

# Statement of Purpose

## **Kestral House**

**Ofsted URN SC029685**



**My Choice Children's Homes**

**12th July 2018**

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The Children's Homes (England) Regulations 2015 and the Guide to the Children's Homes Regulations, including the Quality Standards, form the basis of the Regulatory Framework of the Care Standards Act 2000. The Regulations prescribe nine Quality Standards which must be met by Children's Homes:

1. The Quality and Purpose of Care Standards
2. The Children's Views, Wishes and Feelings Standard
3. The Education Standard
4. The Enjoyment and Achievement Standard
5. The Health and Well-being Standard
6. The Positive Relationships Standard
7. The Protection of Children Standard
8. The Leadership & Management Standard
9. The Care Planning Standard

## Updates 2018

Date	Section / Page No	Brief Overview
05.02.18	p.50 Reference	Abbreviations list updated
07.02.18	p.3 Registered Provider	Details updated for DI as Responsible Individual
08.02.18	Throughout  p.16 & p.17 Supervision, Training & Line Management p.18 p.35 – p.37 E-Safety p.47 Senior Management p.60 Appendix 2	Responsible Person updated to Responsible Individual Operations Manager updated to Responsible Individual Supervision structure updated, wording amended Organisation Structure on SharePoint & website  Details of Therapeutic Practitioners Award added E-Safety updated to include Family Zone Details for DI and AJ updated Therapist details updated
19.03.18	p.19-21 Supervision, Training & Line Management p.55 Appendix 1	Updated list of training available  Trainer information updated
23.04.18	p.9 Aims & Objectives	Paragraph 4 updated
26.06.18	p.10 Therapeutic Services p.11 Services Provided p.32 Child Protection, Safeguarding, CSE p.47 Senior Management p.52 Staff List p.58 Appendix 1	Bullet points updated 1 <sup>st</sup> and last bullet points updated, final paragraph updated Final paragraphs added re O365 and Safeguarding Assessments Removed Diploma Assessor details Staff experience added Diploma details removed
05.07.18	p.4 Registered Provider p.5 Ethos	Updated CM length of service and qualifications Updated paragraph 7
12.07.18	p.61 Appendix 2	Removed Appendix 2 Therapists Qualifications, removed Beacon House therapist and Lifetrain qualifications included in Appendix 1

## Registered Provider

**My Choice Children's Homes Ltd**  
**Unit 3a Mill Green Business Estate**  
**Mill Green Road**  
**Haywards Heath**  
**West Sussex**  
**RH16 1XQ**

**Telephone Number** : **01444 446920**  
**Fax Number** : **01444 446929**

### Responsible Individual

Dawn Ives

#### Qualifications & Experience



Dawn has over 16 years' experience working in childcare and is qualified with the Registered Manager Award, NVQ Level 3 and 4 in Child Care and the Assessor's Award.

Dawn has developed her career with My Choice Homes, starting as Residential Support Worker developing and progressing within the care roles, to Acting Manager then Registered Care Manager at Kestrel House.

Dawn then progressed to Senior Management undertaking the role of Assistant Service Manager for three years, leading to Dawn's most recent position of Responsible Individual for over 6 years.

From February 2018 Dawn has undertaken the role of Responsible Individual for all the nine Children's Homes within My Choice. Dawn is also a company Director who has operational responsibility. Dawn oversees the care of the children placed in the homes and the progress they are making. Dawn is able to objectively oversee the children's care by regular liaison with Registered Care Managers and working in partnership with the Senior Management team, who discuss the care of each child and analyse the performance of each home through regular meetings and the daily sharing of information. This information is shared back to the homes and staff teams so we as an organisation continue to strive to meet the children's needs in the best possible way.

Dawn works closely with Ofsted, Local Authorities and consultant therapists, co-ordinating and managing the company referrals with other My Choice Directors and Care Managers. Dawn assesses young people with the relevant Care Manager to ensure placement matching and assessment is appropriate within the home. Dawn will co-ordinate with the Practice Manager and Team Manager's to ensure all necessary records are completed within this referral process.

## Registered Provider

### **Registered Care Manager – Kestral House**

Sandra Whyte

#### **Qualifications & Experience**



Sandra is an experienced professional children's home manager. Sandra has worked in the social care field for over twenty years, initially in nursing homes. Then progressing to children's homes. Sandra has worked in children's homes for over fourteen years. Sandra has extensive experience working with children and young people with emotional and behavioural difficulties, young people at risk of CSE, radicalisation, young people who display harmful behaviours and issues around drugs and alcohol. Sandra has been employed at My Choice for over

2 years as a Care Manager.

Sandra strongly believes that providing a safe, nurturing environment for young people to develop in is of the utmost importance. Sandra enjoys facilitating the staff to build better relationships with the young people and encourages and supports young people back into school or college.

Sandra has achieved her Level 3 Diploma, commenced and completing her Level 5 Diploma, one month after commencing employment with My Choice. Sandra has also completed the Therapeutic Practitioners Award on 04.07.2018.

## **Ethos of Kestral House**

At Kestral House we aim to provide an environment that is both practical and homely, minimising the effects of institutionalisation and promoting a healthy learning environment. The house is in good decorative order and the communal areas reflect the young people's tastes.

As the homes Manager Sandra is leading the staff team to create a warm nurturing home that provides high levels of safeguarding and developing positive relationships.

There is a separate office space in which administration records, individual files and medication can be safely stored.

Special attention has been placed in providing a relaxed and caring atmosphere. Both staff and young people participate in household chores and clear expectations are placed upon young people to look after their own bedrooms and respect their living environment. This sense of responsibility is actively promoted and maintained at the regular house meetings, with all the young people who are resident.

When young people move into Kestral House, staff start to promote independence with the young people to prepare them for independence for when they leave Kestral. This will include assessing their general self-care, future educational needs and work experience.

The ground floor living area has a large dining / recreation area and a lounge. The lounge has the usual range of facilities, which include music and television. The dining / recreation area has reading and activity books, arts, crafts and individual hobbies. We have an expanding range of resources such as a growing library and laptop computer. Individuals are encouraged in their talents and interests and every effort is made to ensure that staff time and resources are available to enhance a young person's interests. We are aware that this can help promote resilience and self-worth in young people. At Kestral House we do a wide variety of activities with the young people from bowling, cinema, kickboxing, air hop and going to the local park and using the exercise equipment etc.

The property also has a nice size kitchen with separate utility room in the conservatory and a garden. There are two hamsters that live in the lounge called Skyler and Lilly.

Young people are encouraged to express their own personalities within their own living environment. Young people's art works are displayed around the house with the permission of the young people and certificates that the young people have earned either by outside hobbies, schooling or certificates issued by staff. All young people have their own bedrooms, which they are encouraged to individualise with photographs, posters and personal items.

## Ethos of Kestral House

A strong emphasis is placed upon young people participating in the dynamics of group living. To provide a focus, house meetings are held every week, covering a variety of issues. The staff at Kestral House are extremely good at undertaking and facilitating mediation with the young people to resolve such issues which helps the home to be harmonious and a happy living environment. This also develops a restorative justice approach.

Kestral House promotes participation of young people within the decision-making process, which can affect their daily lives, this adds to the sense of positive self-regard and respect for the living environment and others.

## Outcomes for Young People

Kestral House will create a stable, nurturing, caring environment for the young people placed in our care. This can support the young person to move on to a future independent life, accomplishing the skills built upon throughout their time with us.

The aim for our young people is to encourage them into current or future education, either mainstream school or college and building a strong and stable network of support.

Young people have completed feedback questionnaires and within these have expressed positive comments regarding their experience:

Example comments from previous young people:

*"Staff at Kestral have helped me become a stronger person and encouraged me to make positive decisions."*

*"Staff at Kestral have been supportive when I've had problems and helped me through this."*

*"Staff have encouraged me to get into kickboxing, now I really enjoy this and have started getting my belts."*

*"Staff encouraged me with attending school and now I'm doing really well."*

*"Staff helped me get into school full time and now I'm just completing my exams."*



## Client Group

Kestral House provides accommodation for up to four young people (of either gender) with an age range of 8 years up to the age of 18 years.

Kestral House has looked after young people with emotional and behavioural difficulties, challenging behaviour and / or learning difficulties. We have extensive experience with working with young people who self-harm, have minor physical difficulties for example encopresis and enuresis. Young people may also have substance misuse concerns which encompass some mental health issues. We have also worked with young people who are on the Autistic Spectrum, Personality Disorders and Children at Risk of Sexual Exploitation.

We thoroughly assess the needs of each individual young person at the point of referral to the home and continue to assess throughout their placement to ensure the young person's needs are met at all times.

We work closely with professionals involved with the young person including Social Workers, Youth Offending teams, therapists, individuals from CAMHS and other Mental Health teams. If specific training is required due to particular behaviours or difficulties for example self-harming, Kestral House will provide the necessary training for staff. The Senior Managers and Care Manager have a range of experiences with young people who display challenging behaviour, mental health concerns, learning difficulties, speech and language difficulties and substance misuse.

Young people can be referred to Kestral House through planned or emergency admissions. The homes aim to provide a safe environment for the young people often at times when they are at crisis in their lives. We seek to support them with their past experiences and to give them the tools and opportunity to build a more sustained future.

In general, the young people our service provides care for have emotional / behavioural difficulties and special educational needs which often culminate in very challenging behaviour.

## **Aims and Objectives**

Our aim as a provider of needs led children's homes is to ensure a safe and supported environment for young people to develop in, enabling them to deal with past and present difficulties.

It is our aim to provide a comfortable, safe, non-institutional environment for young people to begin to work towards a positive future. Young people stay medium to long term at Kestral House with transition into the family home if appropriate and in line with their care plans. We will always work to support young people moving on into independent living.

We work closely with the young people to encourage and support them in planning and implementing their care plans. A key worker is provided for each young person. There is a commitment to identify their current needs as well as looking towards the future. This is incorporated in the Placement Plan, which outlines all areas as stated in the Children's Homes (England) Regulations 2015, particularly Regulations 14, 17 and 18. These regulations state that young people are welcomed into the home and leave the home in a planned and appropriate manner which makes them feel valued. Kestral House aims to ensure this regulation is met, through the completion of all the necessary documents in the home.

We believe open and constant communication between the home, the young person, the Social Worker and all other significant professionals is essential to ensure effective and safe childcare in addition to all other significant parties.

We appreciate that each young person has their own unique life experiences. We aim to ensure specific care needs are identified and addressed appropriately.

It is our aim to look after the young person, not the perceived problem or behaviour. We will endeavour to meet the needs of the young person through our own internal resources, assessment or through consultation and working in partnership with their Social Worker, other professionals, family and significant others.

The welfare and safety of the young people in our care is of paramount concern.

## Therapeutic Services

My Choice Children's Homes, Kestral House has developed to become a therapeutic service. The philosophy underpinning Kestral House is to ensure that all our young people receive holistic therapeutic intervention. My Choice Homes and School value and encourage therapeutic values and support young people to engage in numerous forms of therapeutic intervention. Please see the section on therapeutic intervention and services for full details of all options available to the young people.

