

Rose Villa

Statement of Purpose

June 2018

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

www.pathwaycareresidential.co.uk



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1. Who may be referred to Rose villa?

Rose Villa is able to accommodate:

- Up to four young people
- Male or Female
- Children with emotional and behavioural difficulties (EBD)

The term 'emotional/behaviour difficulty' (EBD) is widely used to describe a very diverse range of difficulties. Generally, a child/young person with such difficulties will present with behaviours, which impinge on their learning and often on their social development. Characteristics of an emotional/behavioural difficulty are:

- Aggressive or anti-social behaviour
- Inattentiveness, distractibility, impulsivity
- Impaired social interaction
- A general inability to cope with the routine of daily tasks
- Obsessive and repetitive behaviours
- Attention-seeking behaviour, such as negative interactions or a poor attitude towards work, peers or adults
- Depressed behaviour, such as withdrawal, self-injurious behaviour or eating disorders

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

Rose Villa and Pathway Care Residential have a strong track record of successfully working with young people who identify as transgender or experience difficulties around their gender identity. Transgender - An umbrella term for those whose gender identity or expression differs in some way from the sex assigned to them at birth and conflicts with the 'norms' expected by the society they live in. Included in the overall transgender umbrella are transsexual people and non-binary gender identities.

Gender dysphoria (GD) is a condition where a person experiences discomfort or distress because there is a mismatch between their biological sex and gender identity. This is often accompanied by a desire to change.

Transgender specific training is provided for Pathway colleagues working with Trans / GD young people.

There are considerable linkages with GD and intellectual disability [particularly ASD conditions]

Trans specific training is provided for Pathway colleagues working with Trans / GD young people

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.

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

2. Objectives and Ethos of Rose Villa

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

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

3. Participation in the Community

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

All Rose Villa staff recognise the importance of monitoring young peoples' 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 recognise that a child/young person is entitled to time where they can do nothing in particular.

There are a number of leisure, recreational, and social activities available, including access to and use of fitness gyms, army cadets, youth clubs, tennis, badminton, cinemas, football, cookery, arts & crafts, sports groups, climbing centres, horse-riding, ice skating etc. We are also located close by to local parks and community centres where events such as The Goose Fair, Nottingham Caribbean Carnival and Nottingham Pride take place.

Each child/young person in a PCR home is given an opportunity to become involved in completing a weekly Personal Planner that sets out the structure of the week ahead. This

ensures that both children and staff are able to form a picture of the week ahead ensuring balance and variety. This system also serves review and monitoring activity. Young people can also voice their choices in residents' meetings.

4. Cultural Needs and Identity

In the interests of maintaining the balanced development of the child/young person and in keeping with Equality and Diversity good practice, all Rose Villa staff ensure that every child/young person will be given the opportunity to uphold and explore their cultural identity, and religious beliefs. All staff will be responsible for ensuring that opportunities for religious observance are understood and respected by themselves and other children within the home. Each young person is provided with the opportunity, as far as is reasonable and practicable, to attend religious services and receive religious instruction as are appropriate to his/her religious beliefs. Special attention is given where religious observances may involve the provision of special facilities. Young people are encouraged to explore alternative cultures and religions through attending local festivals and community events.

Young people's care plans state the young person's linguistic needs and evidences their main language and any chosen languages. We can access documents in specialist texts e.g. widge/Makaton or other languages if required by young people and their families.

5. Contact

The organisation's policies and procedures within Rose Villa 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 where appropriate. This is achieved through telephone calls, letters; social media, home visits in addition to visits to see the child/young person within Rose Villa itself. All young people are encouraged to make and maintain friendships with their peers and staff support this by undertaking 'good parent' checks; their friends are always welcome to come and visit them at the home.

6. Consultation

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 this, children/young people are encouraged to participate in monthly 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 key working sessions allow them to feed into decision making processes. Through whatever channel, PCR staff are encouraged and expected to elicit the views of our children and to ensure these are taken into account in the day to day running of our homes.

Young people are aware that they have access to their social worker and IRO, as well as opportunities to speak with advocates (external to PCR) if required. We ensure that young people are given and always have access to the relevant contact details.

Young people are also asked for their feedback by the home's manager during Children's Homes Regulation 45 reports, by independent visitor's during Children's Homes regulation 44 inspections, house meetings, key working sessions and also on occasions through questionnaires, surveys and day to day conversation.

7. Anti-discrimination

Rose Villa is a child centred home with a 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:

- 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.

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

The home has a strong equality & diversity ethos to ensure that young people, their parents and significant others are treated 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.

