

Children's Residential Services

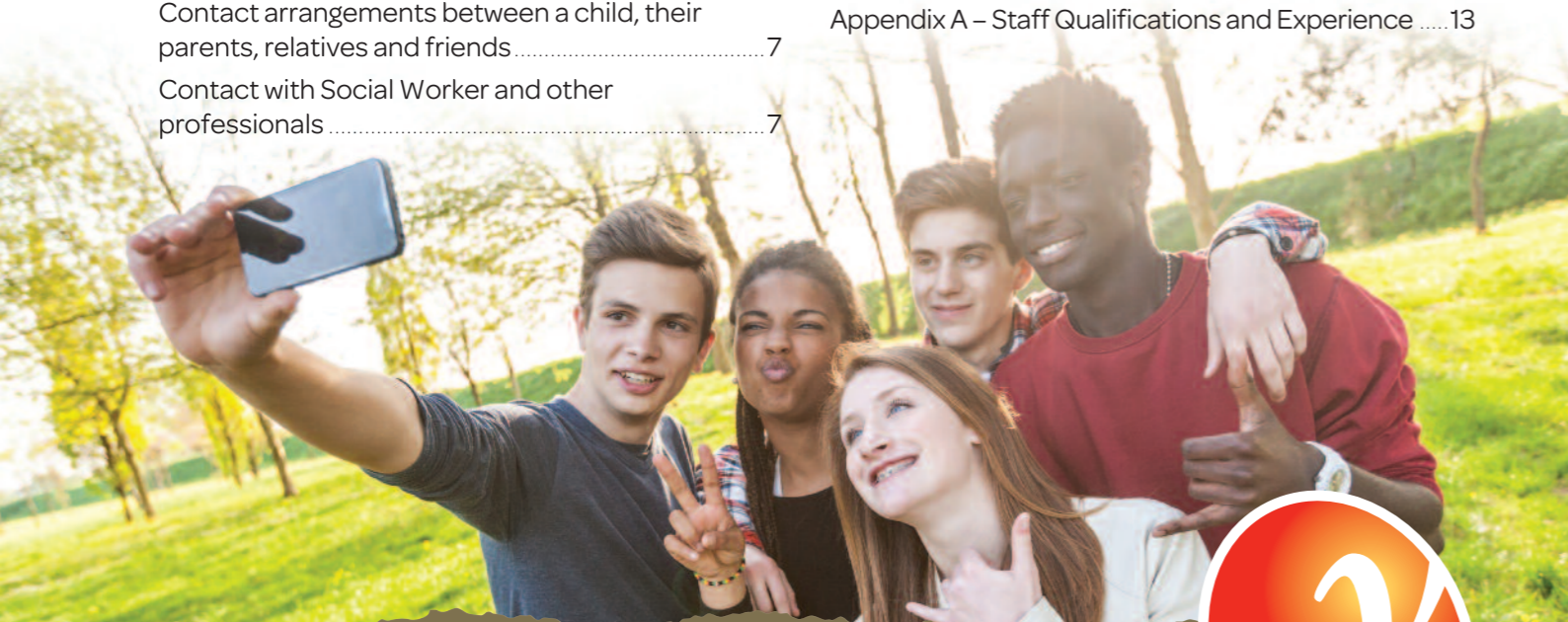


STATEMENT OF PURPOSE

Park House, July 2018

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1. QUALITY AND PURPOSE OF CARE

Aims

1.1. The aim of Park House is to provide a safe, nurturing, caring and warm environment for each young person who lives at the home, so that they can stabilise, rebuild and grow. The Y is committed to ensuring that it provides a service that builds a support network to prevent the situations of children in its care from worsening and proactively helps children overcome their initial disadvantages to catch up with their peers.

Our Work

1.2. Park House is a small home for up to three children/young people (any gender) aged 7 – 18 years old who would benefit and thrive from living in a small, nurturing and welcoming home. It is anticipated that the children/young people living within the home may have experienced significant trauma, abuse and neglect in their lives, resulting in a range of emotional, behavioural and social difficulties. Therefore the principals of our work within the home are based on the models of understanding of behaviour from a trauma informed and therapeutic approach.

Our Values

1.3. At Park House, we have a number of values which are important to the home and for the young people and children, we look after and care for:-

1.3.1. **Safety** – We offer safety and security to all young people, providing them with a secure base so they can be happy, healthy, safe from harm and able to develop, thrive and fulfil their full potential.

1.3.2. **Nurture** – Every interaction with a young person will be caring, nurturing and supportive with consistent and child centred boundaries and routines. We know that young people have experienced environments where their needs have not been consistently met, therefore being nurturing shows the young person that we care and value them as an individual.

1.3.3. **Collaboration** – We see every young person as an individual with talents, strengths and capabilities that they will develop and grow. We cannot succeed alone. We believe in collaborating with others, to be attentive to the young person’s needs, supporting their emotional, mental and physical health needs, recognising the importance of repairing earlier damage to their self-esteem, confidence and mental well-being.

1.3.4. **Resilience** – During a child/young person’s time with us, we help the child/young person to build their self-esteem, confidence and sense of self-worth by enabling them to learn everyday skills, to learn to have fun and to trust in the adults around them.

Park House Accommodation and Location

1.4. Park House is a three bed semi-detached property comprised of a ground floor lounge, kitchen/diner and office. The first floor comprises three bedrooms, two bathrooms with shower and bath. The second floor comprises an additional office/ staff room and multi-purpose room which can be used as a meeting room, second confidential space and/or a chill-out space for the children/young people to make use of.