The young people are supported to engage in therapy at any stage during their placement whilst living at Kestral House. Each young person's life experiences are complex and individual therefore the therapeutic intervention requires careful consideration and assessment. This process begins at point of referral.

Therapeutic intervention within Kestral House is delivered to the young people from the Residential Support Workers, Care Managers, Trainers, Teachers and Therapeutic Consultants within their daily life.

Kestral House offers the following to ensure a therapeutic foundation underpins the daily lives of our young people;

- **The Therapeutic Practitioners Award**

This course is provided for Managers, Deputies and nominated Residential Support Workers. Lifetrain UK facilitate the course that takes place at My Choice Head Office once a month. Staff attending the course complete AQA accredited Units and are expected to apply the techniques within their practice at the homes. We provide reflective sessions after completion of the course to ensure the techniques are embedded.

- **Young people have access to therapists**

The young people at Kestral House are enabled and empowered to engage in therapy at any stage of the placement. A referral can be made to:

- **Lifetrain UK.**

Lifetrain UK enables My Choice staff to learn in action and use those skills to benefit themselves and the young people they work with. The trainers spend a substantial amount of time working with the young people. This enables the trainers at Lifetrain to keep information fresh, relevant and practicality based. Lifetrain provide the following for the young people; 1:1 therapeutic intervention, group work, outdoor therapy activities and child focus sessions.

Lifetrain facilitate other training, see page 20.

[www.ltuk.org](http://www.ltuk.org)

## Therapeutic Services

- **Other therapeutic services sourced and agreed with the social worker / placing authority**
- **CAMHS**

All therapeutic intervention is outlined in the young person Placement Plan and section allocated on Clearcare.

The effectiveness of therapy is reviewed by numerous different methods. The therapists My Choice young people access provide written reports following each intervention or group work.

The therapists have phone conversations or meetings with homes Care Managers and staff. Therapists will also provide feedback for LAC Reviews where required and if appropriate.

Then young people feedback to Care Managers and staff regarding therapy, using Young Person Questionnaires and Keywork Sessions.

## Services Provided

Kestral House is registered for four young people of either gender. Kestral House is registered for young people with emotional and behavioural difficulties and the registered age range is from 8 years up to 18 years.

Kestral House may provide care and accommodation for young people outside the specified age range in an emergency situation when notified and agreed by the Office for Standards in Education, Children's Services and Skills (Ofsted).

The following outlines the services available to all the young people in our care:

- Lifetrain therapists / other named therapists
- A Restorative Justice approach
- My Choice School, mainstream school / college, apprenticeships and / or employment
- Review Reports, Education Plans, Weekly Reports, Incident Reports to Social Workers
- Independence and Life Skills
- Life Skills Training
- Placement Plans & Reviews
- 24 Hour Management Plans / Strategies
- Activities
- Preparation for return to home or another placement
- Clothing allowance
- Pocket Money allowance
- Incentive schemes
- UK based holidays (where appropriate)
- UK supervised contacts & support with family members
- Developing appropriate relationships and self esteem

From May 2017 Kestral House commenced a new recording system. All the homes within My Choice Children's Homes Ltd are now using ClearCare Solutions™. Current forms in the Working Files will gradually be phased out and new forms on ClearCare will replace them.

For further information on ClearCare, please see their website:

<http://www.clearcaresolutions.co.uk>

## Meeting Cultural Needs

We aim to support the young people's individual cultural needs within the home. We employ a diverse staff team throughout the organisation. The staff come from a variety of different ethnic backgrounds or share different values, religions and beliefs.

We support the young people to learn to respect and enjoy diversity. This enables them to develop their own cultural identity for now and the future.

At Kestral House we aim to;

- Support the young people to understand their culture.
- Provide positive relationships, professional and personal, that support self-esteem within the young person.
- Enable young people to have access to appropriate school based curriculum support in regards to cultural issues.
- Provide accessible and appropriate leisure and social activities, delivered via extended services and /or school based timetable.
- Staff work with young people in the community setting to support cultural needs.
- Staff will ensure all appropriate specialist products / items are bought and are available in the home. This could be products for hair or skin. There will be extra funding provided by the company for specialist products.
- The company will support all necessary appointments for the young person that meet their cultural needs.

When considering any young person's additional needs, it is important to recognise and take account of the following:

- Additional needs may be as a result of individual, family or environmental factors.
- Additional needs exist along a continuum and may require a stepped approach to increased support and intervention to ensure that such support is experienced as empowering.
- Additional needs may be short term or long term in their impact.
- Causes of additional needs may be different for children/young people and therefore require different level of support.

All cultural needs are documented and reviewed within the young person Placement Plan, Education Plans and Key Worker Reports. Weekly Reports will identify any areas and services accessed or items purchased.

We welcome family and community support in meeting the cultural needs of the individual.

Young people can live with us with various language differences. This can be supported on an individual assessment of how the home would best meet their needs, for example, an interpreter for meetings or contacts.

## **Young People's Religious Instruction & Observance**

We acknowledge and respect the need for young people to maintain all important religious contacts and practices and will work to maintain these if the young person wishes to do so. All young people's religious needs and observances will be respected and facilitated. If a young person needs escorting to a place of worship, this will be provided.

Where we have limited knowledge of a particular young person's cultural or religious needs we will ensure that links are made within the community to seek the information that we will need to provide holistic care for that child.

We welcome family and community support in meeting the religious needs of the individual.

## Contact with Parents, Relatives and Friends

Where appropriate all contact with family and friends will be maintained. Young people will be supported and encouraged to maintain and develop family contacts and friendships, subject to any limitations set in their Care Plan or Court Order.

This will be achieved through:

- Supervised contacts when required
- Visits to the home, friends and family
- Taking the young person to their family home
- Letters
- Telephone calls
- Any other appropriate contact required (as outlined in the young person's Care Plan / Placement Plan)
- Concise Contact Reports will be provided to the Social Worker when requested
- We are committed to support contact needs for the young people in our care

We regret that overnight accommodation for visitors and friends is not provided at the home. There is a good deal of accommodation available locally and staff can assist in locating this. This is in regard to the safety of all living at the home and to ensure registration is adhered to.

Staff can organise and support a young person to have overnight stays at friends' homes following agreements with the Social Worker / Parents / Carers and appropriate checks and risk assessments are completed and are in line with the Care Plan.

Our policies are in line with the Children's Homes (England) Regulations 2015, Regulation 22, where young people have, where appropriate, constructive contact with their parents, grandparents, siblings, half-siblings, families, friends and other people who play a significant role in their lives.



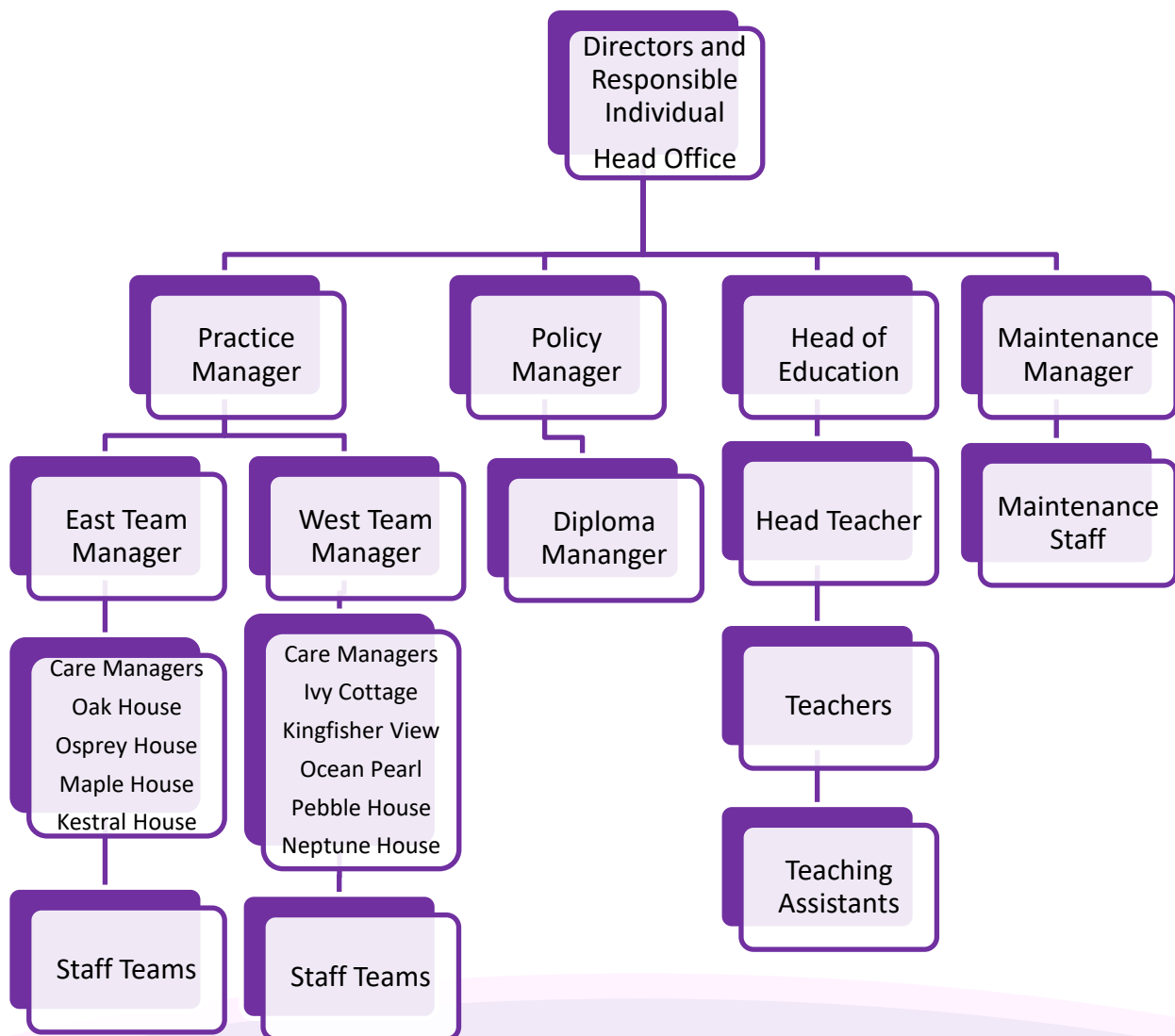
## Supervision, Induction, Training and Staff Development

It is My Choice Children’s Homes policy that all staff will receive individual supervision planned and co-ordinated by their line manager. Supervision will be in private and so far as practical free from interruption. Supervision is documented and takes place on a monthly basis for approximately one and a half hours in length. The supervision documents are signed and filed in a confidential cabinet in the homes office. The manager has access to this cabinet. Staff members can request a copy of their supervision records.

Staff still within their probationary period (within their first 6 months in the company) will receive more frequent supervision.

All staff are expected to read and sign the company’s supervision agreement form. This form sets the expectations for supervision and who can access the records.

The companies’ management supervision structure:



## Supervision, Induction, Training & Staff Development

### **Additional Professionals Involved:**

Head Office also provides a Policy & Development Manager, HR Department including Recruitment Manager, Head of Education, Training Department, IT Support, Finance and Administration staff.

A full Organisational Structure including photos is available on O365 / SharePoint and on the website.

