

STATEMENT OF PURPOSE



Daisy House

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1. Quality and Purpose of Care

1.1 Our Ethos

Daisy House provides planned short breaks and short-term care for disabled children and young people. We recognise each child first as an individual with strengths, relationships, preferences and potential. Our purpose is to offer safe, enjoyable and consistent care that adds to family life and helps children remain connected to their families and communities.

Endless Possibilities provides warm, nurturing and child-centred care informed by DDP principles and the PACE approach. In practice, team members seek to understand each child's communication, sensory experience, disability, development and life history; respond with playfulness, acceptance, curiosity and empathy where appropriate; and maintain predictable routines and respectful boundaries. Daisy House does not present itself as a clinical therapeutic service. Any specialist intervention is delivered or directed by an appropriately qualified professional and reflected in the child's plan.

Children's views, wishes and feelings are sought through their established communication methods. Team members work closely with parents/carers, placing authorities, education and health professionals so that care is consistent, individualised and reviewed. Team members receive induction, specialist training, reflective supervision and continuing professional development relevant to the children using the service.

1.2 Achieving Outcomes

Endless Possibilities endeavours to provide an effective service with clear aims and objectives, geared towards improving outcomes and experiences for children and young people. At Daisy House, our philosophy is 'the welfare of the child is paramount' and central to decision-making.

For each child, Daisy House records an individual starting point and the experiences or progress sought through the short-break arrangement. Impact is evaluated proportionately through the child's communication and presentation, observation of their experiences, progress towards agreed goals, and feedback from parents/carers and professionals. Plans are reviewed after the first stay, when needs change and through statutory and service reviews. Themes inform supervision, management oversight and the Regulation 45 quality-of-care review.

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 staying within an Endless Possibilities provision, will experience a safe, supportive and caring 'home from home' environment conducive to their welfare and developmental needs. 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 where possible thus promoting independence skills and emotional well-being.

Endless Possibilities believe that consistency and routine as well as validation, encouragement and positive reinforcement is paramount to the development and welfare of young people with complex needs and disabilities. We are committed to developing and maintaining good communicative relationships with children and young people in our care, and their 'care team', and encourage all those who stay with us to contribute to decisions about their care, and to influence the day to day running of Daisy House. We are committed to ensuring all children and young people are made aware of/protected as far as is possible from risk.

Endless Possibilities promotes integration of our children and young people into the community and society, therefore, reducing any perceived social isolation and stigma. The team at Daisy 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 and needs. The key worker will be supported by the 'Team around the Child/Young person', including parents/carers and professionals, to develop an individual 'how we care for you' plan with the child/young person's input wherever possible. 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 and Young People

Daisy House is a children's home providing planned short breaks, 24 hours a day throughout the year, for up to two mobile children and young people of any gender aged 5–17. Most children using Daisy House will live at home with their parents or family carers. A smaller number may live in foster care and be subject to a section 31 care order. Every child will return to their usual family home or foster placement after each planned stay; Daisy House will not be their main or permanent home. The home supports children with significant learning disabilities, including autism, communication differences, sensory processing needs and associated behaviours that may challenge services.

Some children will receive up to 75 placement days in a rolling 12-month period and some will need more than 75 days. A package exceeding 75 days remains a series of planned short breaks from the child's usual family home or foster placement; it does not make Daisy House the child's main or permanent home. The placing authority decides and records the legal basis and completes the level of care planning required. Section 1.6 explains the different arrangements. The modified requirements in Regulation 52 and Schedule 5 of the Children's Homes (England) Regulations 2015 apply only while all relevant conditions are met; otherwise, those Regulations apply without the short-break modifications.

1.4 Accommodation at Daisy House

Daisy House is a large, detached 3-bedroom House situated in Westhoughton. 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 motorway and public transport links, giving access to education, healthcare, leisure facilities, community activities and green spaces across Westhoughton and the surrounding area. This supports the home's aims by helping children maintain familiar services and enjoy safe, inclusive community experiences. The suitability and risks of the location are reviewed through the home's location assessment.

Daisy House is a lovely, calming, homely environment. All children who stay here will have the necessary items available to ensure their rooms are personalised to meet their needs/tastes during each period of short break care to promote a sense of 'home' and belonging.

Daisy House Layout

- Detached 3 bed home on a generous plot.
- Large driveway at the front of the house.
- Large secure rear garden with patio area.

