

STATEMENT OF PURPOSE



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Quality and Purpose of Care

1.1 Our Ethos:

Children and young people in care often represent the most disadvantaged, marginalised, vulnerable and alienated individuals within our society.

Our goal is to support children and young people through care, consistency and nurturing to develop a sense of self, developing aspirations and working towards achieving these. Endless Possibilities recognise all children and young people who come into care need safety, security, consistency, compassion and

carers who are enthusiastic and confident to work in partnership with children and their families as well as professionals to ensure a multi-agency approach supports achieving goals and aspirations.

Endless Possibilities supports and embraces the revised Regulations and Quality Standards for residential children's homes and will:

- Provide compassionate, safe, innovative and child centred residential care within a safe and nurturing environment.
- Ensure all children and young people benefit from a tailored care package, informed by their assessed needs and care plans as per Care Planning Regulations 2015.
- Keep placement disruption to a minimum.
- Understand children and young people's behaviour and coping strategies within the context of their life experiences.
- Support and empower young people to recognise, acknowledge and communicate their thoughts and feelings.
- Provide a safe and structured environment in which young people are encouraged to develop a positive outlook on life, develop effective problem-solving skills, and a belief that difficulties can be overcome and challenged, and wherever there is a problem, there is a solution.
- Encourage children and young people within our care to have high aspirations and a strong sense of self-belief, and a desire to achieve their life goals.
- Where possible work with families to ensure a smooth transition if there is a planned return.
- Prepare young people for the transition to adulthood and beyond.
- Ensure the care team receive the appropriate training, support and consultation with other professionals to equip them with the skills and understanding needed to work with children and young people with complex needs. Continued professional development is fundamental to the success of Endless Possibilities.

We will create a warm, therapeutic, nurturing homely environment whilst ensuring children and young people and the care team appreciate diversity e.g. Issues relating to race, gender, disability, sexuality, age, religion and culture.

Endless Possibilities recognise the emotional impact to the team who provide care for the children and young people in a residential setting and provides a high degree of supervisory support and professional development with the support of our therapist. This includes one to one supervision, monthly team meetings, training and specialist consultations/support from professional partner agencies if required.

We are committed to:

- Investing in care workers training and continued professional development to ensure we have a highly skilled workforce who are equipped for working with specific service user groups. Training will include all mandatory training in addition to (but not limited to); de-escalation and conflict

resolution skills, evidence lead behavioural management approaches, understanding of complex needs such as developmental trauma, sexualised behaviours, and motivational approaches towards behavioural change e.g. in developmental trauma, sexualised behaviours, and motivational approaches towards behavioural change.

- Ensuring a homely environment where expectations of positive behaviour is promoted by implementing consistent care, positive reinforcement and safe boundaries.
- Ensuring contact with family members is supported and promoted where it is safe to do so.
- Facilitating and promoting planned returns to family members and or foster parents where this is in the best interests of the child / young person.
- Ensuring that the physical environment is professionally managed, well maintained and conducive to therapeutic, nurturing care.
- Ensuring children and young people access health services and the support of other agencies to achieve healthy bodies and minds.
- Ensuring children and young people are encouraged to choose appropriate clothing in line with the development of their identity.
- Ensuring children and young people are encouraged to participate in hobbies and recreational activities.
- Ensuring children and young people feel valued and their emotional needs are met by the care team.
- Recognise, praise and encourage young people and promote opportunities for personal growth, celebrating progress made, to develop their identity and self-worth.
- Providing proactive crisis management by understanding a young person's 'normal' functioning state, typical problem-solving behaviour, and atypical responses.
- Providing an environment which facilitates, encourages and enables young people to engage in age / ability related behaviours where appropriate.
- Actively encouraging children and young people to participate in decisions made within the home, thus valuing views and opinions of those who live at Daffodil House.
- Providing children and young people with constructive opportunities to have control over their lives by promoting choice and personal decision-making.
- Providing children and young people structure within their day-to-day lives and opportunities to develop and practice effective coping strategies.
- Providing an environment where children and young people can build positive relationships with their carers and others living within Daffodil House.

- Providing, promoting and encouraging young people to engage in the same social and leisure activities enjoyed by their peers.
- Ensuring children and young people access education appropriate to meet their needs.
- Ensuring children and young people are helped to develop the necessary skills and knowledge to prepare them for independent living, contributing to the development of Pathway Plans alongside the appropriate Leaving Care Team,
- Ensuring children and young people are involved in, consulted with and contribute to making decisions about their lives.
- Accessing services to promote the children and young people's development, emotional wellbeing and strive to achieve positive outcomes.

1.2 ACHIEVING OUTCOMES:

Endless Possibilities endeavours to provide an effective service with clear aims and objectives, geared towards improving outcomes for children and young people, and helping them to learn to accept trauma whilst learning to manage their responses safely.

