

Contents		Page Number
	Introduction	2
1	Quality and Purpose of Care	3-4
	a Overall Service Aims and Objectives	
	b Support Objectives	
2	Ethos and Values	5
3	Privacy and Dignity	6
	a Service User’s Privacy	
	b Service User’s Dignity	
4	The Premises	7 - 8
5	The Location	8
6	Cultural, Linguistic and Religious needs	8
7	Complaints and Compliments procedures	9 - 11
8	Child / Adult Protection	11 - 13
9	Behaviour Management Support	13 - 16
10	Fire Precautions and associated Emergency Procedures in “The Meadows”	16 - 17
11	Views, Wishes and Feelings	17 - 19
12	Education	19 - 20
13	Health	20 – 21
14	Medication Control and Administration	21
15	Therapeutic & Purposeful Activities	21
16	Positive Relationships	22
17	Staff Profiles	23 - 26
18	Quality Assurance and Inspection	26 - 27
19	Leadership and Management	27 - 28
20	Gender Roles	28
21	Care Planning and Admissions	28
22	Referrals	29 - 30
23	Discharge	30
24	Transition	30

Updated 28th October2020

Introduction

“The Meadows” is part of GS Social Care Solutions Ltd. It provides services for children with a learning disability and/or complex care issues which are consistent with The Children Act 1989 Guidance and Regulations Volume 4 Residential Care and the Care Quality Standards, Children Homes Regulations (Care and Standards Act 2000).

You can contact us at “The Meadows” by:

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Web Site: www.gs-socialcare.co.uk

*The following information contained in this booklet outlines Our Statement of Purpose and the approach GS Social Care Ltd takes when working with young people at “The Meadows”. This booklet does not contain all our policies, procedures and routines but these are available on request.
Please note that a copy of our Policies, Routines and Procedures can be viewed when visiting “The Meadows”.*

1 - Quality and Purpose of Care

a) Overall Service Aims and Objectives

“The Meadows” aims to provide care and accommodation for up to 5 young people with a Learning Disability, Physical Disability, Sensory Impairment and/or Autistic Spectrum Disorder, who may also display associated challenging behaviour. In addition to this the person may also have a medical health complex need and may require nursing or personal care. The age group for accommodation is 0 – 18 (17 on date of admission) years of either gender.

Our Mission at “The Meadows” is to offer young people a family environment where they can settle, relax and gain stability to their lives. An environment where they will receive understanding, encouragement and support from adults who care and are trained to work in a professional and non-judgmental way. Our staff will work hard to support and encourage the children and young people to reach their full potential and prepare them for the responsibilities of future citizenship.

Every child / young person in our care shall be treated with respect, dignity, kept safe and can expect all their individual needs met using a person-centred approach, and that their views, wishes and feelings will be sought at every opportunity.

We believe that all people with a disability must have equal social and economic opportunities to ensure their development and wellbeing. It is our aim to provide support to every individual to have access to their education, or employment and to support people with disabilities with social and recreational interests either at the Meadows or in the wider community.

The homes aim is to work in partnership with every family, statutory local authorities and professional bodies who are involved with the welfare of children in the care of “The Meadows”.

1. Maintain and keep young people in our care safe from all forms of harm
2. Support every individual to achieve their capacity
3. Protect against all forms of discrimination relating to individual people or groups of people
4. To care for people following the Mental Capacity Act 2005 Code of Practice
5. Empower every person in care to make decisions for themselves wherever possible, or ensure that decisions are made in the best interest of that individual wherever necessary
6. Provide support plans and risk assessments for every individual person which are person centred.
7. Provide Health Care Plans for every individual which are person centred
8. To promote an individual's welfare by way of community social inclusion and creation of a homely, nurturing environment.
9. Accommodate and care for children with a learning disability and/or complex care issues aged between 0 – 18 years of either gender.
10. Respect and support all family members of children in our care.
11. Promote and respect every individual's rights for dignity and privacy.
12. Provide a balanced and nutritional diet which promotes healthy living.
13. Provide alternative meal options which respect an individual's right to determine their faith and belief.
14. Provide adequate care staff or nursing staff (on a spot purchase agreement) suitably qualified to safeguard and care.
15. Provide experience and compassion when caring for people.
16. Ensure that the children/young people, parents, careers, and other professionals are regularly consulted, and their views wishes and feelings sought.