1.5. All bedrooms are large in size and all are furnished and equipped to a high standard and appropriate decorated in consultation with the children and young people. After a period of time and based of the length of their placement, children and young people are given the opportunity to choose personal colour paint for their walls. When young people and children first move in, they will be supported to choose their duvet cover and accessories for their room.

1.6. The communal spaces include having SMART TV and a variety of games, DVDs and books.

1.7. The home has a kitchen and diner area which provides for a homely, friendly atmosphere conducive in size for preparation and consumption of meals by all. There are adequate laundry facilities for the young people and staff to use.

1.8. The staff are provided with appropriate sleeping accommodation located close to the bedrooms occupied by children/young people to ensure their safety. The home would consider a waking night system if risk assessed as required.

1.9. To the outside of the property, there is a small courtyard garden with fencing and a secure gate allowing access to the rear of the property.

1.10. The property is in Leicester City and there are parks, community centres, shopping centre, places of worship, library and various schools and colleges close by. Leicester is one of the most diverse cities in the UK and the largest in the East Midlands and the children/ young people will be encouraged to attend Leicester’s diverse range of events and activities to in order to meet their individual needs.¹

Complaints, Comments and Compliments

- 1.11. It is the aim of Park House to ensure that we provide good quality services on every occasion but sometimes things can go wrong. We ensure that young people know that their views, wishes and feelings are listened to and taken into account in all aspects of their care. Park House has a separate complaints procedure, which can be consulted for more information.²
- 1.12. The Young Person's Guide provides an explanation on how a young person can make a complaint. We will always fully support any young person who feels that they would like to complain. There are also contact details of external agencies such as the Children Rights Officer, their Social Worker, their advocate and OFSTED and external agencies such as ChildLine accessible in the young person's guide.
- 1.13. Where possible, all children/young people and their families are actively encouraged to express their concerns, comments and compliments regarding the quality of care they are receiving or any other issue during individual meetings with their key worker, during any young people meetings or directly to the Manager of the home. Each child and young person is provided with a copy of The Y's Complaints and Representation Policy on his or her admission to the home.
- 1.14. In summary when dealing with a complaint, we will:
 - 1.14.1. Acknowledge receipt within 24 hours
 - 1.14.2. Investigate the details of the complaint within 2 days
 - 1.14.3. Keep all of the information confidential
 - 1.14.4. Respond to the complaint within 5 working days
 - 1.14.5. Keep the complainant informed if longer is needed to resolve the complaint
 - 1.14.6. Inform complainant of next steps if the complainant is unhappy with the response

¹ Refer to Children's Residential Services Park House Location Assessment Report and Risk Assessment

² Refer to Children's Residential Services Complaints and Representation Policy

2. VIEWS, WISHES AND FEELINGS

Young People and Children Consultation - we feel, we say chat

- 2.1. We want to hear what the children/young people think and feel about their home and we are always ready to listen and take action. We have weekly 'we feel, we say chat' where the children/young people are encouraged to have a say about how things are going at Park House.
- 2.2. This is a space where they are able to say what activities they would like to do, what food they would like to see on the menu and what things are going well or not so well at Park House.
- 2.3. Each young person will have a keyworker so they have an identified person to oversee their care, care plan and their individual needs. The Registered Manager will attend the 'we feel, we say chat' monthly and ensure that any actions from the consultation is implemented in a timely manner.

Key Work and Direct Work Sessions

- 2.4. The Y uses the Outcome Star³ which is a range of tools for supporting and measuring change with the young people/children we care for. The Outcome star is a coaching and key working tool that can help young people and children make changes by providing them with a clear picture of the journey they need to take, enabling them to take manageable steps and plotting their progress along the way.
- 2.5. The Y will use My Star for children who are aged 7-14 years old and use Young Person's Star for young people aged 15+ in order to help young people develop their independence and life skills for transition. The star(s) covers key areas:

MY STAR: 7 – 14 years old

Physical Health

Where you live

Being Safe

Relationships

Feelings and behaviour

Friends

Confidence and Self esteem

Education and learning

Young Person's Star – 15 years +

Accommodation

Work and learning

People and Support

Health

How you feel?

Choices and Behaviour

Money and Rent

Practical Life Skills

- 2.6. The Outcome star enables young people/child and their keyworker to focus on an action plan which integrates in their care plan and transition plans. Staff will also complete direct work sessions based on the young person's/child outcomes star assessment and action plan. Direct work sessions subjects will be tailored to the individual child/young person's needs.

Anti-Discriminatory Practice

- 2.7. At Park House we will always promote Equality and Diversity amongst our children & young people and team members in line with the Equalities Act 2010.
- 2.8. We will work with our young people and team to create culture and practice that recognises, respects, values and harnesses differences.
- 2.9. We also seek to understand the impact of our actions on others. We will challenge, support and encourage young people, the team and other people not to discriminate on the grounds of age, ethnicity, culture, language, religious beliefs, gender, disability, sexual preference or sexuality⁴.

Young People's Rights

- 2.10. We will work in partnership with relevant people involved in the young person's life to ensure that the child/ young person is provided with support to communicate their views, wishes, feelings and participate fully in all aspects of their care planning and daily care.
- 2.11. We actively promote and encourage young people to speak to an independent advocate and/or Children Rights Officer in order to ensure that their rights are upheld.
- 2.12. At Park House, we will advocate, challenge and champion young people's rights, responsibilities and needs.