There is a strong focus on Quality Assurance to ensure not only compliance with regulations, but to ensure pride in all that we do and to enable children/young people to develop aspirational thinking and self-belief.

At Daffodil House, our philosophy is 'the welfare of the child is paramount' and central to decision-making.

We believe all children have a right to specific, individualised support in line with their needs and wishes. Where children and young people have additional, specific needs, service provision will be sourced.

All children and young people placed within Endless Possibilities, will experience a safe, supportive and caring 'home from home' environment conducive to their welfare and stage of development. Children and young people will be encouraged to take appropriate responsibility for themselves and be respectful to the needs and wishes of others. They will be encouraged to develop new skills thus promoting independence skills and emotional well-being.

We want children and young people who live at Daffodil House to enjoy life and their home. We want children to build positive relationships with those who care for them and their peers in the home but understand this requires patience and commitment from the care team. We want children and young people to develop a sense of safety, identity, and self-worth which will support their emotional and physical well-being.

Endless Possibilities believe that consistency and routine as well as positive reinforcement, encouragement and validation is paramount to the development and welfare of young people with complex behavioural, emotional and at times learning needs. We are committed to developing and maintaining good communicative relationships with children and young people in our care and encourage all those who live with us to contribute to decisions about their lives, and to influence the day to day running of Daffodil House. We are committed to ensuring all children and young people are made aware of and protected as

far as is possible from external risks – we understand children in residential care are vulnerable to exploitation and aim to ensure a committed and consistent approach to being aware of such risks and mitigating against them by ensuring all children and young people have necessary risk assessments.

Endless Possibilities promote integration of our children and young people into the community and society, therefore, reducing any perceived social isolation and stigma. The team at Daffodil House will actively seek out activities, skills and interests with the child/young person to enable their success in achieving positive outcomes.

Each individual child/young person will have a key worker who is familiar with their circumstances, goals, aspirations, likes and dislikes, needs and concerns. The key worker responsibility will extend to building a therapeutic relationship with the child, ensuring there is regular, child led time. The Key Worker will be supported by the 'Team around the Child/Young person', including the therapist, to develop an individual day to day care plan, with the child/young person's input. The child/young person's key worker will communicate with all relevant people involved in a child or young person's care arrangements. The key worker will be the regular point of contact and liaison for family members.

1.3 Our Children/Young People.

The house offers a home for 3 children/young people aged between 5 to age 17 years, of any gender, 24 hours a day, 365 days per year. Although the service is not aimed at children or young people who have a major physical disability, severe learning difficulty or sensory impairment, some disability or a moderate to mild learning needs can be met following suitable planning. We care for children and young people from a wide variety of complex backgrounds, who demonstrate challenging emotional and behavioural needs, e.g. children who have experienced trauma, neglect, abuse, abandonment, exploitation and others.

We understand children and young people who require residential care for a variety may have had several previous placements which may impact on their ability to trust and invest in those caring for them. We recognise children and young people who have had such experiences are particularly vulnerable and may present with behaviours that cause a risk to themselves or to others and need calm, safe, nurturing and consistent care. We will ensure we establish relationships with other services and professional agencies and work tirelessly with them so that children and young people are safe, engaged in activities and education and the care they receive is tailored to suit their assessed needs.

1.4 Accommodation at Daffodil House.

Daffodil House is a large, detached double fronted 5-bedroom Dorma bungalow situated in Standish Lower Ground, Wigan. The home has a spacious rear garden with ample room for children and young people to enjoy themselves with a variety of garden activities.

The house is close to a network of motorways offering easy access to Manchester, Preston, Bolton & Liverpool.

Daffodil House is a lovely, calming, homely environment. All children who come to live here are encouraged to personalise their bedrooms to ensure they imprint their identity and feel a sense of belonging.

Daffodil House Layout.

Detached 5 bed home on a generous corner plot.

2 drives and a garage.

Large secure rear garden with patio area.

Ground Floor:

Office/care team sleep in room, bathroom with shower, basin and toilet.

2 bedrooms for a child/young person.

Kitchen/breakfast room.

Lounge, Dining Room with stairs leading to a games/chill room

Main Bathroom with shower toilet and wash basin

Entrance Hall with stairs leading to the first floor

First Floor:

Landing

Child/young person's bedroom

Care team sleep-in room.

Bathroom with bath, toilet and wash basin

1.5 Organisational Structure

This is the first Children's Home that Endless Possibilities has opened. The Responsible Individual is a qualified social worker with over 35 years of working within Children's Social Care settings including Children's Homes, child protection social work, Children's Guardian, and as a Practice Improvement consultant for Children's Social Care services who have received inadequate Ofsted ratings.

