

The Ferns

Statement of Purpose

December 2018

A 4-bedded home for young people aged between 6 and 18 years old.

www.pathwaycareresidential.co.uk



The Ferns Statement of Purpose

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19. The name and work address of—
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1. Mission Statement

Pathway Care Residential is part of the NFA Group, the largest combined children's services group in the UK. Our operating businesses successfully deliver frontline fostering, educational and care services to children, their families and local authority customers.

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

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

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

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

The Ferns is a registered Children's Home providing care and accommodation for up to four young people of any gender aged between 6 years to 17 years on admission.

The Ferns will provide accommodation for children and young people with Social, Emotional and Behavioural difficulties.

We will also consider children/young people with mild/moderate learning disability

We aim to make a positive difference to the personal, social and learning lives of the young people entrusted to our care.

We will aim to achieve this by providing a safe, nurturing, caring and homely environment for each child, where issues and concerns affecting both their past and their future can be positively addressed and supported. Working in partnership with each child, their families and associated professionals to achieve a variety of positive outcomes for each child or young person.

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

The Ferns provides home away from home care, in a safe environment with well-maintained accommodation to children and young people who are unable to live at home or with members of their extended family. The majority of children we will accommodate will have emotional and behavioural difficulties due to the trauma they may have been subject to. They may also have a mild or moderate learning disability. The children and young people accommodated can expect to have their needs met by a professional and caring staff team. The Ferns believes that each person has a right to be treated as an individual and that all their physical, emotional and health needs are met in an appropriate and attentive way.

We empower young people to achieve their full academic potential and to acquire the relevant skills and knowledge to move on positively into adult life. We encourage

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community participation in order to allow children and young people to use the knowledge and experiences they have gained toward becoming responsible and valued citizens.

The overriding philosophy of The Ferns is that it should be child-centred in its approach 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 within an environment that allows them explore their own identity without fear of rejection.

In all that we do, we are guided by the following values:

Respect
Dignity
Trust
Well Being
High expectation
Recognising the individual
Realising everyone's potential

What we will deliver:

Tailored person-centred care, within an organisation with a track record for providing safe effective care, with a strong focus on maintaining placement stability.

We unconditionally value every person and respect their dignity as a unique individual irrespective of their difficulties.

We will prepare the young people in our care to be able to live the fullest lives possible during and after their time in our care.

We will help young people to achieve progress across a wide variety of areas, including academic study, vocational training, social, emotional and behavioural skills, basic life skills and personal development to keep themselves safe.

We will offer the chance and encourage young people to achieve recognised academic and vocational qualifications.

We will work with young people to ensure when they are leaving our care they have an enhanced positive self-perception.

We are dedicated to ensure young people living in our homes have a sense of belonging. We will ensure young people have access to opportunities and activities that stretch and enhance their childhood.

We will ensure children and young people stay on a path to success, through sound interagency working and participation.

4. A description of the accommodation offered by the home, including—
 - how accommodation has been adapted to the needs of children;
 - the age range, number and sex of children for whom it is intended that accommodation is to be provided; and
 - the type of accommodation, including sleeping accommodation

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The Ferns is situated in Rugeley, Staffordshire in a quiet semi-rural setting. It is registered for up to four young people of any gender from the ages of 6 – 17.

The property comprises of one large house, office accommodation and staff rooms. The design of the service enables the house to have a kitchen, plus utility, lounge, 1 large office spaces, staff sleep area, dining room, chill out room and 4 single bedrooms for young people. There are ground floor toilet facilities and showering and toilet facilities on the first floor. All windows are fitted with safety glass and or safety film. 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 24 hours per day, however when required, limits are applied to ensure that the young people are safeguarded from any external associated risk and the internet on an individualised basis in line with care plans to ensure attachments are maintained safely with significant people

The communal living areas contain a selection of resources including televisions, music and DVD players, games, books and craft activities. There is also a safe enclosed outdoor patio area and allotment area for the young which we encourage the use of. There is an extensive garden large enough for the young people to play ball games and has a fixed basketball net.

Each young person has their own bedroom with single lockable door. 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 to decoration in their personal space which reflects their individual personality and taste.

The area is rich in local amenities including shops, library, local parks, leisure centres, go karting and paintballing. 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 multicultural experiences. Due to the location of The Ferns there are many attractive countryside walks immediately outside the accommodation.

