

**Mercury House: Statement of Purpose**

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| **Provision Name:** |  | | |
| **Statement of Purpose** | | | |
| **Date** | | **Purpose of update** | **Completed by** |
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**At Omega Care Group, we believe:**

* Every child and young person have a right to a physically and emotionally safe home environment where they can flourish.
* All children and young people have the right to meaningful, person centred support on their personal journey.
* Every child and young person should be enabled to realize their full potential and more.
* Our mission statement:

*Growth through potential,*

*Valued, nurtured, realised*

*roots for the future.*

* No child or young person should be disadvantaged by their life background, adverse childhood experiences or their lived experience.
* Every child and young person have a right to develop their self-identity, to be an individual before risk or diagnoses and to be valued for who and what they are and what they bring.
* All work in Mercury House is inspired from meaningful, professional, mutually trust based relationships underpinned by coherency and consistency of approach, ‘one page, one voice’.
* Effective collaborative working enables a holistic engaged and positive response to the emerging needs of the child and young person.

**Quality and Purpose of Care**

**Introduction to Mercury House**

Mercury House is located in a residential area in Prescot. The home is managed and run by Omega Care Group.

Mercury House will provide residential care for children and young people aged between 10-17 years of age with emotional and behavioural issues, this may include young people with behavioural and emotional needs or mental health diagnosis. Mercury offers long-term placement with the intent to progress with the child or young person towards adult-hood, the delivery of service will be defined by the identified parameters within the care plan and the evolving needs of the young person.

Our commitment is to provide an emotionally and physically safe home environment and, using person-centred approaches, promote personal and social development, positive choice and the self-management of behaviours and risk.

**The ethos of Mercury House**

All practice in Mercury House Children’s Home is underpinned by the philosophy of the Children Act 1989, Care Standards Act 2000 and the Children’s Homes Regulations 2015.

All work with young people at Mercury House is rooted in the principles of Person-Centred approaches, enabling a ‘secure base’ and of the active implementation of our Partnership approach (see appendix). We work collaboratively with the young person, professionals and others important to the young person, to achieve best outcomes and access to services that impact positively on their lives.

We offer a responsive, caring and values led environment which places the child and young person at the heart of all processes, decisions and activities within the home. Our practice is based on working in partnership with the young person, supporting them to realize their potential and promoting a positive sense of self-worth and personal identity.

We recognise and understand that the young people placed with us will have enhanced support needs and vulnerabilities. Staff are trained and supported in managing these constructively and in the promotion of the young person’s abilities to self-manage risk, develop coping strategies and to make positive choices promoting healthy personal development.

Staff will present positive role modelling, addressing unacceptable behaviours and risk taking with empathy and constructive intervention, whilst enabling and supporting the young person to expand their horizons and develop their personal growth.

The approach of the home is based on a step by step philosophy, with negotiated targets and boundaries providing the basis for incremental growth. Central to all our practice is the voice of the young person, and their right to express their views and feelings and to be heard. We use a range of tools to support this with the intent that the young person engages positively with their own development and bring their perspective to all matters that impact on them.

Staff operate within a whole team approach to promote a holistic, consistent and coherent home environment, this is supported by an emphasis on reflective practice and effective information sharing.

We operate within clear negotiated boundaries with restorative processes (a modified form of restorative justice) used to support the young person and their understanding of the impact of their behaviours (on themselves and others) and of potential consequences.

Diversity and Equality underpins all aspects of the work at Mercury House, with the individual young person valued for who and what they are and what they bring. Our commitment is to work with them to promote empowerment, personal growth, resilience and positive self-identity.

Mercury House operates effective risk management and safeguarding processes, delivered by an aware and knowledgeable staff team who will always act in the best interests of the young person.

**Outcomes and approach**

Mercury House is a multi-bed provision with a child and young person focus. We promote positive, solution-based approaches and the achievement of targeted, meaningful outcomes.

We provide a high quality, homely environment within which the young person is enabled to realize the concept of a ‘secure base’ and to develop their resilience within safe and consistent parameters.

Staff will demonstrate empathy in their practice and use both pro and re active approaches to emerging issues and in their response to wishes and feelings expressed by the young person. We aim to actively promote the ability of the young person to develop healthy relationships and to engage positively with their peers and the wider community. This approach is rooted in ensuring and enabling the young person to feel valued as a unique being, for them to feel secure within their home and the development of meaningful, trust- based relationships with the staff team.