³ For more information on the outcome star <http://www.outcomesstar.org.uk/>

⁴ Refer to Children's Residential Services Equality and Diversity Policy

3. EDUCATION

- 3.1. The Y believes that children and young people in their care should have access to educational opportunities that are available to their peers and should, therefore, not be disadvantaged either academically or socially. We are aware that many of the children and young people who we care for have been exposed to educational experiences that have been negative and this has left with low self esteem and extended periods of time without appropriate educational provision.
- 3.2. The home is situated in Leicester City and is close proximity to good and outstanding education provision and we will work in partnership to support and encourage children and young people to attend their local schools and colleges.
- 3.3. We understand that we play a key role in supporting young people with their Personal Education Plan (PEP) or Education and Health Care Plan (EHCP) and follow recommendations to positively promote their education, health and social care needs.
- 3.4. We will promote access to an excellent education for all young people and the team will support each young person to achieve their full academic potential.
- 3.5. We will work in partnership with the Local Educational Authorities or Virtual Schools to champion and support a young person accessing education, whether this is mainstream, alternative or specialist provision.
- 3.6. We are committed to attending all educational meetings and parents' evenings and celebrate the young person's educational milestones.
- 3.7. We support each young person undertake independent study and will encourage reading for enjoyment.
 - 3.7.1. Young people are provided with a desk in their bedroom where they can study independently and there is a computer where they can access the internet safely⁵.
- 3.8. We recognise the importance of celebrating all achievements with young people – no matter how big or small.
- 3.9. If children and young people are not engaged with education or training, Park House staff will ensure that children and young people are undertaking life skills programme and extra-circular activities until their formal education is established.

⁵ The Guide to the Children's Home Regulations (page 29) states '5.19 Children should have access to a computer and the internet to support their education and learning, unless there are specific safeguarding reasons why this would be inappropriate. In such cases, the home should consider whether and how it can support the child to access a computer and the internet safely'.

4. ENJOYMENT AND ACHIEVEMENT

Hobbies and Interests

- 4.1. Within the local area, there are lots of clubs and activities available for the young people to participate in. We will encourage all young people to try out different opportunities and support them to maintain their current interests and activities that they enjoy.
- 4.2. We will work with the young person to complete a weekly activity planner, with clubs and activities based in the wider community and within the home.
- 4.3. All children and young people will be given the opportunity to take part in annual holiday/trips organised by Park House staff. This will normally be within the UK and will be arranged as appropriate to the children's needs⁶.

Arrangements for young people and children to follow cultural identity and religious observance

- 4.4. The Y is committed to facilitating and supporting the cultural and religious practices of children and young people in our care.
- 4.5. In the interests of maintaining the balanced development of the child or young person and in keeping with equality and diversity good practice⁷, all staff will ensure that every child and young person will be given the opportunity to uphold their cultural identity and religious beliefs.
- 4.6. All staff will be responsible for ensuring that opportunities for religious observance are understood and respected by themselves and other children and young people within the home.
- 4.7. Each child or young person is provided with the opportunity, to attend religious services and receive religious instruction as are appropriate to his/her religious beliefs. Special attention is given where religious observances may involve the provisions of special facilities such as prayer space within the home.
- 4.8. Park House is situated near Leicester City Centre and therefore children and young people would have access to Leicester's diverse religious organisations and events⁸.
- 4.9. We will recognise and celebrate all religious festivals, their birthdays and significant events in their lives. We will encourage young people to attend events and festivals which are held throughout the year in Leicester.

⁶ Each child/young person will receive a holiday payment – the total amount is recommended to be spent on holiday(s) including the cost of the holiday and spending money.

⁷ Refer to Children's Residential Services Equality and Diversity Policy.

⁸ Refer to Children's Residential Services – Park House Location Report and Risk Assessment for information on location of religious organisations and places of worship.

5. PROTECTING AND PROMOTING THE HEALTH OF YOUNG PEOPLE

- 5.1. All staff will follow the Health and Wellbeing Protocol ensuring a consistent and proactive approach to health and health education by both staff and young people/children. The central focus of our Health and Wellbeing protocol is to empower the children and young people by providing them with the tools and information to make informed decisions about their health and wellbeing⁹.
- 5.2. All children and young people will be registered with the Local Dentist, Doctors and Opticians when they first move into the home.
- 5.3. We will support young people to take part in their LAC Health Assessment and reviews arranged by their Social Worker.
- 5.4. We will signpost, support and encourage our children & young people to attend specialist health services such as CAMHS, Counselling Services etc. where there is an identified need.
- 5.5. The team are trained in First Aid and Emergency Procedures.
- 5.6. First Aid boxes are available within the home and vehicles to treat minor injuries.
- 5.7. The team are trained in safe handling of medications and they will follow the Safe Handling of Medicines Protocol when a young person is prescribed medication. Those holding parental responsibility will need to provide consent for the administration of medications and drugs. Thereafter decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with medical professionals, and those with parental responsibility. Staff will record all details of such visits on the child/young person's individual records, including treatment and medication received. At Park House, all medications (including non prescribed) are stored in locked receptacles and are recorded on individual medical records held at the home.
- 5.8. Health Education is promoted via structured individual key work or group work sessions, whichever is thought to be more appropriate in accordance with their wishes and feelings of the children and young people. The team will offer advice, support and guidance to the young person on various subjects such as nutrition and healthy diet, exercise, mental health, sexual health and healthy relationships and use of illegal highs, drugs, alcohol and tobacco.

