

# Park House

## Statement of Purpose

June 2018

Long, Medium and Short term Placements for Children and Young People

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



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# 1. Mission Statement

Pathway Care Residential is part of the NFA Group, 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.

## 2. Objectives of Park House

Park House is a PCR home committed to providing care to children/young people with learning disabilities on a long/medium/short-term basis depending on the needs of the young person. Park 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 four young people aged 8 and 18 years. We work in partnership with relevant Social Services departments, and other agencies within a clear and comprehensive policy framework, in line with Pathway Care Residential policies.

The staff team at Park House are highly committed to working intensively providing care and support to all young people who come to live here.

The home endeavors to avoid the negative aspects usually associated with institutional residential living and create an environment and atmosphere, which reflects many of the positive aspects of a normal family home.

The aims of the home are to work towards the following for each young person (depending on their identified individual needs):

- Promote opportunities to help children and young people with learning disabilities achieve their full potential.
- Provide accommodation which is suitably adapted and meets the needs of children with learning disabilities
- Provide a safe and supportive environment where children and young people are listened to and encouraged to express their needs, wishes and feelings.
- Promote confidence and independence.
- Provide opportunities for children and young people to make choices.
- Develop individual care plans to meet the needs of each child or young person.
- Work in partnership with children, their families and significant others.
- Assess and take acceptable risks in order to enable children and young people to develop their full potential.

## 2. Objectives of Park House

Prior to admission every effort is made to establish the long-term plans for each young person and a care plan is prepared which clearly focuses on his or her individual needs. If necessary, the care plan can encompass access to counselling, behaviour support, the development of life skills and semi/full independent living packages.

Progress by the young person towards achieving the main objectives of the care plan is monitored and reviewed regularly and with other professional representatives of the responsible local authority at statutory intervals. Should there be a marked decline in the young person's behaviour their Social Worker would be contacted immediately.

The objectives of the care plan are to:

- To treat each young person as an individual and help them to learn and develop their care needs.
- Support those behaviours through behaviour management plans, risk assessments, rewards, which are unacceptable for the young person and/or others.
- To ensure that all people associated with the young people work together as a team to help the young people to achieve their goals.
- Develop those life skills which have been inadequately developed in the past.
- We will train, develop, and support our staff to ensure their standards are high.
- Assist the young person to form, maintain and build relationships with other young people and adults and to integrate into social groups.
- We will ensure that we provide a safe, warm and caring environment.

The staff team at the home value the role of the keyworker and on arrival, each young person will be allocated one, together with a co-key worker who can act on the keyworker's behalf when they are not available. The role of the key worker will include responsibility for:

## 2. Objectives of Park House

1. Promoting the young person's participation in and the ownership of their care plan or semi/full independent package
2. Actively putting the care plan as well as any independent package into action
3. Ensuring the care plan or independent package is reviewed at appropriate intervals
4. Ensuring the main aims of the placement are kept on target
5. Ensuring that the young person's file is kept in order and up to date
6. Ensuring that all necessary appointments are arranged and social workers, parents or significant others are kept well informed.
7. Being a contact person for the young person to approach if they have any concerns, worries or aspirations they want to discuss.
8. Being responsible for promoting personal health and hygiene, active participation in all individual or group activities and the attendance at the young people's meetings and discussions relating to planning the weekly menus and activities.
9. Assisting the young person to establish, promote and maintain positive links with school, family members (or significant others) and other professionals involved in their care.

PCR believe that:

Residential care should provide children and young people with skilled support from committed staff in a safe, caring and ordered environment.

We have a responsibility to ensure that children and young people in residential care are protected from abuse and neglect.

Care should form part of a range of services, which combine to meet children and young people's needs and support their families and carers.

We should recruit and support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision.



## 2. Objectives of Park House

We have a number of values, which are important to the home and for the children and young people who are looked after.