To enable this, we will:

* Endorse this through the child and young person welcome guide and induction process to address expectations.
* Promote and maintain positive and consistent routines.
* Work in partnership with the young person and relevant others to manage and reduce risk factors and promote risk self-management.
* Respect and support the rights of the young person and ensure their voice is heard.
* Negotiate effective boundaries and positive learning experiences re: responsibilities.
* Ensure the young person has access to a range of opportunities to engage, to develop and to enjoy experiences.
* Actively promote positive choices and the processes that underpin this.

**Outcomes:**

* The meeting of emerging needs through the use of person centred, partnership-based approaches.
* Continuously development and progression monitoring inspiring reflecting and evolving practices.
* A holistic service delivery based on a ‘whole team’ approach which is both creative and solution based.
* Relationships with staff which are meaningful, trust based and positive.
* The child and young person is aware of and has full access to their rights. The right to make choices, to dignity, to privacy, to be valued as a unique individual, to be heard and listened to and to appropriate levels of independence.
* The child and young person engage with an appropriate and developing sense of responsibility.
* The provision of a physically and emotionally safe home environment (secure base), which actively supports the development of resilience.
* Care plans that meet and reflect current and emerging needs.
* Risk management plans based on signs of safety to capture a true reflection into the child and young person insight and judgement.
* Bespoke Behavioural Development Agreement focussed on overcoming adverse child hood experiences through a recovery focussed environment.
* Health and educational needs are met.
* Cultural and religious needs are valued and supported.
* The development of healthy peer to peer relationships and positive engagement with the wider community.
* The young person actively engages with their own care planning.
* Promoting and encouraging access to external services to meet specific needs.
* Engaging with the key work scheme of work and ILP and the acquisition of skills to promote autonomy.
* Meeting or exceeding all regulatory standards and delivering exemplars of best practice.

**Ensuring Quality:**

Omega Care Group is committed to the delivery of high-quality services to all children and young people engaged with its inspired person centred, partnership-based approach, supported by aware, resourceful and engaged staff we aim to meet current and emerging needs and provide a safe secure and emotionally supportive home environment.

As an organisation, we operate an internal quality assurance system alongside deputy and management audits. This will operate in addition to Ofsted inspections and the monthly Independent (Reg. 44) visit.

Quality will be maintained through effective management, meaningful, reflection-based supervision sessions, transparent operational processes and ongoing training and development.

The Registered Manager will undertake a monthly audit of the provision as detailed in Regulation 45.

**The setting and its facilities:**

At Mercury House we aim to create a family orientated home environment where children and young people can flourish. The provision is decorated and furnished to a high standard reflecting current trends with minimal institutionalising intrusions.

The house is over four floors and so it has lots of stairs.

Bedrooms are spacious and single occupancy, there is opportunity and encouragement for the personalisation of space. Bedrooms have a mixture of single and double beds.

Communal spaces are spacious and attractive in layout, these include: a large lounge and dining area, a gaming activity room, two shower rooms, utility room, large kitchen and 5 bedrooms (two for use of sleep-in staff and office).

We have a small garden to the rear of the house.

**Diversity: Reflecting culture and belief positively**

All children and young people will be actively supported in following the religion or belief system that they have chosen.

This support will be reflected in levels of staff awareness and knowledge base. Additional information or resources as identified will be put in place to facilitate the child and young person’s participation-this will include the celebration of festivals, diet related matters, opportunities for prayers and attendance of services.

Mercury House is committed to delivering a service which reflects the values of Diversity and Equality-valuing the individual for who and what they are and what they bring, this will be addressed through a range of approaches and mediums within the setting.

Staff receive training in Diversity, Equalities and Cultural awareness. The training addresses issues around power and inequalities with reference to Children Looked After. This approach is supported by effective policies, reflective processes and supervision.

Young people within the setting are actively encouraged and supported to embrace difference and diversity and to value alternatives.

We aim to positively meet all cultural needs, working within an aware and sensitive staff team to ensure each individual young person is supported appropriately in the development of their personal identity.

The child or young person’s rights will always be protected and promoted, and an appropriate understanding of their responsibilities developed including self-management of behaviours and interaction with others.

**Views, Wishes and Feelings**

Children and Young people are made aware of their rights continuously and a variety of methods of communication will be used to enhance the child or young person’s understanding. It is a core element of their induction to the setting and this is further addressed within Keywork sessions on an ongoing basis. Young people will be positively encouraged and enabled to express their views about the care they receive, and to input into all matters that impact upon their lives.

These Rights include: the right to voice their view/position, the right to be heard and the right to meaningful feedback.

Any and all issues raised will be addressed positively and feedback provided in an appropriate manner- this may include an explanation as to why it is not possible for something to take place.