⁹ Refer to Children's Residential Services Health and Wellbeing Policy.

6. POSITIVE RELATIONSHIPS

Contact arrangements between a child, their parents, relatives and friends

- 6.1. We will actively promote family contact as appropriate and agreed within the care plan for each child/young person.
 - 6.1.1. The team will support children/young people at all stages of contact (before, during and after) as contact can have a positive or negative impact on their feelings and behaviours.

Contact with Social Worker and other professionals

- 6.2. Park House staff will work closely with Social Workers in order to maximise the opportunities to be gained by the child or young person in our care. It is expected that Social Workers will maintain regular contact with young people via home visits and telephone calls. Park House staff will work towards helping young people/children to liaise with their Social Worker and will encourage them to attend all meetings involving decisions about their future.
- 6.3. There are no restrictions on visits or telephone contact between young people and their Social Workers. Copies of all reports, including significant incident reports and placement reports, will be sent to the appropriate Social Worker, in order to maintain a positive working relationship.
- 6.4. All children and young people have access to a landline and can make private calls to their Social Worker, family and carers as outlined in their care plans.
- 6.5. The use of mobiles will be agreed with the young person and their Social Worker on admission to the home. Where this is approved, top up credit to make calls to family and friends will be provided to the young person.

7. PROTECTION OF CHILDREN

Monitoring and Surveillance

- 7.1. Our primary method of monitoring and surveillance is the use of observation and engagement with the young person.
- 7.2. All internal bedroom doors are fitted with buzzers/alarms to ensure the safety of all those living and working at our home.
- 7.3. We have four external CCTV cameras discreetly monitoring the front door, back door and front of the property.

Fire Precautions and Emergency Procedures

- 7.4. Park House has appropriate fire equipment and smoke alarms, which are regularly tested and serviced.
- 7.5. All staff, children and young people at Park House are familiar with all aspects of the Health and Safety Policy and the home's fire risk assessment. Regular fire drills are conducted within Park House, with the outcome and results continuously monitored and recorded within a log book, in accordance with The Y's Health and Safety Policy.

Safeguarding Policy and Practice Guidelines

- 7.6. The Y understands that the experiences of many of the children/young people in care may well show up in difficult behaviour and therefore applies the principles of Positive Behavioural Support by seeking to understand the context and meaning of behaviour in order to inform the development of supportive environments.
- 7.7. Therefore, The Y has developed specific practice guidelines on
 - 7.7.1. Prevention of Bullying
 - 7.7.2. Self-harm and Suicide
 - 7.7.3. Missing from care,
 - 7.7.4. Child Sexual Exploitation,
 - 7.7.5. Substance Misuse and Alcohol Use
 - 7.7.6. Online Safety
 - 7.7.7. Radicalism and Extremism

Positive Behavioural Support

- 7.8. We believe that all behaviours can be explained or understood when adopting a child centred, attachment and trauma informed approach. The Y understands that the experiences of many of the young people/children in our care may well show up in difficult behaviour and therefore applies the principals of Positive Behavioural Support by seeking to understand the context and meaning of behaviour in order to inform the development of supportive environments;
- 7.9. Using Person-centred, values-based approaches to ensure people are living the best life they possibly can. When done properly, person-centred planning processes make sure that those who support people get to know them as individuals.
- 7.10. Skilled assessment in order to understand probable reasons why a person presents behaviours of concern,
- 7.11. The use of behaviour support plans such as – TAPER, which inform :
 - **Primary Preventative Strategies** - wherever possible people are supported to develop alternative strategies by which they can better meet their own needs;
 - **Secondary Preventative Strategies** - responses such as de-escalation techniques, distraction, diversion and sometimes, disengagement used to staff when a person starts to become anxious, aroused or distressed and aim to avert any further escalation into crisis.
 - **Tertiary Strategies** – how staff should react when a person's agitation further escalates to a crisis where they place themselves or others at significant risk of harm.

Positive Behaviour Support Strategy

Primary Prevention Strategy – people are supported to develop alternative strategies by which they can better meet their own needs.

Secondary Prevention Strategy – responses used when a person starts to become anxious; aims to avert any further escalation into crisis.

Tertiary Strategies – how staff should react when a person's agitation further escalates to a crisis where they place themselves or others at significant risk of harm.

Organisational Process

TAPER, Outcome Star Assessment
Weekly key-work sessions
Risk Assessment

TAPER plan – responses identified
On Call Protocol

Behaviour Support and Management Practice Guidelines
Physical Intervention Practice Guidelines
On Call Protocol

- 7.12. With the young person and the people who are supporting them, we will complete a TAPER (Trigger Awareness Positive Enabling Response) Plan which intends to support the young person when in crisis by identifying possible triggers, behaviours and mutually agreed appropriate responses.

