

Ramsey House

Statement of Purpose

December 2018

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

www.pathwaycareresidential.co.uk



Ramsey House Statement of Purpose

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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.

Who may be referred to Ramsey House

Ramsey House is able to accommodate:

- Two children/young people aged 7 – 18 years for short, medium and long term placements with therapeutic intervention
- Male or Female
- Children with social, emotional and behavioural difficulties (EBD)

2. Objectives/Ethos of Ramsey House

Ramsey house is a PCR home committed to providing care to children/young people on a long/medium/short-term or respite basis depending on their need. Ramsey house provides a holistic, safe, stimulating and supporting family environment where any child/young person cared for can live, learn and develop.

The home provides a high standard of care, educational support and accommodation for two young people. We work in partnership with relevant Social Care departments, and other agencies within a clear and comprehensive policy framework, in line with Pathway Care Residential corporate and localised policies.

Ramsey house staff believes in the following values/ethos within our team;

We are a diverse, professional team who pride ourselves on working together. Ramsey House pride itself on creating a friendly, caring atmosphere (home from home). We work together (young people and staff) to empower each other to ensure the young people feel valued and respected. Our strong points are communication, being trustworthy but most of all, caring and wanting the best for our young people."

Ramsey house has high expectations for any young person who reside with us. We emphasise the importance of education and celebrate achievements. We aim to provide the young people with the vital skills they need to go on to lead independent and fulfilled lives. Young people who have previously been placed with us have gone on to achieve independence and in some cases, returned to the family home.

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

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

All Ramsey 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. Also, that a child/young person is entitled to time when she or he 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, arts & crafts, bowling, climbing centres, horse-riding, ice skating to name a few.

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

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

In the interests of maintaining the balanced development of each child/young person and in keeping with Equality and Diversity good practice, all Ramsey 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 the young people. The young people are 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. The young people are asked if they wish to attend specific festivals, events or take part in numerous activities whether they are of their own culture or to learn about other beliefs/cultures.

The young people's care plans state their linguistic needs and evidences their main language and any chosen languages. We can tailor documents to the needs of young people, e.g. if a young

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person is placed with us from other countries/have family from other countries, then we can commission reports/documents in specific texts/languages.

5. Contact with Family, Friends & Significant Others

Maintaining, supporting and actively encouraging regular and consistent contact with a child's/young person's family, friends, as well as significant others is a key area of our work. This is achieved through telephone calls, letters; emails, the use of social media, home visits in addition to contact visits to see the children/young people within Ramsey House.

Emphasis is placed on "fitting in" and any young person is supported to make and maintain friendships with their peers e.g. bringing friends home for lunch, having sleep overs and going on days out with friends where appropriate.

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

6. Consulting children/young people about their care

Any child/young person living at Ramsey House is encouraged and supported in self-expression. They are encouraged and helped to recognise their rights and responsibilities. In support of this, any children/young person is encouraged to participate in regular children/young people meetings. These meetings are designed to allow children/young people the opportunity to express their views and concerns and to celebrate things that they like or make them happy. Also, children/young people are supported and encouraged to take part in the reviews of their Care and Placement Plans.

The young people will receive ongoing support and encouragement and regular one to one key working sessions allow them to feed into the home's decision-making processes. 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.

The young people will be made aware that they have access to their social worker and IRO, as well as the opportunity to speak to an external advocate such as NYAS or Barnardo's.

Any young person is also asked for their thoughts by the home manager in the Reg 45 process and by an independent visitor (Reg 44 inspection).

7. Anti-discriminatory practice, Children's Rights and Complaints

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

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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.

In Line with the Quality Standards Agenda, Ramsey House will ensure that every child in its care is afforded the opportunity to work towards achieving all, if not most outcomes within the quality standards framework, particularly;

- Health and well-being
- Education
- Enjoyment and Achievement
- Positive relationships
- Protection of children

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

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

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

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

Staff at the Ramsey House also receive equality & diversity training to ensure that they treat any young person, their parents and significant others with respect. If staff do not adhere to this

then the company has a whistleblowing policy, which ensures staff have the access to voice their concerns.

