

# Ivy House

## Statement of Purpose

June 2018

Short, Medium and Long Term Placements for Children with Social, Emotional and Behavioural Difficulties

[www.pathwaycareresidential.co.uk](http://www.pathwaycareresidential.co.uk)



## Contents

1. Caring for Children & PCR Mission Statement
2. Objectives/Ethos of Ivy House
3. Opportunities for Cultural, Leisure, Recreational & Social Activities
4. Arrangements for Pursuing Cultural Identity, Religious Observance and Linguistic needs
5. Promoting contact between families, Friends & Significant Others
6. Consultation about quality of care
7. Anti-discriminatory practice & Children's Rights
8. Accommodation offered/Registration information
9. Location of accommodation
10. Safeguarding, Bullying and when Children Go Missing
11. Referral / Admissions Procedure
12. Complaints, Comments & Compliments
13. Surveillance of Children in the Home
14. Methods of Promoting Good Behaviour, Control & Discipline
15. Responsible Body for Ivy House
16. Education
17. Dual registration as a school
18. Educational Services & Local Schools
19. Health Care Provision
20. Staff Training, Staff Support
21. Staff Team/Structure
22. Staff Team Balance
23. Fire precautions
24. Multi-Agency Liaison

## 1. Mission Statement

Pathway Care Residential (PCR) is an organisation that is committed to providing high quality care and delivering positive outcomes for children via a truly multidisciplinary team approach within an open but emotionally secure domestic style environment. As a transparent organization, we recognize that every child and the care they receive matters.

### Who may be referred to Ivy House

Ivy House is able to accommodate:

- Up to three young people
- Male or Female
- Children with social, emotional and behavioural difficulties (EDB).

## 2. Objectives/Ethos of Ivy House

Ivy House is a PCR home committed to providing care to children/young people on a short, medium or long term or respite basis depending on the needs of the young person. Ivy House provides a holistic, safe, stimulating and supporting family environment where children/young people cared for can live, learn and develop.

The home provides a high standard of care, educational support and accommodation for up to three young people. We work in partnership with relevant Social Care departments, and other agencies within a clear and comprehensive policy framework, in line with PCR's policies.

Ivy House has high expectations for the young people who reside with us. We emphasise the importance of education and celebrate achievements. We aim to provide young people with the vital skills they need to go on to lead independent and fulfilled lives. Young people who have been placed with PCR have gone on to achieve tremendous accolades (qualifications, awards and apprenticeships).

The Manager in consultation with the Local Authorities and young people have created an independence package which is tailored to their needs and help prepare them for when they leave. The package includes them budgeting, paying bills and also earning incentives, through doing tasks around the home.

## 3. Opportunities for Cultural, Leisure, Recreational & Social Activities

There are a wide range of leisure, recreational, and social activities that are available for the child/young person to pursue whilst residing at Ivy House. The home is deliberately located in close proximity to various facilities. Our staff team ensure that every child/young person is encouraged to participate in communal and group activities of their own choice.

All Ivy House staff recognise the importance of monitoring the participation in leisure, recreational, and social activities, whilst ensuring that adequate alternatives are offered to every child/young person, as and when required.

There are a number of leisure, recreational, and social activities available within Nottingham, including access to and use of fitness gyms, youth clubs, tennis, badminton, cinemas, football, cookery, arts & crafts, bowling, climbing centres, horse-riding, ice skating etc.

Each child/young person in a PCR home is involved in completing a weekly Personal Planner that sets out the structure of the week ahead. This ensures that both children and staff are able to form a picture of the week ahead ensuring balance and variety. This system also serves review and monitoring activity. Young people can also voice their choices in residents' meetings.

#### **4. Arrangements for Pursuing Cultural Identity, Religious Observance and Linguistic needs.**

In the interests of maintaining the balanced development of the child/young person and in keeping with Equality and Diversity good practice, all Ivy House staff ensure that every child/young person will be given the opportunity to uphold their cultural identity, and religious beliefs.

All staff will be responsible for ensuring that opportunities for religious observance are understood and respected by themselves and other children within the home. Each young person is provided with the opportunity, as far as is reasonable and practicable, 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 provision of special facilities.

Young people are asked if they wish to attend specific festivals, events or take part in numerous activities whether they are of their own culture or to learn about other beliefs/cultures.