1.6 Care Planning

When Children and Young People come to live at Daffodil House, they will have an initial Placement Meeting within 7 days of a planned admission, or within 72 hours of an emergency placement, this is when the 'Placement Plan' is developed with the support of the child/young person, if possible their parent or previous carer, their social worker and wherever possible, their key worker and a senior member of the care team. Each child/young person should have a therapeutic plan, this informs the way in which the 'team around the child' provide care – this will be developed following a period of settling in, in conjunction with our therapist.

Following moving to Daffodil House, a Cared for Children's review will take place within 20 days, as per statutory requirements, the second review will take place at 3 months, and subsequent reviews at 6 monthly intervals. Such reviews are chaired independently by an Independent Reviewing Officer (IRO).

As the Residential Care/Placement Plan includes day-to-day issues, it is reviewed regularly with the child/young person and their key worker. All the care team will play an active part in following the Residential Care/Placement Plan, this ensures that any potential or identified issues are communicated with the whole care team.

The care team will ensure that the child/young person has access to and receives support from appropriate services, e.g. ensuring clothing allowances are spent, that pocket money is correct, liaison with school and family, parents' evenings and education meetings are used properly, etc. These duties arise directly from Placement Plans.

1.7 Supporting Young People's Diversity, Language, Religious and Cultural Needs

All young people will be supported in developing an awareness of their religious and cultural backgrounds. Issues in relation to religion/belief and culture will be considered within each young person's care plan.

Members of the care team will liaise with local church or other places of worship and where appropriate arrange for children and young people to participate in religious services with their family members. Members of the care team will also provide information and access to literature to provide information about religion and cultural practices for both members of the care team, and children and young people.

Provision will be made for children and young people wishing to attend religious services without their families if this is within their care plan. The care team will ensure children and young people are supported to practice their religion and follow their cultural practice including specific dietary needs or clothing

requirements. The care team will provide help to any child or young person to access education about people of different ethnic/cultural backgrounds/traditions or care needs. All children and young people will be encouraged to take pride in all elements of their cultural heritage and identity.

The care team are trained in Equality and Diversity and are fully aware of anti-discriminatory work practice. We aim to ensure all children and young people can access information and relevant services that ensure their Religious and Cultural needs can always be met. Should their Religious or Cultural background fall into the minority within the house, the care team will make attempts to learn and educate other young people to prevent isolation and bullying.

1.8 Arrangements for dealing with Complaints.

It is our core belief that positive residential care practice includes ensuring children and young people's views and opinions are heard and valued. Children and young people will always have access to external agencies such as a youth advocacy service, children's rights, Ofsted, their IRO and the placing authority's responsible person.

On admission, each child or young person will be given a copy of their 'young person's guide', containing information regarding the home's complaints procedure and will information relating to how to make a complaint.

In the first instance, children and young people will be encouraged to talk about the problem with a member of the care team. The Registered Manager will promote early resolution. This may not always be possible however and the child / young person may feel triggering the complaints procedure is the best option for them.

It is anticipated that if any complaints are made, the Registered Manager will deal them swiftly, effectively and sensitively. However, there will on occasions be times where a young person may disagree with the outcome of a complaint, and this will be explained in the complaint's procedure. Complaints are dealt with as soon as is practically possible by the most appropriate person. In many cases this may be a member of the care team not involved in the complaint.

Endless Possibilities facilitate transparency in practice, therefore all details of an investigation relating to a complaint will be documented. The record will be copied, and stored in the complaints file, which in turn is secured along with the original copy of the complaint in line with legislative requirements. Any meetings / discussions held will be signed and dated by all parties involved.

At any time during the complaint investigation, complainants have the right to:

- Withdraw the complaint at any stage

- Refer the complaint to the placing authority
- Refer the complaint to the police
- Refer the complaint to an independent body such as Ofsted

Complaints within the home will ordinarily be dealt with by the Registered Manager.

Alternatively, complaints may be made verbally or in writing, to the Responsible Individual Sarah McConnell at:

sarah.mcconnell@endlesspossibilities.uk

External complaints can be made to social workers, parents or significant others. A copy of our complaints policy is available on request

2 VIEWS WISHES AND FEELINGS

2.1 Arrangements for Consultation

All children and young people are encouraged to attend and actively contribute to their Reviews, Residential Care/Placement Plan, Care, Behaviour Support Plan and Therapeutic Care Plan. All children and young people are encouraged to participate in reviewing their plans with their keyworker as their views on how they should live and the arrangements for their care are critical. All young people have the right to the best quality care. Their point of view reliably informs every aspect of the Residential Care/Placement Plan.

