to undergo regular training to meet statutory requirements and also for staff development.

A training matrix of all staff training, and qualifications is kept in the staff office.

We value the development of our staff team and nurture growth within the company and the home. Therefore, we ensure there is a clear protocol for staff development where regular supervision revisit training progress and gaps in skills, knowledge and understanding. During supervisions, we also look at the training matrix which is updated and sent to the H manger and SLTs on a monthly basis for discussion with staff. It is our aim that once passed probation period, that all staff are at least on a level 4 or equivalent apprenticeship path.

Should there be any evident gaps in training or skill, the manager will develop a clear workforce development plan which will be reviewed every quarterly.

For quality assurance, the home will enlist a Regulation 44 monitoring visits from an independent person every month where any issues are identified and the home addresses those issues. The feedback from our QA from Coventry and Gateshead Council Officers has been very positive and encouraging.

More about our children

Children from all cultural, linguistic and religious denominations are welcomed into the home. The home promotes tolerance and anti-discrimination by appointing a varied staff team and by modelling tolerance and understanding for each other. The staff team consists of members with different cultural, linguistic and religious denominations providing that they support and promote a culture of tolerance and respect for others. Staff members at the home actively seek to promote opportunities to participate in a variety of meals and cultural festivities, read material and watch TV programs of different cultures.

All of our children have comprehensive risk assessments which link to Individual Behaviour Plans with targets to support the child to develop socially acceptable behavioural patterns. The adults have conversations, (Direct work), with young people to discuss issues and behaviours and to encourage them to reflect on and take responsibility for their behaviour.

In addition to the weekly 'Group chats' in the home the children each are encouraged to use the suggestions box to write in to express their views.

In addition to the above, our children are encouraged to not only celebrate their own culture based on ethnics, gender, style, language but are also encouraged to follow the British values calendar which is based around the SMSc (Social, Moral, Spiritual and Cutural) which we have called "Spead the Happiness". This calendar incorporate many aspects of the British values calendar but also whom we are as human beings. Our children are able to celebrate or reflects on events such a religious festivals, charitable events, historical moments and so much more.

Finance (the important bits!!)



Young people have a clothing allowance, pocket money and an activities allowance. They are encouraged to undertake statutory activities according to their interests and will be transported by staff members when necessary and supported to engage in the activities.

While they are resident in the home the adults undertake comprehensive assessments of the young people. These assessments indicate needs and from these the adults plan the care of the young person to include educational goals as well as setting targets for social, emotional and behavioural development. These targets are used to plan progressively for the young person to develop positive behaviours, emotional resilience and social competence.

The children's budgeting based on children's needs follows a strict child's centred approach where each child is encouraged to plan for their budget, how they would want to save, spend and spread their budget within the month. Each child has a say on how their monies are saved or spent. This process is discussed during keywork sessions, daily activities and during family meetings.

Additional savings are also put in place for the children to ensure that when they do leave care or Elmfield, they have saved funds in place.

Protecting our children (our service) – We have robust safeguarding policies and procedures and the adults at Elmfield are required to undertake statutory, regular 'Safeguarding' and 'Health and Safety' training.

Our children are usually staffed on a 1:1 or 2:1 basis. All adults are trained in managing challenging behaviour and they work with young people in line with the home's Behaviour Policies. They support young people to make positive choices and work towards improve their behaviours. The adults monitor any incidents of bullying and make it clear that bullying will not be tolerated at the home.

The home tries to avoid the use of physical intervention and this is only used if someone is going to be seriously hurt or there is extensive criminal damage. The adults are trained to avoid using restraint and to learn to identify triggers and build-up of negative behaviours and to diffuse these where possible. Records of all incidents involving PI are stored in the child's file and made available to relevant professionals when requested.

Careful consideration is given to keeping the environment safe for the young people and consistent Health and Safety checks, including Fire safety checks are done to meet standards and to create a safe space for children to grow.