Young people's care plans state the young person's linguistic needs and evidences their main language and any chosen languages. As we are not an LD provision, we do not have documents in specialist texts e.g. widgeo/Makaton However, we do pride ourselves on getting to know our young people to see how best they learn so we can tailor communication appropriately. If young people are placed with us from other countries/have family from other countries, then we can commission reports/documents in specific texts/languages.

#### **5. Contact with Family, Friends & Significant Others**

We will maintain, support and actively encourage regular and consistent contact with the child's/young person's family, friends, as well as significant others where appropriate. This can be achieved through telephone calls, emails, social media, home visits in addition to visits to see the child/young person within Ivy House.

An emphasis is placed on “fitting in” and young people are supported to make and maintain friendships with their peers e.g. bringing friends home for lunch, having sleep overs and going on days out with friends.

Young people are involved in the care planning and risk assessment process so are aware of what measures are put in place to keep them safe.

### **6. Consulting children/young people about their care**

At PCR, Children and young people are encouraged and supported in self-expression. They are encouraged and helped to recognise their rights and responsibilities. In support of the above, children/young people are encouraged to participate in regular residents’ meetings. Residents’ meetings are designed to allow children to express their views and concerns and to celebrate things that they like or make them happy. Also, children are supported and encouraged to take part in the reviews of their Care and Placement Plans.

For children that struggle to participate in the group setting, although they will receive ongoing support and encouragement, regular one to one Key Working sessions allow them to feed into the PCR/Home’s decision-making processes. Through whatever channel, PCR staff are encouraged and expected to elicit the views of our children and to ensure these are taken into account in the day to day running of our homes.

Young people are aware that they have access to their social worker and IRO, as well as the opportunity to speak to an advocate from the Children’s Society external to PCR.

Young people are also asked for their thoughts by the home manager in the Reg 45 process and by an independent visitor (Reg 44 inspection). Young people are also asked for young people’s feedback via questionnaires.

### **7. Anti-discriminatory practice, Children’s Rights and Complaints**

Ivy House is a Child Centred home with its policy, procedural and practice framework designed to promote, in both philosophical and practical terms, the premise that the ‘welfare of the child should be the paramount consideration’ in any given care situation.

In line with the Quality Standards, PCR will ensure that every child in its care is supported to achieve the following standards:

- Engaging with the wider system to ensure each child’s needs are met
- The quality and purpose of care standard
- The children’s views, wishes and feelings standard
- The education standard
- The enjoyment and achievement standard
- The health and well-being standard
- The positive relationships standard

- The protection of children standard
- The leadership and management standard
- The care planning standard

PCR believe that happiness should not be a destination but rather, a journey. Children have the right to enjoy the journey through early life to independence, following a Pathway, underpinned by the following key principles:

- Be as physically and mentally healthy and able as possible
- Enjoy maximum benefit and levels of attainment through good-quality and appropriate educational and developmental opportunities.
- Live in an environment that assures safety and protection from harm
- Feel loved, respected and valued. Be encouraged, guided, motivated and supported through a network of reliable, affectionate and safe relationships.
- Experience and enjoy emotional, mental and physical well-being.
- Feel empowered and enabled to become competent in self-care and everyday living.
- Be encouraged to believe in themselves, through the development and maintenance of positive self-esteem, confidence and respect.
- Have a secure and informed sense of identity, including cultural, racial and gender-based identity.
- Understand and enjoy a sense of community and citizenship through the development and use of good inter-personal skills and confidence in social settings and opportunities to play a part.
- To understand and enjoy rights and responsibilities and to be able to exercise effectively both principles, both in the care setting and in later life.

PCR firmly believe in its care philosophy, which impacts on and guides all areas of our service provision to every child/young person.

All young people's care plans cover the child's/young person's needs and the young people's guide clearly sets out what is/isn't acceptable.

Staff at the home also receive equality & diversity training to ensure that they treat young people, their parents and significant others with respect. If staff do not adhere to this then the company has a whistleblowing policy, which ensures staff have the access to voice their concerns.

### **8. Accommodation and for whom it is intended**

#### **Facilities Provided by Ivy House**

- Three good sized Children's Bedrooms
- One Staff Sleeping Room (Upstairs)
- One Office (Upstairs)
- Bathroom consisting of Shower over Bath & Wash Basin
- Separate Toilet

- Staff Downstairs Toilet & Wash Basin
- Communal Lounge
- Kitchen
- Dining Room
- Small Front Garden, Large Private Garden, and Driveway leading to outside Manager's office

As the home does not have anyone with physical disabilities the home has not been adapted or altered.