The children and young people will have the opportunity to receive monthly consultations with the Registered Manager or a senior member of the care team, where children and young people can air their views in a confidential setting and reflect on how living at Daffodil House feels for them.

The children and young people are encouraged to participate in regular keywork sessions, both planned and unplanned. We strive to maintain a minimum of two planned focused key work sessions per week; this is to develop the therapeutic relationship and look at any area to be developed in their everyday living at Daffodil House to help achieve positive outcomes.

3.POLICIES AND APPROACH

3.1 Anti-Discriminatory Work Practice

Daffodil House operates a zero-tolerance approach regarding bullying. The anti-bullying guidance is followed in line with our ***Anti-Bullying Policy***. We aim to raise awareness and educate children and young people who engage in bullying behaviours within the house through keywork sessions, and online learning where possible. The Anti-Bullying Policy and ***Safeguarding Children and Young People from Abuse Policy*** guides daily practice for dealing with bullying and abuse whether experienced or witnessed within the house or the community. The care team are trained to recognise and manage bullying and abuse, they complete an online anti bullying course as part of mandatory training.

Endless Possibilities has an ***Equality and Diversity policy***, which makes a positive statement on the value that should be given to everyone, their beliefs and way of life. This policy recognises that no one person is the same and one person's difference should in no way prevent them from receiving the best care possible.

3.2 Children's Rights

Children and Young people have the right to be happy, healthy and be safe. Endless Possibilities recognises that the rights of children and young people apply to all aspects of their life. Alongside the UN Convention, we strive to enable children and young people to grow and live up to their potential in the world, irrespective of who they are and where they come from. Endless Possibilities believe that all adults and professionals must work together to ensure that all children and young people understand and benefit from their rights. We aim to listen and treat the children and young people we care for with respect and dignity.

All children and young people will be supported to have an advocate if this is their wish.

4. EDUCATION

4.1 Supporting Special Education Needs

Endless Possibilities ensures that all children and young people can access additional support in school where necessary. We support the Education and Health Care Plan (EHCP) for each child and young person if they have one. i.e., the care team at Daffodil House are available to offer 1:1 support in school if required. While we actively encourage children to independently access school through public transport and walking where possible Daffodil House also facilitates transport to and from education provision if required. If considered appropriate for the child or young person, our therapist will meet on a weekly basis with the social worker and the Registered Manager for the first 12 weeks of a child coming to live at Daffodil House, to help shape consistency of care both in and out of education. Subsequent sessions will be determined following a review at 12 weeks. If not considered appropriate, e.g. if the child or young person is not in mainstream education, or the child/young person already has a therapist/is open to CAMHS alternative arrangements will be made by our in-house therapist to support promotion and engagement of education until such a time weekly input is required. If weekly support by the therapist is not considered necessary, support will be provided dependent on the child's assessed needs.

4.2 Promoting Education

Often, children who come to live in residential care have had limited or poor educational attainment, this may be due to a lack of stimulating care in their earlier years, significant amounts of schooling may have been missed due to neglectful or abusive parenting. Their learning may have been impacted in the classroom environment due to ongoing trauma in the home environment, and/or they may have experienced regular or permanent exclusion from education owing to challenging behaviours in the school environment, effecting both educational and social development. Whilst living in Daffodil House, all children and young people will be encouraged and supported to engage positively with education and benefit from the therapeutic care provided by Endless Possibilities. Our engagement with other agencies will mean children and young people will be able to access services such as CAMHS if this is necessary to complement their Care and Residential Care/Placement Plans.

If considered appropriate for the child or young person, our therapist will meet on a weekly basis with the social worker and the Registered Manager for the first 12 weeks of a child coming to live at Daffodil House, to help shape consistency of care both in and out of education. Subsequent sessions will be determined following a review at 12 weeks. If not considered appropriate, e.g. if the child or young person is not in mainstream education, or the child/young person already has a therapist/is open to CAMHS alternative arrangements will be made by our in-house therapist to support promotion and engagement of education until such a time weekly input is required. If weekly support by the therapist is not considered necessary, support will provide dependent on the child's assessed needs.

Endless Possibilities promotes education for children and young people who are cared for by us. Processes are in place to deal with exceptional matters that affect children and young people, and there will be education champions within the care team to ensure that all children and young people receive an appropriate package of education. It is expected that all children and young people have an appropriate tailor-made package of education, whether in mainstream school, alternative provision, home tuition or College. Each child or young person has a Personal Education Plan (PEP) held at their educational placement, which is reviewed as part of the statutory review process.

Endless Possibilities monitor attendance and liaise with education professionals, including learning mentors and attendance officers. We implement incentive programs and regular meetings to promote aspirational thinking and positive outcomes for our children and young people.