Behaviour Support and Management

- 7.13. Here at Park House, we believe the way we work with challenging behaviours, consequences are particularly important.
 - 7.13.1. Many young people we work with are used to being punished, often unfairly, and subjected to abuse based on their caregiver's mood and needs rather than the young person's behaviour.
 - 7.13.2. For young people, who have been abused and traumatised and have developed a hyper-aroused stress response system (flight, fight, freeze and flop), punishments are often likely to make things worse, because they increase stress levels and reinforce a negative view of the world as a hostile and unforgiving place.
- 7.14. Therefore, it is generally more effective to have clear expectations about what is acceptable and what isn't. When a young person crosses the line with regards to their behaviour, we will help them think about it and find ways in which things could be put right, using our overarching Support intervention process.
- 7.15. We use a reparation model for when a young person does something hurtful or damaging which provides them with the experience of contributing to making it right.
- 7.16. We believe that young people should be helped to understand that there is a consequence for their behaviour, both positive and negative and do something if possible to make it right. The more relevant the logical/natural consequence is to the behaviour, the more likely it is to make sense to the young person and enable changes to their behaviour now and in the future.
- 7.17. We believe that we need to set consistent child-centred boundaries, routines and limits if we want the young person to behave well; we have to treat them well. We expect our staff to interact positively with each young person and to demonstrate and be playful, accepting, curious and empathetic in every interaction with the young person.

Risk Assessment

- 7.18. We will complete a young person's risk assessment before a young person lives with us in order to prevent risk of harm to self/others and damage to property.
- 7.19. The assessment is designed to consider all possible factors, information that might identify patterns of behaviour and requires the co-operation of third party agencies with supporting the young person.
- 7.20. The methodology incorporates Likelihood (attitude and history) and seriousness regarding risk, vulnerability and protective factors. The risk assessments will be reviewed regularly and when an incident occurs in order to gain a greater insight into the young person's behaviour and triggers.

Physical Intervention (PI) & use of restraint

- 7.21. The team will always seek to defuse and de-escalate any situation before engaging in any form of physical intervention. The principles underlying practice regarding the use of physical intervention and restraint; whether it is appropriate, necessary and proportionate, will always be considered when managing a young person's challenging behaviour.
- 7.22. We acknowledge there may be occasions when a Physical Intervention is necessary and proportionate and maintain that it should be used only if the young person is likely to seriously injure themselves or others.
 - 7.22.1. The techniques used are those taught by the commissioned training provider and only team members who have been trained should undertake a PI.
 - 7.22.2. All PI's are recorded and documented in line with the regulations.
 - 7.22.3. Following any incident, the young person involved will always be supported as part of the TAPER recovery stage and their views will be listened to and recorded.
 - 7.22.4. The team members involved will always have a debrief following the incident to allow reflection on the situation and our practice.

¹⁰ Refer to Children's Residential Services CCTV and Security Policy.

¹¹ Refer to The Y's Compliancy Statement & Particulars – Health and Safety.

¹² Refer to Children's Residential Services Park House Fire Risk Assessment.

¹³ Taken from Positive and Proactive Care: reducing the need for restrictive interventions, 2014, Dept. of Health, pp20-21.

¹⁴ Refer to The Y's Safety Policy, Protocol and practice guidelines regarding the use of TAPER.

¹⁵ Refer to Children's Residential Services Behaviour Support and Management Practice Guidelines.

¹⁶ Refer to Children's Residential Services Physical Intervention Practice Guidelines.

8. LEADERSHIP AND MANAGEMENT

Organisational Structure of the Home

- 8.1. Park House has the benefit of being part of a wider organisation of Leicester YMCA. A member of the directorate team at Leicester YMCA will provide guidance, support and supervision to the Registered Manager.
- 8.2. The Responsible Individual will support the Director of Housing, Care and Support by providing advice and guidance to the Registered Manager.
 - 8.2.1. The Responsible Individual has an understanding of effective practice in responding to the needs of Looked After Children and of the Local Authority Care Planning duties. The Responsible Individual has the capacity, skills and experience to develop the leadership and management in order to meet the Quality Standards.
- 8.3. The Registered Manager is registered with Ofsted under the Care Standard Act 2000. The Registered Manager assumes overall responsibility for all aspects of the day-to-day management of the children's home.
- 8.4. The staff team will have 24/7 access to the Manager/Deputy Manager for support via the on-call system.
- 8.5. Arrangements are in place for the home to be visited at least monthly on an announced and unannounced basis by a designated independent inspector.
- 8.6. At Park House we are committed to providing all team members with ongoing and high quality training. See Appendix A for the staff members qualifications and experience.

Professional Supervision of Staff

- 8.7. The staff team will receive supervision on a fortnightly basis during their probationary period. On completion of their probation, supervisions will be monthly.
- 8.8. Performance reviews¹⁷ (including annual appraisal) are carried out three times a year to ensure that staff members are working within the organisations core competencies, key performance indicators and targets.
- 8.9. All team members will complete a comprehensive training programme of face to face and online training.
- 8.10. All team members will hold or will enrol on an NVQ Level 3 Children and Young People qualification and they are expected to complete it within the first two years of employment.

