

Portreath House

Statement of Purpose

June 2018

Providing positive outcomes to young people
with social, emotional and behavioural difficulties.

www.pathwaycareresidential.co.uk



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Introduction

Portreath House Residential Home provides care for children between the ages of 8-18 with emotional, social and behavioural difficulties.

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.

SECTION 1 – CARING FOR CHILDREN

1. A statement of the range of needs of the children for whom it is intended that the children's home is to provide care.

Portreath House provides up to a maximum of 4 placements for children and young people between the ages of 8-18 experiencing emotional, social and behavioural difficulties who may also experience some mental health difficulties.

Pathway would only consider placements of children and young people with mental health issues who can be sustainably managed in a children's home setting and where there is an agreed multi agency approach including CAMHS input.

The home will ensure compatibility with other young people already living in the home through direct work and group discussions prior to admission whilst maintaining confidentiality. This will include discussing thoughts, feelings and worries of all young people involved. The management team will liaise with health and therapy professionals including Psychologists to ensure that a young person's needs are in the scope of the other residents. The welfare of the child/young person is paramount and Portreath House along with the placing authority has a duty to act in a way that safeguards and promotes this.

The criteria for any admission will take into account the young person's legal status, proposed care plan, potential risks to the group and the local community. The needs of the young people already accommodated will be taken into account when deciding on the appropriateness of the placement.

2. Details of the children's home's ethos, and the outcomes that the children's home seeks to achieve and its approach to achieving them

Portreath House believes that each person has a right to be treated as an individual and that their physical, emotional and health needs are met in an appropriate and attentive way which:

- Aims to develop sound relationships between Staff and Young People and to create a happy, consistent and stable environment where feelings, thoughts and emotions can be explored and expressed safely "A major determinant of good behaviour and positive ethos of the home is the quality of the relationships between the staff and children" (The Children's Act, vol.5)
- Empowers young people to achieve their full academic potential and to acquire the relevant skills and knowledge to move on positively into adult life affirms that all individuals have rights and responsibilities and must therefore be aware of the impact of their actions on the people with whom they live and also on the wider community. The young people could attend Oak Tree School which is also part of Acorn Care and Education as part of their package of care if this was required.
- Encourages community participation in order that the young people grow up as responsible citizens.

The over-riding philosophy of Portreath House is that it should be child-centred in its approach to the way it works, and that for young people to grow physically, emotionally and spiritually they need positive role models who are able to protect them, guide them and plan for their futures. We seek to provide the young people with positive and engaging relationships with adults & peers. This must be in a way that provides appropriate boundaries for their behaviour and does not impose expectations or responsibilities on them.

Portreath House provides a holistic approach to providing positive outcomes for young people. We aim to work with young people with a view of undertaking assessments of their behaviours, their perceived social norms and work with them towards achieving positive outcomes in their lives whilst providing support for their overall developmental needs.

It is our vision to work in such a way as to support the children and young people in identifying the reasons for their behaviour and find solutions through a range of means including direct work, building relationships, assessment and therapeutic programmes with a staff team committed to maintaining a positive home, achieving positive outcomes and improving their life chances. The staff will receive a high level of induction which exceeds legislation and guidance; the training plan will be tailored around the function of the home and needs of the young people within it. There will also be CSE, SEBD, self-harm, and behaviour management training as part of the induction of support staff.

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The business functions and human resource support for Portreath House will be fully supported by Acorn Care and Education centrally through various HR functions which include: recruitment, vetting & barring and payroll.

3. The arrangements for enabling children to enjoy and achieve, including how the children's home promotes their participation in cultural, recreational and sporting activities.

Much support is given to explore and realise potential in whatever interests and aspirations a young person has. This is facilitated by staff supporting transport, attendance, and participation in independent and group activities within the home and in the local community. We will have close local links with local groups, clubs, youth centres and leisure centres, which complement the home's approach to structured multi-agency working. We believe differentiated activities to be key to successful engagement of children and young people due to the scope of needs of the young people we accommodate. As such this is managed by the whole staff team & Registered Manager to ensure equal opportunity, choice & age appropriate activities.