Complaints forms are available for children to access in the home and children are supported to fill out the complaints form if requested. Professionals and parents/carers are welcome to contact the home at any time if they wish to discuss any issues or concerns and the adults will make every effort to respond to any concerns raised by the adults in the child's life.

Arrangements for safeguarding children



Prevention

- Staff are trained in safeguarding and sexual exploitation, including identification of possible abuse and action to be taken in the event of suspicions being aroused.
- Staff operate in a contained environment and are able to monitor the actions of others at all times, whilst being aware of what constitutes both good and poor practice.
- All staff have been trained not to put themselves unwittingly into a situation where perfectly innocent actions may be misconstrued by a child or others. Warm and affectionate physical gestures are an important part of caring for a child but they should only occur in places where other staff are present and in situations and in a manner which is appropriate.

Reporting of abuse

If a staff member has a suspicion that any form of abuse is taking place, the matter will be immediately reported to a member of the senior management team. If the allegations involve one of the management team, then the matter will be referred directly to their line manager or to Ofsted. Staff are informed of the whistle blowing policy on induction.

If a child makes an allegation of abuse to a staff member, the person to whom it is made will record what is said accurately and immediately without leading the young person and should then inform the Manager without delay. He or she should make no further investigations at this stage but should ensure that the young person understands that they are safe and that they will receive no recrimination for their disclosure.

General

Only the highest possible standards are acceptable from members of staff. Any allegation of sexual or physical abuse will lead to a full investigation and, if substantiated, would lead to instant dismissal.

Such dismissal will be reported to social services, Ofsted and, if a criminal offence has been committed, to the police.

Action to be taken

The Registered Provider / Manager will refer all allegations to the child protection team and to the Local Authority of the child. The local child protection team will take the lead role in any investigation.

Elmfield House seeks to work closely and collaboratively with Local Authorities, Social Workers, CAMHS, other representatives and bodies. Also, as part of working in partnership, every effort will be made to work with parents, those with parental responsibility and significant others, to identify and meet the needs of the young people.

Ortu is committed to working in partnership with other organisations to safeguard children at risk and has developed robust policies and guidance for staff and support workers. All staff have access to the Companies Handbook and all policies and procedures through their Clear Care log in.

Education and development



Equality and Diversity

To achieve our mission of delivering excellent, responsive Child Care we must have an understanding of our young persons needs. It is clear that a 'one size fits all' approach is not the answer. We need to understand our diverse client group and have a focused approach for delivering quality services to meet their needs.

Elmfield House values diversity and is determined to ensure that all individuals are treated fairly, with dignity and respect. It recognises the importance of preparing all our children to live in a diverse, multiethnic society. It is committed to helping ensure that all Elmfield House Children's home:

- Are open to all
- Provide appropriate, relevant and accessible activities
- Provide a safe, supportive and welcoming environment
- Foster awareness about diversity and equality issues
- Stimulate discussion about bias and discrimination
- Learning from mistakes

- Ongoing reflection on one's own and others' difficulties
- Imaginatively thinking of new ways to work including exercises and activities
- Continually questioning and reviewing the process
- To support children's identity and sense of belonging
- To be conscious of one's own culture, attitudes and values and how they influence practice
- To support children to become comfortable with difference
- To confidently engage in dialogue around issues of bias and discrimination

Regulatory References

The Children Act 1989, Children Act 2004, and The Care Standards Act 2000.

Regulation 6. The quality and purpose standard – The provision of personalised, well intentioned care, with focus on respect and accessibility (within the home and community)

Regulation 7. The children's wishes and feelings standard – Children should be emotionally engaged with by staff and their wishes and feelings taken into account.

Regulation 8. The education and learning standard – Children must be making measurable progress in attending their individual academic potential

Regulation 9. The enjoyment and achievement standard – Children must be encouraged to take part in their creative intellectual, physical and social interests and skills

Regulation 10. The health and well-being standard – Children's health needs must be adequately met by available services and the children should also be encouraged to lead healthy lifestyles.