There are regular East and West Care Manager meetings held at Head Office. These meetings are recorded. There are also Senior Manager Meetings on a regular basis

### **6-8 Week Review Meeting**

New staff members are invited to a review meeting which takes place at the 6-8-week period from their start date. The staff member, Manager and a Team Manager attend the meeting.

### **Probation Review**

All staff are expected to undertake a PDR at 6 months to review their performance, completion of the Probation Competency Form and to confirm if they have passed their probation. Then staff will receive an annual PDR.

### **Level 3 & 5 Diploma for Residential Childcare**

From offer and acceptance of employment there will be an expectation to register staff members on the Diploma Level 3 for Residential Child Care unless the staff member can evidence the completion of named qualification or the equivalent.

A training agreement will need to be signed upon registration and kept on file.

- Level 3 Diploma for Residential Child Care - England
- Level 5 Diploma in Leadership and Management- Residential Services (England) Managers only.

### **My Choice Training**

All staff have access to training. Our training policy is in line with the Children's Homes (England) Regulations 2015, Regulation 33, specifically point 4(a). This takes the form of in-house and external training sessions, which cover the following subjects:

## Supervision, Induction, Training & Staff Development

### Therapeutic Practitioners Award

My Choice Children's Homes Ltd provides the Therapeutic Practitioners Award, facilitated and accredited by Life Train UK.

It is a 12-month course, and includes the following modules:

- Module 1 – Mental Health & Attachment
- Module 2 – Effective Listening & Communication Skills & One to One Work
- Module 3 – Anti-Oppressive Practice LGBT & Equality
- Module 4 – Young People & Advocacy
- Module 5 – Young People Suicide & Self Harm
- Module 6 – NLP
- Module 7 – Solution Focused Brief Therapy
- Module 8 – Good Practice / Managing Multiple Priorities
- Module 9 – Theraplay
- Module 10 – Preparing Young People with Independence

We are currently in our third year of providing the course to Managers, Deputies, Senior RSW's and nominated staff. This course is proving successful for the staff that attend. We also provide Therapeutic Practitioners Reflection Sessions where staff members are encouraged to reflect on practice following the implementation of the methods used in the homes.

### Induction Training

**Staff members booked and attend induction before commencing employment at the home.**

- **Head Office 2 Day Induction** facilitated by the Policy Manager; including introduction to the Company's policy and procedures, Complaints & the LADO, Legislation, OFSTED, Children's Homes Regulations 2015, Safeguarding, Medication, Company Structure, Statement of Purpose, Young Person Guide & 2 on-line training courses;
  - Fire Safety
  - Child Protection.
- HR undertakes a session during the Head Office induction where employment issues are explained and clarified, including shifts patterns, time sheets and working expectations. The Employee Handbook is disseminated to each new staff member.
- **On Line Training** - Day 2 of Head Office Induction:
  - Child Sexual Exploitation
  - On-Line Safety
  - Preventing Bullying
  - The Channel Prevent Duty
  - Health and Safety

## Supervision, Induction, Training & Staff Development

- **Home Induction** completed prior to commencing first shift including; Induction Workbook, completing Home Induction Checklist covering health and safety, risk assessments, strategies, young person care plans, computer systems, health and education plans, policies and procedures. Fire Safety Check List; induction into the home including the physical layout (emergency exits).
- Commence on start date the Probation Competency Form (to be completed within 6 months).
- Start Diploma from commencement of employment if required.
- Child Protection – The Safeguarding Role of the Residential Care Worker (facilitated by Jonathan Epps). We aim for all staff members to attend within 6 months. This training will be reviewed on an annual basis.

### Facilitated by Opus Pharmacy

- Care of Medication Foundation to be completed within 6 months of commencing employment

### **Mandatory Training to be completed within 12 months from start date:**

#### Facilitated by Jonathan Epps, Curve Solutions:

- Protecting Young People – Street Gangs, Sexual Exploitation & Child Trafficking

#### Facilitated by Tony Malby, Training Safety

- Food Hygiene
- Emergency 1st Aid at Work
- Fire Safety / Warden

#### Facilitated by Life Train UK:

- Self-Harm

#### Facilitated by Alex Hyland, My Choice Director & Mark Davies:

- Team Teach Intermediate (including crisis intervention, de-escalation and restraint training)

## Supervision, Induction, Training & Staff Development

### **Additional Training Accessible for all Staff:**

Facilitated by Jonathan Epps, Curve Solutions:

- Understanding Adolescent Behaviour Part 1 & Part 2
- Preparation for Independence & the Transition to Adulthood (allocated staff members only)
- Understanding & Caring for the Traumatized Young Person
- Promoting Emotional Resilience for Looked After Young People
- Promoting Positive Mental Health in Young People
- Young People Drug Alcohol & Solvent Misuse
- Promoting & Supervising Contact
- Staff & Secondary Traumatic Stress
- **For Managers:** Time and Stress Management, Supervision skills, Negotiating and Influencing skills, Assertive Skills for Managers.

Facilitated by Life Train UK:

- 'Because I Can't Be Arsed'
- Managing Multiple Priorities (for Managers & Deputies)
- Equality and Diversity
- Appropriate Adult / Advocacy
- Autism & Young People - Advanced
- Child Focus Sessions\* and Team Days
- *Therapeutic Practitioner's Award (Nominated staff members only) (please refer to Therapeutic Services section for more information)*

Facilitated by Tony Malby, Training Safety

- Health & Safety Management (also for Maintenance Workers)
- First Aid at Work (3 Days for Managers and Deputies)

Facilitated by West Sussex County Council

- Working Together to Safeguard Children (for Managers)

### **Champions Training Sessions completed by Manager and Nominated Staff Member**

Facilitated by Dr Juliet Starbuck

- Restorative Justice

Facilitated by The Wise Project:

- Child Sexual Exploitation Champions Sessions (Manager & Nominated Staff Member)

## Supervision, Induction, Training & Staff Development

### **Prevent Training**

Senior Managers, Care Managers and Deputies at My Choice Homes attended Prevent Agenda Training at Head Office. Tony Cook and Claire McDonald from Prevent Sussex Police facilitated the training.

The care staff complete Educare Prevent Training or Ncalt on-line training, this is normally completed at the Head Office Induction.

For a full list of trainer's experience, qualifications and Registered Bodies they are linked to, see Appendix 1

## Staffing Policy

The staffing policy is in line with the Childrens Homes (England) Regulations 2015, Regulations 31 and 32.

The staffing levels will reflect the needs of young people at any given time.

The philosophy regarding the staffing levels provides the young people with an adult whom they know is therefore them throughout the day and night.

The care staff undertake all cooking and cleaning duties with the young people being encouraged to take an active role in this to promote independence skills.

Staff are expected to adhere to the company's:

- Statement of Purpose
- Employee Handbook
- Policy & Procedure Manual
- Sussex Child Protection and Safeguarding Procedures Manual (on-line)

My Choice Homes also expect staff to adhere to the Standards of Conduct, Performance and Ethics Guide produced by the HCPC Health and Care Professionals Council 2016. [www.hcpc-uk.org](http://www.hcpc-uk.org).

These are all available electronically on the homes computers

## Staffing Policy

The shift pattern for all full-time Residential Support Workers will be two days on followed by three days off. An example rota is illustrated below for Kestral House

Sat	27-Feb					RSW 3	RSW 4				RSW 8
Sun	28-Feb						RSW 4	RSW 5			RSW 8
Mon	29-Feb	MANAGER	RSW 1					RSW 5	RSW 6		
Tue	01-Mar	MANAGER	RSW 1	RSW 2					RSW 6	RSW 7	
Wed	02-Mar	MANAGER		RSW 2	RSW 3					RSW 7	
Thu	03-Mar	MANAGER			RSW 3	RSW 4					RSW 8
Fri	04-Mar	MANAGER					RSW 4	RSW 5			RSW 8
Sat	05-Mar		RSW 1					RSW 5	RSW 6		
Sun	06-Mar		RSW 1	RSW 2					RSW 6	RSW 7	
Mon	07-Mar	MANAGER		RSW 2	RSW 3					RSW 7	
Tue	08-Mar	MANAGER			RSW 3	RSW 4					RSW 8
Wed	09-Mar	MANAGER					RSW 4	RSW 5			RSW 8
Thu	10-Mar	MANAGER	RSW 1					RSW 5	RSW 6		
Fri	11-Mar	MANAGER	RSW 1	RSW 2					RSW 6	RSW 7	
Sat	12-Mar			RSW 2	RSW 3					RSW 7	
Sun	13-Mar					RSW 3	RSW 4				RSW 8
Mon	14-Mar	MANAGER					RSW 4	RSW 5			RSW 8
Tue	15-Mar	MANAGER	RSW 1					RSW 5	RSW 6		
Wed	16-Mar	MANAGER	RSW 1	RSW 2					RSW 6	RSW 7	
Thu	17-Mar	MANAGER		RSW 2	RSW 3					RSW 7	
Fri	18-Mar	MANAGER				RSW 3	RSW 4				RSW 8
Sat	19-Mar							RSW 4	RSW 5		RSW 8
Sun	20-Mar		RSW 1						RSW 5	RSW 6	
Mon	21-Mar	MANAGER	RSW 1	RSW 2					RSW 6	RSW 7	
Tue	22-Mar	MANAGER		RSW 2	RSW 3					RSW 7	
Wed	23-Mar	MANAGER				RSW 3	RSW 4				RSW 8
Thu	24-Mar	MANAGER						RSW 4	RSW 5		RSW 8
Fri	25-Mar	MANAGER	RSW 1						RSW 5	RSW 6	
Sat	26-Mar		RSW 1	RSW 2						RSW 6	RSW 7
Sun	27-Mar			RSW 2	RSW 3						RSW 7
Mon	28-Mar	MANAGER				RSW 3	RSW 4				RSW 8
Tue	29-Mar	MANAGER						RSW 4	RSW 5		RSW 8
Wed	30-Mar	MANAGER	RSW 1						RSW 5	RSW 6	
Thu	31-Mar	MANAGER	RSW 1	RSW 2						RSW 6	RSW 7
Fri	01-Apr	MANAGER		RSW 2	RSW 3						RSW 7

Full Time Shift Pattern	
Shift one starts at	10.00 – 23.00
Sleep in shift one	23.00 – 08.00
Shift one ends	08.00 – 10.00
Shift two starts at	10.00 – 23.00
Sleep in shift two	23.00 – 08.00
Shift two ends	08.00 – 10.00
Off 3 days from end of shift 2	



## Staffing Policy

The shift starts at 10.00 and begins with handover. Staff will sleep in from approximately 23.00, back on shift by 08.00 the next day. As stated earlier staff will be available to the young people in times of need allowing for flexibility, for example, the morning and night time routines.

There will be lone working risk assessments in place for staff members.

The Care Manager at Kestral House will work between 09.00 and 17.00. It is an expectation that the Care Manager will manage their hours so as to have a full picture of life at the home and that this may mean evening and weekend work.

My Choice has a 24-hour emergency on call system.

My Choice Homes expect staff to dress appropriately when working at the homes and when representing the company in meetings.

Clothing must be smart and tidy and not likely to cause offence.