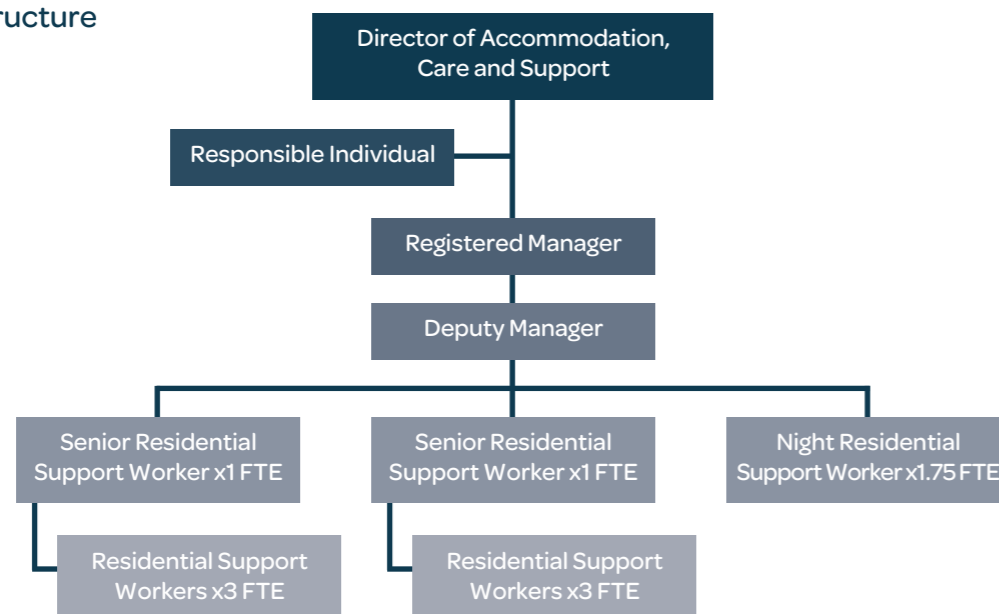
Responsible Body for Park House

- 8.11. Park House is part of Leicester YMCA's Children's Residential Service provision. Leicester YMCA's registered office is located at: 7 East Street, Leicester, LE1 6EY – 0116 255 6507.

How to access Park House Policies and Procedures

- 8.12. The Y has a number of Policies, Procedures and Procedures for all staff employed by the Y and specific policies and practice guidelines for Park House. In order to request and access the documents, please contact the Registered Manager on 0116 233 8586.

Management Structure



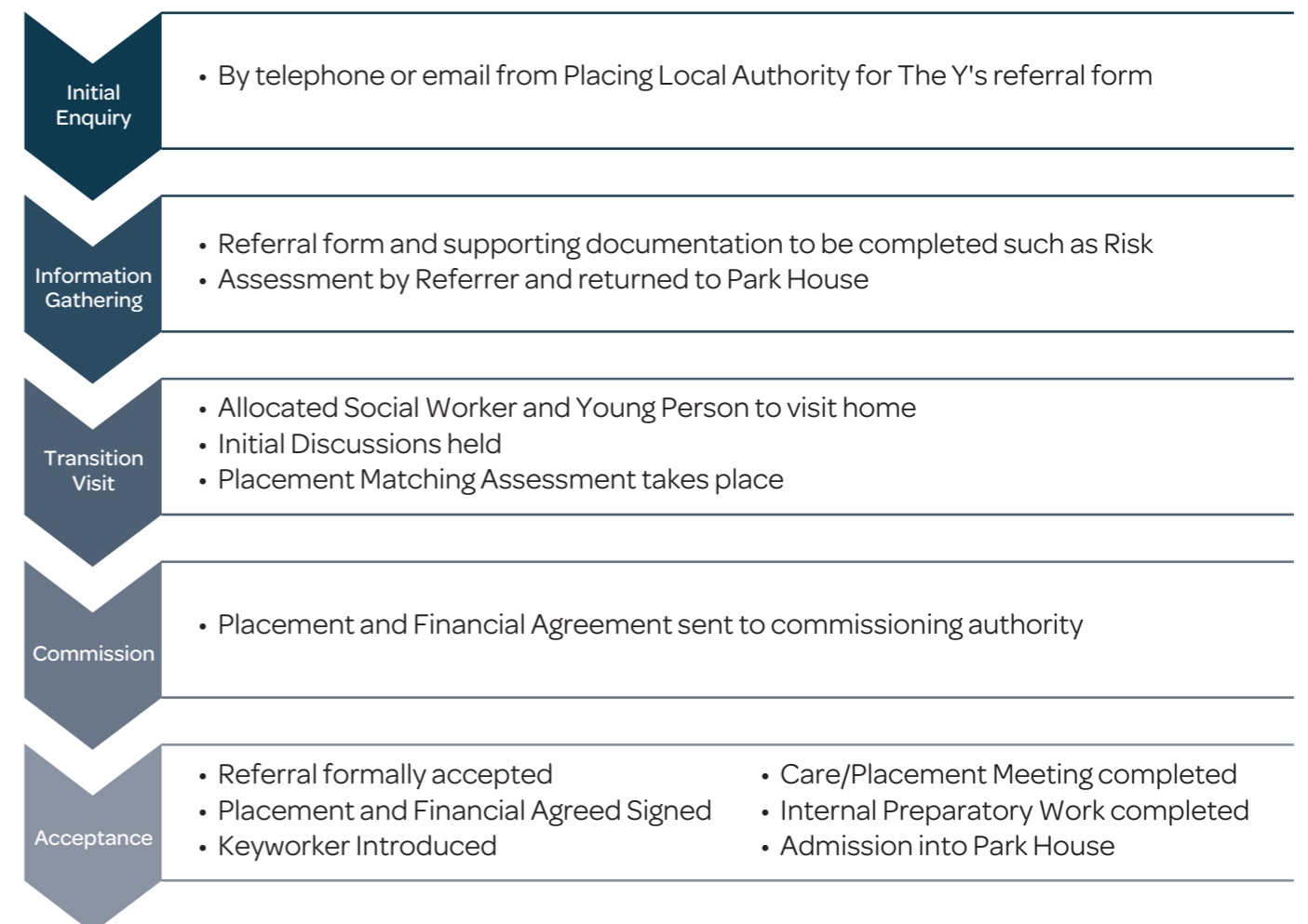
¹⁷ Please refer to The Y's Recruitment Policy.