8. Accommodation and for whom it is intended

Facilities Provided by Ramsey House

- Two children's bedrooms
- Manager's office/sleep in room
- One staff office – upstairs
- Family Bathroom, Wash Basin and Toilet
- Communal Lounge
- Kitchen
- Dining Room
- Large Garden and Private Driveway

The young people/registration criteria

- Two children / young people
- Male or Female
- Children with social, emotional and behavioural difficulties (EBD) who may also have additional complex needs

Residential Placements:

- Short, Medium & Long Term
- Placements with Therapeutic Intervention

9. Location of the children's Home

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

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

Ramsey house is a small semi-detached property, with many attractive and practical features, including good sized rooms and an enclosed garden. The garden to the rear of the property is enclosed and thoughtfully designed to create a safe and imaginative environment for children and young people.

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The bedrooms are furnished and equipped to a high standard, and decorated in consultation with the children/young people residing at the time.

The communal space includes a living room equipped with a DVD player, TV and a variety of games and DVDs. There is also a dining room which is equipped with arts and crafts materials and a PC (with restricted internet access). There are also a variety of games and books including general knowledge material.

The home has a new kitchen 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 in the outside Managers' office, where more independent children can learn to carry out related domestic tasks.

Staffs are provided with sleeping accommodation. We operate a waking staff system and appropriate levels of staffing.

The Manager has also carried out a community impact assessment which looks at all aspects of the area in which Ramsey house is located. The assessment takes into account the cultural aspects of the area, the crime rates facilities and the local demographics.

10. Safeguarding, Bullying & Missing from Care

Safeguarding:

Statement of Principles

Pathway Care Residential (PCR) believes that all children have the right to be protected from all forms of abuse, whether this be physical, sexual or emotional abuse or neglect. Our approach to all aspects of care delivery is Child Centred. With regard to Safeguarding, we firmly believe that the blame for abuse will rest solely on the abuser and that the welfare of the child will always remain centre-stage. Concerns over the safety or well-being of a child will never be ignored.

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

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

Policy Objectives

Our Safeguarding policy aims to:

- Provide clear and specific guidelines to enable staff to deal with child protection issues effectively.
- Set high internal standards to ensure that the children cared for by PCR are well protected

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- Ensure PCR's credibility as a professional care organisation remains high and that purchasers feel assured that PCR is a 'safe' organisation
- Ensure that every individual working for PCR knows what to do in a Child Protection Emergency.

Safeguarding Policy

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

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

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

Other aspects covered under the policy 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 child protection issue is ignored. Our response to any allegation or suspicion is child-centred, transparent, swift and affirmative.

Copies of the PCR Safeguarding Policy are available upon request.

Bullying:

Ramsey 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.

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

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In all cases PCR staff will:

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

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

Children Going Missing:

Ramsey 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 Care and appropriate measures are made to protect the child/young person.

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

- Staff will initially conduct a search of the interior of the home then the outside surrounding area to locate and confirm the whereabouts of the young person and their safety.

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- If a young person has not returned to the home within a previously specified time then a member of staff should go out and look for them.
- If the search by staff has proved inconclusive then the member of staff searching for the young person should report the young person as missing to the local police. They should also notify the young person's Social Worker, parents and any significant others. If outside normal office hours then the young person's Out of Hours Duty Team must be contacted.
- The time period for reporting the young person missing to the Police when they are out with a member of staff would be made after consideration has been given to their age, personal circumstances, vulnerability and previous history. This time period should be clearly noted in the young person's care plan and risk assessment and updated according to need.

11. Referral / Admissions Procedure

In accordance with Pathway Care Residential Equal Opportunities Policy, children and young people of any gender or ethnic origin may be referred