4. The arrangements for supporting the cultural, linguistic and religious needs of children accommodated in the children's home

It is important that young people retain their cultural identity, thus full support and encouragement of religious observance in consultation with parents will be given to achieve this. The home's policy is not to force or persuade any child to participate in religious observance if it is against their wishes.

Efforts are taken to ascertain the family experience of each child including cultural factors in terms of moral values, behavioural norms, lifestyle and artistic pursuits. It is recognised that shared religious belief, ethnic background, language, history or economic background sometimes lead to similar cultural norms and expectations.

However, staff are careful not to make assumptions about these. Individual Placement Plans reflect cultural, religious and ethnic requirements in terms of care.

Cultural, racial, ethnic and religious expectations regarding the choice of clothes, food and personal requisites are supported and actively promoted. This includes ensuring that there is choice within daily menus reflecting different cultural and ethnic backgrounds and children have ready access to appropriate skin and hair care including make-up.

Special dietary requirements will be catered for, such as vegetarian, lactose intolerance, wheat and gluten allergies, and Halal & Kosher foods.

It is recognised that belonging to a minority in a society brings with it particular stresses. All the children are helped to reflect on this as they are helped to process instances where they have felt different from a bigger group.

Most children who live in our home have very acute feelings of being outside a group, for various reasons, but particularly because they are living away from their families and outside the

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mainstream of society. In addition to this many children come originally from families who have found it difficult to fit in and have lived on the margins of society; these experiences of being 'outside' have often been compounded by multiple placement moves and experiences of rejection.

Some of these experiences will have ethnic, religious and cultural components and part of the treatment methodology is to recognise the various components of these experiences of being in the minority.

Children are encouraged and given the opportunity to practice cultural, religious or ethnic customs and characteristics without interference or prejudice to others. Where religious practices require special clothing or a special diet children are properly equipped and advice is sought from either the young person's family or local religious leaders, where necessary. They are enabled to celebrate their own religious festivals and assisted in understanding and acknowledging the religious festivals of others. It is recognised that it is natural that some young people may express doubt about continuing their religious beliefs or practices; whilst having regard for their wishes, it is important that they are helped to recognise and discuss their choices and the implications for their relationships with their family and community

Where special privacy is needed in order to pray during the course of the day consideration will be given to how best to provide this, whilst also considering the impact on other children and the group as a whole.

5. The arrangements for promoting contact between children and their family and friends.

The welfare of the young person is paramount. It is our belief that when looking after children away from home, that whenever possible, contact must be promoted and maintained with the young person's parents, relatives, friends and natural community. The amount of contact will be set at the Planning Meeting, where the views of all parties and the needs of the young person will be considered. The contact may be through visits, telephone, e-mails and letters, provided there are no restrictions. Staff will monitor contact and help young people to improve the standard of their contact if appropriate. This will include transporting children and young people to and from visits and facilitating visits within the home or other relevant locations.

6. A description of the children's home's approach to consulting children about the quality of their care.

We support the right of young people to be consulted and listened to about key decisions which affect their daily life or their future. This happens formally through Key Worker sessions and informally through everyday living opportunities. We encourage staff to involve young people in a way that enables them to contribute effectively e.g. explain the purpose of a review meeting, who will be there and go through the consultation documents in advance of the review. Staff are asked to make a clear distinction between when you are helping the young people to express their views and when you are expressing your own view or that of the staff team. Staff are expected to consider seeking advice and expertise on how to resolve linguistic, ethnic, and cultural difficulties to enable a young person's full involvement in consultation.

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Young people are invited to participate in decisions concerning the home and daily life; for example, in menu planning, house decoration and decisions concerning recreational activities. The young people will hold young people's meetings regularly to discuss the running of the home, encourage suggestions and contributions to wider community life and activities. Young people will have the opportunity to raise any matters concerning the operation of the home with the Registered Manager through regular monthly monitoring visits.