9. CARE PLANNING

Criteria used for the admission of children to the home

- 9.1. Park House is able to offer positive placements for up to three young people at any one time, any gender, between the ages of 7 years to 18 years¹⁸ on admission and we can continue to look after them up to and including their 18th birthday.
- 9.2. As Park House is part of Leicester YMCA, we would be able to offer the young person a smooth transition from leaving care towards independent living accommodation via either of our two supported accommodation sites or to a move-on-house in the community with support.
- 9.3. We will support young people who have social, emotional and behavioural difficulties. Depending on the individual needs of the young people, the staff team supervising a young person may need to increase depending on the needs of the young person.
- 9.4. Throughout the admission process, there will be a strong emphasis on establishing honest and open communication between Park House and the placing authority. This ensures that the needs of the young person remains the focus of discussion and that relevant information is shared in order to complete an accurate Risk Assessment.
- 9.5. The risk assessment will be completed before admission as it is a key tool in deciding whether our home is able to meet the needs of the young person. We will also need to consider whether the young person's needs can be met in light of the existing young people who live at the home. If a decision was made that Park House was unable to place the young person/child within the home, reasons for non-acceptance would be given to the Placing Authority.
- 9.6. The aim is to ensure that the referral process is as speedy and straightforward as possible. The process map below shows the referral/admissions process. The process can be adjusted to accommodate individual referral circumstances. The referral and admission process timescales is unique and is tailored to the individual circumstances of the young person/child.

Figure 1 - Process for Referral to Admission



¹⁸ Maximum of 5 years between the youngest and oldest child/young person; chronological and functioning age will be taken into account.

Arrangements for Care Planning Review

Care Plans

- 10.7. Every child and young person must have a care plan completed and updated by their allocated Social Worker. The Care Plan must be prepared prior to a child's placement or, if it's not practicable to do so within 10 working days of the child/young person's placement.
- 10.8. The Care Plan contains information on the arrangements for the current and longer term care of the child/young person (including, by the time of the second LAC review, how permanence will be achieved). It also summarises the child's current developmental needs and identifies the services required to meet those needs. The care plan must include the name and contact details of the child/young person's Independent Reviewing Officer (IRO). It should also include information on the level of family involvement and contact. The Care Plan will be reviewed at the child's Looked after Review.

Placement Plans

- 10.9. All young people/children who live at Park House will have a placement plan which sets out in detail how Park House will meet the needs of the child/young person. The Placement Plan will also detail how Park House will assist in achieving permanence for the child/young person.
- 10.10. The Placement Plan will be developed in partnership with the child/young person (where appropriate), the child's parent/carer (where appropriate) as well as the Social Worker to ensure that the contribution required of all parties, for the success of the placement, is clearly recorded.
- 10.11. The Placement Plan should be reviewed in the light of a Looked after Review or any changes in the Child's Care Plan. The Looked after Review will consider whether care is being provided in line with the agreed approach and whether this appropriate placement for the child.
- 10.12. The Placement Plan will be reviewed monthly or sooner if there are any changes. The Park House Management Team and child's allocated key worker will review the child/young person's care plan.

Pathway Plan – Transition

- 10.13. Park House is part of a well-established and successful wider supported accommodation pathway for young people within The Y. Therefore, the children and young people in our care will benefit from being consulted on the different choices of accommodation within The Y according to their development, so as to alleviate any anxiety with regards to transitioning to next stage accommodation.

Procedures for emergency admission

- 10.14. Our commitment to maintaining the principles of therapeutic ethos underpinning the practice adopted by Park House, means that where possible we refrain from accepting emergency admissions.
- 10.15. We are mindful of guidance that states emergency admissions should not be taken unless the homes' capacity and support systems mean that it has the capability to care for a child/young person admitted at very short notice whilst continuing to offer high quality care to young people already living in the home.
- 10.16. However, we are also aware of the increasing pressures on placing authorities to find suitable placements with very limited or little notice. We therefore have to accept that on occasion it is in the best interest of the referred young person to offer a placement at Park House at short notice.
- 10.16.1. In this situation we strive to follow a minimum 72-hour process from first contact to admission, unless there was clear and certain evidence that to do so would be detrimental to safeguarding and the wellbeing of that young person.