Ground Floor:

- Office Room
- Sensory Room
- Kitchen
- Lounge
- Dining area
- Bathroom with shower, toilet and wash basin
- Entrance hall with stairs leading to the first floor

First Floor:

- Landing
- Child/young person's bedroom x2
- Care team sleep-in room
- Bathroom with bath, toilet and wash basin
- Shower room with shower and wash basin

1.5 Organisational Structure

Registered provider: Endless Possibilities Care Ltd, company number 15127102. Registered office: 11–13 Station Road, Kettering, Northamptonshire, NN15 7HH. Daisy House is the company's second children's home; its first home operates in Wigan. The Board of Directors holds corporate accountability. Sarah McConnell, Director, Responsible Individual and Head of Care and Quality, provides oversight and supervises the Proposed Registered Manager. Gary Birchall is the Proposed Registered Manager and has an Ofsted fit-person interview scheduled for 5 August 2026. Katie Jones has accepted a conditional appointment as Deputy Manager and is completing onboarding; she will not be deployed or counted within the operational staffing establishment until her

qualifications, experience and safer-recruitment checks have been verified as satisfactory. Mike Jones's substantive role is Team Leader; he has been approved for the company's trainee Deputy Manager programme. The home's residential support workforce comprises 11 posts. Detailed reporting lines are maintained in the organisational chart.

1.6 Arrangements for Care Planning and Review

Every child will have an individual plan explaining how Daisy House will care for them safely, support their communication and help them enjoy and benefit from their stays. Before the first stay, Daisy House gathers information from the child, their parents or carers, the placing authority and relevant professionals; assesses whether the service and proposed arrangements and compatibility with any other child attending are suitable; and plans an individual introduction. Wherever possible, team members will get to know the child at home and school and invite the child and family to visit Daisy House.

The legal route affects the plans, visits and reviews that the placing authority must arrange. It does not change the purpose of Daisy House: children come for planned short breaks and return to their usual family home or foster placement. In this section, 'looked after' is a legal care-planning term; it does not mean that Daisy House becomes the child's main home. 'Care Planning Regulation 48' means Regulation 48 of the Care Planning, Placement and Case Review (England) Regulations 2010. 'Children's Homes Regulation 52' and 'Schedule 5' mean Regulation 52 and Schedule 5 of the Children's Homes (England) Regulations 2015.

Children in Need (S17)

Where the local authority provides the short breaks as support under section 17, the child is not legally a looked-after child. The placing authority must provide the current Child in Need or short-break plan, the intended outcomes, consent and delegated-authority arrangements, and the information Daisy House needs to provide safe care. Daisy House will contribute to Child in Need meetings and reviews at the frequency set in the plan. The child's 'How We Care for You Plan' will be reviewed after the first stay, after relevant reviews and whenever needs, risks or arrangements change. Care Planning Regulation 48 does not apply to this pathway.

Section 20(4): up to 75 days – modified planning under Care Planning Regulation 48

Section 20(4) is a voluntary arrangement used by the placing authority for some children who normally live with their parents or family carers. The parent keeps parental responsibility and the child returns home after every stay. The placing authority must confirm in writing whether the modified short-break planning arrangements in Regulation 48 apply. This pathway can be used only when no individual stay is intended to last longer than 17 days and the total does not exceed 75 placement days in a rolling 12-month period. The child's short-break care plan must give team members the information needed to provide safe, sensitive care, including health, medication, communication, family contact, leisure and education. Current plans will be cross-referenced rather than copied.

The placing authority must arrange social-work visits while the child is staying at Daisy House. The timing is agreed with the child's Independent Reviewing Officer (IRO) and parents and recorded in

the care plan. The first visit and first review must be arranged within three months of the first stay; if the visit cannot take place within that period, it must happen as soon as practicable afterwards. Further visits and reviews must take place at least every six months. Daisy House will provide information, support the visits and reviews, and update its plans following decisions.

Section 20(4): more than 75 days – Care Planning Regulation 48 no longer applies

A child may still receive more than 75 placement days of planned short breaks. The 75-day point is a threshold for the type of care planning; it is not a ban on further stays. If the package exceeds 75 days, an individual stay is intended to last longer than 17 days, or another Regulation 48 condition is not met, the placing authority must use the full looked-after-child planning arrangements. It must provide the full care and placement plans and confirm the IRO, social-work visits and review timetable. The child will continue to live at home and return after each stay; Daisy House will not become their main or permanent home. Daisy House will require the revised plans before further stays proceed.

Children living in foster care or subject to a section 31 care order

A smaller number of children may live in foster care and be subject to a section 31 care order. These children are already looked after by the local authority, so the full care-planning, visiting and review arrangements apply from the start; Care Planning Regulation 48 does not apply. Daisy House will not be the child's main placement. The child will return to their usual foster placement, or an approved family placement, after every stay. The care and placement plans must clearly explain the purpose and pattern of the short breaks, contact, delegated authority, responsibilities and review arrangements. Daisy House will support statutory visits and reviews and update the child's 'How We Care for You Plan' after the first stay, after relevant reviews and whenever needs, risks or arrangements change.