There will also be other methods of raising issues with the Registered Provider as detailed in the welcome pack and on the notice board. We encourage and support young people to be involved in statutory and Looked After Children review processes and staff will seek representation from Children's Rights and Advocacy services should the young person request this.

The staff at Portreath House will ensure the voice of young people living at the house is heard and listened to. Additional to the methods already described, the Registered Manager will ensure this happens through;

- Regulation 44 visits from the Independent Person who talks with young people and gives them an opportunity to express any compliment or complaint
- Providing access to advocacy services where young people may wish to talk to someone outside of the home
- Offering access to telephone helplines where young people can talk privately to someone outside of the home
- Ensuring there is access to complaint information and forms where young people can express their concerns
- Gaining feedback from young people via house meetings
- Young people's involvement in their care plans
- Inspections by Ofsted enable individuals to talk directly to the regulating body of the home
- Providing access to Ofsted telephone numbers to voice concerns at any time.

7. A description of the children's home's policy and approach in relation to—

- a) anti-discriminatory practice in respect of children and their families; and
- b) children's rights.

- We work closely with families and Social Services departments to ensure appropriate ties and relationships with relevant and responsible people are maintained.
- We operate a system of transport to and from the family home specified at key times on admission and throughout the placement to assist this process.
- We will work closely with Children's Services to assist contact/support contact visits for Looked After Children.

Children's Rights

The Home strictly adheres to anti-discriminatory legislation, policy and practice and actively supports the view that young people will not be discriminated on the grounds of their culture,

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race, religious persuasion, gender and sexuality or immigration status. Staff are actively expected to demonstrate tolerance, understanding and empathy with all young people they work with. Every attempt is made to combat any occurrence of prejudice.

- The home and its staff team are committed to upholding and implementing the United Nations Convention on Children's Rights and the principles surrounding it. Each young person is treated with respect and dignity and valued in their own right. Our values and ethos are based on anti-oppressive practices.
- We actively promote children's rights organisations and advocates to contribute to supporting the children and young people we accommodate by actively involving advocates where appropriate in care planning and review processes.
- We collate data from children and young people which contributes to the management and running of the home.

8. A description of the accommodation offered by the children's home, including—

- a) how accommodation has been adapted to the needs of children cared for by the children's home;
- b) the age range, number and sex of children for whom it is intended that accommodation is to be provided;
- c) the type of accommodation, including sleeping accommodation.

Portreath House is situated in Illogan in a quiet semi-rural setting. The property comprises of one large house, a garage, office, accommodation and staff rooms.

The design of the service enables the home to have a kitchen, utility room, lounge, dining room, and 4 bedrooms. The home also has 1 large family sized bathroom.

Standard domestic equipment and furnishings have been used in line with 'ordinary' living principles. However, if required, specialist equipment can be made available for individual children.

Young people have access to a phone and the internet on an individualised basis in line with care plans to ensure attachments are maintained with significant people.

The communal living areas contain a selection of resources including television, music and DVD players, and computer with internet facilities, games, books and craft activities. There is also a safe enclosed outdoor patio area and allotment area. There is an extensive garden large enough for the young people to play ball games.

Each young person has their own bedroom. They are decorated and furnished to a high standard. Privacy and independence is encouraged through the home layout. Young people will be encouraged to add decoration in their personal space which reflects their individual personality and taste.

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Portreath House will accommodate 4 young people aged 8 to 18.

Portreath will provide accommodation for children and young people with social, emotional and behavioural difficulties, who also may at times have placed themselves at risk of exploitation.

The home will ensure compatibility with other young people already resident in the home through a robust impact assessment. This will include discussing thoughts, feelings and worries of all young people involved.

The welfare of the child/young person is paramount, and Portreath House with the placing authority has a duty to act in a way that safeguards.

9. A description of the location of the children's home

The area is close to Redruth which is rich in local amenities including shops, library, local parks, leisure centres, cinema and bowling alley. There is a variety of good transport links with all the major towns in the area so providing greater opportunities for a wide variety of activities and experiences. Due to the wonderful location of Portreath House there are many attractive countryside walks immediately outside the accommodation.