5. A description of the location of the home

Brereton and Rugeley are former coal mining communities and while they have the feel of an urbanised area they stand alone in the heart of a rural part of Staffordshire bounded on the one side by Cannock Chase, an Area of Outstanding Natural Beauty, and on the other by the Trent Valley, an area of attractive agricultural countryside.

The population of the Parish is 23,040 including children. Brereton and Rugeley are well blessed with shops and good social and care facilities for people of all ages. With the decline of local industry, a significant number of people commute to work.

The home has a location risk assessment which outlines any known risk in the community and the safety of the location including crime statistics. The Ferns is part of Longdon Parish Council.

6. The arrangements for supporting the cultural, linguistic and religious needs of children.

The children and young people are given opportunities to pursue their religious persuasion and to take part in activities which take into account their race, cultural and religious beliefs. All staff within the first 6 months will complete training in equality and diversity and will use this training to ensure that the individual needs are met and observed.

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 homes 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. 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 that children have ready access to appropriate skin and hair care including make-up. Special dietary requirements will be catered for, such as 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 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 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.

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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. Support is given for children to access religious services or cultural observances. This is clarified at the young person's admission and detailed in their Care Plan. This is reviewed at regular meetings in line with the wishes of the children and young person.

7. Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.

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. 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. Our complaints procedures are for young people, visiting and contact arrangements with social workers and independent visitors, 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 be able to raise concerns and make suggestions for changes and improvements, which are taken seriously.

At The Ferns, we have a 'Say it, Speak it' box to give all children the opportunity to voice their opinions and/or concerns regarding any matter. Young people's meetings and key working sessions aid the opportunity for young people to voice their opinion.

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 /organisations. Young people, upon admission to the home, will receive a young person friendly copy of the Complaints Procedure. The keyworker 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.

Complaints are dealt with as soon as is practically possible by the most appropriate person. In many cases this may be a member of staff.

All complaints and representations are taken seriously and dealt with thoroughly and quickly as per The Ferns Complaints Procedure.

The telephone number of Ofsted local office is: 0300 123 1231

The address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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8. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

Our Safeguarding Policy is designed to provide information and guidance on the procedures which are place to safeguard and promote the welfare of children and young people. Concerns about safeguarding should be directed through the 'Designated Safeguarding Person', who is the Homes Manager, in the first instance or the Designated Safeguarding Person on call.

All staff receive training in child protection and whistleblowing upon induction. There is a copy of the Staffordshire SCB procedures and relevant placing authority SCB procedures within the home, the most up to date copy of Working Together to Safeguard Children and complemented by in house safeguarding policies and procedures.

Concerns about safeguarding issues are reported to the manager or member of the management team that is on-call. It is the manager's responsibility to make any referral to the child protection team. The child's social worker (or their Emergency Duty Team if 'out of hours') will be informed and a log is kept of any safeguarding referrals.

At The Ferns, we support young people to keep themselves safe and we use strong working relationships to help the young people to accept responsibility for their own choices.

If a young person goes missing from the home, staff follow, taking with them a 'grab bag' that contain items that would keep them warm and hydrated we have also included essential snacks and a torch to minimise the chances of them coming to harm.

9. A description of the home's policy and 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 keyworker 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 will seek advice and expertise on how to resolve linguistic, ethnic, and cultural difficulties to enable a young person's full involvement in consultation.

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 be encouraged to participate in young people's meetings regularly to enable an environment where children and young people feel free to express suggestions and contributions to wider community life and activities.

As part of the admissions and welcome process, each young person is given the contact details of the children's rights, a copy of the home complaint policy and also the complaints procedure will be clearly explained to them. They are encouraged to share any concerns they have within the home either personally or anonymously if they are more comfortable to follow this route.

Written consent is sought from the young people we support to ensure they give permission for any external visitors to inspect and access their care plans and care records as part of the visit by independent person/s.

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

- anti-discriminatory practice in respect of children and their families; and
- 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 against on the grounds of their culture, 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 actively collect thoughts view and wishes of children and young people which contributes to the running of the home. All staff at the Ferns will be aware of the 'rights of children'. They will be confident in using our 'whistle blowing Policy' and will always have the best interest of the Child at the forefront of everything they do.

All children accommodated at the Ferns will be made aware of their rights and how to access independent advocacy services, their Independent Reviewing Officer, Children's Rights services and Ofsted.