5. ENJOYMENT AND ACHIEVEMENT

5.1 Participation in Recreational, Sporting and Cultural Activities.

All children and young people are encouraged to use local recreational and sporting facilities. Lower Standish offers a range of youth and recreational services for young people including a swimming pool, gym, and a large purpose-built Youth Zone. We encourage all children and young people to participate in a range of activities including full days out, local walks, roller skating, horse riding, dancing, gymnastics, bowling, age-appropriate cinema and DVDs, board games, reading, etc.

If children and young people have hobbies or interests, every effort is made to continue and support these. We also encourage our children and young people to learn life skills e.g., swimming and bike riding.

6. HEALTH

6.1 Access to Healthcare professionals.

We recognise the importance of promoting healthy lifestyles for children and young people. This goes beyond ensuring young people are treated for illness, and emphasises the importance of a balanced diet, exercise, sleep hygiene, the harm caused by smoking/vaping and substance misuse, and the danger of unprotected sex. The care team ensure children and young people are provided with accurate information within keywork sessions and in day-to-day conversation to enable them to make informed choices on matters relating to their health.

All children and young people are registered with a GP (where possible their own family GP prior to admission to Residential Care if appropriate), dentist and optician within a week of moving in. The care team are proactive when supporting children and young people to meet their health-related needs including encouraging them to attend their annual Cared for Children's health assessment and liaising with relevant agencies about all health matters.

We ensure health issues are addressed in both Care and Placement Plans and considered at Reviews involving the young people, their family and other significant people.

We encourage a healthy lifestyle through a balanced diet, encouraging exercise and discouraging unhealthy behaviour such as smoking, alcohol, or substance misuse. Where there are difficulties, e.g., substance misuse, help can be sought through relevant agencies. Medication is issued to young people on the advice or prescription of a doctor or other qualified medical practitioner; medication is stored in a locked medicine cabinet to make sure everybody is safe. All medication is administered as advised and recorded in the relevant files.

6.2 Dyadic Developmental Psychotherapy

Our therapeutic model of care is Dyadic Developmental Psychotherapy. Our therapist is Hilary Fenton who provides a range of services.



Therapeutic Service
Overview EP.docx

Hilary receives regular clinical supervision.

7.POSITIVE RELATIONSHIPS.

Unless time with specified family members is forbidden/restricted by way of a court order, children and young people are encouraged and supported safely to spend time with their families. These arrangements are recorded and detailed within individual Care Plans, which are subject to review.

Parents and other family members are welcome to Daffodil House if this has been agreed with the child or young person's social worker/is within their care/placement plan. Family members may spend time with a child or young person either supervised or unsupervised within the building, depending upon what is in the care/placement plan. Phone calls and visits to family homes are supported based on planned arrangements. Overnight stays with family members are also encouraged when assessed as safe, and agreed by all involved in the arrangement, and the child or young person's social worker. We understand that parents have parental responsibility, which may be shared in the case of a child who is subject to either an Interim or a full Care Order, and are fully engaged in working together with parents and wider family members.

Friends are also welcomed to visit children and young people at their home, providing everyone is safe. All our children and young people are encouraged to develop positive/appropriate relationships.

We recognise that Care Plans for children and young people are subject to change, and that residential care is not always the best option for children and young people who come to live in our care. We also recognise the pressures upon Children's Social Care services to complete robust and timely assessments of family circumstances. With that in mind, our Responsible Individual offers a service to complete an Independent Child and Family assessment (at additional cost) to assist the Local Authority to progress with reliable care planning, and safe rehabilitation to families upon completion of a positive assessment.

8. PROTECTION OF CHILDREN

8.1 Monitoring and Surveillance

We do not currently have electronic visual surveillance to monitor the outside area of the house, this will be installed in the event of increased risk, and this being considered necessary. As a safeguarding measure, the young people's bedroom doors have sensors fitted which alert the team when the doors are opened during the night. These door alarms are only utilised when necessary and in consultation with the child/young person and with agreement from those with parental responsibility. Endless Possibilities ensures there is a high care team to child/young person ratio to ensure there is sufficient support to protect children and young people.

Children and young people are provided with a basic mobile phone, with credit but no internet to ensure they are always able to contact the home or emergency services. To ensure children and young people are safeguarded from cyber bullying, grooming and inappropriate use, all computers within the home have E-safe monitoring which reports any negative activity to the manager of the home via email. Where children and young people do have SMART phones with internet access, risk assessments are in place, and the home has the 'Quistodia' app, that allows us to monitor usage, it provides alerts if sensitive searched are made, and locks the phone at an hour set by the team

8.2 Children/Young People who go missing

If a young person leaves the premises without permission, the Endless Possibilities team will ensure the ***Missing from Home Protocol and child's risk assessment*** are followed immediately. All unauthorised absences are considered serious, and the care team will liaise with Wigan Police to return the child/young person safely.