Mercury House has a range of mechanisms and tools in place to facilitate and promote the voice of the child and young person. This includes the Compass tool and young peoples’ reflective processes, these are supported by the following:

* 3D supervisions
* Weekly young people’s meetings
* Keywork sessions with attuned and empowering keyworkers.
* The creation of a positive and inclusive home environment which promotes openness, mutual trust and the development of empathy.
* A ‘whole team’ approach supporting the achievement of shared standards and outcomes.
* Continuous professional development and training opportunities for staff.
* A range of mechanisms to enable young people to express their views and wishes.
* Young people meet with the Manager/practice development lead.
* An effective staff supervision system which promotes reflective practice and CPD
* Fulfilling appraisal process promoting evolvement and ethical practice.
* Children and Young people have access to an identified Advocate or Independent person for support.
* Monthly unannounced visits carried out under Reg. 44, Children’s Homes regulations 2015.
* Ofsted inspections. Inspections are unannounced and take place twice a year, inspecting the quality of care provided as well as the home environment for young people. The inspection report is a public document available to young people and all relevant/interested parties.
* At least 4 weekly announced and unannounced visit from Responsible Individual
* Regular announced and unannounced visits from Service Manager
* Effective oversight from Commissioning bodies.

**The Rights of the Young Person:**

Every young person has the right:

* To be heard.
* To be valued for who and what they are and what they bring.
* To be responded to meaningfully.
* To be treated fairly.
* To have choices offered and respected.
* To be respected and to have dignity.
* To be cared for in a consistent, holistic and person-centred manner.
* To be supported in the way that meets their needs.
* To work with aware, empathic and committed staff.

**Diversity and Equalities:**

Mercury House aims to create and maintain an environment that acknowledges and respects the fundamental value and dignity of all individuals and of their diverse traditions, heritage and lived experience.

We believe all individuals should:

* Be treated with dignity and respect
* Be treated fairly and with awareness
* Be encouraged to realize their potential
* Be valued for who and what they are and what they bring

No one, including staff, young people and others engaged with Mercury House and its work will be unjustly discriminated against. This includes, but is not limited to, the nine protected characteristics.

Mercury House recognises the fundamental importance of positively reflecting and embracing difference and diversity in all its practice and within the home environment.

Staff receive training in Diversity and Equalities and in an awareness of inequality and power within society, and of its role in generating discrimination and disadvantage. Staff understand that language is not neutral and of the importance of reflection on how it is used. This supports and underpins our non-oppressive practice.

**Complaints and being heard:**

The complaints process for Mercury House is outlined within the young person’s induction process. It is also included, in dyslexia and young person friendly language, within the Young Persons Guide along with a sample complaints form.

The three-level process, from informal resolution to making an external complaint is clear, accessible and unambiguous in affirming the young person’s unequivocal Right to make a complaint if they are dissatisfied or unhappy with any aspect of their care. The young person will always receive a timely and effective response and be fully supported to access and understand all processes involved.

Young people are provided with information on Advocacy services and Independent support and are made aware of their Right to contact an advocate at any point, if they feel unfairly treated, not listened to or ignored. Independent advocates can also support a formal complaint if the young person so chooses.

Should the young person feel that their Rights are not being valued they may also contact the Children’s Commissioner for England- Annie Longfield-whose office will provide support in addressing concerns.

Telephone: 0800 528 0731 (Free phone line)

Children Looked After have the right to have their views heard in all decisions about their care. Children and Young people at Mercury House will be actively encouraged and supported to:

* Engage in their care planning processes
* Engage in the Risk Management and behavioural Development processes
* Attend young people meetings at the house
* Attend review meetings
* Make positive use of Keywork sessions
* Meet with the Manager or Deputy on a regular basis
* Meet the Service Manager and Responsible Individual on a regular basis
* Communicate their views to the Independent Visitor (Reg.44)
* Access an Advocacy service

**Education:**

We understand that Children Looked After may often suffer educational and social disadvantage as a result of moving school frequently or through lived experience that has impacted negatively on their attendance. At Mercury House we place great emphasis on supporting a meaningful and productive engagement with educational processes and recognise that this significantly enhances young peoples’ life opportunities.

Wherever possible, we will maintain attendance within the learning environment currently in use by the individual young person. Should this prove to be not possible, for example if the journey to school is too long to be practical, staff will work with local educational authorities to identify an appropriate school. This should be undertaken with the minimum of disruption to the young person’s education. The young person’s views and wishes will be fully taken into account throughout this process.

Where a child or young person is not in education, or has limited access to educational provision, staff will act as advocates to promote access to the young person’s full entitlement of twenty-five hours of education per week. We believe that Education for Children Looked After is a priority and that our expectation should be that all relevant authorities actively work within the guidelines as defined within ‘Promoting Education of Looked After Children and previously looked after Children 2018’.