- **Dignity and Respect:** recognising the value of young people, their uniqueness and their right to be treated with dignity and respect. A commitment to treat children and young people well.
- **Equality:** ensuring that the services and facilities of the home are accessible and available to all. The service provided by our staff should not judge children and young people's circumstances, backgrounds and lifestyles. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued. A commitment to treat children and young people fairly.
- **Quality:** promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will do what they say they do.
- **Independence:** a commitment to provide opportunities for children and young people to think and act independently whilst ensuring their safety at all times. To include a child or young person's need for privacy.
- **Rights:** a commitment to children and young people, rights and entitlements as set out in the United Nations Convention of the Rights of the Child.
- **Listening:** a commitment to listen to children and young people and help them express their wishes and needs in whatever way is best suited to the individual child or young person.
- **Development and fulfilment:** a recognition that disabled children are children first; all encouragement will be given to realise their full potential and to help children and young people achieve their hopes and ambitions and to develop their abilities in their daily lives. A commitment to ensure they have a good start in life.
- **Confidentiality:** treating all personal information in confidence.

### 3. Facilities Provided By Park House

- Four generously sized young people's bedrooms, one of which is ensuite with a bath and shower head, toilet and basin
- One wet room upstairs which includes a bath, shower, wash basin, and toilet.
- Two downstairs toilets, both with wash basins, one with a shower for staff use
- Communal Lounge
- Chill out area
- Kitchen and separate Dining Room
- Staff Office Room
- Staff bedroom
- Large Garden and a small garden with play equipment
- Family room
- Games Room
- Utility Room
- Main Hall Way
- Double Garage
- Sensory room

#### Location and Accommodation

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, highly sought after residential area of Sherwood and conveniently situated near to the City Centre, Park 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.



### 3. Facilities Provided By Park House

Park House is a large detached house with many attractive and practical features, including large sized rooms. The garden to the rear of the property is enclosed and thoughtfully designed to create a safe and imaginative environment for children.

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

The communal space includes a lounge equipped with a DVD, TV, and a variety of games and DVDs. There are also a variety of games and books including educational resources and other general knowledge material.

The home has a kitchen and dining room, which provides for a homely, friendly atmosphere conducive in size for preparation and consumption of meals by both staff and children.

There are adequate laundry facilities including a utility room where more independent children can learn to carry out related domestic tasks. There are an adequate number of bathrooms/shower rooms located within the property.

Staff are provided with sleeping accommodation located close to the bedrooms occupied by the children. The home operates a waking staff system and when required are able to provide a 1:1 staff to child ratio.

The front door at Park house has thumb locks to enable easy exit, the door is mainly kept locked to stop unauthorised access into the house which could potentially cause harm to the young people living at Park house. The front door also has a door sensor so we are aware of movements in and out of the home.

## 4. Responsible Body for Park House

All Directors are located at our Head Office:

Pathway Care Residential  
 St James' Place House  
 7 Castle Quay Castle  
 Boulevard  
 Nottingham  
 NG7 1FW

Park House is registered and inspected by OFSTED

### **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: Miss Zoey Lees**

Zoey has experience of working with young people and Adults, she has worked with adults and young people with learning disabilities for the past 15 years, Zoey has been the Senior Assistant Homes Manager for two homes within Pathway Care Solutions for two years prior to commencing in post at the Orchards and has now been in post at the orchards as registered Manager for five years.

### **Registered Manager: Jessica Truman**

Jess has worked for PCR since 2009 within the learning disability field. Jess has worked her way up from a RCW position and was an Assistant Manager at a complex health needs home for 2 years.

## 4. Responsible Body for Park House

Jess has been the Manager at Park House since June 2015. Jess has undertaken much specialist training including PDA, deep pressure training, epilepsy, gastro as well as NVQ 3 and Diploma 5.

## 4. Responsible Body for Park House

Assistant Care Homes Manager: Miss Natesha Miller

Miss Natesha Miller has been within Pathway Care Residential since January 2009 as a residential childcare worker before passing her NVQ level 3 qualification. Natesha returned to the company from Maternity leave in 2011 and continued to progress and was promoted to a senior residential childcare worker in 2014. Natesha has attended a variety of other training courses including First aid, Safe guarding, M.A.P.A, Fire training, Health and safety and Equality and Diversity

## 5. Staffing Qualifications and Experience

The staff team at Park House is made up of:

1 x Registered Manager  
1x Assistant Manager  
Senior Residential Child Care Workers  
Residential Childcare workers  
Bank workers

Please see staffing matrix for details.

The staff team is a mixed gender team therefore providing a balance of adult support and guidance throughout a young person's stay.

Members of the staff team who have passed their probation period either have or are working towards qualifications for example NVQ 3, Caring for Children & Young people, Level 3 Diploma in for the Children and Young Peoples Workforce. Managers must hold or pursue a minimum Diploma in Social Work or NVQ level 4 (or equivalent).