Regulation 11. The positive relationship standard – Children should be able to develop relationships based on mutual respect and trust and understanding regarding acceptable behaviour and positive responses to other children and adults.

Regulation 12. The protection of children's standard – Children must be actively protected from all harm and encouraged to learn to protect themselves as well. Each child personal risk factors should be thoroughly assessed.

Regulation 13. The leadership and management standard – Each home should have a "vision" and staff should demonstrate inspired leadership that encourages children to achieve, along with adequate individual coaching.

Regulation 14. The care planning standard – Care should be planned thoughtfully in a way

that ensures each child's placement is adequate for his or her individual needs and should include a customised transition plan.

How we achieve these standards:

- Statement of purpose – Keep up to date. Make it relevant to the home and the young people we have.
- Make the home as homely as possible – none – institutionalised, rooms are not locked unless risk assessed to be, decoration in good repair.
- Consultation – detailed young person's meetings, questionnaires, key working.
- Facilities – is the home fit for the purpose/ care needs? Independence needs extra cooking equipment/ storage.
- Religious beliefs – Educated about different religions. Menu/ clothing/ toiletries/ staff training can also help incorporate a new culture into the home.
- Young people's plans – keep them up to date, targets set that are achievable but challenging, risk assessments kept up to date and relevant.

The children's wishes and feelings standard

- Questionnaires for the young people on thoughts, feelings and suggestions
- Questionnaires and thoughts / feelings and suggestions sought from social worker, parents and any other significant people in the children's lives.
- Young people, social workers, parents etc... to read through and sign plans regularly to ensure they are fit for purpose. Document the consultation and what you have changed.
- Young people to have their say in LAC reviews. Get them to write down beforehand if too shy.
- Staff meeting to include feedback from young people.
- Children's councils to be encouraged and children to be involved in the recruitment of staff for the home.
- Engage young people with advocates that are external to the home which could give you better insight into how the young people are feeling.

The education and learning standard

- Education plans – highlight how outcomes can be achieved in and out of school.
- Current goals of young people – make them S.M.A.R.T targets.
- How can you as a home improve the learning environment? Computer and desk space in quiet area, invest in quality stationary...
- Use your skills / hobbies/ experiences and talents as individuals to inspire and teach

the young people.

The enjoyment and achievement standard

- Research local activities and events. Store this information in a folder that is presentable to the young people.
- Use displays that the young people will find visually appealing to advertise. You can get the young people to help you with these.
- Record all consultations with the young people – YP meetings, consultation records, questionnaires.
- Work with the young people on their self-confidence and social skills.
- Encourage healthy eating and exercise through educating and positive role modelling.
- Celebrate achievement – praise, certificates positive consequences.
- Where possible encourage the young people to be as independent as possible.

The health and well-being standard

- Encourage healthy meal choices and also meal choices from mother cultures
- Menus to be planned with the young people and the consultation to be logged thoroughly
- Health checks and appointments to be booked. Keyworkers should know the dates and due dates for these like the back of their hand. Encourage independence in this area when appropriate but monitor as a staff team
- Include young people in first aid training, food hygiene training, healthy lifestyle training etc...
- Use external agencies to promote development or for further advice to improve.
- Speak to your clinician for advice on the root of some behaviours and any behaviour techniques that could help.

The positive relationship standard

- Utilise staff meeting to have extensive discussions about behaviour management and 'best practice'.
- Use advice from clinician and any APPS that could help. Log the consultation.
- Use positive consequences to promote socially appropriate behaviours and really emphasise successes
- Contact local agencies such as police/ youth offending to speak with young people proactively. Best for young people to learn about their consequences of their behaviours before it's too late and they have a criminal record
- Encourage as many extracurricular activities as possible to promote healthy

relationships outside of the home and education.