Specific educational needs will be taken fully into account when identifying any appropriate provision and we will work with guidance from all relevant professionals, for example the educational psychologist. Personal Education Plans will form part of the provision and care plan, this will reflect a person-centred approach and make use of data from previous placements to inform decisions and goals. Ongoing, regular contact with educational providers will be actively maintained, in order to provide support, consistency and encouragement to the young person. This working relationship will minimise potential for breakdown and enable issues to be addressed in a timely manner.

Mercury House aims to create a home environment in which education is both valued and constructively supported. Young people have access to a range of educational resources and informal learning opportunities within the home and community. Staff will actively promote and develop engagement with learning experiences within the wider community through creative and accessible opportunities. Keyworkers have a dedicated responsibility to address education issues including support and access needs. Keyworkers will also promote positive routines around attendance, homework, preparation etc.

Mercury House actively supports young people to:

* Access their Right to education.
* Realize their potential.
* Access appropriate educational opportunities.
* Achieve person-centred outcomes.
* Participate in informal learning opportunities.
* Meet educational support needs.
* Celebrate achievements.

**16 and beyond:**

Staff and individual young people will work in partnership with Connexions, local colleges and training providers to identify suitable opportunities post 16. These may include access, qualification led, apprenticeship and vocational courses. The home maintains current details of opportunities, courses and providers and will work with identified individuals within each organisation to promote the best interests of the young person.

Mercury House will provide ongoing support for all young people of 16 plus who stay on at school and will continue to encourage their high aspirations.

Mercury House uses the Omega Care Independence Living Programme (ILP). This is a core element of our provision for young people of 15 plus and is a framework for delivering the skills, knowledge base and awareness necessary to achieve a safe and successful move to independence.

Composed of 12 sections, the ILP addresses staying safe, money and budgeting, self-care, health and well-being, social relationships etc. The resource pack maintains currency and is comprehensive and accessible, acting as both a reference and measuring tool.

Delivery of the ILP is based on person-centred approaches and reflect the identified needs and learning style of the individual young person. The ILP is an active, participatory tool which uses games, activities and creative opportunities to address and explore its contents. The ILP operates on a ‘beginner’ and a more advanced level, reflecting the needs of the individual. The ILP is addressed in Keywork sessions and participation incentivised.

Progression through the ILP is recorded and celebrated accordingly.

**Enjoyment and Achievement:**

**Promoting enabling**

Positive engagement and participation are actively promoted within the setting, with a diverse range of activities and opportunities in place. Planning for activities will be discussed and negotiated with the young person at their weekly planning meetings and be timetabled into their programme. Their will be ample space for spontaneous (unplanned) opportunities to be taken up.

Weekly planners will be aimed around activity scheduling which focused on activities of pleasure, social inclusion, gratification and development. Balance of the four domains will support young people in developing values and reaching their full potential.

The staff team possess a wide-ranging set of skills, interests and knowledge which will feed into planning processes and both support and extend the offer. All appropriate resources to enable active participation will be put in place, for example, arts materials, walking boots and coats, sports equipment.

We recognise that engaging in positive activities and experiences promotes a sense of self-worth and personal achievement. This impacts positively on the development of meaningful relationships and offers the young person new and different perspectives, alongside opportunities for personal growth. This directly contributes to enhanced well-being and promotes positive choice and decision making, underpinned by the acquisition of new skills.

Staff will use person centred approaches to identify the young person’s current interests and preferred activities, actively supporting continued participation in these areas. Ongoing attendance at groups the young person is already involved with, for example Scouts or youth clubs, will be facilitated. The staff team aim to build on existing talents, hobbies and interests and to promote further engagement with new opportunities.

A raft of new experiences will be on offer, this will support positive challenge and the development of resilience, problem solving abilities and develop a wider participatory awareness. Appropriate Risk Management processes for activities will be put in place that recognise the level of support the individual young person should have in place.

The setting, in partnership with young people, will develop a resource bank of activities, providers (where appropriate) and opportunities. This will be viewed as an evolving resource which reflects the children and young people within the setting.

Active engagement within the local community is strongly promoted-this includes the use of local resources, youth clubs, parks, public spaces etc. Where appropriate volunteering opportunities will be sought and put in place.

Each child and young person is offered and supplied a gym pass and participation in the widest possible range of sports and leisure activities encouraged and supported.

**Health and Well-being**

The setting takes a dynamic and pro-active approach to the promotion of health and well-being. Staff provide guidance and support for issues of health and personal care.

All children and young people are registered with a GP, a dentist and an optician of their choice within the local neighbourhood. An appropriate level of physical fitness is encouraged and promoted, a gym pass is made available to every young person and a negotiated range of physical activities, for example, walking, swimming, climbing walls etc. built into individual weekly planners. These activities will reflect the interests and abilities of the young person.