My Choice, Kestral House has a group of casual workers who, before starting work, undertake a full induction and are subsequently booked on the company mandatory training. This then reduces the need to use agency staff within the homes. Casual staff receive supervision with respective Care Managers after completing 8 shifts. The casual staff's training folders are kept electronically.

Should there be a need to use agency workers we will always endeavour to use workers who are known to the staff team and young people.

We adhere to equal opportunities and endeavour to have a team of staff within the home that reflects the culture, ethnicity and race of the young people placed with us.

See Staff Handbook for the full policy on managing poor performance issues, personal items at work and dress and appearance.

### **Sleeping-in Duties**

When staff undertake sleep-in duties either in the home or other setting, e.g. hospital, police station or holiday accommodation it is expected that staff wear appropriate clothing.

Staff need to ensure nightwear is in the form of pyjamas, shorts that are knee length, t-shirts, dressing gown.

Staff are not permitted to sleep in the same room or bed as another staff member or young person in any circumstances.

For further information, please see the Employee Handbook or Care Manager of the home.

## Referrals and Admissions

Our Admissions and Placement Policy is in line with Regulation 14 of the Children's Homes (England) Regulations 2015, Preparation for Placement, where children are welcomed into the home.

Kestral House can take planned and unplanned referrals for young people. The procedure for referrals and admissions is as follows. All referrals are co-ordinated by Dawn Ives, Responsible Individual, Debbie Woodgate, Practice Manager or Alex Hyland, Director:

The procedures for admissions are as follows:

1. Responsible Individual, Practice Manager or Director Alex Hyland accept referrals via email or phone calls to Head Office. [d.ives@my-choice-homes.com](mailto:d.ives@my-choice-homes.com) Telephone 01444 446920
2. Initial phone consultation and information shared between professionals, and via email.
3. Responsible Individual or Senior Manager at My Choice coordinating the referral will request detailed written information, for example referral form from the Local Authority.
4. If the referral is assessed as appropriate the information is then shared with the Care Manager of the home where the vacancy is based.
5. The homes Care Manager in consultation with a Senior Manager from Head Office agree if the placement is suitable and the outcome is then fed back to the Local Authority in the specified time.
6. Detailed Providers Response Form is completed by the Senior Manager at My Choice and emailed to the Local Authority, outlining the provision and how the home will ensure the young person's needs are met.
7. Confirmation is then received from the Local Authority clarifying placement.
8. The plan at this stage is then to agree where possible for a member of My Choice staff to visit the young person.
9. If appropriate we then arrange for the young person to visit the home where possible.
10. The Care Manager and staff at the home will then complete Risk Assessments and initial Strategies
11. The current staff team and young people at the home are informed and given appropriate information.
12. During this period and where possible following a meeting with the young person prior to placement, their personal choices are obtained and reflected in their new bedroom. It is redecorated and can include posters, pictures and magazines of their choice. The room is equipped to a high standard. We also provide a Welcome Pack which includes a Young Person Guide, toiletries, towels, books etc.
13. A key worker is then assigned to the young person and the Working File is set up.
14. Finally, the placement planning meeting is arranged at the home.

## Promotion of Health

It is our policy that all young people's health needs are met in terms of routine medical, eye and dental checks. Young people are registered at local medical centres.

Young people are supported to lead healthy lifestyles in line with Regulation 10 of the Children's Homes (England) Regulations 2015.

The Health Plan records the young persons' medical history, appointments attended and all health needs e.g. optical, hearing, dental etc.

In addition to this we encourage the young people to eat a healthy balanced diet and to have some understanding of the importance of this on their health. Alongside this we encourage and provide opportunities to undertake exercise through participating in activities that they enjoy (e.g. swimming, bike riding and the gym).

We are committed to promoting the health of the young people we work with as well as putting great emphasis on their safety and wellbeing. Each member of staff will have undertaken the certificated Emergency First Aid at Work course. In addition, the Care Managers and nominated Deputies (where appropriate) complete the 3-day First Aid at Work course.

It is the Government and company's policy that smoking is prohibited throughout any My Choice home and in the homes cars.

Our ethos is to incorporate all aspects of health, taking into consideration a young person's physical health, mental health and wellbeing.

The effectiveness of health care or therapy is assessed on an individual basis. Feedback will be obtained from health care professionals following the appointment and further appointments will be made and advice given will be recorded in the young person's Health Plan. Risk Assessments may need to be reviewed and updated and specific training may be required, e.g. Diabetes training.

In regard to therapy provided, Lifetrain UK provide written reports following every interaction with the young person or group of young people. This is sent to Senior Management and the appropriate homes Manager. This assessment enables Managers to adapt Care Plans, Risk Assessments, Strategies and update and inform the staff team.

## Education

My Choice Children's Homes aims to support the educational achievement of all young people in the setting that is the most appropriate to their needs.

Young people who attend external education provision such as local authority schools, other independent schools, Alternative Centres for Education or colleges will be supported to maintain their placement at their educational setting.

Young people placed at Kestral House who are unable to access other settings due to their complexity of emotional and behavioural needs, their level of risk or their difficulties engaging in a larger school setting will be able to access **My Choice School Ocean Pearl** in Arundel.

**My Choice School Ocean Pearl** is a small school in West Sussex with a core team of 2 teachers and two HLTAs.

Our school admits young people from Yr7 to Yr11 however young people join our school at any point in the year.

Our school views each student as an individual with the potential to succeed. We provide an individualised plan to meet the needs and abilities of all students and have a holistic approach to learning, recognising their emotional and behavioural needs as an essential element in their educational achievement and progression. My Choice School can act as a transition school where we prepare students for a transition to a larger school setting (such as a local authority or other independent provision) or for college if students are admitted late in their Yr11.

We will **assess** each student on admission in English and maths using BKSB assessment and this informs the development of the Individual Education Plan. The **Individual Education Plan** (IEP) will form the student's personal curriculum for each term and will have details of academic targets and supports. My Choice School uses **ASDAN awards** and **AQA** and **Functional Skills English and Maths (L1 and L2)** with **GCSE options** as the basis for the curriculum with variations where necessary. Our curriculum is not prescriptive as it is continually being reviewed and adapted for the needs of each student.

Community facilities are accessed for **Physical Education** and include swimming, gym and horse riding. The Arundel Lido is used regularly during the Summer term and other **Educational visits** are encouraged to support all areas of the curriculum both academically and socially. Group lessons for **musical instrument tuition** and practice are available weekly with a visiting music teacher. Additional **on-line learning** can be used to cover First Aid, Health and Safety and any other area that the student is interested in. **Workshops** are arranged each term for arts and crafts, Fire Safety, PSHE topics such as SRE, CSE, teamwork, personal development.

All students' achievements are celebrated at the end of each term with an activity week and a **Certificate Day**, where students receive Certificates of Achievement.

A school prospectus is available which gives further detail about the curriculum and the school policies and expectations.

## Activities

My Choice Activity Policy is written in line with the Children's Homes (England) Regulations 2015, Regulation 9, the Enjoyment and Achievement Standard. Our young people can have access to a full range of activities which will promote their development. Young people are supported to enjoy their interests, develop confidence and experiences of their choice and are encouraged to engage in leisure activities.

Young people are encouraged to undertake activities both as a group and individually. We endeavour to give opportunities to pursue leisure interests and hobbies which take into consideration the young person's abilities, culture, race, religion, language, age and understanding. Full risk assessments will be undertaken.

Within Kestral House a balance is sought between organised activities and unstructured time which the young people can choose to spend as they wish, for example board games with staff, cooking, trampolining, and sport.

Wherever possible, when appropriate, the young people are encouraged to make friends outside the home and these friends can come back to visit the home if arranged previously. We cannot unfortunately facilitate overnight stays. If a young person wishes to visit a friend's home, we have a commitment to making sure this is arranged in conjunction with their Social Worker and that all the necessary and appropriate checks are undertaken. Young people can stay overnight with friends if the Care Manager considers it appropriate and subject to the requirements of Care or Placement Plans, without a requirement that friends' parents should be Disclosure & Barring Service (DBS) checked. My Choice would expect the Care Manager to assess this and ensure conversations are held and documented with the Social Worker before this takes place.

We view special days for the young people (e.g. birthdays, cultural and religious festivals) with great importance and endeavour to involve the young people in the planning and celebration of these wherever possible.

## Consulting with the Young People

My Choice policy in relation to consulting with young people is in line with the Children's Homes (England) Regulations 2015, Regulation 7, the Children's Views, Wishes and Feelings Standard. Young people are aware that their views, wishes and feelings are taken into account in all aspects of their care. Young people are supported to understand why it may not be possible to act upon their wishes in all cases.

The young people are actively encouraged to share their wishes and feelings within the home. They are aware that they can talk to staff at any time if they have concerns or need to talk to someone. In addition to this there are young people's meetings for all young people to attend. This is an opportunity for them to share their feelings regarding the day to day running of the home and talk about issues they may currently have. Young people's meetings also provide a forum for young people to discuss menu options, holidays and environmental improvements. They can discuss areas they think are going well and generally share their views and feel listened to.

Young people also have individual key workers who meet with them on a regular basis to discuss how things are going and to look at specific areas they would like to work on developing for themselves, for example in relation to behaviour. Key workers complete one to one sessions and Short-Term Care Plans.

The homes Managers have questionnaires for the young people to complete on a regular basis. This enables homes Managers to review the service provision.

Kestral House has a clear young person Complaints Policy; it is outlined in the Young Person Guide. The Care Manager of the home or person in charge if the Manager is on annual leave, will respond to a young person's complaint within 24 hours. The young person can also pass a complaint via a staff member not involved to a senior person, i.e. Team Area Manager or Senior Managers. A young person can also phone My Choice head office to pass on a complaint. There are photos, job titles and telephone numbers included on the Complaints page in the Young Person Guide.

## Promoting Positive Behaviour & Relationships

Kestral House aims to work in a manner that promotes the welfare, safety and needs of both the young people and the staff. This is achieved through consistency and working in a non-confrontational way, giving young people choices and support in making them. The ethos of My Choice is to praise and reward positive behaviour. Where necessary appropriate sanctions will be put into place. My Choice works within the ethos of restorative justice in connection with the Youth Offending Service, which is an approach to responding to wrong doing through 5 outcomes;

- Respect
- Responsibility
- Repair
- Relationship
- Reintegration

Staff will work with the young people following an incident and ask 'What happened?' 'Who has been affected?' And 'What needs to happen to put it right?'

It is our policy that a young person will only be restrained when they are in danger of hurting themselves or others. In exceptional circumstances a restraint may be used to prevent injury to any person (including the child who is being restrained) or to prevent serious damage to the property of any person (including the child who is being restrained). This is in line with the Children's Homes (England) Regulations 2015, Regulation 35 and the company's Behaviour Management Policy.

It is expected for all staff working in the homes to complete Team Teach restraint training.

Restraint is emotionally stressful for the young people and the staff involved. As such we need to be clear when and why this needs to take place. It is always the last resort not a first option, but sometimes it is necessary to ensure the welfare of the young people or the safety of others. We would always use verbal de-escalation techniques to avoid having to restrain. As adults we have a responsibility to ensure that all young people in our care are safe from harm.