The home keeps abreast of topical issues with regard to young people in care, e.g. information is received regularly via Who Cares Trust and shared with young people and staff.

8. Accommodation at Rose Villa

Facilities Provided by Rose Villa

- Four good sized children's bedrooms
- One staff sleeping room with unsuited bathroom
- Staff Office
- Family bathroom and separate toilet
- Downstairs toilet and wash basin
- Communal Lounge
- Education / activities room (resource room)
- Kitchen / dining room
- Large Garden and Private Driveway

The layout and design of the home is such that it could accommodate a young person with mild mobility difficulties. As the home does not have anyone with physical disabilities, the home has not been adapted or altered. If young people or their families did need support then this could be put in place e.g. ramps to support access.

Rose Villa may provide accommodation for:

- Up to four young people
- Male or Female
- Children with social, emotional and behavioural difficulties (SEDB)
- Children may continue living at the home beyond their 18th birthday provided they are in education

Rose Villa is a large detached property with many attractive and practical features, including good 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 of a good 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 Rose Villa do not share bedrooms unless the placing authority stipulates this as a planned care requirement.

The communal space includes a living room equipped with a DVD player, TV and a variety of games and DVDs. There is also a resource room which is equipped with a phone, desk, arts and

crafts materials and a PC (with restricted internet access). There are also a variety of games and books including dictionaries, encyclopaedias and other general knowledge material.

The home boasts a substantial kitchen/dining area 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.

Staff are provided with well-equipped sleeping accommodation with an ensuite located close to the bedrooms occupied by the children and the staff office is also on the same floor. All PCR homes operate a waking staff system and appropriate levels of staffing.

9. Location of the 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, highly sought after residential area of Mapperley Park and conveniently situated near to Nottingham's vibrant city centre, Rose Villa 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.

The manager also carries out an annual 'Community Impact Assessment' which looks at all aspects of the area in which Rose Villa is located. The assessment takes into account the cultural aspects of the area, the crime rates, facilities and the local demographics.

10. Safeguarding & Protection of Children

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:

1. Provide clear and specific guidelines to enable staff to deal with child protection 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 Child Protection Emergency.

Safeguarding Policy

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

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

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

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 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.

Preventing bullying:

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Rose Villa 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, cyber, emotional, sexual or racial abuse to actual physical assault.

In all cases PCR staff will:

11. Investigate fully any indication of bullying.
12. Support the victim to prevent any further oppressive behaviour from others.
13. Re-assure the victim that being bullied is not acceptable and that it is not their fault they are bullied.
14. Minimise any further opportunities for bullying to occur by whatever strategies are realistic and achievable.
15. Confront the bully with their actions so their oppressive behaviour is not condoned by inertia.
16. Pursue legal action should the nature of bullying indicate the need for this.
17. 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.
18. Identify and action positive alternatives for both victim perpetrator to develop those skills necessary for positive relationships.
19. 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.

Missing from care:

Rose Villa provides all Residential staff and children with written procedures, which are clearly followed when a child is 'absent without permission'. The application of the missing from care procedures are 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 to work with the 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.
- Staff will attempt to make contact with the young person through their mobile phone or by calling their family and friends for information.
- If the young person has not returned to the home within a previously specified time then a member of staff should go out and look for the young person. This should only be done after consultation with a colleague and it has been agreed that such action will not place the other young people or staff at risk.
- If the search by staff has proved inconclusive then the member of staff searching for the young person should report the young person as missing to the local police in the timescales agreed on 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.