The following services are provided at “The Meadows”:

- Home and Community based activities for young people with complex health needs
- Home and Community based -activities for young people with learning disabilities/Autism/ Physical Disabilities
- The Meadows seeks to only care for children who require long term care and placement in order to foster positive relationships and outcomes.

1 - Quality and Purpose of Care

b) Support Objectives:

“The Meadows” aims to:

- Offer skilled care to enable young people cared for by us to achieve their optimum state of health and well-being
- Treat all young people cared for by us and all people who work for us with respect always.
- Uphold the Human and Citizenship rights of all who work, reside and visit here.
- Support individual choice and personal decision-making as the right of all young people.
- Respect and encourage the right of independence of all young people.
- Recognise the individual uniqueness of young people, staff and visitors and treat them with dignity and respect always.
- Respect individual requirement for privacy always and treat all information relating to individuals in a confidential manner
- Recognise the individual need for personal fulfilment and offer individual programmes of meaningful activity to satisfy the developmental needs of children and staff.
- Wherever possible, contact with families and carers will be encouraged and maintained in accordance with the agreed contact plans. Furthermore, we will aim to maintain and strengthen any links the young people may have with the community.

2 - Ethos and Values

“The Meadows” wholly believes in empowering learning for disabled people and those with complex health needs to fulfil their potential to achieve personal life ambitions. Young People in our care along with their families can expect a high standard of care and compassion to meet every individual's needs for person centred development based around welfare and well-being.

The service and its workforce place respect, dignity and diversity in high order when connecting with every child in our care. Our challenge is to support every child in a person-centred manner ensuring that positive outcomes are achieved, offering individuals, the best positive experience of residential care.

The staff team at the home work to ensure that the following ethos and values are an integral part of life at “The Meadows”:

- Residential care can be a positive choice and experience at an important stage in young peoples' lives. This can be achieved by helping young people and their families or carers to address issues and to be solution focused.
- Residential care should provide a skilled service from committed staff in a safe, appropriately structured and caring environment.
- The staff team has a responsibility to make sure that young people in residential care are protected from abuse and neglect.
- Residential care should form part of a range of services that work in partnership to meet young people's needs and support their families and carers
- Staff are carefully selected and recruited to address gender, age and ethnic balance in order to reflect diversity and positive role models, enabling the young people to build up trusted and secure positive relationships with the adults who support them.
- Staff will have opportunities to develop through training, supervision and appraisal.

We are committed to achieving positive outcomes for the young people in all aspects of their lives, we will work pro-actively with others using a multi- agency approach to ensure that they are achieved.

The Meadows is a homely and welcoming environment where the young people can feel secure and accepted, we will ensure that the young people that we support are empowered and supported to understand their individual rights, and that their views, wishes and feelings and both sought and acted upon at every opportunity, we will develop our communication tools in line with each young person's individual needs, in order to overcome any potential communication barriers, to ensure that the young person remains central within the care planning process.

3 - Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak to a member of staff on duty or the Registered Manager if you feel your privacy and dignity is not being respected.

a) Service Users Privacy:

- All Young People have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff at “The Meadows” respect service users' rights to privacy and whilst under the care of “The Meadows” will each have their own bedroom.
- Staff will enter a service user's room and belongings within the property only with express consent on a routine basis, this will be to ensure that all care needs can be met. Health and safety requires that we are able to monitor, evaluate and make change to safeguard or as safeguarding needs arise. This is made clear re admission. A room search will only be undertaken when there are reasonable grounds to believe that a child is at risk or another person's well-being or safety is compromised. Where possible these searches will be completed in the presence of the young person and the young person will be advised of the need to carry out the search.
- Staff of “The Meadows” respect the rights of young people to make telephone calls without being overheard or seen by a worker. There are phones in a number of rooms around the home and there is a young persons phone that is mobile. Contact agreements will be in place and every effort will be made to encourage and safeguard this time.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records such as GDPR, will be adhered to and the service user's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the service user.
- Records will be made available to family according to the agreements in place and the wishes of the young person.