A varied and nutritious diet is made available to all young people, this will reflect specific dietary and cultural requirements, alongside personal choice and preferences (for example should a child or young person adopt a vegan diet). Meals are at regular times and eaten together as a whole house activity. Children and Young people have input into the choice of foods available and an active engagement in the preparation of meals is encouraged.

Staff further encourage the development of hobbies and interests as a means of promoting and sustaining well-being.

Issues of significance to children and young people, that promote their safeguarding and reinforce positive decision-making processes, are addressed through Keywork sessions and the ILP. The ILP includes extensive young person focussed information and guidance on a wide range of issues including: alcohol and substance use; healthy relationships; sexual health; promoting resilience; healthy eating and more. Delivery is person centred and reflects individual learning styles and levels of development. Specialist staff will offer specific, targeted input as defined by the needs of the young person, for example, issues around gender identity.

Child’s and Young people’s engagement with any specialist service, for example CAMHS, counselling or a substance use service, Speech and language Therapist will be fully supported and facilitated by the staff team.

The Omega Care Group Service Manager will provide guidance for staff working with young people who may display behaviours that challenge, and actively support the whole team approach to managing behaviours positively (reference: Positive Behaviour Management Policy).

Ongoing contact with the designated LAC nurse will be facilitated.

All medication prescribed to young people (including controlled medication) is stored, administered and recorded in accordance with the Omega Care Group Children Residential Medication Policy. All medication records are maintained on site in secure storage.

Individual’s case files maintain full details of health and well-being related matters within Residential Care Plan and Omega Care Group chronologies, these may also be addressed within any Education, Health and Care plan.

All staff are first aid qualified and operate within clear informed protocols.

A range of tools, including self-use tools for young people are in place to measure a range of aspects of well -being, these include resilience, confidence, anxiety, satisfaction and others. These enable discussion and support meaningful planning processes.

**Positive relationships:**

The holistic approach taken at Mercury House recognises the importance of working in partnership with the young person and is designed to promote their ability to form healthy relationships, develop a sense of self-worth and make positive choices when accessing support.

The development of meaningful, trust-based relationships within the home setting enables an emotional template for the young person, based on personal dignity and respect. Building from this, we aim to promote resilience, acceptance and openness and, to provide emotional and practical support to the young person as they engage with others in order to:

* Maintain contact with those who are significant in their lives (with regard to risk assessment processes).
* Access a range of services and resources which address identified needs.
* Develop healthy and balanced peer group relationships.
* Participate within the local community, through youth clubs, faith-based organisations etc.
* Engage in educational opportunities.
* Take part in cultural opportunities and maintain cultural links.
* Have their wishes and views heard in all decision making that impacts upon them.
* Expand horizons and potential.

Parents, family members and others of significance to the young person will be encouraged (where appropriate and with regard to risk management processes) to participate in promoting the general welfare of the young person. The wishes and feelings of the young person will be taken fully into account over issues of contact. Where contact is both desirable and desired, staff will actively facilitate and support this in accordance with the care plan. Private space will be made available for personal visits.

Parents and others significant to the child or young person are welcome to visit, it is preferable to contact the setting first to ensure appropriate planning.

Social worker guidance will be followed re: specific arrangements for individual child or young people. Supervision during visits, if agreed necessary, will be provided with sensitivity and respect the young persons right to privacy, balanced with maintaining safety.

Staff will work positively and in partnership with Social Services to promote and maximise opportunities for the young person and to achieve best outcomes. The setting will operate with full transparency supported by effective information sharing protocols. This includes the provision of all reporting, detailing concerns; accident/incidents; Missing from Care events; safeguarding concerns etc. Comprehensive progress updates will be provided on a weekly basis.

Young people have full access to contact their social worker by telephone, and there is the expectation that social workers maintain regular contact with young people through visits and telephone calls. Staff will help young people liaise with their social worker and support and encourage the young person’s attendance at all meetings in which their views and wishes should be heard.

Mercury House will aim to develop strong, effective working relationships with all professionals and relevant others (as appropriate) engaged with the individual young person, working in partnership to promote the best interests of that young person.

To support the positive relationships standard staff will:

* Develop, in negotiation with individual young people, clear, meaningful boundaries.
* Provide positive role modelling through a whole team approach.
* Validate, praise and encourage positive behaviour.
* Support opportunities for reflection.
* Ensure and enable the young person’s Right to express their views, wishes and concerns.
* Be consistent and coherent in working practice.