### **9. Location of the children's home**

Nottingham is a vibrant and friendly city that is a centre of excellence in many fields, with a unique combination of strong historical roots, coupled with a fast expanding business and retail sector. This cosmopolitan city offers unrivalled state of the art leisure and entertainment opportunities, as well as excellent health and education facilities.

Based within the pleasant, residential area of Rise Park and conveniently situated near to Nottingham's vibrant city centre, Ivy House is ideally suited for children/young people. It has a location close to the city centre with easily accessible bus links and routes to schools, colleges and key locations across the city of Nottingham.

Ivy House is a small detached property with many attractive and practical features, including good sized rooms and an enclosed garden.

All bedrooms are of a good size, furnished (including a desk and chair) and equipped to a high standard, and decorated in consultation with the children/young people resident in the room at the time. Children at Ivy House do not share bedrooms unless the placing authority stipulates this as a planned care requirement.

The communal space includes a living room equipped with a DVD player, TV and a variety of DVDs a phone and bookshelf in the Hallway.

There is also a dining room which is also equipped with arts and crafts materials and a PC (with restricted internet access). It also has a notice board for useful agencies and phone numbers. Furthermore, there are a variety of games and books including general knowledge material.

There are adequate laundry facilities in the kitchen, where more independent children can learn to carry out related domestic tasks.

Staff are provided with a separate sleeping room. The home operates a waking staff system and appropriate levels of staffing.

The Manager has also carried out a location risk assessment which looks at all aspects of the area in which Ivy House is located. The assessment takes into account the cultural aspects of the area, the crime rates facilities and the local demographics.

## 10. Safeguarding, Bullying & Missing from Care

### Safeguarding:

#### Statement of Principles

Pathway Care Residential (PCR) believe that all children have the right to be protected from all forms of abuse, whether this be physical, sexual or emotional abuse or neglect. Our approach to all aspects of care delivery is Child Centred. With regard to Safeguarding we firmly believe that the blame for abuse will rest solely on the abuser and that the welfare of the child will always remain centre-stage.

Concerns over the safety or well-being of a child will never be ignored.

To define abuse, PCR has adopted the definition provided by the National Commission of Inquiry into the Prevention of Child Abuse, 'Childhood Matters':

"Anything which individuals, institutions or processes do or fail to do, which directly or indirectly harms children or damages their prospects of safe and healthy development into adulthood"

#### Policy Objectives

##### Our Safeguarding policy aims to:

- Provide clear and specific guidelines to enable staff to deal with child protection issues effectively.
- Set high internal standards to ensure that the children cared for by PCR are well protected
- Ensure PCR's credibility as a professional care organisation remains high and that purchasers feel assured that PCR is a 'safe' organisation
- Ensure that every individual working for PCR knows what to do in a Child Protection Emergency.

#### Safeguarding Policy

At Ivy House, everything we do is geared to the protection, happiness and development of the child. Our Safeguarding Policy (hereafter referred to as 'the policy') is detailed, extensive and child-centred.

The policy provides detailed definitions of physical, sexual and emotional abuse, mental cruelty and neglect.

Also, the policy sets out clearly, and in considerable detail, who is responsible for dealing with suspected or actual incidents of abuse, defines how matters of abuse should be dealt with and provides supportive guidance to officers who may be involved in dealing with such matters.

## Ivy House Statement of Purpose

The PCR policy framework and management approach is designed to minimise the risk of child abuse. However, we recognise that with the best will in the world there is always a chance that a child located in the safest of environments may fall victim to abuse. At PCR, no child protection issue is ignored. Our response to any allegation or suspicion is child-centred, transparent, swift and affirmative.

Copies of the PCR Safeguarding Policy are available upon request.

### **Bullying:**

Ivy House is committed to providing an environment where young people can live safely, without the fear of oppressive behaviour from peers by any form of bullying or intimidation.

PCR provides all staff and children in our homes with clear definitions of bullying. We believe bullying can take many forms from verbal, cyber, emotional, sexual or racial abuse to actual physical assault.