1.7 Supporting Diversity, Language, Religious and Cultural Needs

Daisy House team members are trained in Equality and Diversity and are fully aware of anti-discriminatory work practice. Daisy House team members 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 with or without their families if this is within their plan. The team at Daisy House will ensure children and young people are supported to practice their religion and follow their cultural practice including specific dietary needs/clothing requirements and other cultural practices. The team at Daisy House 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.

Parents/carers may send in specific dietary items as appropriate. Daisy House will identify how each child understands information, communicates choices, expresses pain or distress, and indicates agreement or refusal. Visual guides and cues will be used where helpful. Information may be provided through easy-read language, photographs, pictures or Widgit-style symbols, Makaton or other familiar signs, objects of reference, large print, audio/read-aloud support, social stories, now-

and-next boards, visual timetables, communication passports or electronic communication aids. Daisy House team members will liaise closely with parents/carers, speech and language therapists, schools and other professionals to use the child's established communication system wherever possible.

Endless Possibilities 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 an 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 and or access to their 'Young Person's Guide', containing information about the home's complaints procedure and how to make a complaint.

In the first instance, children and young people will be encouraged to communicate their complaint 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:

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- The Responsible Individual Sarah McConnell – sarah.mcconnell@endlesspossibilities.uk
 - Ofsted at enquiries@ofsted.gov.uk or 0300 123 1231.
 - Social workers, parents or significant others.

A copy of our complaints policy is available on request.

All complaints are taken seriously, recorded, handled confidentially and addressed promptly in accordance with the complaints procedure.

There are independent charities, organisations and representatives you can contact about advocacy and assistance:

- Coram Voice – Free phone 0808 800 5792, help@coramvoice.org.uk, www.coramvoice.org.uk
- National Youth Advocacy Service – Free phone 0808 808 1001, help@nyas.net, www.nyas.net
- Samaritans – 116 123
- Disability Rights UK – 0330 995 0400

Accessible complaints information is provided within the full Daisy House Young Person's Guide and the Easy-Read Picture Guide. It can also be provided in large print, audio/read-aloud, pictures or symbols, Makaton or other familiar signs, a social story, a now-and-next format or through the child's communication aid. A team member or independent advocate can support the child to communicate or record a complaint without changing what the child wants to say.

All complaints are monitored and reviewed at regular intervals and used to inform improved practice.

Where a complaint discloses a safeguarding concern or allegation, the safeguarding and allegations procedures will be followed immediately, including referral to the placing authority, local authority designated officer (LADO), police or other relevant body as appropriate. Ofsted and other relevant persons will be notified without delay where the matter is a serious event within Regulation 40.

The home's Child Protection, Missing Child, Anti-Bullying and Behaviour Management policies are available on request to a child, parent/carer, placing authority or other person, body or organisation involved in the child's care or protection. Requests may be made to the Registered Manager at Daisy House or by emailing enquiries@endlesspossibilities.uk. Information will be provided in an accessible form where required.

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, and development of their plans as their views on how they should live and the arrangements for their care are critical. Every child or young person is consulted within the limits of their understanding and communication. This may mean communicating with symbols, Makaton signs, pictures or other methods familiar to the child. Daisy House team members may engage with other

professionals at school who are particularly skilled at communicating with the child/young person. Children/young people's views/wishes and feelings may also be derived from understanding facial expressions, levels of participation and sounds relating to pleasure/displeasure. Understanding children's wishes and feelings reliably informs every aspect of their 'how we care for you' plan.

Parents are invited to any meetings at Daisy House, and their views actively sought and respected. Where necessary, families are offered an interpreter service.

All children and young people have opportunity for consultations with the Registered Manager or a senior member of Daisy House, where children and young people can air their views in a confidential setting and reflect on how spending time at Daisy House feels for them – different methods of communication will be used depending on the child/young person's communication style (as described above).

Where possible and using their preferred method of communication, the children and young people are encouraged to participate in regular keywork sessions, both planned and unplanned; this is to support relationship building and look at any area to be developed in their weekly lived experience at Daisy House, to help achieve positive outcomes.

Where appropriate, at each period of short break care, children's wishes and feelings in relation to meal planning and activity planning are obtained by using their preferred method of communication and a visual plan made for them.

Children and young people, their parents/carers and professionals involved in their care are encouraged to give feedback during regular contact and reviews. Daisy House uses this feedback, monthly independent-person visits under Regulation 44 and quality-of-care reviews completed at least once every six months under Regulation 45 to evaluate impact, identify learning and improve care. Feedback is gathered through each child's preferred communication method.