Appendix A – Staff Qualifications and Experience

Role	Experience	Qualifications & Training
Director of Accommodation, Care and Support (AM)	<p>Care experienced</p> <p>2001 to date: working in accommodation based support services for homeless 16-25year olds including Care leavers, looked after children and children in need under previous supporting people contract and more recently, local authority contracts.</p> <p>Northamptonshire YMCA:</p> <p>2001-2004: Support worker with caseload of 8 young people</p> <p>2004-2006: Team Leader responsible for supervision and day to day management of staff team and service delivery</p> <p>Leicester YMCA:</p> <p>2006-2009: Housing Manager responsible for leadership of staff team, managing and developing resources and service delivery for 53 single homeless young people under Supporting People Framework</p> <p>2009-2011: Principal Housing Officer providing leadership and operational oversight for all accommodation and homelessness provision. Developed leading good practice model in preventing evictions and abandonments and improved Supporting People grading. Contract performance management.</p> <p>2011 to date; Housing Director providing strategic and operational leadership, operational oversight and strategic development for accommodation, support and homelessness provision. Including contract management for local authority & clinical commissioning group and third party funders such as Ministry for Communities and Local Government.</p> <p>Development of new projects including: payment by results social investment project for homeless young people aged 18-25 & a BBC Children In Need funded enabling project for children with disabilities aged between 15-18 years old.</p> <p><i>(Name change to Director of Accommodation, Care and Support from 2019)</i></p>	<p>BSc Degree in Housing Studies</p> <p>ILM Level 3 in Supervision</p> <p>ICM Basic Accountancy</p> <p>Health and Safety training</p> <p>WRaP (Prevent) Training</p> <p>Knowledge that changes lives: Practical approaches to supporting the education of traumatised children</p> <p>Emergency First Aid</p> <p>Equality & Diversity</p> <p>Common Purpose Leicestershire 2010 Matrix Course</p> <p>Child Sexual Exploitation Management & Supervision Training</p>
Responsible Individual (TC)	<p>Care Experienced</p> <p>2016 – (Current) – Managing Director – T-Junction Children's Services.</p> <p>2016 – 2018 Associate – Kate Cairns Associates</p> <p>2016 – Jan 2017 – Panel Member – Anglian Fostering Agency</p> <p>2016 – Jan 2017 – Panel Member – Jay Fostering</p> <p>2016 – Aug 2016 – Residential Support Officer – Welland House Children's Home</p> <p>2015 – Aug 2016 – Education Improvement Officer – Leicestershire County Council</p> <p>2015–2016: Residential Support Worker – Inspirations</p> <p>2010–2013: Looked After Children Project Worker – Leicester City Council</p>	<p>NVQ/BTEC Level 5 in Leadership & Management</p> <p>A1 Assessors Award</p> <p>PgDip in Community & Social Studies – Manchester Metropolitan University, 2015</p> <p>MSc in Criminology and Criminal Justice – Loughborough University, 2010</p> <p>BA honours in Sociology and Social Policy – University of Leeds, 2009</p> <p>A-level Sociology – Loughborough College, 2006</p> <p>A-level Psychology – Loughborough College, 2006</p> <p>A-level Law -Loughborough College, 2006</p>

Registered Manager (MH)

Has worked with both young people and children with Social, Emotional and Behavioural and learning difficulties in various residential settings since 2001.
2010 – became a Registered Manager and managed two residential children’s homes (young people with learning difficulties and EBD)

NVQ Level 3 in Caring for children and young people
NVQ Level 4 – Registered Manager Award
Level 5 Diploma in Leadership for Health and Social Care and children and young people services
Completed all relevant mandatory training for children homes and specific young people training to meet their needs.

Deputy Manager (JS)

June 2018 – present – Deputy Manager – The Y
Worked in various social care and young people settings:

- Child Protection Social Worker – Calderdale (Nov 2017 – April 2018)
- Senior Adoption Support Worker – East Midlands Family Action (Jun 2017 – Oct 2017)
- Social Worker – Court Based Parenting Assessment Team – Coventry CC (Oct 2015 – March 2017)
- Experienced Child Protection Social Worker – Coventry CC (Oct 2013 – Oct 2015)
- Challenge and Support Co-ordinator managing projects for children and families involved in ASB and Youth Offending (Leicester CC) (Feb 2009 – Jun 2013)
- External Tutor – De Montfort University – Youth & Community (Mar 2007 – Mar 2013)
- Deputy Housing Manager – The Y (Apr 2007 – Feb 2009)
- Transitions Worker – Working with young people involved in CSE (Leicester) (Jun 2005 – Mar 2007)
- Deputy Community Education Manager – managing education and sports projects for The Y (Oct 2000 – Jun 2005)
- Youth Worker for 8 – 13 years old – Lancashire CC (Jun 1998 – Oct 2000) and Leicester City Council (Jun 2001 – Mar 2007)
- Residential Support Worker – working in a children’s home – Progress School (Dec 1999 – Oct 2000)
- Auxiliary Nurse – Wolverhampton (Jun 1994 – Jun 1998)

Working towards NVQ Level 5
Diploma in Leadership & Management for Residential Childcare
Graduate Certificate in Professional Social Work Practice – Bournemouth University
MA in Social Work – Nottingham University
PGDip in Youth and Community Work – Lancaster University
BA (hons) in Women Studies and Social Science – Lancaster University
ILM Level 3 in First Line Supervision
Training undertaken:
Able Training – Physical Intervention Training
GDPR
Personal Safety
Gender Diversity Training
Reflective Practice and Supervision
Parenting Assessment Manual (PAMS)
The Impact of Sexual Abuse in a residential setting
Fire Extinguisher Use – Citation
Equality Act 2010
Ladders and Stepladders
Risk Assessment Awareness
Environmental Awareness
Sharps Awareness
Fire Marshal Training
Hand Hygiene
COSHH Awareness for employees
Display Screen Equipment
Health and Safety Awareness
Fire Safety Awareness
Basic Food Safety Awareness
RIDDOR

Notes



Children's Residential Services

**PROVIDING A NURTURING, SAFE HOME FOR CHILDREN TO
STABILISE AND REBUILD, ENABLING THEIR ROOTS TO GROW**

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