10. Details of the children's home's policies for safeguarding children, preventing bullying and the missing child policy.

Our Child Protection Policy is designed to provide information and guidance on the procedures which are in place to safeguard and promote the welfare of children and young people. Concerns about child protection should be directed through the 'Designated Manager'.

Members of staff are also individually responsible under the Cornwall and Isles of Scilly Safeguarding Children's Board Child Protection Procedures (www.safechildren-cios.co.uk).

All staff are trained to at least Safeguarding Level 1. Copies of current procedures are available in the home. Guidance on how agencies should work together is set out in, 'Working Together to Safeguard Children.' The home has a duty to comply with the South West Child Protection Procedures.

All allegations, whatever their source and where appropriate, i.e. in a caring role are reported by the Registered Manager to: the LADO, Cornwall and Isles of Scilly Local Safeguarding Children Board, Referring Authority Officers, Parents/Carers (as appropriate) and Ofsted. All necessary arrangements are taken to care for, support and safeguard any young person resident in the home involved with the allegation.

Where a member of staff is involved with an allegation, appropriate support is provided through senior supervising staff and is managed in line with organisational policy.

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Confidential comprehensive records are kept on all Child Protection matters. These are filed in a secure location and are only accessible by the Managers.

Preventing Bullying

Bullying is recognised as an inherent risk. A clear anti-bullying policy is in place and all staff are aware of this. We believe that everybody has the right to be treated with respect, to be safe and to feel safe. Bullying behaviour will not go away if it is ignored and often leads to more bullying. We encourage anyone who feels bullied to tell us or someone else. We encourage young people to talk about their experience and choose an adult they feel comfortable with such as, telling someone by phone or note, a member of staff, the manager, an advocacy worker or social worker.

Staff will directly intervene and challenge any incidents of bullying. This will be managed through staff awareness, risk assessments, effective supervision of young people and the follow up of any complaints. We will support any young person who is bullying as they may need help to stop or change their behaviour or to put things right.

Any bullying by a member of staff in the homes towards a young person or an adult will be investigated according to disciplinary procedures and the matter will be reported to Social Services. A young person or their family or carer may also choose to make a complaint via the home's complaints policy. or alternatively they could approach Ofsted directly on 0300 123 1231.

Missing Children Policy

We aim to provide care to ensure that children and young people feel secure and safe living within our home, so all young person will have their own risk assessment around this. All staff are made aware of our Missing Children Policy and if there is a risk that a child or young person may run away or go missing staff are trained to support them to understand the risks and dangers involved and make the child or young person aware of how to seek help.

If a child does go missing from the home the management work with the police, and the child's responsible authority, LSCB, and other relevant parties. They will do all they can to locate them and return them to the home. When children and young people return they are offered a positive warm response, support and access to an independent person to speak too. Care management & staff are made aware of the 'Children and Young People who run away or go missing from Home or Care' protocol in relation to Cornwall Local Authority (www.cornwall.gov.uk/media/3620024/CIOS-Joint-Agency-Protocol-CYP-who-run-away-or-go-missing-from-Home-or-Care-version3-Oct2010) and adhere to its content.

Where there is a possibility that a child or young person will run away and go missing or does go missing from placement, then the child's care plan, along with the placement plan, should include a strategy to minimise this risk. This would be done through a multi-agency approach to ensure the safety of the child or young person. The Registered Manager will proactively support the host local authority and placing authorities to review all cases of RMFHC to ensure a robust approach is taken.

11. Any criteria used for the admission of children to the children's home, including any policies and procedures for emergency admission.

The criteria for any admissions will take into account the young person's legal status, proposed care plan, potential risks to the group and the local community. The needs of the young people already accommodated will be taken into account when deciding the appropriateness of a placement.

Staff are aware of the sensitivity required in undertaking admissions to the home. The home has a clear policy and established procedure in place to ensure admissions are carried out with thought and careful planning.