**Visitors:**

Staff operate within a clear and effective visitor’s policy. All visitors will be welcomed and requested to sign the visitor’s book on arrival and departure. On duty staff will monitor all visitors and maintain the safety of all young people and adults. Children and Young people are provided with clear guidance on the arrangements for inviting friends and family to the setting. These arrangements will be informed by a risk management processes incorporating external stakeholders advice and guidance.

Contractors and other visitors should decide with the setting with identified times and dates. All visitors will be subject to identification checks and monitored whilst in the setting. Risk Management protocols are in place if access to young people’s rooms is required.

**Protection of Children:**

**Safeguarding:**

Mercury House recognises that ensuring the safety and well-being of the young person is paramount. To support this, the setting operates within a comprehensive set of robust and accessible policies. These include:

* Child Protection and Safeguarding (including self-harm).
* Anti-Bullying (Including peer)
* Safer Recruitment
* Behavioural Development Management
* Restrictive Physical Intervention
* Professional Boundaries
* Digital and e-safety
* Risk Management (young people)
* Substance and alcohol use
* Whistleblowing

These are supported by Health and safety, Fire Safety and Risk Assessment and Management Policies.

All staff are recruited through the Omega Care Group Safer Recruitment Process overseen by the Human Resource officer. All individuals involved in recruitment hold a certificate in safer recruitment.

Induction training for all staff includes Child protection and Safeguarding, Self-Harm, CSE and CE, Digital and e-safety, Professional Boundaries, Positive Behavioural Support and recording and reporting processes.

All staff are required to demonstrate their understanding of their role and responsibility in safeguarding and in promoting the well-being of young people.

The Registered Manager of the setting is responsible for reporting all serious concerns and incidents/accidents (supported by the Omega Care Designated Safeguarding Officer), and for the management of allegations, including liaison with the Local Authority Designated Officer.

Hard copies of the Safeguarding Policy can be accessed via the office in Mercury House. Copies are also available on-line.

**Managing Risk-children and young people:**

The setting undertakes comprehensive Risk Management processes which actively encourages input from young people in identifying triggers and effective responses. These are reviewed weekly or immediately post any incident, and any additional safeguards identified are then implemented. There are effective lines of communication in place with safeguarding partners, multi-agency panels (re: CSE and CE) and the Missing From Care/Home co-ordinator for Merseyside Police (Cheshire).

Staying safe is addressed within each young person’s induction and forms a substantive element of the ILP. It is further promoted through Keywork sessions and informal discussion.

**Supporting Positive Behaviours: (**reference: Behavioural Development Policy and Restrictive Physical Intervention Policy)

We believe that meaningful, trust based positive relationships between young people and staff are central to the delivery of care and effective support. Mercury House will provide a secure base for young people, promoting a sense of safety, and deliver a consistent and holistic service using a whole team approach. All young people have the right to an emotionally and physically safe home environment.

There will be clear expectations of behaviour and boundaries, as negotiated with the individual young person through a behavioural agreement. Appropriate levels of support will be put in place to maintain consistency and stability and promote autonomy and the development of positive choices. The behavioural agreement will form an essential element of the young person’s induction and use person centred approaches to identify steps and outcomes. The agreement includes both pro and re active strategies to promote and support self-regulatory behaviour and address those behaviours which may challenge.

Following a holistic approach, staff will promote the development of positive coping strategies and ensure the absolute minimisation of the use of restrictive/coercive practice. This approach will be supported by validation, positive reinforcement, praise and encouragement and is supportive of the young person’s strengths.

Staff will work with the young person to identify motivation and the response to both positive and maladaptive behaviours. Aggressive or destructive behaviours will be addressed in a consistent and coherent manner using a Restorative Approach. This supports the young person to reflect on the event and of the impact of the behaviours displayed on others, to understand and empathise with how other people felt and to negotiate what happens next.

At Mercury House, we will try where possible not to use sanctions and therefore only utilise the sanction of pocket money deduction in relation to property damage or theft and is only utilised once all other relevant restorative measures have been unresponsive.

The setting operates within a framework of negotiation, facilitation and de-escalation. Staff receive training in mental wellbeing and support needs, facilitation and de-escalation, and restorative practice This is delivered through the Service Manager, who also provides oversight and on-going support. The aim of the approach is to support the development of the individual young person’s resilience and self-regulatory and self-management abilities.