### **In all cases PCR staff will:**

- Investigate fully any indication of bullying.
- Support the victim to prevent any further oppressive behaviour from others.
- Re-assure the victim that being bullied is not acceptable and that it is not their fault they are bullied.
- Minimise any further opportunities for bullying to occur by whatever strategies are realistic and achievable.
- Confront the bully with their actions so their oppressive behaviour is not condoned by inertia.
- Pursue legal action should the nature of bullying indicate the need for this.
- Arrange for an urgent review to include all involved parties from whatever agency to identify an action plan to deal with the bullying including the appropriateness of placements.
- Identify and action positive alternatives for both victim perpetrator to develop those skills necessary for positive relationships.
- Keep a written record of all incidents and actions taken.

Bullying and oppressive behaviour has no place within our society of which PCR homes are a part. We are committed to an equality of service that demands a safe and caring environment for all service users.

### **Children Going Missing:**

Ivy House provides all residential staff and children with written procedures, which are clearly followed when a child is Absent Without Permission. The application of the Absence procedures is consistent but at the same time take account of the individual child's needs which are clearly set out in his or her Placement Plan.

Any child that is away from a PCR home is made welcome upon return – the principal aim will be work with child/young person to find out why he or she felt the need to leave his or her home without consulting or seeking permission from staff. Wherever possible, and in any case as soon as possible after he or she has returned, the child/young person will be seen by his or her social worker or a person who is independent of the home.

Any reports from a child that indicates he or she went missing in response to being abused will be immediately reported to Social Care and appropriate measures are made to protect the child/young person.

When a young person is absent from the home or the supervision of a member of staff without consent or authority, and then the following procedure will be followed:

- Staff will initially conduct a search of the interior of the home then the outside surrounding area to locate and confirm the whereabouts of the young person and their safety.
- If the young person has not returned to the home within a previously specified time then a member of staff should go out and look for the young person. This should only be done after consultation with a colleague and it has been agreed that such action will not place the other young people or staff at risk.
- If the search by staff has proved inconclusive then the member of staff searching for the young person should report the young person as missing to the local police. They should also notify the young person's Social Worker, parents and any significant others. If outside normal office hours then the young person's Out of Hours Duty Team must be contacted.
- The time period for reporting young people missing to the Police when they are out with a member of staff would be made after consideration has been given to their age, personal circumstances, vulnerability and previous history. This time period should be clearly noted in the young person's care plan and risk assessment and updated according to need.

### **11. Referral / Admissions Procedure**

In accordance with PCR's Equal Opportunities Policy, children and young people of any gender or ethnic origin may be referred

Pathway Care Residential carefully considers all referrals as part of a caring and responsible approach to admissions. However, in recognition of the extreme pressures faced by Case Managers, our decision-making processes are fast and effective.