Managers and the care team monitor absences by ensuring each child/young person has an independent person to discuss with the child/young person the reasons for going missing and to find solutions to reasons why/prevent further incidents of going missing.

The home has external door buzzers that are set when the doors are locked for the night-time and turned off again when the doors are unlocked in the morning.

8.3 Fire Precautions and Associated Emergency Procedures

The house is protected by a full fire alarm system in accordance with the local fire brigade requirements. Fire doors are also constructed to the necessary standard.

The fire alarm system is tested weekly and any faults that occur are recorded and immediately reported. A full fire alarm drill is carried out after each admission to the house and a minimum of 12 times a year.

All the care team are trained in fire safety, which is regularly updated. The building risk assessment identifies any changes necessary to support the health and safety of the home.

8.4 Behavioural Support

Emphasis in the home is on the avoidance of unwanted behaviour by encouraging and praising positive behaviours. Praise and encouragement supports positive behaviours. Natural consequences are utilised as a way teaching our children about 'cause and effect', any additional consequences would be implemented in line with the company's current policy and procedure guidelines. The Dyadic Developmental Practice model does not support the use of 'reward and incentive' charts to develop 'improved behaviours' – this is because if a child who has been impacted by significant trauma may experience shame, or feelings of failure. If they do not achieve a point or a goal, this may reinforce their negative views of themselves if they do not achieve the point for the day or the goal set and potentially lead to further self-sabotage.

All our care team are trained and actively supported to understand the impact of trauma on children and young people and are conscious to recognise and avoid 'trigger' situations wherever possible. We use certain measures which aid and support positive behaviour management which are agreed with the child/young person in their care and placement plan, as well as within individual risk assessments. Every attempt is made to discuss or explain these measures in a way the young person understands. All measures are fully recorded, which are shared with relevant others, i.e., parents, social worker, and the child/young person.

Where negative behaviours are displayed (either sporadic or consistent) the care team are encouraged to use a therapeutic approach to ascertain 'hidden meanings' behind the behaviour, and in turn work closely with the child to prevent these behaviours from occurring. Where patterns of persistent negative behaviour become apparent for any child, we support them to change these patterns over time through combining supportive reflective discussions with providing a safe, predictable home environment - this in turn prevents children from being afraid and therefore reduces anxieties and leads to improved behaviours. All children have a positive behaviour support plan into which they have input, which is complemented by their therapeutic plan.

8.5 Team Teach

Working with Emotional and Behavioural Difficulties can be extremely challenging at times, as children and young people can present with a wide variety of unpredictable behaviours. The care team at Daffodil House are trained by a Team Teach instructor to use Team-Teach (safe handling) which focuses on 95% diversion, diffusion, and de-escalation techniques. We use a consistent, trauma informed approach by working within a common framework enabling the best possible outcome for all children/young people when they are unable to manage their emotions and behaviours. Team-Teach Framework enables us to use other techniques more effectively without the use of unnecessary force.

Maslow's (1943) 'hierarchy of needs' believes that children and young people need to feel safe and secure at the most basic level and then need to feel that they belong. The care team at Daffodil House use their training alongside their positive relationships with all children and young people to de-escalate crisis without the use of positive handling wherever possible. The physical techniques within the Team-Teach framework are only used as a last resort. Positive handling is only used when a young person becomes a danger to themselves, their environment or to those around them.

Furthermore, in accordance with Team-Teach we believe that the use of positive handling must always be reasonable, necessary, and proportionate. If positive handling is necessary, all the care team are trained to avoid injury to both them and the children/young people.

Team-Teach ensures that all involved listen and learn following any incident. The aim is to support the children and the young people to develop more socially acceptable ways of expressing their feelings, to help them learn and benefit from an initially negative experience. We look to prevent fires rather than fire fight.

Daffodil House believes in a child-centred approach to caring for our children and young people. Team Teach is consistent with this, as the child/ young person is paramount when adopting any technique within the framework.

9. LEADERSHIP AND MANAGEMENT

9.1 Details

Directors

Robert Groves

Sarah McConnell

Joshua Asquith

Sally Camm

Responsible Individual (DSL)

Sarah McConnell

Registered Manager

Gary Birchall,

9.2 Training

Training.

Endless Possibilities have commissioned 'training hub' training provider to ensure our care team have access to an annual training schedule which offers mandatory and specific training that enables them to work effectively with children/young people for whom we provide care.

We offer a blended learning approach to ensure that all the team start off with the same basic knowledge which is built on throughout their employment. In addition to the online pre-learning courses, which are completed during their probationary period as part of induction, we currently offer up to 32 training days to ensure all Care have an opportunity to attend our various courses to ensure continuing professional development.