Children's Commissioner Anne Longfield
Information access can be found by referring to
www.childrenscommissioner.gov.uk
Yes Project - enquiries@yes-s.org.uk

11. Details of provision to support children with special educational needs.

The Ferns has links to Longdon Hall School Ltd, which is also run by our organisation. Longdon Park School is a co-educational day school catering for pupils aged 7-18 with complex educational needs, communication difficulties and challenging behaviour.

If a joint referral is requested, children and young people will be assessed both in terms of educational needs and social care needs at point of referral. Close pastoral links between the head teacher and the manager of the home will be fostered at all times. This will include joint working practices between The Ferns and Longdon Hall School should any young person attend this school.

However, young people don't necessarily have to be referred as a joint package and other local education provisions are available.

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12. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.

The home is not registered as a school

13. If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.

We will support young people to re-integrate in to mainstream or other education provision if appropriate.

Young people will be encouraged to join the local library, clubs and leisure services and supported within the home to develop independent living and life skills, and private study that will prepare them for adulthood.

Young people have supervised access to the internet/home computer, and there are e-safety measures in place.

Some young people at The Ferns may have a Statement of Educational Need (SEN) or an Education, Health and Care Plan (EHC). If this is the case, the key worker will be responsible for liaising with the education service and the young person's Social Worker to ensure this is regularly reviewed and updated.

All our children will be actively encouraged to partake of formal and informal educational opportunities appropriate to their needs. It is not uncommon for our children to have a history of poor attendance or exclusion from school following family trauma. We however actively promote and encourage all children to attend their education provision.

The staff and management team believe that young people should be provided with a level of educational opportunity that allows them to develop to the best of their abilities and enable them to attain the highest level of academic achievement they can.

The home will provide suitable facilities for home study and materials to support young people's education.

We have links with local schools and other education providers and encourage the involvement of vocational and work experience. The home will make links with the virtual heads ensuring that looked after young people have the best chance of achieving.

We will work collaboratively with the Placing Authority and Local Educational Authority in developing and maintaining the Personal Education Plans with a view to one of the following options being available for the provision of education:

Local Mainstream Provision

Specialist small group education provision

Individual Tutoring

Modern Apprenticeship / work based learning

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Local or Regional Special Educational Provision

14. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

The allocated keyworker will identify with the young person their choice of leisure activities and interests. Young people will be encouraged to complete a weekly activity planners to ensure they are kept physically, mentally and even culturally occupied. Young people will be encouraged to have structured activities outside of school hours but will also have time to relax at the home or with their friends. Young people will be encouraged to participate in a wide variety of leisure activities and where it is appropriate they may even be able to try new experiences and discover new interests and talents.

This is facilitated by staff supporting transport, attendance, and participation in independent and group activities within the home and in the local community. There are lots of community resources in the local area for activities including leisure centre activity clubs and classes, youth clubs and volunteer organisations. Other activities that are available to the young people include; swimming, badminton, football, table tennis, cycling, walking, ice- skating, roller -blading, go-karting, horse riding and dance classes. The Ferns also offer activities in the surrounding area for all YP placed such as Go Ape at Cannock Chase, Whitemore Adventure training in Alrewas, all local cadet groups (army, air and navy cadets) and also the opportunity to take part in bush craft.

The home also has strong links with The Prince's Trust and the Fire and Rescue Service together we aim to help young people to change their lives through Prince's Trust programmes.

Television and DVDs are complimented by a large range of board games, toys and books which are intended to stimulate and develop the child's social skills. A computer and age-appropriate gaming The use of the local library is encourage to support homework and revision as and when required.

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 the equal opportunity, choice & age appropriate activities.

15. Details of any healthcare or therapy provided, including—
 - details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and
 - information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

The health of young people accommodated is of the utmost importance. On admission, there will be an undertaking to ensure registration or confirmation of previous registration of GP, dentist and opticians. If possible, we will make arrangements for young people to

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maintain registration with their own medical practitioners. We will actively encourage young people to monitor their own health by way of a regular programme of healthcare checks with their GP, Dentist and Optician.

Any appointments made in respect of a child's health will be discussed with the parent(s) or those with parental responsibility (if appropriate) and they will be invited to accompany young people to appointments. An allocated keyworker will be responsible for supporting the day to day health needs of the young person; however, the home will access any agency or service necessary to address the specific health needs as part of a holistic approach.