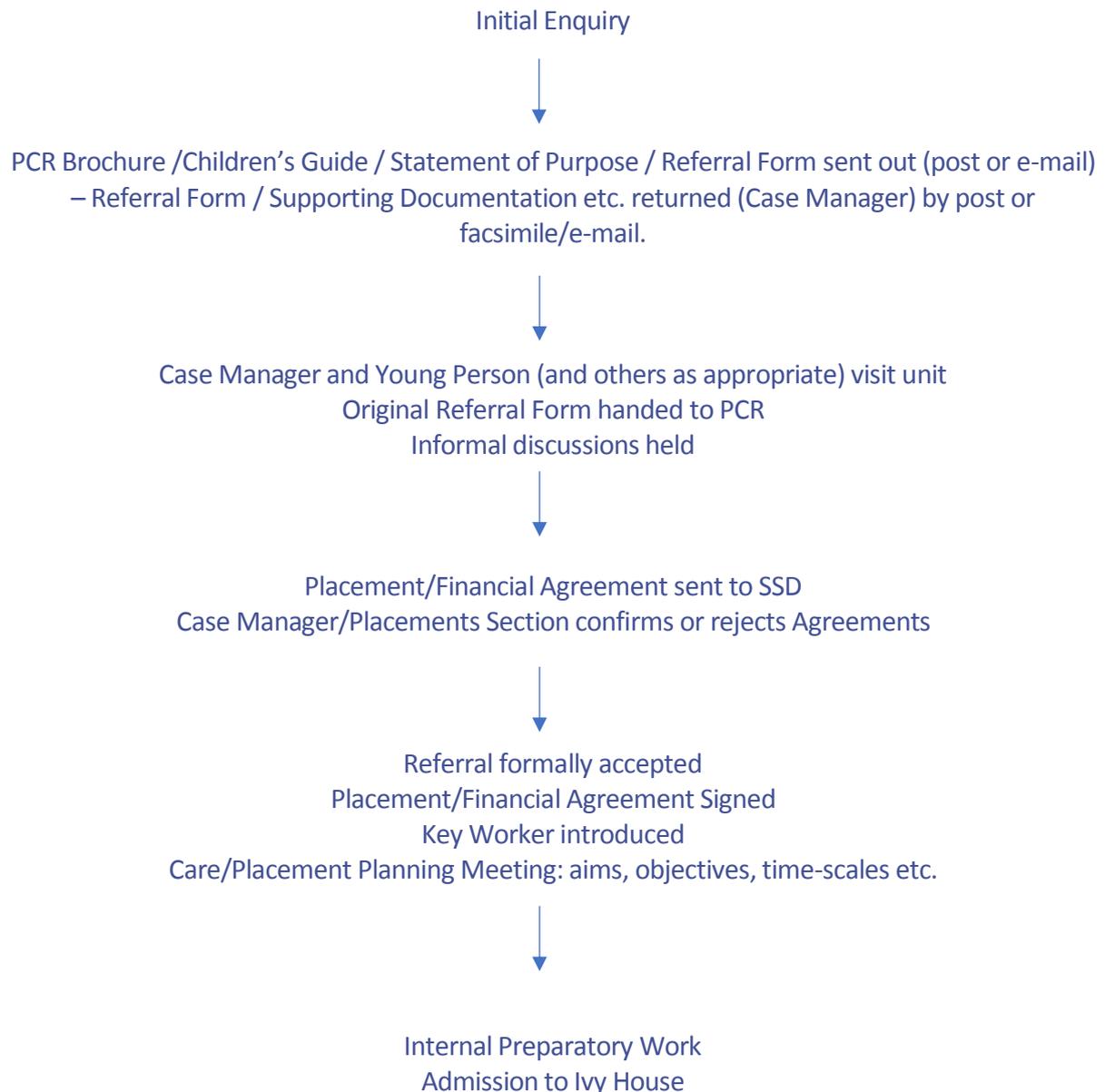
The layout and design of Ivy House is such that the unit could accommodate a young person with mild mobility difficulties; however, it would not be suited for children with severe mobility difficulties.

#### **Referral / Admissions Procedure**

We always aim to ensure the referral process is as speedy and straight forward as possible.

Preferably, placements should be planned, providing for as smooth a transition as possible for the child/young person concerned. However, PCR will consider Crisis Referrals, acceptance of Crisis Referrals will be dependent upon vacancies and child-suitability (child's needs / existing residents of respective home).

The flow chart below shows the normal Referral/Admissions Process. The process can be adjusted to accommodate individual referral circumstances.



### Day to Day Arrangements

## Ivy House Statement of Purpose

Ivy House adopts a holistic approach to care and development, addressing the emotional, social, cultural, physical and educational needs of the children.

We believe that our children/young people should be cared for in a positive non-discriminatory environment. Soon after admission each resident has a Placement Plan formulated which aims to develop the young person and foster a relationship with them based on equality and trust where they can feel valued and respected. We provide a safe and accepting environment where expression of feelings is encouraged in a positive and appropriate manner. In line with PCR corporate policy, Ivy House aims to deal with issues such as:

- Education & Leisure
- Health, hygiene and self-maintenance
- Behavioural Issues
- Child Protection Issues
- Sex Education
- Interpersonal Skills & Socially Acceptable Behaviour
- Family Contact
- Self Esteem / Confidence
- Skills / Emotional Maturity
- Eating Disorders, substance misuse, self-harm.

Accurate and regular communication is ensured to protect the safety of the children/young people in our care. In addition to these issues, the arrangements are made as follows:

- Main meals are taken together in a family style atmosphere and special dietary needs are catered for
- Children / young people can have their own bedroom key
- Communal as well as individual leisure/recreational activities are made available and pro-actively encouraged
- Ivy House is well equipped with a variety of games, DVDs, books, music, arts and crafts and other resources
- A variety of working methods are used with children/young people. These are tailored to suit individual needs.