The full Daisy House Young Person's Guide and the Easy-Read Picture Guide are available to children, parents/carers and professionals. Before a child's first stay, the guide will be personalised in accordance with the Daisy House Young Person's Guide Personalisation Process. The child's version may include their own photographs, key people, routines, preferred communication, social stories, now-and-next information or other formats that help them understand. A team member will share the guide using the child's preferred communication method, record the child's response and review the personalised version after the first short break and whenever needs or arrangements change.

3. Policies and Approach

3.1 Anti-Discriminatory Work Practice

Daisy 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, and or responding to being bullied within the house through keywork sessions, and other methods of 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. Daisy House team members 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.

Daisy House considers the individual circumstances of each child and their families in a way that is non-discriminatory. In line with Equality Act 2010, the home gives access rights for disabled children by providing special equipment where reasonable. Daisy House ensures the specific care needs of all children are met to incorporate their race, gender, religion or belief, sex and those qualities related to their disability, and treat children with utmost respect. The Children's Guide has the contact details of the Children's Commissioner and information is available for children and young people.

3.2 Children's Rights

Children and Young people have the right to be happy, healthy and be safe. Endless Possibilities recognises 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 children and young people understand and benefit from their rights. We listen to and treat 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

Key workers keep regular contact with each child's school to get updates on their PEPs and progress towards EHC plan outcomes. Daisy House team members check school communication books when children bring homework to ensure that enough time and a quiet space is made available to complete homework. Children and young people also have access to computers to do their homework and any school research projects.

The school/home communications book is also used to exchange significant information that may impact upon a child's behaviour/feelings to allow the team at Daisy House to explore/understand hidden meanings for a child's behaviour.

Daisy House team members work closely with schools, social work teams and SEN departments to contribute to transition planning to support young people into adult services.

If a child is temporarily unable to attend their usual education provision, Daisy House will liaise promptly with the parent/carer, placing authority, school and virtual school where applicable, advocate for suitable provision and support agreed learning during the stay.

Wherever possible and necessary, Endless Possibilities will provide transport for children and young people to and from school during their period of short break care – this will be agreed at the outset.

5. Enjoyment and Achievement

5.1 Participation in Recreational, Sporting and Cultural Activities

Daisy House offers a range of activities and leisure options considering the age, ability and preferences of children and young people during their short break stay. Emphasis is placed on engaging children in activities to improve their quality of life, development of communication, social and independence skills as well as their physical and emotional well-being. Examples of activities can include:

- Interactive activities in the sensory room
- Soft play
- Therapy dog sessions
- Online yoga
- Dance
- Painting, drawing, pasting, crafts
- Building block toys
- Puzzles
- Water play, therapeutic Jacuzzi
- Music/instruments, Karaoke
- Television and video
- Outdoor activities
- Grow/watering plants
- Sensory play

Daisy House provides transport for recreational activities where this has been assessed as safe. Matching considers children's needs, communication, shared interests and preferences. Team members support positive peer relationships and friendships while respecting each child's need for personal space, quiet time or individual activity.

6. Health

6.1 Access to Health Care Provision

Daisy House team members 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, and sleep hygiene.

Many of the children accessing Daisy House are known to healthcare and/or therapy services such as Occupational Therapy, Physiotherapy, Speech and Language Therapy, CAMHS and others.

These services support Daisy House providing reports, or if required by offering training in the management of individual interventions and approaches for a specific child. Where necessary, team members will attend external training e.g. with Occupational Therapists.

Team members liaise with partner agencies regularly to obtain updating information which will then inform changes to the child's care plan, including any health care/medication needs.

Endless Possibilities has a robust medication policy, and all team members receive face to face training in relation to this.

Medication is administered only by trained and assessed team members in accordance with the child's plan, written authority and the medication policy. Any PRN ('when required') medicine has a clear protocol stating the indication, dose, minimum interval and maximum dose. Administration, effect, any refusal and any concern are recorded and communicated to parents/carers and relevant professionals in accordance with the child's plan.

Further safety measures are in place for parents to communicate any medication changes in the child/young person's 'communication book' and via emails. A copy of the medication procedure is available on request. Emergency procedures are in place to cover serious accidents and illness. In such cases, team members will arrange for the child or young person to attend hospital immediately and ensure the child's parents are informed and involved.

If a non-emergency medical treatment is needed during their stay, the parent/carer will be asked to take the children to their own GP. Parents are consulted at the earliest opportunity to obtain medical advice. If it is not possible to contact a child's parent/s, team members will call the emergency contact person (provided by the parent/carer) so they can be informed/consulted and give consent should the need arise.