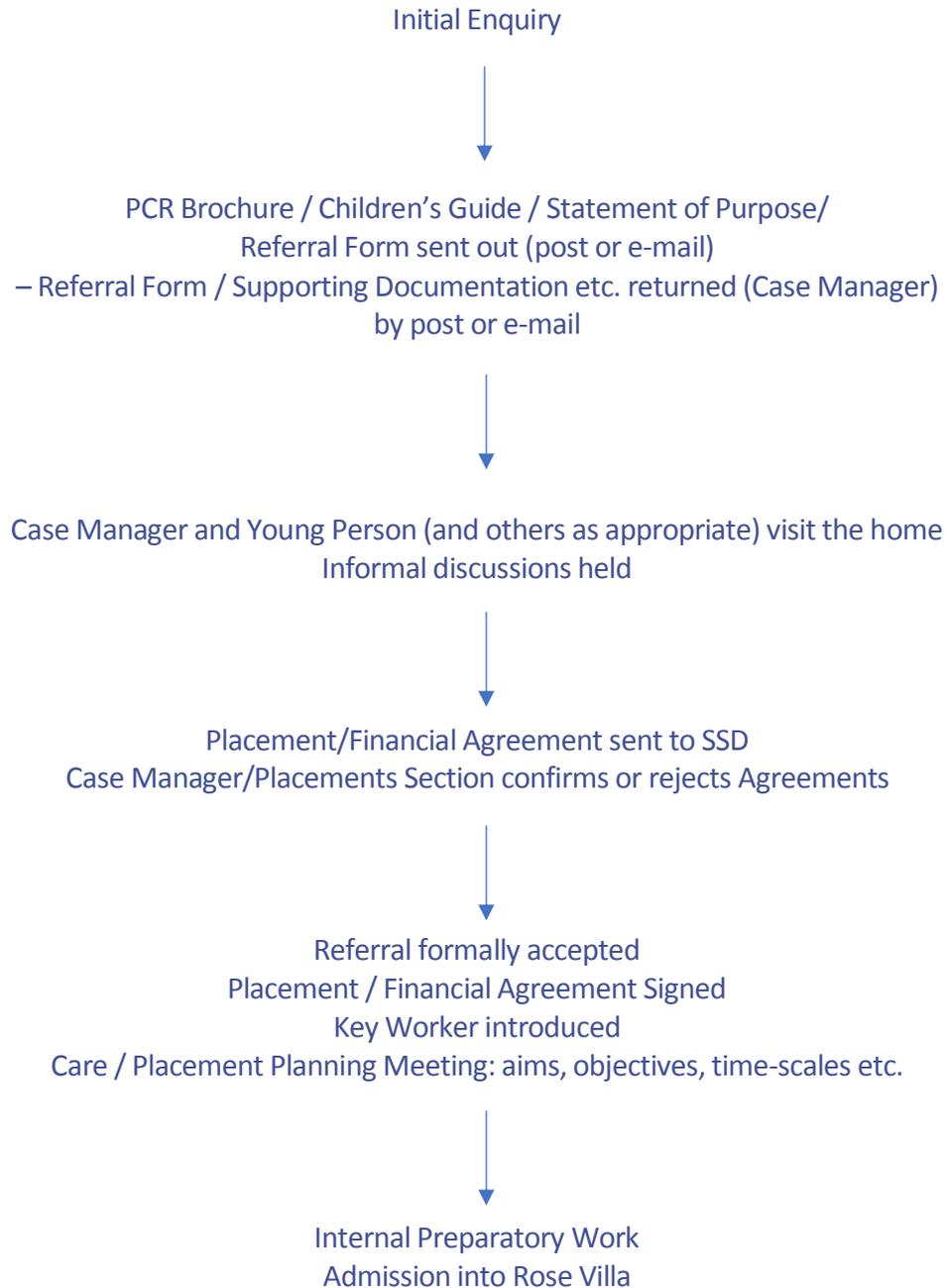
The above measures are consistent with those described in the Missing from Care Joint Protocol (between Nottingham/shire Police and Nottingham & Nottinghamshire Safeguarding Children Boards)

11. 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 emergency referrals, acceptance of these 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.



12. Complaints, Comments and Compliments

Rose Villa deals with all representations and complaints seriously, sensitively and as close to the originating point as possible, ensuring that the child's best interests are of paramount importance in such proceedings. We endeavour to ensure that all children, staff, and parents are aware of, and understand Pathway Care Residential' written policy and procedures on representations and complaints. All serious complaints are communicated to Ofsted. Furthermore, Pathway Care Residential operates a transparent complaints procedure.

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.

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
- Telephone Ofsted on: 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, National Youth Advocacy Service, 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 keyworker, during the monthly young people's meetings or directly to the Manager of the home. Each young person is provided with a copy of the Pathway Care Residential Complaints Procedure on his or her admission to the home.

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

13. Surveillance and monitoring of children in the home

Rose Villa has an electronic sensor alarm on the landing/upper floor of the house. When activated, this gives off a short 'bleep' every time anyone leaves their room and walks across the landing. This is generally only activated at night, or during the day when more than one of the young people are in their bedrooms but the others are downstairs. The purpose of this equipment is to allow staff to monitor if a young person leaves their room and reduce the risk of harm to themselves (for instance in attempting to leave the home) or others (for instance attempting to enter another young person's bedroom). This allows staff to be able to monitor and manage such risks when in other areas of the house.