It is the aim of Endless Possibilities, that all existing care team members will have obtained NVQ level 3/4 or Diploma level 3 caring for children & young people or equivalent at the point of application. However, new care team members who require a Level 3/4 qualification will undertake the Level 3/4 Children & Young Peoples Workforce Diploma. Qualified assessors ensure that any equivalent qualifications include mandatory social care units in line with the Regulations and Quality Standards for Children's homes. We ensure that any member of the care team without the equivalent qualifications is working towards completion in the first 6 months of employment and it is completed within 2 years.

All new care team members are subject to a four-month probationary period and must complete their induction pack and all online training courses allocated to them before the end of their probation period.

Prior to working with the children, all team members MUST have completed:

- Team Teach

- Medication (3 and 4)
- Safeguarding (3 and 4)
- COSH
- Fire safety
- Internet safety
- GDPR in children's homes

And wherever possible, First Aid.

NB* The home will always have one qualified first aider on duty.

9.3 Caring Structure

Daffodil House will ensure the children/young people are cared for on a 1:1 basis but recognised there may be times this will need to increase in the event of escalated behaviours/changing needs dictating amendments to children/young people's risk assessments. There will always be 2 care team members in the building at nighttime when there is more than one child resident, 'sleeping in' following their shift. We have a lone working policy and lone working risk assessment in place, utilised if safe to do so in the event of only one child being resident.

A duty on call system is operated across Endless Possibilities and is operated by the Registered Manager, Deputy Manager, and the senior care team members on a rota system. We aim to operate a rolling rota which will be subject to change in the event of this being necessary.

We will also have the support of regular bank care team members, employed within the company who can be called upon in the event of other care team members not being available due to sickness or other unforeseen circumstances.

Every child/young person has a risk management plan which is reviewed and updated when required, based on the young person's individual needs and behaviours. They are active documents agreed with the child/young person and the team responsible for their care at the time of their Cared for Children review(s) and updated if necessary, following any incidents. At times, it may be necessary for adjustments to be made to the numbers of care team members due to increased risk, for example, if a child/young person requires extra supervision or presents a significant risk, an extra care team member may be on duty when they are present. Other arrangements may include the use of care team members to carry out specific activities or help at times.

The principles behind the caring arrangements are to ensure the safety and welfare of each child/young person, and to replicate, as far as possible, the experience of living within a supportive/positive home environment. While Residential Care is different from family life, the needs of the children/young people

to have a small number of care team members who they know well, is crucial to their sense of belonging. This helps in maintaining a sense of calm and continuity.

On occasion care may be increased to ensure, for example, that school events are attended or to take a child/young person out individually. This is done on a planned basis as is normal in family life, where children/young people do not always want to do the same things.

Caring levels are revised as and when required, e.g. where there is a new admission or where a need arises.

9.4 Supervision of care team members.

All care team members have, regular supervision usually every four to six weeks with the aim of a minimum of 10 supervisions taking place each calendar year, in line with company policy, Regulations and Quality Standards. The deliverance of supervision is shared between the Homes Manager, deputy manager and Senior Care members. The manager receives supervision from the Responsible Individual. All care team members will at times be supported in supervision by our therapist.

Supervision takes place on a one-to-one basis or as a group when necessary. Team meetings are held monthly to coordinate develop good practice, reflect on any significant events and manage care activities.

It is essential that care team members attend and engage in further training and development to meet individual and service needs. This may include general children and young people's care and specialist courses. The training needs of individual care team members will be identified in supervision and annual appraisals.

9.5 Regular Visitors to Daffodil House

We have regular visitors to Daffodil House dedicated to maintaining and improving the home. Any visitor, contracted by or working for Endless Possibilities visiting the home have a current DBS and are aware of Endless Possibilities Policy and procedure including specific expectations for behaviour within the home. Our independent person for completing 'Regulation 44' visits is Joe Rawlinson, email: joseph@jcareconsultancy.co.uk, who will visit Daisy House once each calendar month in line with current regulations. (Regulation 44 visits may be completed by others qualified to do so).

9.6 Maintenance Team

The maintenance team will attend Daffodil House as and when needed to ensure the house is safe for all occupants. All maintenance requests are reported to the Registered Manager and Joshua Asquith who will appoint the work to relevant contractors.