Team leaders have the knowledge, skills, and competence to manage such situations effectively and will act or seek advice in the best interest of the child. All team members have access to policies and procedures via the online platform, Tri-x.

Children remain registered with and ordinarily access their usual GP, dentist, optician and specialist services. Daisy House supports attendance at planned appointments during a stay where this is agreed in the child's plan and responds promptly to urgent health needs. Health actions, consent and delegated authority are recorded in the child's plan.

Daisy House does not provide healthcare or therapy as a separate clinical service. Where a child receives an intervention delivered or commissioned through the home, it will be provided or directed by an appropriately registered or qualified professional. Qualifications, competence, scope of practice and professional or clinical supervision are verified. Intended outcomes and review arrangements are recorded in the child's plan, and effectiveness is evaluated through the child's

response, progress against agreed outcomes and feedback from the child, family and professional network. Relevant evidence can be accessed through the Registered Manager, subject to confidentiality and information-governance requirements.

Children are encouraged to participate in a variety of activities for their physical and emotional development.

7. Positive Relationships

Daisy House team members work in partnership with parents/carers/family members, who are welcome to contact us at any time to enquire about their child's welfare, although we do advise against calling during mealtimes as this is a very busy time.

A 'communication book' is used as a tool for each child, for sharing information between parents and Daisy House team members, the type of information shared between the child's home and Daisy House is agreed when the short break arrangement is made – this however is subject to change as and when necessary. If there is a concern about any aspect of the child's stay, including their welfare, health or behaviour, Daisy House management team together with the parents will agree the best way forward to resolve any concern.

Daisy House provides a welcoming environment to visitors. Visits from people important to the child are encouraged where advance arrangements are made. Such arrangements may be restricted/forbidden, dependent upon the child's legal status. Contact with a child can take place in a variety of ways, e.g. by phone, e-mail, Face Time, WhatsApp or by letter.

8. Protection of Children

Daisy House recognises the increased safeguarding vulnerabilities that disabled and non-speaking children may experience. Personal and intimate care is individually planned and delivered with dignity, privacy, accessible explanation and attention to the child's communication of agreement, discomfort or refusal. Team members remain alert to changes in behaviour, communication, presentation, unexplained bruising or injury and other indicators of possible abuse or neglect. Concerns are recorded, responded to promptly and shared through safeguarding procedures. Children are helped, in ways they can understand, to develop personal boundaries and keep themselves safe.

8.1 Monitoring and Surveillance

Daisy House does not currently use CCTV. Any future monitoring or surveillance, including a bedroom-door sensor, will be used only for safeguarding and where it is necessary and proportionate to an individually assessed risk. The placing authority's written consent will be obtained, the child and those with parental responsibility will be consulted and informed in an accessible way where practicable, less intrusive alternatives will be considered, and the arrangement will be recorded and regularly reviewed in accordance with Regulation 24. Monitoring will not be used as a substitute for sufficient staffing.

Internet-enabled devices provided by the home use proportionate e-safety controls. Access, supervision and any monitoring are based on the child's age, understanding and assessed risks, explained accessibly, and balanced with the child's privacy and right to communicate.

8.2 Children/Young People who go missing

If a child is missing or absent without agreement, team members follow the home's Missing Child Policy, the local multi-agency protocol and the child's individual risk plan immediately. Actions include searching where safe, contacting police and the placing authority in accordance with the plan, keeping parents/carers informed as appropriate, and warmly welcoming the child back while checking their immediate safety and wellbeing.

The placing authority is asked to offer an independent return-home interview within the required timescale. Daisy House also offers the child an accessible conversation with a trusted adult, reviews the episode with the child and relevant professionals, updates risk and care plans, and uses learning to reduce recurrence.

8.3 Fire Precautions and Associated Emergency Procedures

The house is protected by a fire-detection and alarm system, fire doors and other precautions identified through the fire-risk assessment and maintained in accordance with applicable fire-safety requirements.

Fire-safety systems are tested, serviced and recorded at the required intervals, and faults are escalated promptly. Evacuation practices take place at suitable intervals and across different staffing patterns. Each child has an accessible personal emergency evacuation plan where required and is helped to understand the arrangements during their introduction.

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

Daisy House promotes positive behaviour through consistent relationships, accessible communication, predictable routines, sensory and emotional regulation support, PACE-informed responses, praise and restorative learning. Team members seek to understand distress and behaviour in the context of disability, communication, development and life experience. The approach is set out in the Behaviour Management Policy and each child's plan.

All our care team are trained and actively supported to understand how to support children with disabilities, and the impact of trauma on children and young people and are conscious to recognise and avoid 'trigger' situations wherever possible. The team at Daisy House use measures to aid and support positive behaviour which are agreed with the child/young person and their parents/carers, and social workers where necessary, and added to their care plan as well as within individual risk management plans. 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/carers, social worker, and the child/young person.