Whilst resident at Ivy House, all children/young people receive the following allowances:

- o Pocket money
- o Phone credit / money
- o Clothing money
- o Personal allowances for activities / interests
- o Birthday Money, Christmas Money

### **12. Complaints, Comments and Compliments**

Ivy House deals with all representations and complaints seriously, sensitively and as close to the originating point as possible, ensuring that the child's best interests are of paramount

importance in such proceedings. We endeavour to ensure that all children, staff, and parents are aware of, and understand PCR written policy and procedures on representations and complaints. All complaints are communicated to Ofsted. Furthermore, PCR operates a transparent complaints procedure, which is clearly visible on notice boards and other appropriate locations.

Each young person has the right to make representations by way of comments, compliments or complaints regarding their care and accommodation whilst being looked after by PCR. A record is maintained in the home of such comments, compliments and complaints.

### **Complaints Procedures**

Each young person in the home has access to:

- a) PCR's Internal Complaints Procedures and the services of an independent representative.
- b) The Complaints Procedure of the responsible local authority
- c) Telephone Ofsted on: 0300 123 1231
- d) Write to Ofsted at: NBU, Piccadilly Gate, Store Street, Manchester M1 2WD
- e) Organisations representing the interest of young people being looked after, e.g. Child-line, National Youth Advocacy Service, SOVA, Voice for the Child in Care.

Additionally, all young people are actively encouraged to express their concerns regarding the quality of care they are receiving or any other issue during individual meetings with their key worker, during the regular residents' meetings or directly to the Manager of the home. Each young person is provided with a copy of the PCR's Complaints Procedure on his or her admission to the home.

### **The Pathway Care Solutions Complaints Procedure consists of three stages:**

Stage 1 Informal Stage – Discussion with the Manager – recorded and signed by the young person if she/he is satisfied.

Stage 2 Formal Stage – Investigation by a Complaints Investigation Officer (i.e. someone from outside of the home)

Stage 3 Review Stage- Consideration by Senior Managers of PCR

### **13. The Use of Electronic Surveillance of Children in the Home**

Ivy House does not operate electronic surveillance. We do have a burglar alarm which is only set when the house is empty. The home also has sounders on both external doors which beep to indicate the door has opened.

Young people are monitored by staff within the home as per their individual care plans and risk assessments.

### **14. Promoting positive behaviour and relationships**

Sanctions and rewards for behaviour are clear, reasonable and fair and are understood by all staff and children.

Where any sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in the records kept by the home.

Ivy House, in line with PCR's policy, looks to promote positive relationships between the adults and children within a clearly defined policy framework.

None of the disciplinary measures prohibited under Regulation 8 of the Children's Act 1989 are permitted at Ivy House. All staff at Ivy House aim to work together with children as a team to enhance our ethos of a family home within a framework of continuous positive reinforcement of good behaviour. In addition, appropriate use of [age/understanding-sensitive] sanctions and disciplinary measures are only applied after careful consideration as defined within PCR's policy and procedures.

Our approach encourages reparation and restitution and we seek not to allow negative behaviour to become the focus of attention. PCR staff will not make excessive or unreasonable use of sanctions or physical intervention.

Physical intervention is used only in specified circumstances i.e. to prevent likely injury to the child concerned or to others, or likely serious damage to property. Our staff are trained in the use of MAPA (Managing Actual and Potential Aggression) techniques, which include Avoidance and Reduction techniques.

Clear records are kept of the use of sanctions and physical restraint ensuring that the application of the same can be monitored and reviewed at regular intervals.

Staff have a 4-day training MAPA course that is accredited and endorsed by BILD. The course is then refreshed annually (one day course). Staff also have the opportunity to refresh their knowledge in team meetings.

### **15. Responsible Body for Ivy House**

Our head office is located at:

St. James' Place  
7 Castle Quay  
Castle Boulevard  
Nottingham  
NG7 1FW

01159 473142

Pathway Care Residential is a [wholly owned] subsidiary of the wider Acorn Care and Education Group.

The Acorn Care and Education Group was founded in 2005 and is one of the largest combined children's services group in the UK. Our operating businesses successfully deliver frontline fostering, educational and care services to children, their families and local authority customers.

Our purpose is to provide outstanding care and education to the UK's most vulnerable and difficult to place children and young people whether with specialist foster parents, within education or in a supportive and understanding environment of residential care.

We offer each and every child and young person courtesy and respect, and work in conjunction with local authorities to deliver a range of care, education and other specialist services which offer best value whilst ensuring the best possible outcomes for each child.

As a group, we benefit from a wealth of experience allowing young people the opportunity to thrive and develop by realising their potential whilst being happy and feeling valued.