All staff will be trained within the 6-month induction in basic first aid and emergency procedures. First aid boxes are available within the home to treat minor injuries. Staff are instructed to make immediate use of the GP surgery and the emergency services at the local hospital in the case or suspicion of more serious injuries. Medication and home remedies will only be made available to young people if consent has been received.

All drugs and medicines are to be kept in a locked cabinet and a precise record of their use is made. Young people will only be allowed to administer prescribed drugs with a self-medication risk assessment once agreed with the placing authority and parents.

Therapeutic Support.

The Ferns can access various therapeutic services if commissioned by the Placing Authority and where appropriate to meet the needs of the young person.

If necessary, the team are able to access other professionals within the local community, which could also be beneficial to a young person, i.e. Speech therapist, CAMHS, Connexions, and Specialist Schools.

We also have a SLA which enables us to access Enabling Care who use a range of therapeutic techniques which are geared towards residential settings and consultation with staff.

If direct work with young people is requested by the placing authority, this will incur an additional fee.

Enabling Care offer a range of therapeutic approaches including:

- Solution Focused Brief Therapy
- CBT /mindfulness
- Systemic family therapy
- DDP/Theraplay
- Systemic approaches
- Narrative therapy
- Creative approaches use of art and drama
- All therapeutic tools and resources will be provided.

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Details of qualifications and contact details can be provided upon request of the services detailed above.

16. The arrangements for promoting contact between children and their families and friends.

We encourage parents to take an active role in the young people's lives (providing this is appropriate). We endeavour to inform parents, if appropriate (and other appropriate professionals) of both positive and negative concerns and events affecting a young person.

Contact arrangements are clarified at the time of the child's admission and detailed in their care plan. This information is regularly updated at reviews and planning meetings. Any restrictions with contact for the protection of the child are explained to them at a level they can understand.

Contact by visits, letters and e-mail are encouraged where there are no restrictions.

Where children are placed outside of their home area, there is specific focus on practical arrangement that need to be put in place to ensure that young people maintain supportive contact

Under no circumstance will refusal or restriction of agreed contact arrangements be used as a consequence. Where a young person refuses contact we will discuss this with them and offer support but will not facilitate contact against their wishes; the placing authority will always be informed of this.

We work closely with families and Children's services 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.

17. A description of the home's approach to the monitoring and surveillance of children.

We will work co-operatively with Staffordshire Youth Offending Team where a young person has been electronically tagged as part of a Court Order.

We currently don't use electronic or data recording systems in the home for surveillance or monitoring.

The Ferns will have a minimum of 2 staff on duty during the day shifts and 1 waking night and 1 staff sleeping in each night the ratio of staff will always be risk assessed in accordance with the young people's individual needs.

18. Details of the home's approach to behavioural support, including information about—

- the home's approach to restraint in relation to children; and
- how persons working in the home are trained in restraint and how their competence is assessed.

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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 using the model 'MAPA - Managing Actual and 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 used 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 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.

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.

All Children Young People and staff are routinely debriefed to ascertain thoughts and feelings around all incidents of Restrictive Physical Intervention and other incidents. This is completed by staff 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 Children and Young Person presentation and may focus the team on specific elements of care planning.

Behaviour Management

We attempt to teach acceptable behaviours, and to promote positive self-image in children by:

- a. Preventing problems.
- b. Offering positive suggestions.
- c. Redirecting to a different behaviour or activity.
- d. Providing encouragement.
- e. Discussing the situation and why the rule is needed.
- f. Giving positive attention frequently.
- g. Developing rules with the children.
- h. Setting up a plan that is suitable for the ages and needs of the children.
- i. Providing appropriate consequences.
- j. Offering choices and interesting activities
- k. Using age appropriate "time out", to allow for a cool down and time to think of better ways to handle problems.

Behaviour Support and De-escalation Training

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All staff are trained in MAPA. MAPA 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. The homes 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.

The organisation has MAPA Instructors. This team can ensure that there is continued guidance and support, which in turn provides the best possible practice on a daily basis.

All measures of control and disciplinary measures are based on establishing positive relationships with young people and are built on genuine interest for their wellbeing.

The Ferns operates a 'rewards' system whereas we endeavour to reward positive behaviours however small. Negative and destructive behaviours is also recognised and a consequence is agreed for that behaviour.