New staff work toward a 4-day training course which is the Learning Disabilities Induction Programme (LDIP). Additional training can be accessed where required such as Sensory Modulation Disorder Training, autism, PDA training etc.

The staff team come from various backgrounds and bring to their work a varying level of skills, experience and qualifications.

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

- Health & Safety (including food hygiene)
- Safeguarding
- First Aid
- Control & Restraint (MAPA)

## 6. Staff Support and Supervision

PCR Directors oversee the management of Park House and ensure that the company's core values are adhered to on a day-to-day basis.

Staff receive monthly supervision and training. Further learning experiences can be facilitated via staff meetings. Park House is staffed 24 hours a day, 7 days a week.

## 7. Organisational Structure of the Home

Park 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 child/young person has a Placement Plan written which aims to develop the young person and meet their identified needs. Keyworkers aim to form a relationship with the young person 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, Park House aims to deal with issues such as:

- Education & Leisure
- Health, Hygiene and personal care
- Behavioural Issues
- Child Protection Issues
- Sex Education
- Interpersonal Skills & Socially acceptable behaviour
- Family contact
- Self Esteem/Confidence
- Skills/Emotional maturity
- Eating Disorders, substance abuse, self-harm if appropriate



## 7. Organisational Structure of the

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 made are as follows:

- Main meals are taken together in a family style atmosphere and special dietary needs are catered for.
- Children/young people have their own bedroom key where appropriate with a lockable space in the bathroom for personal possessions.
- Recreational activities are made available and pro-actively encouraged.
- Park House is well equipped with a variety of therapeutic tools and equipment, e.g. games, DVDs, books, music, craft and other resources.
- A variety of working methods are used with children/young people. These are tailored to suit individual needs. Such methods include one to one keywork and group work

Whilst living at Park House all children/young people receive the following allowances:

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

## 8. Who may be referred to Park House

Park House is able to accommodate:

- Up to four young people at any one time
- Male or Female, whose main and principal care need is learning difficulties
- Children with mild, moderate, severe learning difficulties
- Children on the Autistic Spectrum, Sensory Modulation disorder, Sensory Processing issues and/or associated disorder (such as PDA)
- Children placed at Park House will have a Statement of Special Educational Needs/ EHC and be placed at locality specialist SEN provision or observe a bespoke Education programme in line with their SEN/EHC
- The home can support Young People with visual Impairments
- We can also offer shared care placements

In accordance with Pathway Care Residential Equal Opportunities Policy, children 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 Park House is such, that the unit could accommodate a young person with slight mobility difficulties; it would not however be suited for children with severe mobility difficulties.

Sensory Impairment is a term that describes service users who are either visually impaired, deaf, hard of hearing or are severe sight and hearing loss combined (dual sensory loss/deaf blind)

The child/young person should be of school age and between the ages of 8 and 18 for residential placements.