14. Behavioural Support

Rose Villa, in line with Pathway Care Residential corporate policy, looks to promote positive relationships between the adults and children within a clearly defined policy framework. Sanctions and rewards for behaviour are clear, reasonable and fair and are understood by all staff and children. Where any sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in the records kept by the home.

None of the disciplinary measures prohibited under Regulation 8 of the Children's Act 1989 are permitted at Rose Villa. All staff at Rose Villa 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.

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 MAPA (Managing Actual and Potential Aggression) techniques, which include avoidance and reduction techniques. Clear records are kept of the use of sanctions and physical restraint ensuring that the application of the same can be monitored and reviewed at regular intervals.

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

15. Responsible Body for Rose Villa and Contact Details

All Pathway Care Residential personnel can be contacted through our Head Offices at:

Pathway Care Residential
St James' Place House
7 Castle Quay

Castle Boulevard
Nottingham
NG7 1FW

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 – Andrew Smith

Andy Smith spent many years in the Forces, during which he gained much experience of working with young people as a youth worker.

On leaving the forces, he worked as a child care worker in a variety of settings including a Crisis and Intensive support unit and worked his way to becoming a children's home Manager. Andy was a Registered Manager for 11 years before becoming a Service Manager in April 2016.

Registered Manager: Miss Sharon Billson

Sharon has worked at Pathway Care Residential since 2004 and had worked in many of the Homes before progressing to become a Registered Manager. Prior to working at Pathway, Sharon had over 10 years' experience in the community working with homeless/vulnerable Children and Young People: Base 51, Family First and the YWCA. Sharon has completed her Diploma Level 5 in Leadership and Management for Residential Childcare.

16. Education & Local Schools

We believe that all our young people have the right to an education suited to their needs, ability and personal aspirations. Many of our young people have special educational needs, this may be due to learning difficulties, disrupted education or challenging behaviours. To support our young people we attend required meetings, ensure regular liaison with education providers, provide transport where necessary and may also provide direct support such as supervising young people in their education placements.

- We have mainstream education at comprehensive and junior schools within the catchment areas of Mapperley, Arnold, Gedling, Woodthorpe and Carlton, in addition to local colleges
- We also have strong links with two schools for children with Special Educational Needs

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- We have regular liaison with Nottinghamshire Local Education Authority
- We can arrange in-house personal tuition where applicable and necessary.
- We can access youth development opportunities

Rose Villa 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 each child in our care achieve socially and educationally, to their highest potential. Keyworkers and Management oversee the implementation of SEN/EHC plans where applicable and monitor progress in order to maximise achievement. The staff team work with schools, teachers, specialist education provisions, to ensure young people achieve and outcomes are documented on their PEPs.

Rose Villa 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, dictionaries and personal computers.

17. Health and well being

Rose Villa 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.

PCR works closely with CAMHS to ensure appropriate levels of support and intervention. We also have access to a therapeutic consultant who can provide support and guidance to staff. All young people within our care are registered with a local General Practitioner and have access to a range of other health care facilities, which include:

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

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.

Rose Villa's Health Care Policy includes providing information on physical, emotional & sexual health. Our philosophy and approach is that good health is achieved through paying attention to basic needs such as nutrition, adequate sleep, regard for safety, and appropriate medical attention when required.

All young people are encouraged to attend their annual health assessment and staff also liaise with LAC nurses to ensure that young people's health needs are met. All young people's health care needs, history, emotional support is recorded in their individual health care plan. This way, the home/young people can monitor any trends, health needs, decline or progression towards good outcomes.

18. Qualifications of Staff

Staff employed offer a variety of experience that include:

- Education
- Mental health
- Sports
- Youth Work and Outdoor Adventure
- Counselling

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

- Health & Safety (including food hygiene)
- Safeguarding
- First Aid
- Managing Actual & Potential Aggression
- Medication Administration
- Specialist techniques in working with young people e.g. C Card trainers

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

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

19. Staff Team and Structure

PCR Directors oversee the management of Rose Villa and ensure that the company's core values are adhered to on a day-to-day basis. The staff team at Rose Villa is made up of:

- Home Manager
- Deputy Home Manager
- Senior Residential Child Care Workers
- Residential Child Care Workers

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- Bank RCCW Staff are also available

Rose Villa has a number of experienced and enthusiastic staff that all bring a very unique sense of commitment to working with children. The staff team consists of a healthy balance of male & female members from various ethnic backgrounds who have extensive experience of residential work.

Please refer to the staff / training structure.

All staff receive regular supervision with either their line manager, the deputy manager or senior staff. The Manager receives supervision from a more senior line Manager.

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