**Our Approach to Restrictive Physical Intervention (RPI)**

Restrictive Physical intervention should always be an action of last resort and undertaken solely to maintain the safety of young people, staff member or other individual. The aim of the setting is to minimise any use of restrictive or coercive practice. Staff emphasis is on supporting and empowering positive behaviour strategies, including:

* Prevention
* De-escalation
* Co-identification
* Active listening
* Validation
* Re-direction
* Reflection and using the learning
* Support strategies

Should a child young person’s behaviour reach a level at which they or others are at immediate risk of physical hurt staff may have to physically intervene to ensure all concerned stay safe. Under Duty of Care, staff may be considered negligent if they undertake no action and this results in an individual being hurt. All staff receive training in physical intervention techniques and will use only the minimum amount of force necessary and for the absolute minimum length of time required. Staff should ensure at all times, that the dignity of the young person is respected and that no action undertaken could be misinterpreted.

All incidents involving physical intervention will be recorded, monitored and assessed. Staff and young people involved will be debriefed and behaviour management plans and risk assessments updated. Young people will be offered access to medical support post event and should they refuse, the offer repeated several hours later. All information will be accurately recorded, and behavioural formulations completed.

All Children and Young People will be given the opportunity to read records of incidents and will be encouraged to complete their own record in which captures how they felt.

The staff team use negotiation and restorative practice to address and resolve issues.

We are committed to minimising the use of RPI. We have taken a pledge and are an active member of the Restraint Reduction Policy. Our Restraint Minimisation Policy and Behaviour Development Policy demonstrates our commitment to reducing the need the RPI.

All staff working within Omega Care Group Children Residential will be trained in National Federation Of Personal Safety (NFPS) and will be soon transition to Protecting Rights in a Caring Environment (PRICE) by April 2020 in light of changes to guidance.

**Missing Child Policy:** (Reference: Policy document)

The PAN Merseyside Safeguarding Partners Children’s Board Missing ChildrenProcedures provide the framework for children and young people missing from home and care. The setting has established contacts within Merseyside Police Missing coordinators.

Episodes of missing reflect the vulnerabilities and insecurities of the individual young person and need to be addressed and the necessary support put in place. Young people who go missing may be at risk through a wide range of factors. Young people’s Risk management plan and missing from care procedure should accurately reflect all known risk factors and vulnerabilities and form part of the reporting process to Merseyside Police, alongside all other relevant information.

If a member of staff has good reason to believe that a child or young person is likely to harm themselves or another by going missing, they are expected to take reasonable measures to prevent this.

On their return home from a missing episode the young person is welcomed back. Staff will explore the episode sensitively and constructively.

Detailed records will be maintained of each missing episode and reviewed regularly.

**Anti-Bullying:** (Reference: Anti-Bullying Policy)

Mercury House acknowledges bullying to be a safeguarding issue. The setting operates a zero-tolerance approach to bullying, this is supported by clear protocols to address behaviours, support the person experiencing bullying and move towards resolution and the positive recognition and valuing of difference.

**Care Planning:**

Children and Young people would normally be 11 to 17 years of age.

We would anticipate young people to present a complex range of emotional needs which may be reflected in their presenting behaviours. They may also have a mental health diagnosis.

Admissions will normally be planned, with a time scale enabling progression through an introductory process and familiarising the young person with the layout, the staff team and the expectations and boundaries within the setting. The child and young person’s needs will be reflected within this process along with the needs of any other young person resident. This will provide a more effective transition for the young person to enter the setting.

A Care plan for the young person will be drawn up pre-admission. This will form the starting point for regular care planning meetings and the identification of outcomes.

Placements may be requested though Omega Care Group, where they will be addressed by the Registered Manager, this will be followed by a meeting with Social care and the undertaking of a matching process.

Emergency placements will be considered if:

* The setting receives information on behaviours and needs, alongside contact details.
* The potential placement will not impact negatively on any current placement.
* The support needs of the young person can be met within the setting (and as laid out in the Statement of Purpose).
* The child or young person is brought by their social worker to placement and is able to clarify details.

The placement should be reviewed within 72 hours with an emphasis on long term planning.

Care plans should be formally reviewed on a regular basis. Reviews should be chaired by an IRO and attended by parents/carers (if appropriate), social worker. Other professionals and others of significance to the young person.

The young person will be actively encouraged to attend and to express their views and wishes, this will be supported by the IRO. The young person and parents/carers will be invited to submit material in writing.

The meeting will be minuted and copies made available to all those attending, including the young person.

The care team will meet on a regular, more frequent basis to share information and insight, and to monitor and ensure progression towards positive outcomes.

End of Placement-effective processes should enable the child or young person to move onto their new environment in a planned and positive manner. However, ongoing risk assessments may dictate that the service for an individual young person is not sustainable and with appropriate agreement the service would therefore be withdrawn. There is recognition of the timescales involved in sourcing the required provision.