Staff are trained to adopt a holistic approach where de-escalation techniques are used as a form of intervention. Our home has a robust Behaviours Management Plan that supports staff in managing any negative behaviours from children.

Arrangements to Counter 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 or 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 Children's Services and the local Authority designated officer LADO as per policy. A young person or their family or carer may also choose to make a complaint via the home's complaints policy.

We periodically seek the children's and young people's views of bullying which feeds into assessment and management of bullying issues, or alternatively they could approach Ofsted directly on: 0300 123 1231.

Children and Young People missing from the homes.

Missing Child Policy

All children at The Ferns, who go missing are protected within the Missing child Policy. This involves a protocol developed and agreed by all relevant parties that will be used as directed by the Runaway and Missing from Home and Care Protocol (RMFHC)

19. The name and work address of—

- (a) the registered provider;
- (b) the responsible individual (if one is nominated); and
- (c) the registered manager (if one is appointed).

Registered Provider:

Pathway Care Residential
7 Castle Quay
Castle Boulevard,
Nottingham NG7 1FW
01159 473142

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 2004. 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: Andy 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.

Interim Care Home Manager – Lyndsay Miller

I have had 20 years care working experience in various care settings and roles. In 2014 I completed my Diploma Level 5 in Leadership and Management for Children and Young People Services. I have extensive knowledge of Fern House, with being here since we opened in 2014 and am looking forward to taking the service we provide into the next chapter in achieving continued positive outcomes. I look to develop the team in sharing my passion to make a positive and progressive difference to the lives of the Young People we care for.

20. Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.

Please see separate appendix for full details of staff team

21. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care

The staff team at The Ferns is made up of:

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

The Ferns has a number of professional and enthusiastic staff that all bring a very unique sense of commitment to working with children.

Supervision Procedures

We believe that supervision is central to effective practice and service delivery. All staff employed in the home, will receive one to one supervision in line with regulatory requirements and in response to the staff and management's needs. New staff within induction will receive regular supervision and be mentored by the management team on regular basis.

Training and Development

All staff will receive training and development opportunities that equip them with the skills required to meet the physical, emotional and developmental needs of the young people accommodated in the home. The training of staff will be in conjunction with the statutory

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requirements as defined within The Children's Homes Regulations 2015 and in response to the needs of the children and young people.

Thereafter staff will be expected to undertake a range of training opportunities and, if they have not already done so, enrol on a QCF Diploma Level 3 CCYP.

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

At The Ferns we have a large ratio of female staff. We counteract this when working alongside external agencies and request where possible the allocation of a male worker. The registered manager is working with HR to support and encourage more male applicants to apply for position at The Ferns on a full time or bank basis. 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. Young people also have positive influences in their lives (teachers, tutors, YOT, social workers, religious representatives, police etc.)

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

Referrals and admissions into The Ferns must be directed through referrals@acorncare.co.uk or referrals@pathwaycaresolutions.co.uk. This will then instigate an assessment and review process which will be handled by experienced social care and education professionals. An initial response will be given by Pathway Care Residential within a matter of hours of receiving the referral.

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

The admissions of young people will include a robust impact assessment that takes into consideration the present young people residing in the home and the impact of such matching. Young people of any ethnic origin or persuasions maybe admitted to the home.

Referral information should include:

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

Offers of a place will be based on:

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- The findings of the initial assessment process
- The initial Impact Risk Assessment being completed and risks manageable
- The organization being confident that it can meet all of the objectives identified in the statement of SEN/EHC, Core assessment and Placement Plan and Risk assessment.

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 6 – 17 years) with SEBD who may also have a mild or moderate learning disability and 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 and themselves safe.

On offer of a placement and the first day of the Child or Young Person residing the following will occur:

- The young person will be allocated a keyworker and Co keyworker.
- The young person is introduced to and welcomed by the Registered Manager/ deputy manager
- Other young people are around to welcome them.
- The young person's bedroom will have been prepared and where possible any personal choices in relation to décor have been acted on as far as is practicable.
- Time is taken to explain to the young person what will happen next.
- The young person will receive an appropriate copy of the Welcome Pack (children's guide) if one has not been made available to them previously and any question they have about it answered.
- The young person will receive a copy of the complaints form and we will explain how to raise concerns, worries or complaints