Daisy House does not use punishment or punitive sanctions. Where a response or consequence is necessary, it will be permitted, reasonable, proportionate, restorative and connected to what has happened. A child will never be deprived of food or drink, family contact, medication, sleep, communication aids, personal care, agreed sensory support or access to advocacy as a punishment. Where patterns of behaviour become apparent, the team will seek to understand the child's communication and the hidden meaning of the behaviour, offer supportive alternatives and help the child reflect in an age- and developmentally appropriate way. Responses and any measures used will be recorded, reviewed and shared with relevant people in accordance with the child's plan and company policy.

8.5 Team Teach

Team members are trained in Team Teach by an appropriately qualified trainer, with emphasis on prevention, de-escalation and safe disengagement. Competence is assessed during practical training and monitored through supervision, observation, incident review and refresher training; team members do not use techniques beyond their current training and assessed competence. Restrictive physical intervention is used only as a last resort to prevent injury to any person or serious damage to property, and only where necessary and proportionate. It is never used for compliance, punishment or merely to prevent a child leaving the home.

Any intervention uses the least restrictive option for the shortest time and takes account of the child's health, disability, communication and individual plan. Team members summon medical help when required and notify relevant people in accordance with the child's plan and policy.

Every use of control, discipline or restraint is recorded and reviewed in accordance with Regulation 35. Where the recording requirements in Regulation 35(3) apply, the record is made within 24 hours; within 48 hours the registered person or an authorised person speaks to the person who used the measure and signs the record to confirm its accuracy; and within five days confirmation is added that the child has been spoken to about the measure. Communication with the child is accessible and sensitive to their needs. Records are reviewed for patterns, effectiveness and learning; the child is offered advocacy and team members receive reflection and support. Themes inform management oversight, the Regulation 45 quality-of-care review and information available to the independent person undertaking Regulation 44 visits.

9. Leadership and Management

9.1 Details

Directors

- Robert Groves
- Sally Camm
- Sarah McConnell
- Joshua Asquith

Responsible Individual and Head of Care and Quality

Sarah McConnell

Proposed Registered Manager

Gary Birchall

Work addresses: Registered provider – Endless Possibilities Care Ltd, 11–13 Station Road, Kettering, Northamptonshire, NN15 7HH.

9.2 Training

Endless Possibilities uses the Training Hub and approved face-to-face providers to deliver the formal learning set out in the Daisy House training matrix. Training is role-relevant, refreshed as required and supplemented when a child's assessed needs or learning from practice identifies an additional requirement.

Learning is blended through online courses, facilitated induction, face-to-face practical training, supervised practice, reflection and child-specific preparation. Formal courses are recorded in the training matrix. Required policy reading, local briefings and competence checks are recorded in the individual induction or supervision record and are not presented as separate training courses.

No team member will work with, shadow or otherwise have contact with children until all applicable safer-recruitment and pre-contact requirements have been completed, evidenced and signed off by the Proposed Registered Manager or delegated manager. Onboarding, induction and training may begin before that sign-off but will not involve contact with children.

Residential care team members are recruited for their values, experience and capacity to meet children's needs. In accordance with Regulation 32(4)–(6), each person working in a care role must hold the Level 3 Diploma for Residential Childcare (England), or a qualification the registered person has assessed and recorded as equivalent, by the relevant date. For a person who began working in a care role in a children's home after 1 April 2014, the relevant date is normally two years after they first began working in such a role—not two years after joining Daisy House. At recruitment, the registered person records the person's relevant employment history, qualification or equivalence decision, relevant date and any lawful deferral for prolonged absence or part-time work. Anyone not yet qualified is enrolled promptly, supported and monitored through supervision so that the qualification is achieved by the applicable relevant date. The registered provider separately verifies the Proposed Registered Manager's qualification and experience against Regulation 28. Continuing professional development under Regulation 29 is maintained through supervision, appraisal and relevant professional learning; it is not treated as a standalone training course unless formal learning has been completed.

All new care team members complete a four-month probationary period, a role-specific induction and mandatory training. Supervision is normally fortnightly during probation, with formal reviews around Day 60 and Day 120, then every four to six weeks in line with company policy. Later starters complete two shadow shifts during Week 2 where the Registered Manager considers these

appropriate to the person's role, experience and service needs; completion—or the reason they are not required—is recorded. No team member works beyond their assessed competence.