Restraint is not used as a punishment, nor to force compliance with instructions where significant harm or serious damage to property are not otherwise likely.

## **Child Protection, Safeguarding & Child Sexual Exploitation**

My Choice Child Protection and Safeguarding Policy is written in line with the Children's Homes (England) Regulations 2015, Regulation 12, the Protection of Children Standard.

Young people need to feel safe and be safe. They are protected from significant harm including neglect, abuse and accident.

The welfare and wellbeing of the young people at Kestral House is always our priority. There are clear procedures and guidelines for staff in the event of a child protection incident. Staff receive training not only in child protection but also signs and symptoms of child abuse, including managing disclosures and the potential effects this has on the young people they work with.

My Choice Policies and Procedures in regard to Child Protection have been completed in line with the Sussex Child Protection and Safeguarding Procedures that have been produced by the Local Safeguarding Children's Boards of Brighton and Hove, East Sussex and West Sussex.

It is our ethos to always work in partnership with the young people's placing authorities and where appropriate their parents.

### **Official Definition of Child Sexual Exploitation**

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child Sexual Exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.



## Child Protection, Safeguarding & Child Sexual Exploitation

### **Safeguarding Training**

My Choice Homes also provides training in regards to protecting young people in regards to street gang culture, internet and bullying.

We provide Educare on line training in regards to the protection of young people. Staff are expected to complete this prior to commencing their roles in the homes. All staff are expected to complete the Educare on-line CSE module. See page 12.

Staff also complete and a full days Child Protection and Safeguarding training is mandatory course.

My Choice Children's Homes Child Protection & Safeguarding Policy is available on request from the Operations, Practice, Policy or Care Managers.

New staff members receive a copy of the Safeguarding Policy during the Head Office Induction.

All policies including the Safeguarding policy are available on the companies SharePoint via O365.

All staff are expected to complete a Safeguarding Assessment every 3 months with their line manager. It is filed on the homes ClearCare system.

The assessments identify knowledge and learning requirements in regard to safeguarding, policy awareness, legislation, CSE, social media, keeping children safe and roles and responsibilities.

## **Bullying & Cyber Bullying**

Kestral House has a clearly defined anti-bullying policy. It is in line with the Children's Homes (England) Regulations 2015, Regulation 11. We acknowledge different people can interpret bullying in different ways. Some examples of bullying are:

- Name calling
- Teasing
- Verbal or written abuse
- Physical assault
- Threatening behaviour
- Humiliating behaviour
- Rumours spread about somebody
- Money or possessions being taken
- Racial discrimination
- Any form of prejudice against others
- Cyberbullying

Bullying will not be tolerated in any form at Kestral House in relation to the young people or the staff who work with them. Bullying incidents or allegations will be investigated by the Care Manager.

It is important that staff at the homes understand their role in helping to prevent and counter bullying by any adult or child living or working in the home.

The Positive Relationship Standard, Regulation 11 of the Children's Homes (England) Regulations 2015 is that children are helped to develop and benefit from relationships based on mutual respect and trust, an understanding about acceptable behaviour and positive responses to other children and adults.

### **Bullying and Cyberbullying**

Cyberbullying is when someone bully's others over the internet or on a mobile phone by sending abusive emails or texts directly or by posting nasty comments or humiliating images for others to see. Like any form of bullying, cyberbullying can be horrible for the children involved and hard for them to talk about.

## Bullying & Cyber-Bullying

### How is cyberbullying different from other bullying?

One of the biggest differences between cyberbullying and face-to-face bullying is that it can be hard to get away from. Young people could be bullied anywhere, anytime – even when they're at home.

Cyberbullying can have a large audience too. Posts on social networks, emails or group chats can be seen by lots of people very quickly.

Cyberbullies can also remain anonymous, by using fake profiles on social networking sites or blocking their phone numbers. This can make it harder to identify the bullies, but texts and other messages can be saved as proof of the bullying.

More information located on the [www.internetmatters](http://www.internetmatters) website.

## E Safety

### Policy

We are committed to keeping the young people in our care and education settings as safe as possible when accessing technology and this policy provides guidance for the safe use of all devices, internet and social media, regardless of where and how these are accessed.

Technology and the internet is an integral part of everyone's life. Young people need to learn how to use technology and the internet safely and effectively as well as understanding their personal responsibility in this fast-changing and developing area.

Our aim is for young people to use all forms of technology safely and the emphasis for young people and staff is education and developing self-confidence and awareness when using electronic devices and social media. Young people can access modern technology, social media sites and the internet in many different ways, using a variety of devices, including desk top computers, lap tops, mobile phones, iPad, tablets, through other young people's devices and games consoles.

Our key messages for young people when using technology or the internet are:

### **Educate - Empower - Prevent - Protect**

Our aim is to keep an open dialogue with young people about E-safety and have conversations about the risks whilst promoting how the internet and technology can expand knowledge and be enjoyable to use. We want young people to understand that their digital footprint will follow them wherever they go and that there can be consequences for their futures in terms of employers vetting their histories or risks to their personal safety if they become involved with someone they do not know.

We treat E-safety as a safeguarding and child protection issue not an ICT issue. It covers the use of all technology and is not limited to the equipment used by young people. All staff have a duty to be aware of E-safety at all times. Staff provide an emphasis on young people being taught safe practices, Designated Safeguarding Officers and the Senior Management Team will ensure the E-safety policy will be monitored.

The homes Managers and IT Manager can put in place safeguards to minimise the risk of young people coming to harm (when they are accessing web sites for example). We also have a responsibility to ensure that the young people are confident in using the internet and understand the action they can take if they inadvertently view material that is unsafe or inappropriate.

## E Safety

### **Safeguarding and Child Protection**

We are committed to ensuring that young people are safeguarded in all aspects of their lives and that individuals can expect to feel safe and be kept safe in their home and school environment.

Safeguarding and child protection covers and is related to a number of areas which relate to the risks of young people being for example:

- Sexually exploited and a victim of CSE
- Becoming radicalised or involved in acts of extremism
- Absconding and missing
- Becoming involved in gang culture or crime
- Becoming the victims of crime
- Being bullied

All of the above areas can be related to E-safety as the internet and social media are used to groom and exploit young people after gaining their confidence and adults or other young people seeking to form relationships.

All young people have a Key Worker from the team who will be responsible for showing an E-safety agreement/consent form with them for the use of all technological devices within the house. The young person's Social Worker will be required to sign and complete the consent form prior to placement commencing.

If an E-safety incident occurs regarding a young person, staff will follow a set procedure and report this incident using the safeguarding and child protection procedures and inform to the Designated Safeguarding Officer. This may require staff to complete a Child Protection Disclosure / Cause for Concern form.

### **Procedures**

All homes have a dedicated E-safety champion in each staff team. The E-safety champions role is to ensure that all policies related to E-safety are being adhered to, support the e-safety education agenda for young people, encourage the young people to learn how to use technology safely.

E-Safety Champions Sessions take place on a regular basis at the head office and are facilitated by a Team Manager.

## E Safety

### **Family Zone**

Measures that are taken to keep young people safe and monitor their use of electronic devices/Internet and social media use are as follows:

- The school and homes network is fitted with a system which enables certain websites and subject areas to be blocked and then cannot be accessed. This program is regularly reviewed and new sites are added to be blocked where necessary. This system is called Family Zone. The young people and Social Workers are informed of this. The homes Managers and IT Manager can monitor this and restrict access in other ways for example time restrictions and particular sites. There is an app that can be installed onto a device which can also protect young people when away from the home.
- Young people can also only access internet programs and/or games which are age appropriate and in line with guidelines.

The IT Manager and homes Managers are able to efficiently monitor the personal devices and computers if connected to the internet. Any concerns will be reported to the homes Manager and Senior Management. Young people are aware that staff may take this action and the reason why. This is discussed upon start of placement and within the consent form.

Instant data can be viewed by the homes Manager.

This action will not be taken unless the young person has been informed that these monitoring systems will take place.

Young people will need to agree for their personal computers/tablets to have Family Zone installed to be able to access the Wi-Fi / internet.

This policy is reviewed within manager meetings and specific risk assessments will be undertaken with each young person in regard to E-safety.

## The Prevent Agenda

### **PREVENT – anti terrorism and anti-radicalisation of vulnerable people**

#### **What is PREVENT?**

The Prevent Strategy is a Cross-Government policy that forms one of the four strands of CONTEST: the United Kingdom's Strategy for Counter Terrorism. It includes the anti-radicalisation of vulnerable adults and children.

CONTEST as a counter-terrorism strategy is organised around four work streams, each comprising a number of key objectives:

- **PURSUE:** To stop terrorist attacks;
- **PREVENT:** To stop people becoming terrorists or supporting terrorism;
- **PROTECT:** To strengthen our protection against a terrorist attack; and
- **PREPARE:** To mitigate the impact of a terrorist attack.

#### Referrals

All concerns that staff members have in regard to the young people accommodated at My Choice Homes with reference to the Prevent Agenda and radicalisation are to contact the Prevent Officer or phone the referral / concern through to the local MASH hub within the area the home is based. Social Worker, parents if appropriate, and Designated Safeguarding Officer to also be informed. The Manager of the home will then complete safeguarding form.

Kestral House has a Prevent Champion who takes a lead role in ensuring risk assessments were up to date and the staff team have the most up to date information and that literature is available.

## Missing Child Policy & Return Interviews

When a young person leaves Kestral House without permission or letting staff know where they will be, there are procedures in place to do everything possible for their safe return. The first point of contact would be to notify the Police then Social Worker and Care Manager/On Call Manager of the absconion and fill in the appropriate abscontion paperwork which includes a description of the young person and what they were last wearing. All appropriate parties will also be notified:

- Police
- Senior Managers - need to be notified within 1 hour via email - also the status of 'missing' and the person making the decision, i.e. Police Officer's name and reason for this decision
- Local Authority / Social Worker
- Parent(s) (if appropriate)
- My Choice On-Call Manager

My Choice, Kestral House has a clear abscontion policy and procedure for staff. There is clear guidance relating to each young person within their Risk Assessments and Strategies located in their Working Files.

My Choice's Policies and Procedures in regard to children missing from care is in line with Regulation 34 of the Children's Homes (England) Regulations 2015, points 4 & 5 including the Local Runaway and Missing from Home and Care protocols (RMFHC) and the recent joint Sussex Protocol to Reduce the Prosecutions of Looked After Children.

Meetings between the young person, the responsible authority and the homes staff may be organised if a young person goes missing and there is subsequent concern for their welfare. These meetings will consider what actions should be taken to prevent the young person going missing in the future.

Concise written records are kept within the home, including a running chronology and those informed.

Kestral House has Consent Forms to be sent out to the Local Authorities to request confirmation of who will conduct the return to home interview. This is following a period of being missing.

The Social Worker from the Local Authority is required to indicate the designated person on the form from one of the following:

- Social Worker
- Police
- Barnardo's Workers/ WISE Project
- Other individual and to state who and contact details



## Missing Child Policy & Return Interviews

This is in line with The Protection of Children Standard (Regulation 12) from the Children's Homes (England) Regulation 2015. And from the Department of Education (DoH) Guide to Children's Homes Regulations, under the Protection of Children Standards 9.30.