Please see Appendix attached for Acorn Organisation Executive Board Structure.

### **Operations Director: Louise Hernon**

Louise is a CQSW qualified social worker and is registered with the HCPC. She has an M.A in social work, a CCETSW advanced award in social work, a post graduate certificate in child protection and an MBA (with distinction.)

Since qualifying as a social worker in 1992 she has worked for a local authority in residential care, as a social worker and team manager of a child protection team, as a child protection coordinator and as the policy manager for the SCB.

Louise's posts with the Acorn Care/NFA Group have included Regional Director for the fostering service and Quality Director for residential and education services.

Louise is located at our Head Offices at St. James' Place House, 7 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW Tel: 0115 9473142.

### **Responsible Individual and Service Manager: Donna Carlin**

Donna has been with Pathway for 13 years - managing a sister home before coming to Elm in 2012.

Prior to working for Pathway Donna worked as a children and families social worker for Nottinghamshire and is DIPSW qualified.

This compliments her DIP 5 in Leadership and Management in Health and Social Care (2013)

Donna currently has a Matrix Management role for Pathway and also observes RSM/ RI functions covering Cedar, Ivy, Osprey and Southview.

In her spare time Donna enjoys watching her boys play football in the Notts Young Elizabethan league

### **Home Manager (Registered): Miss Michelle Danvers**

Miss Danvers has worked in residential care since 2007 and has worked for PCR since 2013. Michelle holds a NVQ Level 3 in Working with Children and Young People and is working towards the Diploma Level 5 in Leadership and Management.

### **16. Education**

Ivy House believes that all our young people have the right to an education suited to their needs, ability and personal aspirations. We acknowledge research suggesting that children within the care system are potentially at risk of poor educational achievement due in part to many extrinsic factors.

Therefore, we believe that we have an Absolute Duty to ensure that in accordance with the requirements of the Quality Standards and the Every Child Matters Agenda, each child in our care achieve socially and educationally, to their highest potential. The Ivy House staff team are involved in proactively implementing needs assessed Individual Education Plans (I.E.P.) for each child. Key workers/Unit Management oversee the implementation of I.E.Ps and monitor progress in order to evaluate and modify I.E.Ps to maximise achievement. The staff team work with schools, teachers, specialist education provisions, LACES etc. to ensure young people achieve and outcomes are documented on their PEPs and SENs/EHCs.

Ivy House creates a positive culture and environment for valuing education with adequate space and facilities for children to do their homework, including quiet well-equipped study areas and personal computers.

### **17. Dual Registration as a school**

Ivy House is not dually registered as a school.

### **18. Educational Services Offered and Local Schools**

- Mainstream education is available at comprehensive and junior schools within the catchment areas of Top Valley, Bulwell, Hucknall and Arnold, in addition to local colleges
- There are alternative education provisions available in Nottingham
- We liaise where necessary with Nottinghamshire Local Education Authority
- In-house personal tuition where applicable and necessary.

### **19. Health Care Provision at Ivy House**

Ivy House adopts and follows PCR's Policy and Procedural Guidelines on the provision of Health Care for every child/young person. This ensures a consistent and proactive approach to health

and health education by both staff and children. The central focus of our Health Policy is to empower the child/young person and to provide them with the tools to make informed decisions about their health.

Upon admission into Ivy House, every child/young person will be registered at the local GP surgery. PCR works closely with CAMHS to ensure appropriate levels of support and intervention. We can also access:

- Dentists
- Chiropractors
- Counsellors
- Opticians
- Social / Psychological Services if applicable
- Other Therapeutic services as appropriate

Health education is promoted via structured key worker or group sessions, whichever are thought to be more appropriate in accordance with the feelings of the children/young people. Ivy House Health Care Policy includes providing information on physical, emotional & sexual health. Our philosophy and approach is that good health is achieved through paying attention to basic needs such as nutrition, adequate sleep, regard for safety, and appropriate medical attention when required.

All young people are encouraged to attend their annual health assessment and staff also liaise with LAC nurses to ensure that young people's health needs are met.

All young people's health care needs, history, emotional support is recorded in their individual health care plan. This way the home/young people can monitor any trends, health needs, decline or progression.

### **20. Qualifications of staff**

All staff have been, or will be trained in the following:

- Health & Safety
- Fire training
- Food hygiene
- Safeguarding
- First Aid
- Managing Actual & Potential Aggression
- Medication Administration
- Attachment and trauma

PCR adhere to staff qualification targets as set out in Quality Standards (April 2015).