The protection of children's standard

- Ensure that all risk assessments are up to date and are relevant. This does not always mean adding to them, sometimes things can be taken out if they are no longer a risk
- Share risk assessments with local authority.
- Complaints of bullying need to be investigated and dealt with thoroughly.
- all visitors to the home need to be I.D verified and logged in and off the home
- documentations of incidents and follow up work – Be very thorough and think of any possible thing you can do to ensure that the children are safe and that this will not happen again
- Fire safety – all staff and children should be made aware of fire safety. Involve the children in the fire training.

The leadership and management standard

- Ensure a rota is in place that meets the needs of the home
- Daily log and hand over need to be factual and thorough
- Supervisions and appraisals need to be consistent. State developmental goals and have a good line of communication
- Staff meetings need to be regular and incorporate the needs of the home. Consolations from the young people to be discussed
- Training to go beyond that of mandatory and be tailored to meet the needs of the home and current young people
- Annual development plan needs to be up to date. The home should use this document to work by so it needs to be relevant
- Use the finances in the home wisely so that bigger items and activities can be bought
- Ensure that all staff are competent to drive the home vehicles.

The care planning standard

- All young people should have an Impact assessment before arrival
- Clinical work and assessments should be done throughout a young person's time at the home
- Young people to receive a full induction including introducing Key Workers
- Request all medical records and keep up to date on appointments
- Keep all care plans and risk assessments up to date with current levels of independence. (This should be constantly changing so updates need to be regular)
- Continue to reflect and put into practice Ofsted action plan.

Health: Physical Health, Sexual Health, Medication

Education:

Quality Standard 8 – The Education Standard

Ensure that our children are attending a school setting or receiving qualitative education externally or internally with qualified tutors or teachers.

AREAS OF RESPONSIBILITY

DUTIES	RESPONSIBLE PERSON
REG 45/ Monthly	Maz
Complaints	Maz/Fiona/ Aida
Safeguarding DSLs Deputy DSLs	Maz - L5 Fiona – L5
Supervisions (see tree)	
Policies	Fiona and Dale

Home manager/ Acting manager

DUTIES	RESPONSIBLE PERSON
Monthly Managers Report	Maz
Complaints	Maz
File Audits Sheets/Monitoring	Maz / Fiona
Overview of Supervisions	All SLTs
REG 44 Action Plan & Monitoring	RK Training and consultancy
Social Worker Reports Sending in Filed – EDUCATION	Maz/Seth
Annual Leave/ Sickness Monitoring	Maz/ Seth
Finance/Petty Cash Returns	Aida / Seth/ Maz
Training Co-ordinator	Aida/ Maz/ Fiona
Yp & Staff Occupancy Register	Maz
MFC Completed & Signed	Maz/ Fiona
Establishing & Checking Rotas	Isiah/ Maz
Monthly report	Maz
REG 45	Maz
Petty cash	Maz
Recruitment	SLTs
Safeguarding DSLs Deputy DSLs	Maz/Seth/Fiona Dale and Aida to be kept informed
Supervisions (see tree)	
Policies	Fiona/Maz (Aida to be made aware)
Reporting standards and regs to ofsted	Maz/ Fiona
RIDDOR	Maz

To take responsibility in promoting the home to external officers, trying to maintain occupancy levels and developing a good relationship with referring agencies	Maz / Fiona
To undertake any other duties commensurate with the pay-scale as identified and directed by the RI	Maz / Fiona

Seniors Duties

DUTIES	RESPONSIBLE PERSON
Complaints	Maz / Fiona / Aida
File Audits Sheets/Monitoring	Seth/Fiona
Overview of Supervisions	Maz
Risk Assessments (Staff & Child)	Maz/Seth/Fiona
Reporting standards and regs to ofsted	Maz / Fiona
Medication Checks Audit	Herbert/Maz
First Aid Cupboard and Orders	Morris
Risk Assessments (House)	Seth/Fiona
Activity Co-ordinator and photos evidencing	Denzel
Maintenance Weekly Checks and Evidence photos	Netho / Martin/ Rob
Health and Safety and monthly reports	Seth
KPI	Seth
PEP LAC	Maz/ Seth/ Fiona/ Aida
Keyworkers Deputy Keyworkers	Team leaders RCW (appointed by Team leaders)
Care plan	Maz / Seth/Keyworker