Young people are considered from referrals made by Local Authorities and/or Social Services Departments

GUIDELINES

Referral information should include:

- A comprehensive needs assessment / Statement of Special Educational Needs/EHC
- A current Care Plan and Placement Plan
- A current Risk Assessment if appropriate
- Additional specialist professional reports as appropriate
- Matching criteria with current peer group highlighting risks

Offers of a placement will be based on:

- The findings of the initial assessment process
- The organisation being confident that it can meet all of the objectives identified in the statement of SEN/EHCP, Core assessment and Placement Plan and Risk assessment.
- The young person agreeing to the placement.

POLICY

Referrals will be considered by the management team. Due consideration will also be given to the views of other professionals and the young people already in residence.

The criteria used is that we will accept all young people (Aged 8 – 18) with SEBD who may have additional mental health needs who according to our judgement, can be successfully accommodated within the available facilities and resources, maintain the overall stability of the children's home and keep the community safe.

On offer of a placement and the first day of the child or young person starting the following will occur:

- The young person's key worker will welcome them.

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- The young person is introduced to and welcomed by the Registered Manager wherever possible
- Other young people are around to welcome them.
- The young person's bedroom will have been prepared and any personal choices in relation to décor have been acted on as far as is practicable.
- The young person's Health Plan will be drawn up before relevant parties leave Social Worker/ Parent/ Guardian etc.
- Time is taken to explain to the young person what will happen next.
- The young person will receive an appropriate copy of the Children's guide if one has not been made available to them previously.
- The young person will receive a copy of the complaints form and we will explain how to raise concerns, worries or complaints.
- Placements that are made to Portreath House follow a planned process so emergency placements are not viable as these processes do take some time to follow to, ensure that all the elements of a placement have been looked at and all possible information has been shared.

12. The arrangements for dealing with complaints.

Any person who has a concern or complaint is encouraged to share and discuss the matter with a member of staff at the earliest opportunity or speak to the Registered Manager or Deputy Manager.

Where the person continues to be unhappy, the home has a formal complaints procedure and a copy of this is available on request. Feedback on all complaints is given as per policy. Individuals also have a right to take their concern or complaint to Ofsted.

The home's complaints procedures are designed to be clear, user friendly and readily accessible. They aim to address informal as well as formal complaints. Systems that do not promote open communication about 'minor' complaints will not be responsive to major ones, and a pattern of 'minor' complaints may indicate more deeply seated problems in management and culture that need to be addressed.

Our complaints procedures are for young people, visiting and contact arrangements with social workers and independent visitors (for children looked after), as well as parents, carers and advocacy and other services.

There is a complaints' register that records all representations or complaints, the action taken to address them and the outcomes. Our young people should genuinely be able to raise concerns and make suggestions for changes and improvements, which are taken seriously.

All new children and young people, their parents and new staff are informed of the procedures as part of the induction process. A copy of the procedures will be supplied on request to any of these persons or organisations. Young people, upon admission to the home, will receive a young person friendly copy of the Complaints Procedure. The Care Worker will ensure that the young person knows how, and feels able, to complain about any aspect of living in the home. No action or reprisal will be taken against a child making a complaint or representation.

SECTION 2 – CHILDREN’S BEHAVIOUR

13. A description of the children’s home’s approach to the surveillance and monitoring of children accommodated there.

We will work co-operatively with Youth Offending Teams and both Local Authority Social Care Teams where a young person has been electronically tagged as part of a Court Order. We currently don’t use electronic or data recording systems for surveillance or monitoring.

14. Details of the children’s home’s approach to behavioural support, including information about—
- (a) the children’s home’s approach to the use of restraint with respect to children accommodated there;
 - (b) how persons working in the children’s home are trained in the use of restraint and how their competence is assessed.

Behaviour Support and Restraint

The young people we accommodate may display a variety of challenging behaviours which are supported by a range of strategies, including Restrictive Physical intervention (RPI).

Staff are encouraged to take a holistic approach whereby different methods of de-escalation, and diversion are encouraged. This is reinforced in appropriate staff training of MAPA (Management of Actual or Potential Aggression).

By doing this we wish to create an environment whereby all parties are kept safe, but also an environment which encourages young people to be involved in the process of being reflective about their behaviours.