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

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

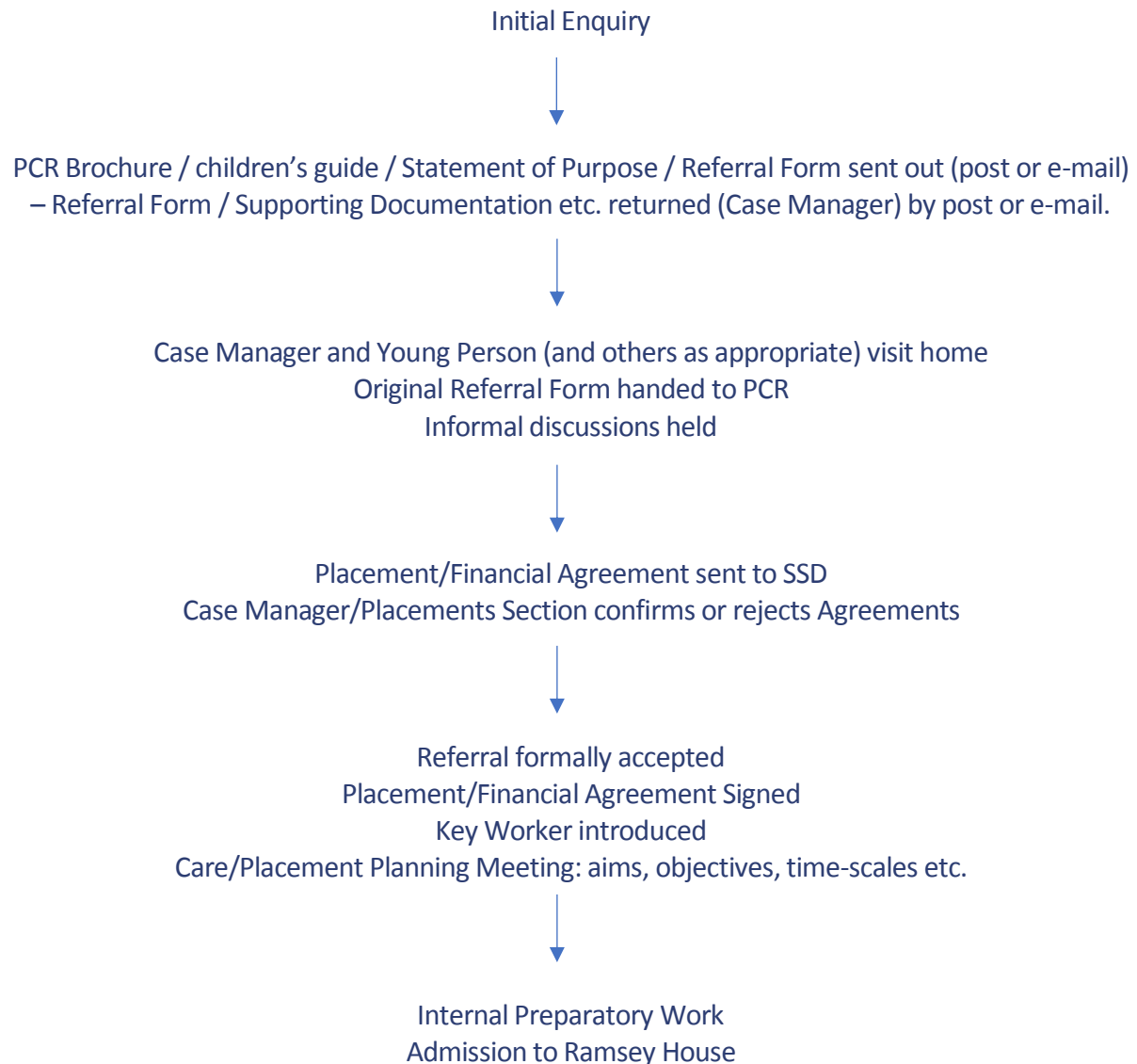
Referral / Admissions Procedure

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

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

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



Day to Day Arrangements

Ramsey house adopts a holistic approach to care and development, addressing the emotional, social, cultural, physical and educational needs of the child.

We believe that the children/young people should be cared for in a positive non-discriminatory environment. Soon after admission each young person has a Placement Plan formulated which aims to develop the young person and foster a relationship with them based on equality and trust where they can feel valued and respected. We provide a safe and accepting environment

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where issues of loss and separation will be addressed and expression of feelings encouraged in a positive and appropriate manner. In line with PCR policy, Ramsey house aims to deal with issues such as:

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

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

- Main meals are taken together in a family style atmosphere and special dietary needs are catered for
- The children / young people have their own bedroom key with lockable space for personal possessions.
- Communal as well as individual leisure/recreational activities are made available and pro-actively encouraged
- Ramsey house is well equipped with a variety of equipment, e.g. games, DVDs, books, music, craft and other resources
- A variety of working methods are used with the children /young people. These are tailored to suit individual needs.