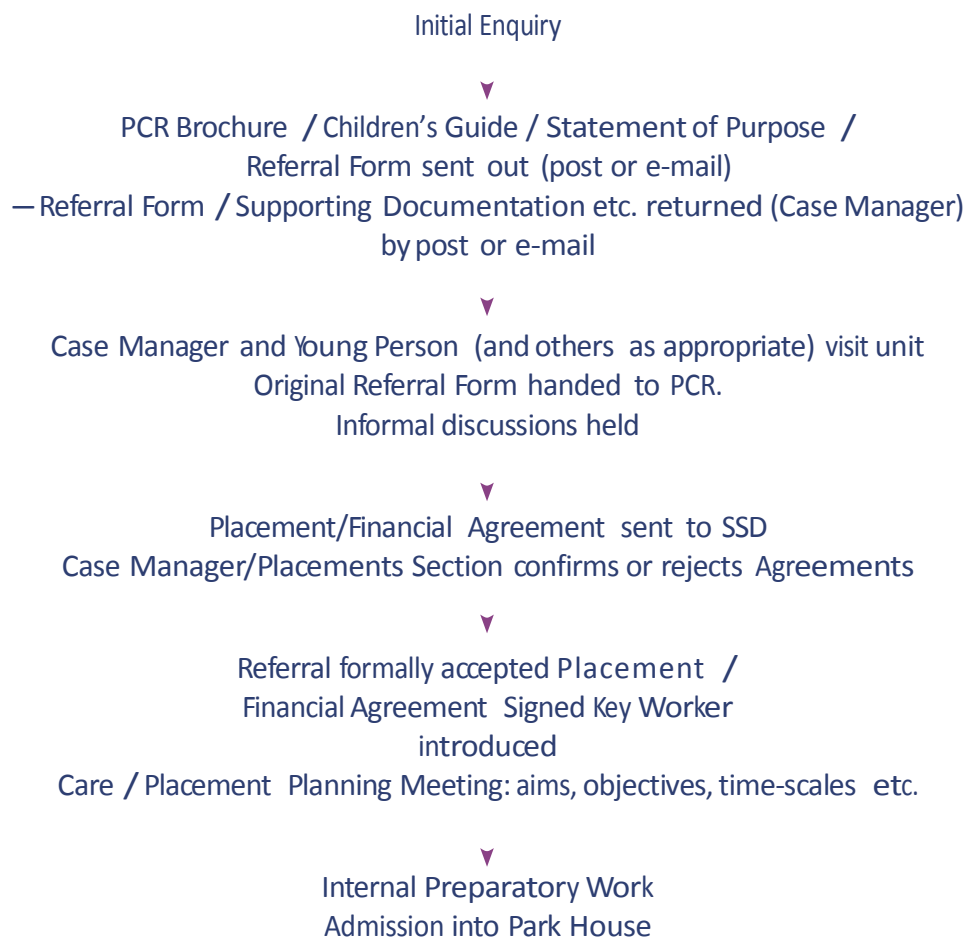
Parents/carers and the child/young person (given their age/ understanding and cognitive ability) should fully participate in the care plan

## 9. 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.



## 10. Available Services

### Residential Placements

- Reception & Assessment
- Medium, Long Term planned placements
- Placements with Therapeutic Intervention
- Transitioning to Adult Care and /or Supported Living.

## 11. Ethos and Philosophy

The underlying ethos and philosophy of Park House is that every child has individual recognition as to their health and well-being. The staff team ensure that the young people have opportunities to express their feelings and concerns using basic listening skills, signs and symbols to provide comfort and assurance and encourage the child to actively refocus their thoughts and help alleviate some of their feelings.

Teaching basic problem-solving skills when upsetting situations arise help the young people to make better choices, and an acknowledgement of good behaviour with rewards, praise and positive feedback helps reinforce their strengths and builds awareness of his/her own talents and abilities.

### Equality & Diversity Statement:

PCR, and each of its individual homes, takes very seriously matters pertaining to Equality & Diversity and in doing so, seeks to address the unique needs of each individual child or young person in its care.

## 12. Health Care Provision at Park House

Park House adopts and follows Pathway Care Residential 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.

All young people within our care are registered with a local General Practitioner unless they have remained at their previous surgery and have access to a range of other health care facilities, which include:

- Dentists
- Social- Psychological Services if applicable for an additional fee
- Chiropractors
- Other Therapeutic services as appropriate for an additional fee
- Counsellors
- Opticians

Health education is promoted via structured keyworker or group sessions, whichever are thought to be more appropriate in accordance with the feelings of the children/young people.

Health care needs are sought on an if and when basis, Young people at Park House benefit from the support of a specialised dentist who is experienced in learning disabilities, a referral for this service is made via a social worker referral and appointments are made on a 4-6 monthly basis.

Park House staff accompany all young people on these visits and will complete a medical treatment form and update the children's individual health record forms, which assists staff with monitoring young person's health outcomes.

Park 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.

## 13. Education, Educational Services Offered and Local Schools

Park 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 children in our care achieve generally and educationally to their highest potential. Park House staff are all 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, PEPs and SEN/RHC plans and monitor progress in order to maximise achievement.

Park 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 with educational resources. We 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 and we can support to maximise these.

We can access:

- Specialist education for young people/children with Learning Disabilities, within the catchment areas of the Nottinghamshire area.
- We have strong links with schools for children with Special Educational Needs
- We have regular liaison and contact with the schools that the young people attend
- In-house education via R.E.A.L education service
- College with courses tailored to children who have Learning Difficulties.