The use of RPI is always as a last resort where other means of de-escalation fail and where the degree of risk has been appropriately assessed.

The use of RPI as a strategy in the event of a situation that involves elevated risk will always be determined in reference to: the seriousness of the incident; the relative risks arising from using a physical intervention compared to an alternative strategy, the age, cultural background, gender, stature and medical history of the young person/adult.

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In order to support young people in self-managing their own behaviour they have plenty of space within the home & their personal bedroom space, where they can take time out; where young people can 'self-refer' in a time of heightened anxiety or distress. These times are always balanced with monitoring checks as per their risk assessment.

All children, young people and staff are routinely debriefed to ascertain thoughts and feelings around all incidents of RPI and other incidents. This is completed by staff and independent persons who have not been directly involved in the incidents. All debriefs are well recorded and are used as a means to aid recovery of relationships and wellbeing of those involved. The process of debrief within the home also serves as an opportunity to reflect and learn about other aspects of a child/young person's presentation and may focus the team on specific elements of care planning.

Behaviour Support and de-escalation Training

All staff receive MAPA training within their induction and until trained, staff are not involved in holds. MAPA is accredited by the British Institute of Learning Difficulties and is a framework that encompasses a range of approaches and methods to manage challenging behaviour. By using MAPA we ensure that the positive handling strategies used with the young people have sufficient range and flexibility to be appropriate across the age and development range. Training provided by experienced MAPA instructors enables the staff group as a whole to feel more confident and competent in their management of "challenging" behaviour.

The home's aim to promote the least intrusive positive handling strategies with an emphasis and preference for the use of verbal strategies and non-verbal de-escalation strategies, which are exhausted before positive handling strategies are used. Through regular training on an annual basis staff are provided with open forums to discuss and develop their practice. This team can ensure that there is continued on-site guidance and support, which in turn provides the best possible practice on a daily basis. All staff receive MAPA training as part of their induction and a refresher is given annually thereafter.

SECTION 3 – CONTACT DETAILS

15. The name and work address of—

- (a) the registered provider (including details of the company owning the children's home);
- (b) the responsible individual;
- (c) the registered manager.

Registered Office:
Pathway Care Residential
7 Castle Quay
Castle Boulevard
Nottingham
NG7 1FW

Telephone 0115 9473142

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.

Service Manager and Responsible Individual: Miss Zoey Lees

Zoey has experience of working with young people and Adults with learning disabilities since 2000. Zoey was a Registered Manager for 5 years before becoming a Service Manager in May 2016 for a number of homes for children with LD and EBD.

The manager Zoey Lees holds the following qualifications: -

- o Level 5 diploma qualification
- o NVQ level 4 in leadership and management 2010
- o GNVQ in Health and Social Care – completed to Distinction -1998

Registered Manager: David Rowe

David joined the team at Portreath House in the spring of 2017, bringing his management experience and a motivation to drive quality outcomes. David has been working in the health and social care sector since 2004, having the privilege to support some amazing people.

During this time, he has held a variety of different positions within a residential environment that have provided him with a well-rounded understanding of the setting. This growth through the roles has ensured a deeper understanding and has provided an excellent first-hand insight into how a service should be run.

David has gained his level 5 diploma in leadership for health and social care and children's and young people's services along with a variety of statutory training courses relevant to the sector.

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During his time at Portreath House, David wants to drive up the standards in all areas so that the home can provide an outstanding level of support to all the young people they come in contact with.

SECTION 4 – EDUCATION

16. Details of provision to support children with special educational needs.
17. Where the children's home is dually registered as a school, details of the curriculum provided by the children's home and the management and structure of the arrangements for education.
18. Where the children's home is not dually registered as a school, the arrangements for children to attend local schools and the provision made by the children's home to promote the educational attainment of children.

All young people are encouraged to contribute to every aspect of their lives through an ongoing live Placement Plan administered by the home in consultation with all relevant parties (parents, carers, local authorities, advocates, friends, peers, teachers, support workers).