Before any contact with children, every applicable pre-contact requirement must be completed, evidenced and signed off. Formal training comprises:

- Team Teach
- Medication — Level 3 online learning before child contact; in-person instruction and practical competence before administration
- First Aid
- Safeguarding Children — Levels 3 and 4 combined
- Safeguarding Children with Disabilities — Level 2
- COSHH — Level 2
- Fire Safety — Level 2 and Daisy House evacuation arrangements
- Internet Safety — Level 2
- GDPR — Children's Homes Team Members
- Autistic Spectrum Disorder — Children's Homes

Pre-contact readiness also includes the required Tri-X policy reading (including Missing from Care), the Statement of Purpose and local emergency arrangements. Understanding is discussed and recorded; policy reading does not replace formal training.

ClearCare reporting is introduced through demonstration and supervised practice. Reporting and Recording — Levels 3 and 4 combined remains the formal Training Hub course; ClearCare competence is recorded through induction and recording audits rather than as a duplicate course. Before a team member first supports an individual child, they must read and understand that child's plans, risks, health and medication information, communication passport, sensory and moving/handling arrangements, and complete any necessary task-specific instruction or competence assessment. Delegated healthcare is therefore child-specific preparation, not a standard course for every team member.

9.3 Caring Structure

Daisy House will ensure that staffing is determined by the assessed needs, risks, communication requirements and matching of the children attending. Children will receive at least the level of individual support specified in their plans. During the day, staffing can increase to three team members where required. Staffing will be increased whenever a child's plan, an activity, compatibility considerations or changing needs require additional support.

At night, Daisy House may provide up to two waking-night team members. Following assessment and review, this may reduce to one waking-night team member and one sleeping-in team member where this safely meets the needs of the children staying. Overnight staffing will be increased again whenever an individual plan, matching decision, risk assessment or change in need requires it.

Daisy House has a lone-working policy and lone-working risk assessment. These do not replace the agreed staffing model for children. Lone-working arrangements will only be used for appropriate ancillary duties or circumstances where no child's plan requires additional team members and a recorded management assessment confirms that the arrangement is safe.

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. We aim to operate a rolling rota which will be subject to change in the event of this being necessary.

We will be able to seek support from the team at our house in Wigan if necessary and build a team of regular bank workers, 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 that is informed by their care plan. Risk assessments are reviewed when required, based on the young person's individual needs and behaviours. They are active documents agreed with the child/young person, their parents/carers, and the team responsible for their care. Risk assessments will be reviewed regularly and updated as and when necessary. 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; advice from parents will be obtained in accordance with the child's best interests.

Daisy House seeks to maintain a diverse workforce. Whether or not the team at a particular time is mainly of one sex, children are supported to experience safe and appropriate role models of different sexes and backgrounds through the team, family relationships, education, activities and community links, guided by each child's wishes, identity, plan and safeguarding needs.

9.4 Supervision of Care Team Members

During probation, care team members normally receive one-to-one supervision fortnightly, with formal probation reviews around Day 60 and Day 120. After probation, supervision is normally every four to six weeks and at least in line with company policy, with additional supervision following significant incidents or where development needs arise. Group reflection and team meetings complement, but do not replace, individual supervision. The Responsible Individual supervises the Registered Manager.

Supervision takes place on a one-to-one basis or as a group when necessary. Team meetings are held regularly, usually once a month, to 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 Daisy House

Visitors and contractors are managed in accordance with safer-working and visitor procedures. Identity and purpose are checked, access is recorded, and visitors are supervised where necessary. DBS checks are required for roles that are eligible and involve regulated or regular contact; occasional contractors are not left unsupervised with children.

The independent person, provided by Anchor Social Care, will visit Daisy House at least once each month in accordance with Regulation 44. Visits may be unannounced.

9.6 Maintenance Team

The maintenance team will attend Daisy House as required to ensure the premises remain safe and well maintained. All maintenance requests are reported to the Registered Manager and Joshua Asquith, Director and Head of Health and Safety, who will allocate work to an appropriately competent contractor.

10. Care Planning

10.1 Planned Admissions Only

Daisy House does not accept emergency, unplanned or same-day admissions. Every arrangement is planned in advance. No child stays until the assessment, impact and compatibility assessment, relevant care or placement planning, delegated authority and consent arrangements, staffing decision, and individualised introduction have been completed to the Registered Manager's satisfaction.

Admission criteria: Daisy House provides planned short breaks for children who will return to their usual home or placement after every stay. Most children will live with their parents or family carers; a smaller number may live in foster care and be subject to a section 31 care order. Packages may provide up to 75 placement days, or more than 75 days where the placing authority has completed the fuller planning described in section 1.6. The service is for mobile children and young people of any gender aged 5–17 who have significant learning disabilities, including autism, and children whose distress or behaviour may challenge services because of their learning, communication or sensory needs. Children may also have hearing or visual impairments. Daisy House will offer a service only where its environment, equipment, staffing, skills and registration can safely meet the child's assessed needs.