# 14. Recreational Sporting and Cultural Arrangements

There are a wide range of leisure, recreational, and social activities that are available for the child/young person to pursue whilst residing at Park 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 Park 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. We also acknowledge that a child/young person is entitled to time when he or she is doing nothing in particular.

There are a number of leisure, recreational, and social activities available, including access to and use of fitness gyms, youth clubs, tennis, badminton, cinemas, football, cookery, billiards/snooker, bowling, indoor cricket, 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.

## 15. Consultation Arrangements

The way the home functions enhances every child's independence and opportunity to make everyday choices. Significant views, discussions and expressed opinions are recorded promptly in the relevant places and the young people receive regular feedback following consultation, to ensure matters are not taken for granted. Keyworker sessions, meetings with the appropriate people and young people's meetings are used to gain feedback, ideas feelings and wishes from young people using different communication tools.

In line with Policies, Park House encourage young people to have access to their personal files, however, there may be specific reasons to withhold certain information from young people. The young people will be allowed regular access to their files; their appointed key worker will undertake this task.

The young people will be given guidance on their rights regarding information contained in their personal file. They are also actively encouraged to see files held by their Social Workers as a positive feature.

## 16. Methods of Promoting Good Behaviour

Park House 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 Park House. All staff at Park 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 Pathway Care Residential policy and procedures.

## 16. Methods of Promoting Good Behaviour

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. All PCR staff are trained in the use of Physical Intervention 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.

Under the provisions of a Multi-Agency-endorsed Time-Out Behaviour Management Plan, a sensory room may be used as a Time Out room. In such cases, the objective is to relocate the resident away from others behavioural triggers as a means of de-escalating extremely challenging behaviour by way of enabling the resident to calm down and lower his/her levels of arousal.

In such circumstances, our sensory room may be used when the respective young person presents a serious risk of harm to him/herself or others due to actual, or potential, self-harming or displays of aggressive behaviour towards others; including: persistent kicking, hitting, biting or head butting.

Each respective young person has an individual Risk Assessment for the use of the sensory room.

All staff attend training in the use of Managing Actual and Potential Aggression (MAPA), a behaviour support approach based on Crisis Prevention Institute (CPI), which is accredited by the British Institute of Learning Disabilities (BILD). CPI is an internationally recognised crisis prevention and management system that reduces reliance on high-risk interventions. CPI recognises that it is the actions and reactions of those around young people that strongly shape and influence their behaviour, as well as their social and emotional development.

## 16. Methods of Promoting Good Behaviour

Its emphasis is on empathy and proactive support, while physical interventions are very much considered a last resort.

To keep young people safe there are times when the use of physical interventions may be needed. This would be as a last resort to support young people in crisis, to reduce both stress and risk. In such instances, we follow BILD guidance. Pathway Care Residential have BILD accreditation for children's services. Where additional measures of physical intervention do become necessary, our procedures are clear, fall within government guidelines, are agreed between parents and local authorities as permissible in certain circumstances to make dangerous situations safe and are always documented.

## 17. Safeguarding / Bullying

### Statement of Principles

Pathway Care Residential (PCR) believes that all children have the right to be protected from all forms of abuse, whether this is physical, sexual or emotional abuse or neglect. Our approach to all aspects of care delivery is Child Centred. With regard to Child Protection 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.

The child protection procedures are consistent with the local policies and procedures agreed by the Local Safeguarding Board.

## 17. Safeguarding / Bullying

Written records of all incidents are taken by staff and reported to the relevant bodies. The atmosphere created at Park House is one where bullying is known to be unacceptable. There is a policy on countering bullying, which is known to children and staff. Any child experiencing bullying is supported and regular risk assessments of the times places and circumstances are recorded, and action is taken where feasible to reduce the risk of bullying

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"

Our Safe Guarding policy aims to:

1. Provide clear and specific guidelines to enable staff to deal with Safeguarding issues effectively.
2. Set high internal standards to ensure that the children cared for by PCR are well protected
3. Ensure PCR's credibility as a professional care organisation remains high and that purchasers feel assured that PCR is a 'safe' organisation
4. Ensure that every individual working for PCR knows what to do in a Safeguarding Emergency.
5. Ensure all staff follow the safeguarding Action Plan.