When a young person returns to Kestral House after being missing from care or away from the home without permission, the responsible Local Authority must provide an opportunity for the young person to have an independent return home interview. Staff should take into account information provided by such interviews when assessing risk and reviewing arrangements in place to protect each young person.

Missing People [www.missingpeople.org.uk](http://www.missingpeople.org.uk) are commissioned to undertake the return home interviews for young people living in West and East Sussex and Surrey.

The contact person here is Erica Thornton.  
[Erica.thornton@missingpeople.org.uk](mailto:Erica.thornton@missingpeople.org.uk).

## Fire Precautions

It is our policy that all reasonable fire precautions will be taken within our philosophy of providing care in non-institutional homes. This means that fire extinguishers, fire blankets and smoke detectors are all available, accessible and fitted in the homes.

Kestral House has a Fire File and it is the duty of the Care Manager to ensure that any shortcomings in our fire protection are brought to the immediate attention of Senior Managers/Responsible Individual to ensure rectifying action is taken. There is an Emergency Escape Plan located in the Fire File. Fire Risk Assessments are also recorded on file and reviewed by the Care Manager.

Each smoke detector, emergency lighting and extinguisher is tested weekly and this is recorded in the Fire File. All new young people and staff will be shown the fire exit points. There are also simulated fire drills that take place in the home. There is a monitoring procedure in the home to ensure that staff and young people take part in fire drills every year. These will take place day and night. Drill are recorded.

In the event of a fire, the Fire Service will be called regardless as to whether the staff have attempted to tackle the fire. The priority is always the individuals within the home. Possessions would be left, and the home vacated immediately. The home will not be re-entered until the Fire Service state it is safe to do so.

All electrical equipment is tested in line with requirements. All My Choice homes will take all reasonable precautions to prevent fire. Smoking is not permitted in any 'My Choice' building.

There is an appointed Fire Warden in Kestral House who is responsible for the upkeep of the file. All staff receive basic fire awareness training usually within induction and then within other Head Office training.

In line with the Children's Homes (England) Regulations 2015, Regulation 25 – Fire Precautions.

## Complaints

Where a young person makes a complaint, this will be recorded and kept on file, in line with the Children's Homes (England) Regulations 2015, Regulation 39.

Young people are aware of how to make a complaint through their Young Person Guide and are aware that it is their right to complain if they wish to do so. All complaints will be listened to and responded to appropriately. Complaints can be made to any member of staff or to the Care Manager. Young people are also aware that they can make a complaint direct to their Social Worker or the Regulation 44 Visitor or Ofsted who are independent of the home.

It is our commitment that all complaints will be responded to within 24 hours and then up to 28 days to formally respond. There are separate recording procedures for staff members and external parties.

Social Workers and parents (where relevant) will be informed of all complaints within the home. Ofsted will be notified if a serious complaint is made and outcomes.

There is a Complaints Policy that includes guidance on:

- Young person complaints
- External complaints
- And staff complaints

Kestral House welcomes concerns, compliments and complaints as valuable feedback that can help us learn from experiences and make improvements to services.

Complaints procedures:

Members of the public, local residents, parents, carers or staff and other professionals can complain directly to the Care Manager either verbally or in writing or directly to a member of Senior Management at Head Office.

Upon receipt of the complaint the Care Manager or Senior Manager will initially make contact with the individual, verbally or in writing, depending on the nature of the comments. This will be to clarify issues raised.

The Care Manager or Senior Manager will then respond formally in writing within 28 days. All documents are filed confidentially at the home and Head Office.

## Advocacy

Kestral House supports advocacy services for our young people. We may use:

CORAM Voice; [www.coramvoice.org.uk](http://www.coramvoice.org.uk)

West Sussex Advocacy Services; [advocacyservice@westsussex.gov.uk](mailto:advocacyservice@westsussex.gov.uk)

## **Accommodation & Maintenance**

Kestral House is a pleasant detached three storey home in West Sussex. Built in the 1800's the home has been modernised to a high standard. The home is located close to the local amenities for example stables, leisure centres, cinemas, library and shopping centre. Kestrel House is also near a main line train station. Kestrel house has easy access to the M23 motorway.

All young people's bedrooms are solely for their use and as such no rooms are ever shared. The rooms are all double room size and furnished with a bed, wardrobe, chest of drawers and any other appropriate furniture. The young people are consulted regarding decoration of the communal areas. There are four sleeping in rooms where staff sleep and adequate bathrooms for the whole household. The home has a fully functional kitchen and dining room area where everyone sits to have meals together.

Kestral House has a lounge which is furnished to a high standard and the place where young people can spend time together and with staff to watch television, play games or generally relax.

The home has two bathrooms with toilets for the young people, all of which can be accessed from the outside in an emergency.

Kestral House encourages the young people to personalise their bedrooms which are decorated to the young person's choice.

There is also a secure staff office where the medication and all lockable filing cabinets are located, and confidential information stored.

Kestral House has gardens which are well maintained and can be used for barbecues, activities and generally relaxing.

### **My Choice Maintenance**

My Choice has a maintenance team and Maintenance Manager who co-ordinates work required in the homes, including general repairs, decoration and garden maintenance.

The Care Managers report all damage and general repairs to the Maintenance Manager via the Excel shared spreadsheet and directly by phone. Emergency call-outs are available out of hours and at weekends.

## **Homes Location Risk Assessment**

### **Regulation 46 of the Children's Homes (England) Regulations 2015**

The Care Manager will review the appropriateness and suitability of the location of the premises used for the purpose of the children's home at least once in each calendar year taking into account the requirement in Regulation 12 of the Children's Homes (England) Regulations 2015. When undertaking the review, the Registered Person must consult, and take into account the views of each relevant person.

Kestral House has an individual Risk Assessment including a map and location of the home which reviews the area the home is located, surrounding towns and villages, local amenities, police station, high risk areas and places known to potentially have a high crime rate. A copy of the Risk Assessment is held on file at the home.

The local PCSO is invited to visit the home to read the Risk Assessment, their feedback is important and could assist improvements and other comments useful to the development of the document.

## **Alarm Systems within the Home**

Kestral House has installed alarm systems within the homes. Kestral House has a SECOM alarm fitted discretely in the young people's bedroom door frames and within the front and back doors. The door alarm sensors are not activated during the daytime unless it states otherwise in each young person's Risk Assessments. The alarm system is to ensure young people are kept safe during the night time hours where deemed necessary and Risk Assessments assessed as appropriate.

There is a mains control panel located in the staff sleeping in room. There is also a control box in the office for monitoring purposes. This is to enable staff to react and support the young people where necessary.

Please speak to the homes Care Manager for further information regarding this system. There is a policy with regards to the alarm system and consent forms are provided for Social Workers to sign upon placement of a young person. This is to confirm agreement for use of the alarm system.

## **Anti-discriminatory Practice, Children & Young People's Rights & Advocacy Services**

We do not tolerate discrimination under any circumstances that may occur on grounds of race, culture, ethnicity, religion, age, gender, sexuality, class or disability. We value diversity and as such all our work is underpinned by our commitment to deliver a service based on anti-discriminatory practice.

We recognise that all people are unique and have different, but equally valid life experiences.

Our ethos and values in relation to children's rights are based on the UN Convention of the Rights of the Child.

These are:

- Everyone has a responsibility to support the care and protection of children and young people
- Children and young people must be protected from all forms of violence and exploitation
- Children and young people have the right to be listened to and their views respected and responded to
- Children and young people should be encouraged and enabled to fulfil their potential
- Every child must have someone to turn to
- My Choice Children's Homes endeavour to challenge inequalities for children and young people

Young people's rights are always a priority at My Choice and the young people are made aware that in addition to having staff available to talk to, they can have contact with Social Workers and family/friends. If there is a nominated Child's Rights Worker from the young person's originating Local Authority, we would support them in accessing this service.

## My Choice Senior Management

### **Peter Kazmarski - Director**



Peter has over 25 years' experience working with older adults with neuro-disabilities and young people with emotional and behavioural difficulties. He has managed homes and was Deputy Head of Care within a special needs school for children with a statement of special educational needs. He is a graduate from the University of Sussex in Applied Psychology and also studied the Advanced Diploma in Therapeutic Counselling. Peter is the Responsible Individual for the Company and Ofsted.

### **Alex Hyland - Director**



Alex has over 24 years' experience working with children who display emotional & challenging behaviour. His professional experience includes working with adults who have left Local Authority care & those experiencing mental health difficulties. Alex has worked within the voluntary, public & private sectors. He has considerable management experience of various residential homes ranging in size from 3 to 7 bedded. Trained at Caldecott College (accredited by Greenwich University) he achieved a Graduate Certificate in Therapeutic Childcare.

### **Dawn Ives – Director & Responsible Individual**



Dawn has over 16 years' experience working in childcare and is qualified with the Registered Manager Award, NVQ Level 3 and 4 in Child Care and the Assessor's Award.

Dawn has developed her career with My Choice Homes, starting as Residential Support Worker developing and progressing within the care roles, to Acting Manager then Registered Care Manager at Kestrel House.

Dawn then progressed to Senior Management undertaking the role of Assistant Service Manager for three years, leading to Dawn's most recent position of Responsible Individual for over 6 years.

From February 2018 Dawn has undertaken the role of Responsible Individual for all the nine Children's Homes within My Choice.



## My Choice Senior Management

### **Lisa Lawrence - Policy & Development Manager**



Lisa has a Diploma in Social Work with the Post Qualifying Year & Management Qualification. With over 16 years' experience within a residential setting, 10 years at senior/management level, Lisa worked initially at a residential school for young people with emotional & behavioural difficulties. Lisa holds the NVQ Assessors & IV Award, develops and implements our Policies & Procedures and co-ordinates our training programme.

### **Debbie Woodgate - Practice Manager**



Debbie has over 12 years' experience working within residential child care services which includes 5 years' service at My Choice Children's Homes. Debbie has developed her career with My Choice from Deputy Care Manager to her current position of Practice Manager. Debbie has achieved her Level 5 Diploma Qualification in Care, Leadership and Management and the NVQ Level 3 (Children and Young People Award) and holds a certificate in substance misuse early intervention with young people. Debbie's role is to work directly with the homes staff teams and Care Managers reviewing Strategies, Care Plans and Risk Assessments and to ensure effective intervention and high quality care is provided at all times.

### **Ed Glaves – West Team Manager**



Ed has over 8 years' experience working within residential childcare services; having developed his career within My Choice Children's Homes from Residential Support Worker, Senior Residential Support Worker, Deputy Care Manager at Kingfisher for a year leading to Registered Care Manager for three and a half years. Ed has successfully been promoted to his new position of Team Manager for the West Team which commenced on 3<sup>rd</sup> April 2017. Ed is responsible for the line management of the five Children's Homes in West Sussex.

These are Ocean Pearl, Pebble House, Ivy Cottage, Kingfisher View and Neptune House. He has worked with a variety of different young people with complex needs. Ed has completed his Level 3 Diploma in Residential Services and Level 5 Diploma Qualification in Care, Leadership and Management; completing his West Sussex Child Protection training. Ed will work closely with Senior Management to ensure high standards are maintained within the homes.