Team leaders

DUTIES	RESPONSIBLE PERSON
File Audits Sheets/Monitoring	SLTs / Fiona
Overview of Supervisions	Maz/ Fiona
Monthly Time Sheets sent to Aida	Maz
Social Worker Reports Sending in Filed – CARE	Achille
COSHH	Team leaders
Vehicles	Team leaders
Fire Drills/ Recording/ Equipment Checks	Team leaders
Independence and Health Promotion Checks	Team leaders
Medication Checks Audit	Maz / Herbert
First Aid Cupboard and Orders	Morris

Consequence, Rewards Audit with pictures	Team leaders/ RCW
Photo-copying/Labels and filing of log books	RCW/Team leaders
Visitors Log and Daily Log check - DAILY	Team leaders/Shift leads
Activity Co-ordinator and photos evidencing	Denzel
Menus Evidence	Herbert
Children daily completed	Team leaders/shift leads
Daily/weekly cleaning schedules	Whole staff team
Appointment diary	Team leaders/Shift leaders
Petty cash Elmfield	SLT
Keyworkers Deputy Keyworkers	Team leaders RCW (appointed by Team leaders)
To undertake any other duties commensurate with the pay-scale as identified and directed by the Managers.	

Residential/Education care workers

DUTIES	RESPONSIBLE PERSON
Social Worker Reports Sending in Filed – EDUCATION	ESW/Aida
Consequence, Rewards Audit with pictures	SLTs
Visitors Log and Daily Log check - DAILY	Staff RCW
Appointment diary	Team leaders/Shift leaders
To undertake any other duties commensurate with the pay-scale as identified and directed by the SLTs.	RCW ECW Waking nights

HR

DUTIES	RESPONSIBLE PERSON
Sick leave	Maz/Seth
Annual leave	Maz/Seth
HR	Fiona/ Maz

	Name	Position	Extra Duties
	Fiona Muddle	R.I	Compliance Quality of care

			HR
1	Maz Mawhassa	Home Manager	Home management Riddor DSL
2	Seth Lockton	Deputy Manager	Trainee, Medication, Health and safety, KPI, LACS/PEP
3	Ebehi Chima	Team Leader	Anti bullying
4	Isiah Weaver	Team Leader	Car checks, Fire checks Keyworker, DSL support
5	Achille Mawhassa	Team leader	Medication Weekly report
6	Herbert Mawadza	Team Leader	Food safety Menu evidencing
7	Cidia Silva	Apprenticeship coordinator	Apprenticeship
8	Nelson Silas	RCW	Key worker Newsletter
9	Morris Munyoro	Residential Care Worker	Maintenance First Aid Box Checks
10	Emmanuel Epatola	Residential Care Worker	Rewards and sanctions
11	Tsitsi Hamandisle	Residential Care Worker	Menu evidencing
12	Queen kelvin	Residential Care Worker	Birthday Coordinator
13	Nathan Barhalibiru	Residential Care Worker	Hygiene checks
14	Mark Herbert	Residential Care Worker	Anti bullying
15	Denzel Fuzane	Residential Care Worker	Events coordinator Family liaison
16	Thando Mguni	Wellbeing officer	Wellbeing staff and children

Please direct any complaints to the Home Manager. Our complaints policy can be accessed via our website www.ortuspecialisedhome.com

All other relevant policies can also be found on the company's website.

Please also refer to the website to view our bespoke educational curriculum, that can be tailored and individualised to meet the needs of young people.