Nottinghamshire LADO Terri  
Johnson  
Children & Families strategic services  
County Hall,  
Nottingham,  
NG2 7QP  
Tel: 0115 97773921

Nottingham City Principal Contact: Dorne  
Collinson  
Head of Safeguarding Children and Families  
Nottingham City Council, Loxley House Station  
Street, Nottingham, NG2 3NG  
Tel: 0115 915 0900

# 17. Safeguarding / Bullying

## Safeguarding Policy

At Park House, everything we do is geared to the protection, happiness and development of the child. Our Child Protection 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.

Other aspects covered under our policies include:

- Disciplining Children
- Direct Work with Children — Protecting Staff
- Whistle Blowing
- Confidentiality
- The duty of care and public liability insurance
- Records and Record Keeping
- Computer Safety
- Working with Social Workers.

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 Safe Guarding issue is ignored. Our response to any allegation or suspicion is child-centred, transparent, swift and affirmative.



# 17. Safeguarding / Bullying

## Bullying

Park House is committed to providing a residential environment where young people can live safely, without the fear of oppressive behaviour from peers by any form of bullying or intimidation. At PCR, we understand that the risk of bullying from children with a learning disability can be minimised through robust compatibility and assessment at admission stage.

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:

1. Investigate fully any indication of bullying.
2. Support the victim to prevent any further oppressive behaviour from others.
3. Re-assure the victim that being bullied is not acceptable and that it is not their fault they are bullied.
4. Minimise any further opportunities for bullying to occur by whatever strategies are realistic and achievable.
5. Confront the bully with their actions so their oppressive behaviour is not condoned by inertia.
6. Pursue legal action should the nature of bullying indicate the need for this.
7. 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.
8. Identify and action positive alternatives for both victim and perpetrator to develop those skills necessary for positive relationships.
9. 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.

## 18. Missing from Care

Park 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. If this is not possible, PCR will always record the reasons given by the child and these are reported to child/young person's social worker. If appropriate, changes to Placement / Care plans are recommended and agreed with appropriate people, including the child/young person.

Any reports from a child that indicates he or she went missing in response to being abused will be immediately reported to Social Services 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

## 18. Unauthorised Absence from the Home

police in accordance with timings within their risk assessment. 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.

The Young people in Park House are supervised on a minimum 1:1 (or 2:1 where required) staffing ratio, at times, some of our young people may access the community on their own as part of their independent living skills; this is risk assessed and Park house staff are able to contact the young person whilst they are in the community and young people's whereabouts recorded within the home's log book. Young people (and staff) are logged on and off site at all times along with the activity and location they are going to.

All visitors are logged within the log book as well as signed into the visitor's book and are supervised at all times.

Park house young people benefit from a waking night staff and they are subject to 30 minute discreet checks during the night.

## 19. Surveillance

The home at present has door sensors fitted to the young person's bedroom doors and to the main front door. The door sensors are on all the time and are used to ensure young people are adequately supported, especially in the night. Consent is gained from social workers and parents on admission for the monitors/sensors. We also have visual monitors which are only used when deemed necessary for reasons such as high risk behaviours in bedroom and life limiting seizure activity etc.

## 20. Fire Precautions Adopted within Park House

All PCR homes are subject to Fire Officer Inspections and any recommendations are implemented with the utmost priority.

Park House has appropriate fire equipment, smoke alarms and heat detectors, which are regularly tested by staff and serviced by a designated person from a fire safety company.

All staff and children at Park 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 monitored, in accordance with the Park 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 Park House.

## 21. Cultural Identity and Religious Observance

In the interests of maintaining the balanced development of the child/young person and in keeping with Equality and Diversity good practice, all Park 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.

## 22. Contact Arrangements

The organisation's policies and procedures within Park House are all carefully followed by all staff, and are geared towards: –

- Maintaining, supporting and actively encouraging regular and consistent contact with the child's/young person's family, friends, as well as significant others. This is achieved through telephone calls, letters; supervised contact, home visits in addition to visits to see the child/young person within home.
- 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 maintain regular contact and co-operation with other psychologists, psychiatrists, professional associations, and workers when it is appropriate. This will ensure that our core philosophy, which is that the welfare and support of the child is central to all aspects of related care policies, is maintained. This will include challenging where necessary, other professionals where it is felt that a service is lacking.