This provides the focus for the work carried out in the home and is the basis for all planning and delivery of care in the homes. This is administered by a simple planning and review cycle by staff which focuses key areas including, children/young people's engagement, leisure recreation opportunities, children and young people's aspirations, health and therapy, financial knowledge, independence development, and education.

Education forms a central part of our care package in providing a holistic approach to meeting the individual needs of the young person. Portreath House offers flexible educational packages to young people based on their individual abilities and in consultation with the LA.

Oak Tree School Cornwall is a Special School positioned near the City of Truro in Cornwall also owned by Acorn Care and Education. The school provides full-time specialist co-education for children and young people aged 8 to 19 who experience social, emotional, communication difficulties and associated challenging behaviours. These children and young people often cannot cope, function or achieve within a mainstream environment. The aim is to provide a structured, nurturing approach, with pupils accessing a broad, balanced and engaging curriculum to meet their significant needs.

Young people can attend this school as part of their package of care if this was required and if the school has capacity.

There are also a number of schools, colleges and academies in the area which young people can attend.

SECTION 5 – HEALTH

Portreath House Statement of Purpose

19. Details of any health care or therapy provided, including—
- (a) details of the qualifications and clinical supervision of the staff involved;
 - (b) information about—
 - (i) how the children’s home measures the effectiveness of its approach; and
 - (ii) the evidence referred to by the children’s home to demonstrate the effectiveness of its approach, and how this information can be accessed

It is well researched that physical and emotional well-being is an essential pre-requisite for success, positive behaviour and positive mental health. We recognise this and work proactively to ensure the health of all to build esteem, self-image, aspiration and a sense of belonging. We also recognise that the work we do here doesn’t just impact upon the young person whilst they are with us, but lays the future foundations for a happy, meaningful and healthy lifestyle. We access local GPs, dentists and opticians, with which all children and young people are registered as standard.

Our aim is to work not only with the young person but also the adults in their life, thereby raising standards and providing a holistic service.

We do this by reviewing every child and young person regularly with consultants, educational professionals and health professionals.

The residential team, where necessary, will work closely with placing authorities and CAMHS to provide a bespoke service to each individual. Additionally, advice, guidance and support will be offered in relation to wider health and social issues.

Portreath House will work closely with all partner organisations and stakeholders to ensure that individual needs can be met and areas of expertise can be accessed to ensure quality service delivery to improve the life chances for the young person by achieving their individual outcomes.

SECTION 6 – STAFFING MATTERS – please see appendix for staff details, experience and qualifications

20. Details of the experience and qualifications of staff working at the children’s home, including any staff commissioned to provide education and health care.
21. Details of the management and staffing structure of the children’s home, including arrangements for the professional supervision of staff employed at the children’s home, including staff that provide education or health care.

We have the following in the home:

Registered Manager
Deputy Manager
Senior Residential Care Worker
Residential Care Workers

Bank Staff

All care staff are working towards or have completed minimum of NVQ CYP 3 or CYP Diploma level 3. All staff are encouraged to continue their own professional development by studying further CYP qualifications at level 4, 5 and graduate level as and when appropriate to their role. All our staff attend training and development sessions as part of their working contract.

Supervision

Supervision, mentoring and induction of staff both happens in a formal and non-formal work based environment through a variety of mediums; peer supervision, observations, buddying systems, and regular performance management review. The formal supervision process requires the staff member to demonstrate work they have carried out with a child or young person, project or produce a work based product, which is evaluated supported and critiqued by the supervisor to attempt to keep a constant focus, dialogue and QA system of progression.

22. If the staff working at the children's home are all of one sex, or mainly of one sex, a description of how the children's home promotes appropriate role models of both sexes.

Comprehensive regular review of the skills attributes and relevance for groups of staff to work with a particular group of young people occur through monthly monitoring and review by the care management team and operational manager. We aim to provide a balance of relevant experience, skill and empathy within each small grouping of staff in each respective home. We have a balance of male and female workers in all homes to attempt at a "normalised" home experience and environment. Duties of either sex of worker may be risk assessed at times to ensure a structured respectful approach is adhered to.