## My Choice Senior Management

### **Post Vacant – East Team Manager**

#### **Annie Murphy - Head of Education**



Annie has a BSc (hons) in Experimental Psychology and a PGCE from the University of Sussex. Annie has 26 years' experience of managing services for children and young people in residential, play, training and education settings including over 11 years as Head Teacher of My Choice School. As Head of Education Annie is responsible for statutory duties relating to the education needs, provision and outcomes for all young people looked after at My Choice. This includes the strategic development of My Choice School and ensuring that Ofsted and Department for Education (DfE) regulations and requirements are maintained and exceeded.

#### **Susan Evans – Head Teacher**



Susan has over 20 years' experience of working in the education sector with children and young people with emotional and behavioural difficulties. Her qualifications include MA in Education, Post Graduate Certificate in Education, Post Graduate Professional Studies in Education and the NVQ Level 4 Leadership & Management for Care Services. Susan has worked in mainstream and SEBD settings and has experience of managing staff teams in excess of 25 people.

## My Choice Senior Management

### **Diane Thackrah – Independent Regulation 44 Visitor**



Diane became qualified as a Social Worker in 1992, graduating from Robert Gordon's University Aberdeen. Since then she has enjoyed work in a number of social work roles in criminal justice, child protection and with asylum seeking children. For five years she worked as a Social Worker in a children's home in Scotland. Diane particularly enjoyed this work and went on to become an inspector of children's homes in her work with Ofsted. Diane worked for Ofsted for 11 years as a social care inspector. Her

work here also involved inspecting fostering and adoption agencies, residential family centres and residential special schools, boarding schools and further education colleges.

Diane is the Regulation 44 visitor for all My Choice Homes.

### **Post Vacant – Diploma Manager**

### **Steve Williams – Recruitment Manager**



Steve is our Recruitment Manager and has over 15 years' experience of working within Human Resources, Recruitment and Selection. Training within a variety of work settings from Recruitment within the Not for Profit sector, Media and Professional Services. Steve has been with My Choice since April 2014 and is based at our Head Office and manages all aspects of the recruitment and selection process of our staff.

## Workforce Plan

My Choice Homes, Kestral House has developed individual Workforce Plans for each home within the company. This can be accessed electronically through the Manager Templates. The Workforce Plan includes information detailed below.

The homes Managers keep the Workforce Plans up to date with information shared from Head Office.

The Guide to the Regulations state in page 53 point 10.8;

*The Registered Person should have a Workforce Plan which can fulfil the workforce related requirements of Regulation 16, Schedule 1 (para 19 and 20)*

*The plan should:*

- *Detail the necessary management and staffing structure, the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff-*
- *Detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as Safeguarding and H&S and mandatory qualifications)*
- *Detail the process for managing and improving poor performance*
- *Detail the process and timescales for supervision of practice and keep records.*

The Workforce Plan includes the current staff list for each home, listing current qualifications specifically Diploma 3 or 5 undertaking or completion. It will state the plan in place for the staff member and their experience. This is also recorded within the homes Annual Development Plan.

The Workforce Plans include a current list of agency staff members who work shifts within the homes and their relevant qualifications and experience. Specifically, the Diploma 3/5 or Health and Social Care qualifications. Agencies have been asked directly to provide a list of staff and the plan going forward, for their individual staff training and development requirements. This will be recorded in the plan.

The policy for managing poor performance is located in the Workforce Plan electronic folder.

## Kestral House Staff List

<b>Start Date</b>	<b>Position</b>	<b>Experience</b>	<b>Qualification</b>
20.06.2016	Registered Care Manager (SW)	<p>The Manager is an experienced professional children's home manager. She has worked in the social care field for over 20 years, initially in nursing homes. Then progressing to children's homes. She has worked in children's homes for 13 years, 3 years of this as a Registered Manager. She has extensive experience working with children and young people with emotional and behavioural difficulties, young people at risk of CSE, radicalisation, young people who display sexual harmful behaviours and issues around drugs and alcohol.</p> <p>She strongly believes that providing a safe, nurturing environment for young people to develop in is of the utmost importance. She enjoys facilitating the staff to build better relationships with the young people and encourages and supports young people back into school and college.</p>	<p>NVQ Level 3 Health &amp; Social Care 18.05.2009</p> <p>Completed Therapeutic Practitioners Award 04.07.2018</p> <p>Commenced Level 5 Diploma Leadership &amp; Management August 16</p>
08.04.2016	Deputy Care Manager (PB)	<p>The Deputy was brought up in a family that fostered young people. Her parents fostered from when she was at a very young age and they had many different young people living with them over the years. She later worked for a fostering agency for just over ten years and enjoyed working with various young people and their families. She is very good at engaging the young people in various different activities especially encouraging the young people to try different things out of their comfort zone.</p>	<p>Commenced Level 5 Diploma Leadership &amp; Management January 18</p> <p>NVQ Level 3 Health &amp; Social Care 15.10.2009</p> <p>Therapeutic Practitioners Award 11.01.2018</p>
05.10.2015	Senior RSW (EB)	<p>This staff member has worked in the social care field for 16 years after doing various jobs both full and part time whilst raising a family. She first worked for Sedgemore College with young people working in the same way as My Choice then in 2002 worked in mental health with adults until starting with My Choice in October 2015.</p>	<p>Level 3 Diploma CYPW commenced 12.04.2016</p> <p>Commenced Therapeutic Practitioners Award 20.02.2018</p>

## Kestral House Staff List

<b>Start Position</b>	<b>Date</b>	<b>Experience</b>	<b>Qualification</b>
07.12.2015 Senior RSW (AL)		This staff member has brought with her a wealth of experience from 10 years of working in Health and Social Care. She has achieved an NVQ Level 3 in Health and Social Care and has experience of working with Palliative and Dementia Care. She is currently studying for a degree in Psychology with the emphasis on Child Development and Child Psychology. She is a competent Senior RSW and has gained experience of working with young people displaying challenging behaviours. She has proved to be an effective team leader. Since working for My Choice she has undergone training in CSE, Child Protection, Restorative Justice, Mental Capacity Act & Promoting Positive Mental Health.	NVQ Level 3 Health & Social Care 02.07.2009  Level 3 Diploma Residential Child Care England to be confirmed  Bsc Degree in Psychology June 2017
26.07.2017 Senior RSW (MH)		MH has worked in residential care for over 5 years. He started work at a placement for children with physical and learning disabilities. In this role he facilitated their getting to school, preparing meals, taking care of hygiene needs, medication and providing activities. He also has experience of working with children with behavioural difficulties. He has experience of shift leading, creating placement plans, support plans, risk assessments and developing and maintaining strategies to protect relationships.	CACHE Level 3 Children & Young People's Workforce Completed 19.10.2016  Level 3 Diploma Health & Social Care Adults completed 01.12.2013  BTEC Level 3 Preparing to Work in Adult Social Care Completed 01.11.2013  Commenced Therapeutic Practitioners Award 20.02.2018
25.07.2016 Senior RSW (DB)		This staff member has 15 years' management experience and is used to dealing with the general public in a customer facing role. He has led teams of up to 25 people and been responsible for full decision making. He started at My Choice at the end of July 2015 and has completed the full induction and is thoroughly enjoying his new role.  He has enrolled on the Diploma Level 3 in Children and Young People and also attends training that is applicable to his role and the young people he cares for.	Commenced Level 3 Diploma CYPW 19.09.2016

## Kestral House Staff List

<b>Start Position</b>	<b>Date</b>	<b>Experience</b>	<b>Qualification</b>
23.11.2016 Senior RSW (SW)		This staff member has worked with adults with learning difficulties in an independent unit as a Support Worker for the last 20 years.	Level 3 Diploma CYPW commenced 23.01.2017
25.05.2018 RSW (CB)		<p>This staff member worked 11 years in the Probation Service and her role as a Probation Service Officer was to ensure that criminal offenders complied with the requirements of their supervised release or community control. That included monitoring offender's activities, such as employment, training and court – mandated counselling or treatment for substance abuse and other mental health issues, to ensure their successful community reintegration.</p> <p>She is an adaptable, conscientious, enthusiastic and self-motivated individual with experience of implementing personal support plans which focus on the individual's welfare, needs, wants and interests. She has the ability to manage a challenging caseload, whilst staying focused on giving a high standard of care. She constantly maintains and demonstrates a positive attitude towards clients, their families, staff and visitors and others.</p>	<p>City &amp; Guilds NVQ L3 Working with Offending Behaviour</p> <p>BA Hons Criminology &amp; Social Policy</p> <p>Level 3 Diploma Residential Child Care England to be confirmed</p>

## Reference – Abbreviations (Acronyms)

RM	Registered Manager
AM	Area Manager
SMT	Senior Management Team
Reg 44	Regulation 44 from the Children's Homes Regulations 2015. The Regulation 44 is an independent visitor who inspects the home each month.
Reg 45	Regulation 45 from the Children's Homes Regulations 2015. The Regulation 45 is the Care Quality Review Report produced by the homes Manager
ADP	Annual Development Plan
Section 20	From the Children's Act '89. Provision of accommodation for children
Section 31	From the Children's Act '89. Care and Supervision for children
Impact RA	Impact Risk Assessment, undertaken when a new young person is placed in the home.
MASH	Multi Agency Safeguarding Hub
PEP	Personal Education Plan
PEP Meetings	Personal Education Plan meetings for the young person
EHCP	Education Health and Care Plans
CLA	Children Looked After
Me and My World	Package of care and linked reviews
SG	Safeguarding
ADHD	Attention Deficit Hyperactivity Disorder
AQA	Assessment and Qualifications Alliance
ASC	Autism Spectrum Condition
ASD	Autism Spectrum Disorders
BESD	Behavioral, Emotional Social Difficulties
BILD	British Institute of Learning Difficulties
CAMHs	Children and Adult Mental Health Service
CBT	Cognitive Behavioral Therapy
CSE	Child Sexual Exploitation
CWDC	Children's Workforce Development Council
CYPW	Children and Young People Workforce
CP	Child Protection
DBS	Disclosure and Barring Service
DCSF	Department for Children Schools and Families
DDP	Dyadic Developmental Psychotherapy
DoH	Department of Health
DFE	Department for Education
EBD	Emotional Behavioral Difficulties
EMDR	Eye Movement Desensitization and Reprocessing
HT	Head Teacher
ICT	Information Communications Technology
ICO	Information Commissioners Office (data protection)
IRO	Independent Reviewing Officer
LA	Local Authority
LADO	Local Authority Designated Officer
LAC	Looked After Child
MOMO	Mind of My Own App
NSPCC	National Society for the Prevention of Cruelty to Children
NWG	National Working Group
Ofsted	The Office for Standards in Education, Children's Services and Skills
PAC	Professionals Around the Child
PCSO	Police Community Support Officer
PRU	Pupil Referral Unit
RCM	Registered Care Manager
RI	Responsible Individual



## Reference – Abbreviations (Acronyms)

RSW	Residential Support Worker
SEMH	Social, Emotional, Mental Health
SECOM	A security alarm system
SEN	Special Educational Needs
SENCO	Special Educational Needs Coordinator
SFT	Solution Focused Therapy
SMSC	Moral, Social and Cultural Development
VIG	Video Interactive Guidance
YOS	Youth Offending Service

## Appendix 1

### Trainers Experience, Qualifications and Registered Bodies:

#### **Lifetrain UK**     [www.ltuk.org](http://www.ltuk.org)

Dr Natasha Emin is a professionally qualified Youth and Community worker, Consultant, Author and Therapist and has over twenty years' experience of working with a diverse range of young people undertaking group work and one to one interventions. She is the Director at Lifetrain UK and uses youth work practice and theories to underpin all interventions. Natasha's role within My Choice is to support both the staff and young people where homes identify that they need specialist support. The types of work offered includes preparing for independence, specific one to one work with young people, this can include anger management, self-harm, managing emotions, LGBT, CSE and motivational strategies. Natasha's role is not to replace existing structures rather than to support where required.