**Mercury House Staffing Structure**

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| --- |
| Alex Aresti  **Director & Responsible Individual** |

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| --- | --- | --- |
| Kath O’Hara  **Human Resource**  **Officer** | Nicole Whiting  **Service Manager** | Tony Mathewson  **Health and Safety Officer** |

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| Julie Crehan  **Registered Manager** |

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| Vacant  **Deputy Manager** |

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| Vacant  **Senior RCCW** |

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| --- | --- | --- | --- |
| Vacant  **RCCW** | Vacant  **RCCW** | Vacant  **RCCW** | Vacant  **RCCW** |

**Staffing Team**

**Alex Aresti Director and Responsible Individual**

Alex formed Omega Care Group in October 2015 following several years’ experience as a Director with an innovative company delivering effective young person-centred leaving care provision.  His career before Omega Care Group consisted of working with some of the most complex Children and Young People in the country, in environments such as Secure Children’s Homes and provisions supporting Children displaying Sexually Harmful Behaviour. Alex also spent 2 years with Knowsley Children’s Social Care where he sat on their Fostering Panel on a voluntary basis and as a care leaver, he volunteered in local Community Centres and Youth Play Schemes.

Alex has positive engagement at all levels of Omega Care Group’s work, and actively shapes the ethos and working practises of the organisation.  His Values are rooted in his personal life experiences as a care leaver. Alex spent 6 years in the care of the Knowsley Local Authority in various settings from Foster Care to Residential Children’s Homes.

Alex attained QCF Level 5 Diploma in Leadership and Management for Residential Childcare, Level 3 Diploma for the Children and Young People's Workforce and has also attended various training courses to ensure continuous, professional development.

**Nicole Whiting Service Manager**

Nicole joined Omega Care Group in October 2018 with a vast amount of knowledge of mental health and behaviour support, something which is extremely important to Omega Care Group. Nicole is developing in a unique role as Practice development Lead within the company, delivering quality training to the Specialist and Children’s staff team to support the facilitation of the PARTNERSHIP practice to perpetuate and precipitate development of behaviour.  Nicole is currently overseeing the introduction and ongoing adherence to Omega Care Group ‘rebalancing approach’ to behavioural development.

Nicole first started working in elderly mental illness units and services and then transitioned to work with children and young people with profound learning disabilities and behaviours which challenged. Nicole progressed quickly within this role and became a care-coordinator and Positive Behavioural Lead for several services over the Northwest and Midlands. Nicole then moved roles to delivering specialised step services peripatetically for adults with mental health needs and developed and embedded training programs internally and externally. Nicole has had recent involvement in delivering services for individuals affected by traumatic events and has worked in EBD, LD, SHB and CSE residential homes and crisis centres.

Nicole is passionate about looking beyond behaviour collaboratively to support individuals in their development with much focus on a PARTNERSHIP approach with individuals which is solution focused and empowering, supporting young people throughout their development into adulthood. Nicole has gained significant experience in facilitating individuals to develop self-regulation through identifying maladaptive behaviours and utilising positive coping strategies.

Nicole is soon to be a Qualified Registered Mental Health Nurse and has completed a diverse range of placements and work within CAMHS inpatient units, CAMHS community, low and medium secure psychiatric provisions and outpatient services. Level 3 in City and Guilds for Education and Training is a Positive Behavioural Support Coach and continues with professional development to deliver practice proactively. Nicole is also currently completing her level 5 in Leadership and Management for Residential Childcare,

**Julie Crehan, Registered Manager**

**Bank/Cover Staff**

Omega Care staff will be utilised to cover gaps in the Core Staff Rota where necessary. Staff covering shifts in the homes will have experience in either Children’s Residential or Specialist 16+ provision, staff will have completed Mandatory Training and where possible with have Level 3 Health and Social Care qualification or equivalent or be supervised by a suitably qualified staff member.

**Staffing Rationale**

The Staff team at Mercury, will be carefully selected to provide a balance of experienced, qualified, Residential and therapeutically minded individuals dedicated to meeting complex needs of Individual Young People who for whichever reason have been identified for the solo-bed provision.

Neptune House will operate a mixed gender approach to staff teams to allow for diversity and to support positive relationships with young people.  Across the children residential services there will always be a manager or a senior staff member on. Omega Care Group will be working towards staff being suitably qualified. In the future will ensure staff who are working towards relevant qualifications are supervised by a suitably qualified staff member in line with regulations.

We will operate a rota which is supportive of staff work life balance and support continuity and routines for children and young People and staff and whilst we value and invest in our staffing teams, we aim to ensure the staffing of the home is child centred around their individual needs and requirements; staff are aware of the need to review working patterns should the need be identified.

Additional staff training will be sourced to meet any emerging needs of the resident child or young person or individual needs of any new referral where this may be identified within the home’s workforce development plan.