Once a referral is made for a planned short-break place at Daisy House, a pre-admission assessment and matching process will take place. This will include, wherever possible:

- A meeting with the child's parents/carers, the child's social worker and any other professionals involved in the child's/young person's care.
- Any professional reports or assessments about the child's needs will be reviewed by the Daisy House team.
- The child will be visited at home by the Daisy House team manager (or another identified person within Daisy House).

The Registered Manager will decide whether Daisy House has the environment, resources, equipment, trained team members and staffing capacity to meet the child's needs. Before any stay is agreed, an impact risk assessment and compatibility assessment will consider the child's age, communication, health, personal care, sensory needs, routines, behaviours, risks and the needs of any other child who may attend at the same time. A placement will not proceed if safe and suitable matching cannot be demonstrated.

Up to two children may stay at Daisy House at any one time. Children are aged 5–17 and may use the service only until the day before their 18th birthday while the home remains suitable for their needs. Each arrangement is individually planned and regularly reviewed in accordance with the legal and care-planning pathway set out at section 1.6.

Before admission, the Registered Manager will obtain written confirmation from the placing authority of the legal basis; whether Regulation 48 of the Care Planning, Placement and Case Review (England) Regulations 2010 applies; whether Regulation 52 and Schedule 5 of the Children's Homes (England) Regulations 2015 apply; the current statutory plans; the IRO where applicable; and the visiting and review arrangements. Daisy House does not determine or alter a child's legal status; this remains the responsibility of the placing authority.

Daisy House will maintain a rolling 12-month record of placement days for every child and ask the placing authority about short breaks provided in any other setting. A stay spanning Saturday to Sunday counts as two placement days. An internal alert will be raised when a Regulation 48 or Regulation 52 arrangement reaches 60 days, or earlier where the agreed pattern indicates that a threshold may be crossed, so that the placing authority can review the legal basis and complete any fuller planning before the next stay. The 60-day point is an internal safeguard, not a statutory threshold.

An initial planning meeting will take place, where arrangements will be made for Daisy House team members to spend time with the child/young person within their home, and at their school where possible to get to know them, and to provide opportunity for the child/young person to become familiar with one or more team members from Daisy House. The child/young person and their parents/carers where possible will visit Daisy House to become familiar with the environment; this may include coming for a 'tea' visit. All plans will be made according to the child/young person's individual needs. The 'getting to know you' phase will include getting to know the child/young person's likes/dislikes, medication needs, routines, favourite activities etc. This will be imperative to ensure the child/young person's stay is as comfortable as possible.

Before the child's first overnight stay, a placement planning meeting will take place. The 'How We Care for You Plan', risk assessments, medication and healthcare arrangements, personal-care arrangements, emergency plans, contact arrangements, delegated authority, transport arrangements and all required consents will be completed and shared with the relevant team members. Where the child is subject to a care order, delegated authority and consent will be confirmed with the placing authority and those with parental responsibility.

If needs change or new information indicates that Daisy House may no longer be suitable, the Registered Manager will convene a review with the child, parents/carers, placing authority and relevant professionals. Any ending will be evidence-based, planned wherever possible, communicated accessibly and managed in the child's best interests, while considering the impact on other children.

11. Information Governance and Data Protection

Endless Possibilities Care Ltd handles personal information in accordance with the UK GDPR, the Data Protection Act 2018, the Children's Homes (England) Regulations 2015 and its Information Governance, Confidentiality, Records Management and Data Breach policies. Only information necessary to assess referrals, plan and provide safe care, safeguard children, meet legal duties, assure quality and manage the service is collected.

The appropriate lawful basis is identified for each purpose rather than relying on one basis for all processing. Where health, disability, safeguarding or other special-category or criminal-offence information is processed, the company also identifies and documents the relevant additional condition and safeguards. Information is shared only on a need-to-know basis with authorised team members, placing authorities and other relevant professionals, unless disclosure is required to protect a child or comply with the law.

Electronic and paper records are protected by role-based access and appropriate physical and technical security. Records are retained and securely disposed of in accordance with the company retention schedule and Regulations 36–38, including the statutory retention periods for children's case records and other home records. Suspected personal-data breaches are contained, assessed, documented and reported to the relevant controller and the Information Commissioner's Office where legally required.

Children and families receive accessible privacy information explaining how information is used, their data-protection rights and how to raise a concern. The full privacy notice is available on request. Data-protection enquiries should be directed to the Responsible Individual at sarah.mcconnell@endlesspossibilities.uk.

12. Appendix

12.1 Staffing Establishment and Management Appointments

This section has been removed for confidentiality