Lifetrain have developed bespoke therapeutic training courses for the staff at My Choice Children's Homes Ltd.

Her qualifications include:

- PhD Philosophy in Community Education
- MA Theological Studies & Management
- BA (Hons) Communication Education
- JNC Professionally Qualified Youth and Community Worker
- Licence NLP Master Practitioner
- Cert: Life Coach Trainer
- Solution focused Practitioner/Trainer
- Theraplay Practitioner/Trainer
- Author of 'The Youth Coach'

Doctor Brian Belton, Clinical Supervisor. He is the Assistant Director for the George Williams College YMCA. He undertakes Tash's formal supervision and is a lecturer and has written books.

#### **Curve Solutions**     [www.curvesolutions.co.uk](http://www.curvesolutions.co.uk) **Jonathan Epps**

Curve Solutions is a successful independent training consultancy founded by Jonathan Epps in 2001.

Jonathan is registered with the Health & Care Professions Council and with over 20 years' experience within Local Authority social work.

Jonathan spent over 18 years working with teenagers in both residential and foster care. He previously held the position of Learning & Development Consultant for the Royal Borough of Kensington and Chelsea, which saw him take responsibility for both commissioning and delivering training, and coaching and mentoring programmes for staff and managers.

## Trainers Experience, Qualifications and Registered Bodies:

### Jonathan Epps

His qualifications include:

- BA (Hons) in Applied Social Studies
- Certificate of Qualification in Social Work
- Preliminary Certificate in Residential Care
- Certified NLP Master Practitioner accredited with ITS

He was also an Open University Associate Lecturer on both the Social Science Foundation Course and the Health and Social Care Programme from 1994-1999.

### **Training Safety**      [www.trainingsafety.co.uk](http://www.trainingsafety.co.uk)

#### **Tony Malby**

Training Safety is a small professional company located in the South of England providing a wide range of courses and support for local businesses. Tony is registered with CIEH Chartered Institute of Environmental Health, HABC Highfield Awarding Body for Compliance, RSPH Royal Society for Public Health.

- Certificate in Teaching in the Life Long Learning Sector (Post Compulsory Education)
- Internal Verifier HABC PTLLS IQA/IV (HABC)
- First Aid At Work Certification
- Fire Protection Association C07 Advanced Fire Risk Assessment
- Advanced Food Hygiene Certificate (CIEH)
- Advanced Certificate Health & Safety in the Workplace (CIEH)

### **Connect to Change**

#### **Dr Juliet Starbuck**

Juliet is an Educational Psychologist. She is firmly committed to Restorative Justice practise. Juliet believes that it is important for practitioners to understand what restorative practices are all about, so her training, whilst skills based, challenges practitioners thinking. Restorative practices are not just a means to an end but are a way of creating real change in people's attitude and behaviours.

Dr Juliet Starbuck DEdPsy, MSc, BSc (Hons), PGdipPsy, PGCE, CPsychol, AfBPsS, FRSA, HCPC Registered Psychologist (Reg. No. PYL01440)

### **Professional Memberships**

- Chartered Psychologist
- Health and Care Professions Council (PYLO1440)
- Association of Educational Psychologists
- Associate Fellow of the British Psychological Society
- Fellow of the Royal Society of Arts
- Restorative Justice Council

## Trainers Experience, Qualifications and Registered Bodies:

**The Wise Project** [www.ymca.org.uk/support-advice-wise](http://www.ymca.org.uk/support-advice-wise)

**Clara Laribou Wade**

My Choice Homes provide training sessions in regards to Child Sexual Exploitation. This course is specifically for Managers and an identified CSE Champion. The session takes place on a quarterly basis to ensure staff are updated. The Care Manager and Champion disseminate to information on to the staff teams.

This is facilitated by the Wise Project at Head Office in Haywards Heath. The WISE Project is a service for 13-25 year olds who are experiencing sexual exploitation or are at risk of experiencing it. The project is also a point of call for advice and guidance for those working with young people who have suffered from sexual exploitation.

The Wise Project are also in the process of securing CPD accreditation for our standard courses, which should be in place soon. Clara has 7 years' experience of delivering training on Child Sexual Exploitation and associated topics. This includes as part of the LSCB training programmes for Brighton & Hove and East Sussex, as well as for many other organisations and services (including Sussex Police, health, education services, children's homes, children's services). The Wise Project are currently contracted to deliver training to staff teams at all secondary schools in Brighton and Hove and most of East Sussex.

Qualifications:

BA (Hons) degree in Psychology and Philosophy from Durham University

Currently undertaking:

Level 3 National Award in Education and Training (formerly PTLLS) at Brighton Met College (formerly City College)

## Trainers Experience, Qualifications and Registered Bodies:

### **Diploma Assessor Post Vacant**

#### **The Prevent Agenda**

Tony Cook. Prevent Officer  
Mobile: 07500 120326  
[Anthony.m.cook@sussex.pnn.police.uk](mailto:Anthony.m.cook@sussex.pnn.police.uk)

Claire McDonald. Prevent Officer  
Mobile: 07795 043842  
[Claire.mcdonald@sussex.pnn.police.uk](mailto:Claire.mcdonald@sussex.pnn.police.uk)

#### **Opus Pharmacy**      [www.opuspharmserve.com](http://www.opuspharmserve.com)

Opus Pharmacy Services is the leading provider of medication training to the care sector with a range of training options that includes face-to-face sessions, E-learning and distance learning.

The company is managed by Judith Manners a qualified pharmacist and trainer, who has directed her expertise to the development of the Opus medication training portfolio since 2004.

Judith is a member of the Royal Pharmaceutical Society and holds a TAP (Trainer Assessment Programme) Training Foundation Certificate in training delivery skills. Judith is also an affiliate member of the Institute for Learning, the professional body for teachers and trainers in further education and skills.

## Appendix 2

### Educare Online Training Modules

#### Child Protection

##### **Course description**

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Child Protection – Refresher is designed for those who have already undergone level 1 or 2 child protection training who wish to refresh their knowledge, keep up to date with recent changes in legislation and guidance, and stay aware of recent serious case reviews.

The content is divided into three concise learning modules that cover recent changes and how they will affect your work, a refresher of what child abuse is and recognising and responding to signs of abuse, and the key findings of recent serious case reviews.

Learning is tested with one questionnaire that covers all of the content from the course with education specific scenarios to aid with your learning.

**The Child Protection Refresher course concludes with one multiple choice questionnaire and a printable certificate.** As well as printable user certificates, training progress and results are stored on a learning management platform.

#### An Introduction to Child Exploitation

##### **Course description**

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An Introduction to Child Sexual Exploitation provides a thorough understanding of how to best safeguard children and young people from abuse and sexual exploitation. On completion of this course you will have gained an understanding of:

- what child sexual exploitation is and who is most at risk
- the impact it has on children and young people
- the warning signs that a child might be suffering
- what to do if you are worried about a child or young person.

**The Introduction to Child Sexual Exploitation course concludes with one multiple choice questionnaire with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform

## Educare Online Training Modules

### Online Safety

#### Course description

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Knowing the potential risks and being able to encourage responsible and safe use of the internet is vital to help safeguard children online. On completion of this course you will have gained an understanding of:

- how technology is changing and its effects
- what children and young people do online
- the risks that technology can pose
- which children are more vulnerable
- what we can do as individuals
- good practice guidelines.

**The Online Safety course concludes with one multiple choice questionnaire with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform.

### Health & Safety in Education

#### Course description

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This Health & Safety in Education course, accredited by RoSPA, meets the Institution of Occupational Safety and Health (IOSH) 'Working Safely' standards and will give anyone working in an educational setting basic knowledge of health and safety. It covers the essential facts to help you work more safely and contribute to the overall safety of your organisation.

This six-module course delivers six CPD hours and comprehensively covers:

- an introduction to health and safety, the fundamental concepts and risk assessment
- common workplace health and safety hazards and how to control them
- improving performance
- the Plan, Do, Check, Act approach to managing health and safety
- emergency procedures, accident investigation and first aid.

**The Health & Safety in Education course concludes with five multiple choice questionnaires and a proficiency test to reinforce your knowledge with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform.

## Educare Online Training Modules

### Fire Safety in Education

#### Course description

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Fire Safety in Education, written by expert authors and accredited by the Institute of Fire Safety Managers and ROSPA, provides the fundamental information needed to protect any education premises against fire, and offers guidance on how to ensure the safety of all staff and students.

This four-module course delivers four CPD hours and comprehensively covers:

- the importance of fire safety training including legislation
- the nature of the fire
- fire hazards
- what to do in the event of a fire
- how to use a fire extinguisher.

**The Fire Safety in Education course concludes with four multiple choice questionnaires with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform.

### Preventing Bullying

#### Course description

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The purpose of this course, endorsed by experts at Bullying UK and Family Lives, is to help you understand, recognise and prevent bullying behaviour. Looking at evidence from research, this course will cover who may be affected, the effects of bullying in organisations, as well as what you can do as an individual to play your part.

This four-module course delivers four CPD hours and comprehensively covers:

- what bullying is, including the five key components of bullying behaviour
- who is affected by bullying, as there are some groups of people who are likely to be more affected than others.
- the part that technology can play in bullying behaviour
- how to recognise a child who may be being bullied and the damaging physical and emotional effects
- the actions you can take to tackle bullying in your organisation or setting.

**The Preventing Bullying course concludes with four multiple choice questionnaires with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform.



## Educare Online Training Modules

### The Prevent Duty

#### **Course description**

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The aim of Prevent is to reduce the threat of terrorism by stopping people becoming terrorists or supporting terrorism. This course will help to build your awareness and knowledge of what extremism and radicalisation are, how people may be drawn in terrorism and what you should do if you have a concern about a child or young person. This course is for anyone who works or volunteers in a school or childcare setting.

This one module course delivers one CPD hour and comprehensively covers:

#### **Course Content**

- what Prevent is
- what extremism and radicalisation are
- who may be vulnerable
- how people may be drawn into terrorism
- how messages are spread
- the role of the internet and social media
- what schools and childcare providers must do to comply with the Prevent duty
- support for individuals at risk
- reporting concerns.

**The Prevent Duty course concludes with one multiple choice questionnaires with a printable certificate.** As well as printable user certificates, your training progress and results are stored on your learning management platform.

**MY CHOICE CHILDREN'S HOMES LTD**  
**Updated July 2018**