Whilst residing at Ramsey House, the children/young people receive the following allowances:

- o Pocket money
- o Incentive
- o Phone credit / money
- o Clothing money
- o Personal allowances for activities / interests
- o Birthday Money
- o Christmas Money
- o Annual Holiday allowance

12. Complaints, Comments and Compliments

Ramsey house deals with all representations and complaints seriously, sensitively and as close to the originating point as possible, ensuring that a child's best interests are of paramount importance in such proceedings.

We endeavour to ensure that every child, staff, and parents are aware of, and understand Pathway Care Residential written policy and procedures on representations and complaints.

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Furthermore, Pathway Care Residential operates a transparent complaints procedure, which is clearly visible on notice boards and other appropriate locations.

The young people have the right to make representations by way of comments, compliments or complaints regarding their care and accommodation whilst being looked after by Ramsey House within Pathway Care Residential. A record is maintained in the home of such comments, compliments and complaints.

Complaints Procedures

The young people in the home has access to:

- a) Pathway Care Residential Internal Complaints Procedures and the services of an independent representative.
- b) The Complaints Procedure of the responsible local authority
- c) Telephone Ofsted on: 0300 123 1231
- d) Write to Children commissioner (Promoting and Protecting Children's Rights)
Ann Longfield; Children Commissioner for England; Sanctuary Buildings 20
Great Smith Street, London SW1P 3BT TEL; 0207 783 8330
- e) Organisations representing the interest of young people being looked after, e.g. Child-line, National Youth Advocacy Service, Voice for the Child in Care.

Additionally, the 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 resident's meetings or directly to the Manager of the home. The young people will be provided with a copy of the Pathway Care Residential Complaints Procedure on their admission to the home.

The Pathway Care Residential Complaints Procedure consists of three stages:

Stage 1 - Informal Stage – Discussion with the Home 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- Considerations by Senior Managers of PCR

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

Ramsey house does not operate electronic surveillance.

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

14. Promoting positive behaviour and relationships

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

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

Ramsey House, in line with Pathway Care Residential policy, looks to promote positive relationships between the adults and children within a clearly defined policy framework.

None of the disciplinary measures prohibited under Regulation 8 of the Children's Act 1989 are permitted at Ramsey House. All staff at Ramsey house aim to work together with the child 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.

Our approach is to encourage reparation and restitution and we seek not to allow negative behaviour to become the focus of attention. Ramsey house 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 serious injury to the child concerned or to others, or likely serious damage to property. All PCR staff at Ramsey are trained in the use of MAPA (Managing Actual and Potential Aggression) techniques, which include Avoidance and Reduction techniques. Clear records are kept of the use of sanctions and physical restraint ensuring that the application of the same can be monitored and reviewed at regular intervals.

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

15. Responsible Body for Ramsey House

Our head office is located at:
St. James' Place House,
7 Castle Quay,
Castle Boulevard, Nottingham,
NG7 1FW
01159 473142

Pathway Care Residential is a [wholly owned] subsidiary of the wider NFA Group.

Assistant Director / Residential Operations Director: Mr James Flanagan (FdA, BaHons, PgDip, MSc)

James holds various qualifications including a Foundation Diploma in Therapeutic Childcare and a Master's in Leadership & Management. James has worked in residential child care for the duration of his professional career beginning as care worker around 14 years ago. James has managed multiple services as a registered manager and large portfolios as an RI, working primarily with traumatized young people with complex needs. As part of James' previous senior management roles he has focussed on service design in terms of assessment, planning, outcomes measures and practice models, improving quality assurance processes and performance management systems as well as helping to create people development programmes to ensure young people are looked after by a valued, skilled and consistent workforce.

Responsible Individual and Service Manager – Donna Carlin

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

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

This compliments her DIP 5 in Leadership and Management in Health and Social Care [2013]

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

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

Registered Manager: Gerry Gordon

Mr Gordon has worked in residential childcare for over 10 years, supporting young people with EBD in a variety of settings. Gerry holds a NVQ Level 3 in CCYP, and has completed the Level 5 Diploma Qualification.

16. Education

Ramsey house believes that every young person has the right to an education suited to their needs, ability and personal aspirations. We acknowledge research suggesting that children within the care system are potentially at risk of poor educational achievement due in part to many extrinsic factors.