## 23. Complaints, Comments and Compliments

Park House deals with all representations and complaints seriously and sensitively. We endeavor to ensure that all children, staff, and parents are aware of, and understand Pathway Care Residential written policy and procedures on representations and complaints. Furthermore, Pathway Care Residential 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 Pathway Care Residential.

A record is maintained in the home of such comments, compliments and complaints including the outcome.

### Complaints Procedures

Each young person in the home has access to:

- Pathway Care Residential Internal Complaints Procedures and the services of an independent representative.
- The Complaints Procedure of the responsible local authority
- Ofsted Tel: (0300 123 1231)
- Write to: Ofsted Piccadilly Gate Store Street Manchester M1 2WD Organisations representing the interest of young people being looked after, e.g. Child-line and 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 weekly young people's meetings or directly to the Manager of the home. Each young person is provided with information on how to make a complaint his or her admission to the home.

## 23. Complaints, Comments and Compliments

The Pathway Care Residential Complaints Procedure consists of three stages:

- Stage 1 Informal Stage — Discussion with the Unit 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

Young people are encouraged to complete feedback forms, these have been tailored to suit the individual needs of each young person within Park House. Advocates are sought for young people and encouraged to visit informally and not just when there is a request from the young person.

## 24. Arrangements for Reviews

Internal Placement Review Arrangements

In consultation with the child, his or her social workers and all significant others, a Placement Plan is formulated within 72 hours of the child's admission. This is reviewed when the first review is held (within 20 days of placement). A further review is held after 3 months to ensure the Plan remains up to date and relevant and thereafter, every 6 months.

Who can attend an internal Placement Review?

- The child/young person.
- The Parents (unless they are prevented from doing so by any court orders).
- The Reviewing Officer from the young person's area office.
- The young person's Social Worker.

## 24. Arrangements for Reviews

- The young person's keyworker.
- A Senior Manager.
- Teachers, Doctors, & Psychologists.
- Independent visitor, race advisor, interpreter.
- Other family members.

### External Care Plan Reviews

In addition to the arrangements at PCR for internal reviews, there will be arrangements led by the child's social worker for external reviews. Typically, arrangements for external reviews will comprise:

- Core Group Meetings
- Statutory Reviews
- Inter-agency meetings

PCR will co-operate and support all arrangements for external reviews. We will provide written reports for all review meetings to aid and assist discussion and will provide meeting facilities when required to do so.

## 25. Provisions made available by Park House

All Residential Child Care 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 will ensure that they:



## 25. Provisions Made Available by Park House

1. Develop and sustain a manner of living, which encourages within each child/young person a sense of stability, security, worth and responsibility.
2. Positively promote and encourage awareness within each child of intellectual, religious, and cultural matters as part of their overall development plan.
3. 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.
4. Promote and encourage the understanding, acceptance, and operation of acceptable forms of behaviour amongst every child/young person within Park House.
5. 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.

### Child/Young Person Participation and Involvement

At PCR, children/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 weekly house meetings. House 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 keyworking sessions allow them to feed into the 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.

## 26. Therapeutic Techniques

A diagnosis of an autistic spectrum disorder or learning disability does not predict the complex needs and associated behaviours of any individual young person. Our supportive environment can provide an opportunity for young people to gradually gain a better understanding of themselves and their needs, wishes, behaviours, strengths and challenges.

It's this environment, together with the multi-disciplinary support we provide, that can make Park House a suitable residential placement for young people, who on a day-to-day basis have to deal with their own complex needs in the context of a world that can, at times, be very challenging for them.

The care and well-being of the young people we support are paramount and everything we do is to ensure that each young person's best interests are met.

If necessary, the team are able to access other professionals within the local community, which could also be beneficial to a young person, i.e. Speech therapist, CAMHS, Connexions, and Specialist Schools. We can also access Enabling Care who use a range of therapeutic techniques which are geared towards residential settings, this service, if agreed, may incur an additional fee.

## 27. Anti-discrimination at Park House

Park House is a Child Centred unit 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.

Our company name depicts our view that good, effective and appropriate comprehensive Care can serve to provide for the short or long-term Solutions necessary to block, reverse, prevent or stem those prohibitive and harmful factors that serve to interfere with the healthy and progressive development of our children. We believe that effective, well-planned care arrangements should serve as a Pathway to Independence.

PCR believes 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:

All of our children deserve and should be afforded the opportunity to:

- 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

## 27. Anti-discrimination at Park House

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