10. CARE PLANNING

10.1 Admission and Emergency Admission

Where possible, we will encourage planned referrals which will allow the child/young person time to get to know us, this better supports the therapeutic model of care. There will be time for the Registered Manager to consult with the therapist and allow for a proper transition. Sometimes, care arrangements break down and children/young people require a new home quickly which means planned moves are not possible and an emergency arrangement is necessary. Endless Possibilities are able to facilitate emergency admissions, but will always complete an impact assessment, which includes communication with present social worker, where possible the education team around that young person, and where possible their previous carers to ensure we will be able to care safely for the child/young person already living at Daffodil House, and the child/young person in need of a new home. All paperwork must be in place prior to the move such as local authority risk assessments, care plan and health documentation. A placement planning meeting must take place within 72 hours of the admission. Although this is classed as an emergency placement, Daffodil House will ensure that the move is completed with as much structure and sensitivity as possible, to ensure the child/young person feels safe and well informed, and there is minimum disruption to the house.

Admission criteria is as above. Due to the nature of the individuals being cared for, such criteria cannot be rigid. The service provided will be flexible enough to meet the individual needs of children and young people requiring our care.

11. DATA PROTECTION

11.1 Data Protection Privacy Statement

Endless Possibilities are committed to maintaining the trust and confidence of our Stakeholders. We are particularly interested in ensuring safe storage and handling of data under the General Data Protection Regulation (GDPR) of May 2018.

This Privacy Notice outlines when and why we collect personal information, how it is used, the limited conditions under which information may be disclosed to others and how it is kept secure for us to provide our service.

11.2 Data Collection Methods

We gather information about current and potential children and young people placed with Endless Possibilities Care and associated others from several sources:

- Previous Placements, e.g. Behaviour Plans, risk assessments

- Placing Authority, e.g. LA placement plan, care plan, risk assessments, chronology
- Young Person, e.g. Key working Sessions
- Police, e.g. Criminal History
- Medical Professionals, e.g. Cared for Children Health Plans, CAMHS history
- Education Professionals, e.g., Personal Education Plans, EHCP
- Family Members, e.g. Supporting Chronology
- During a young person's placement with Endless Possibilities, we collect further information about our young people.
- Endless Possibilities Employees,

11.3 What Data Is Collected

As a registered provider for Children's Homes most of the data we request, process and share is of a sensitive nature. The type of information we collect depends on the stage at which a placement is considered:

Data collection during the Referral Stage:

- Personal Identifiers such as name and date of birth
- Contact information such as address and mobile number (if applicable)
- Referral Information
- Chronology
- Behavioural Information, e.g. Risk Assessments

Additional data collection during the admission stage:

- Health Information, i.e., CLA Health

- Education Information, i.e., PEP/ EHCP
- Relevant next of Kin data
- Court related information, including evidence of legal status/S20 consent if no care order

Continued data collection as part of the placement:

- Behavioural Information, e.g. incident reports
- Safeguarding information, e.g. disclosures
- Medical/ Health Information, e.g. medical prescriptions
- Education Information, e.g. Educational Health Care Plan
- Contact Information e.g. contact reports.
- Complaints and feedback, e.g. allegations
- Criminal Information, e.g. investigations
- Therapeutic Information, e.g. therapy feedback reports

11.4 How Data Is Used and Accessed

We collect data solely for the purpose of allowing us the opportunity to provide the agreed care package to the child/young person. It will not be used for other purposes. Note that our lawful basis of processing is that of “legitimate interests” (GDPR Article 6.f). This means that we are processing the young person’s and associated other’s data for the interest as a corporate parent.

The child/young person’s data will only be shared with relevant employees of Endless Possibilities who have a professional interest in their data with the sole purpose of providing the service outlined in the agreed contract. It may also be shared with professional third parties for the following examples:

- Auditing as evidence of the quality of service.
- Monitoring of potential and current Safeguarding Risks.

- Ensure the young person's rights are being met.

We aim to work in an open and transparent manner and wherever possible share on an ongoing basis information that is collected on our young people and associated others.

Those whose data we hold have the right to make additions and comments. Any requests to add information to records will be supported by the organisation. Requests can be made to view/have access to their records in line with the General Data Protection Regulation 2018.

11.5 Storage and Retention of Data

We ensure all personal information is stored securely online or in a locked cabinet in a secured office.

Some data will be held for 75 years from the young person's date of birth while other data will be kept for 15 years from the date of last entry. The standard data retention policy for young people and relevant other's data at Endless Possibilities is compliant with statutory requirements outlined in *The Children's Home's (England) Regulations 2015*, specifically; *Regulation 36; Children's case records*, including Schedule 3 and Regulation 37; Other Records, including Schedule 4.

11.6 Data Breaches

A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

If a breach occurs within Endless Possibilities, or is reported by any person, the company is required to report this breach to any relevant data controller in line with the agreement held with that data controller.

11.7 Change to the Privacy Notice

This privacy notification will be reviewed on an annual basis to ensure it remains compatible with changes in the law and changes in the practical implementation of the policy.

Should you require further clarification please contact Sarah McConnell (Responsible Individual).