Therefore, we believe that we have an Absolute Duty to ensure that in accordance with the requirements of the Every Quality Standards Agenda; The Education Standard (Children make measurable progress towards achieving their educational potential and are helped to do so) direct us to ensure the child in our care will be assisted to achieve socially and educationally, to their highest potential. The Ramsey House staff team are involved in proactively implementing needs assessed Individual Education Plans (I.E.P.) for each child. Key workers and management oversee the implementation of I.E.Ps and monitor progress in order to evaluate and modify I.E.Ps

to maximise achievement. The staff team work with schools, teachers, specialist education provisions, etc. to ensure the young person achieves and outcomes are documented on their PEPs.

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

17. Dual Registration as a school

Ramsey House is not dually registered as a school.

18. Educational Services Offered and Local Schools

- We can access mainstream education at comprehensive and junior schools within the catchment areas of Mapperly, Woodthorpe Gedling, Carlton and Arnold, in addition to local colleges
- Also, we have strong links with one school for children with Special Educational Needs (Carlton and Digby) and aware of another within the area (Derrymount)
- We liaise with Nottinghamshire Local Education Authority
- We can access In-house personal tuition via REAL where applicable and necessary

Staff at Ramsey House will on all occasions further assist the young people both emotionally and in practical ways i.e. attend classes with the young people to either assist tutors or simply to provide additional support. Staff will act as mentors.

The young person will be allocated a Connexions Personal Advisor when applicable. The Connexions PA will play an integral role in securing placements and funding in regards to the young person's career/education.

19. Health Care Provision at Ramsey House

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

Upon admission into Ramsey house every child/young person will have a new patient health check at the local GP surgery. PCR works closely with CAMHS to ensure appropriate levels of support and intervention. Each young person in our care will be registered with a local General Practitioner and have access to a range of other health care facilities, which include:

- Dentists

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

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

Ramsey 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.

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

The young person's health care needs, history and emotional support are recorded in their individual health care plans. This way the home and young people can monitor any trends, health needs, decline or progression.

20. Qualifications of staff

Staff employed offer a variety of skills and will be trained in the following on starting their employment:

- Health & Safety (including food hygiene)
- Safeguarding
- First Aid
- Managing Actual & Potential Aggression
- Medication Administration

Further training will be provided during employment for Managers and care staff.

PCR adhere to staff qualification target as set out in Quality Standards for Children's Homes (Care Standards Act 2000 in relation to children's homes)

Staff receive regular supervision and training and are required to hold or pursue NVQ Level 3 Health & Social Care or Children & Young People's Workforce Diploma Level 3 (as a minimum) Managers must hold or pursue the Diploma in Social Work, Diploma Level 5 in Leadership and Management of Children's Residential Services or NVQ Level 4 Registered Managers Award (or equivalent).

Each young person has a designated key worker; Ramsey House is staffed 24 hours a day, 7 days a week. All PCR staff are committed to providing high quality user-friendly services to the young people in our care.

RAMSEY HOUSE STAFF QUALIFICATIONS – please see separate appendix

21. The Ramsey House Staff Team/Structure

The PCR Operations Director oversees the management of Ramsey house and ensures that the company's core values are adhered to on a day-to-day basis. The staff team at Ramsey house is made up of:

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

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

22. Staff Team Balance

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

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

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

Residential Child Care Workers

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

- Develop and sustain a manner of living, which encourages within each child/young person a sense of stability, security, worth and responsibility.
- Positively promote and encourage awareness within each child of intellectual, religious, and cultural matters as part of their overall development plan.
- Develop and maintain a sound professional relationship with each child/young person, based on the principal 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 a child/young person may be seen as unacceptable.

- Promote and encourage the understanding, acceptance, and operation of acceptable forms of behaviour amongst a child/young person within Ramsey House.
- Develop an understanding of the individual needs of each child/young person, whilst encouraging the exchange of views and opinions between the staff and child/young person.

23. Fire Precautions Adopted within Ramsey House

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

Ramsey House has appropriate fire equipment, smoke alarms and heat detectors, which are regularly tested and serviced by a designated Fire and Safety Officer.

All staff and children/young people at Ramsey House are familiar with all aspects of the fire policy and procedures. Regular fire drills are conducted within the home, with the outcome and results continuously monitored and recorded within a logbook, in accordance with the Ramsey 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 Ramsey House.

24. Multi-Agency Liaison

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

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

Ramsey House Statement of Purpose