Staff receive regular supervision and training and are required to hold or pursue NVQ Level 3 Health & Social Care or Workforce Diploma level 3 in Health & Social Care (as a minimum). Managers must hold or pursue the Diploma in Social Work, Diploma level 5 in Leadership and

Management of Children's Residential Services or NVQ level 4 Registered Managers Award (or equivalent).

Each young person has a designated key worker. Ivy House is staffed 24 hours a day, 7 days a week. All PCR staff are committed to providing high quality user-friendly services to the young people in our care. Young People benefit from PCR's commitment to a small homes policy, and a high staff to child ratio, this ensures that young people get the focused care and attention they need and deserve.

### **21. The Ivy House Staff Team/Structure**

The staff team at Ivy House is made up of:

- Home Manager
- Deputy Home Manager
- Senior Residential Care Workers
- Residential Care Workers
- Night Care Workers
- Bank RCW Staff are also available

Ivy House has a number of experienced and enthusiastic staff that all bring a very unique sense of commitment to working with children.

### **22. Staff Team Balance**

The staff team consists of a healthy balance of male & female members from various ethnic backgrounds who have extensive experience of residential work.

If the staff structure was to change then this would be incorporated in the homes rota and also when recruiting new staff. The company has lots of positive role models and if needed staff from other services could also support the home.

To ensure the suitability of staff, PCR's Recruitment & Selection Criteria ensure that all staff are police cleared and checked through the Disclosure and Barring Service (DBS) system.

### **Residential Child Care Workers**

All Residential Child Workers within the home are responsible for providing and promoting the provision of various developmental aspects in the life of the child/young person, which includes their health, physical needs, emotional security, social experience, sleep, clothing, and diet. Furthermore, all Residential Care Workers and supporting residential staff will ensure that they:

- Develop and sustain a manner of living, which encourages within each child/young person a sense of stability, security, worth and responsibility.
- Positively promote and encourage awareness within each child of intellectual, religious, and cultural matters as part of their overall development plan.

- Develop and maintain a sound professional relationship with the child/young person, based on the principle of mutual respect, and continuous consultation. Staff will ensure that this principle is still maintained even though there may be specific periods where the behaviour of the child/young person may be seen as unacceptable.
- Promote and encourage the understanding, acceptance, and operation of acceptable forms of behaviour amongst every child/young person within Ivy House.
- Develop an understanding of the individual needs of each child/young person, whilst encouraging the exchange of views and opinions between the staff and child/young person.

### **23. Fire Precautions Adopted within Ivy House**

Ivy House has appropriate fire equipment, smoke alarms and heat detectors, which are regularly tested and serviced by a designated Fire and Safety Officer. Magnetic door closures are fitted to the office, dining room and kitchen/hallway doors, these allow the doors to be propped open and close automatically in the event of the fire alarm going off.

All staff and children at Ivy House are familiar with all aspects of the fire policy and procedures. Regular fire drills are conducted within the home, with the outcome and results continuously monitored and recorded within a logbook, in accordance with the Ivy House fire policy and procedure. Such drills are undertaken to identify, clarify and resolve any issues or problems with regards to the fire safety policy. The Fire Safety procedure is clearly visible throughout appropriate locations in Ivy House.

### **24. Multi-Agency Liaison**

The organisations policies and procedures within Ivy House are all carefully followed by all staff, and are geared towards: -

- Maintaining and encouraging regular access to, and contact with, the child's/young person's Social Worker, ensuring any issues or concerns can be discussed between the child/young person and his or her social worker.
- To actively promote co-operation and dialogue with relevant educational establishments through attendance at appropriate school functions, continuous discussions and dialogue regarding the needs of the child/young person. Particular attention is paid to the attendance levels.
- Also, staff will look to actively promote action programmes to help the child/young person to overcome any specific educational difficulties they encounter.
- To develop and maintain links with venues for recreational, religious, cultural and social activities, particularly those within the locality of Ivy House, ensuring a balanced and structured programme for development of the child / young person is achieved.
- To maintain regular contact and co-operation with other psychologists, psychiatrists, professional associations, and workers when it is appropriate. This will ensure that our core

## Ivy House Statement of Purpose

philosophy, which is that the welfare and support of the child is central to all aspects of related care policies, is maintained.