Surveillance

At times, it may be necessary due to the young person's level of need to use electronic or mechanical means of surveillance in line with Regulation 24 of the Children's Homes Regulations 2015.

- (a) any monitoring/surveillance is for the express purpose of safeguarding and promoting the welfare of the child concerned, or other children.
- (b) the child's placing authority consents in writing to the monitoring or surveillance so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance and;
- (d) the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy

For example,

Where there was an identified cause for concern, and a need to monitor a child's movement during the night.

Where a child was at Risk of Self-Harm

Where there was a need to monitor a child's health status e.g. epilepsy.

If required then the highlighted risks to the young person's health safety and well-being would be discussed, with parent, social worker and all other professionals ensuring that any decision made is in the best interest of the young person at all times.

We would only ever introduce surveillance after a clear assessment, and it is clearly recorded as an assessed need in the young person's placement plan, which is an agreed part of the placement plan prior to admission. We do operate a minimum of a 1:1 staffing ratio and surveillance is never used as a means of control or where direct supervision is required.

Privacy and Access

The young people at the meadows will not have open access to all areas within the home, this is in line with Regulation 21 of the Children's Homes Regulation 2015. Any limitation placed on a young person's access to any area of the meadows will be intended to safeguard the young person, it will be necessary and proportionate this will be kept under review and regularly assessed. We will focus on enabling the young people to have as much freedom as possible, balanced with the need to protect and keep them and others safe. Each young person will have an individual agreement in place which will be agreed prior to admission.

An example of an area within the Meadows that a young person would not have access too would include the Staff Room

b) Service Users Dignity:

- Your dignity is of prime importance to us and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed and this name will be recorded on your Care/ Support Plan and used by all staff. You are perfectly entitled to ask that your principal Carers use one name and others use another name. The level of familiarity is under your control.
- Staff are trained to be sensitive to your feelings when in company
- “The Meadows” seeks to reduce any feelings of vulnerability which young people may have as a result of disability or illness or by virtue of being cared for away from home.

4 – The Premises

“The Meadows” at GS Social Care Solutions is a ground level building which has been established & maintained to allow access for young people who have mobility issues. The home is established to accommodate up to 5 young people. The home comprises of 5 single occupancy bedrooms, which young people are encouraged to personalise to their own taste upon arrival. A spacious lounge living area is equipped with a Television, DVD player & a games console, we have 2 modern kitchens and a separate dining room, a sensory impairment / soft play sensory room with a further small lounge. And a larger sensory room in the large hall. We have 2 wet room facilities which would be shared by the 5 young people, the wet rooms are modified to meet the needs of young people with additional needs/physical disabilities.

To the side of the property there is an enclosed patio area which makes best use of the space allowing opportunity for the young people to enjoy the outdoors.

The overall living area is light and modern design with ease of access for all disabled people, indoors and outdoors.

The Meadows is also equipped to support the needs of disabled young people and people with a learning disability who require intimate personal care and safety.

The maintenance and décor of the home is an ongoing project, which the young people are encouraged to have input into. We believe in involving all the young people with any project that is to be completed within the home. The rationale behind this is to give a sense of belonging and commitment to the home.

Each of the young person’s bedroom is warm and bright and we encourage all those who come and live with us to bring their own personal possessions so as to make their bedroom feel their own and we encourage this through personalisation upon arrival where each young person is given a room budget, this is to promote the young people taking ownership of their surroundings. We provide a TV and CD /radio in each bedroom.

Electronic and other surveillance techniques used

Surveillance, CCTV is currently in place however not being used at this time outside of the home. Should this be put back in place consent will be sought from social workers and young people. Entrance and fire exits are equipped with door alarms (x4), a chime is heard whenever these doors are opened for safety and security.

All doors are locked to ensure the safety of the children and young people. There are also magnetic lock systems to each door which automatically release in the event of the fire alarms being activated. These locks can also be manually operated by use of a push button next to the front door, outside there is a key pad for staff to gain access to the home, There is also a key to override the locks in the event of any failure in the mechanism. The main purpose of the door key pad and fobs is to ensure the safety of young people at all times within the home and this also allows us to safely manage who enters and leaves the property.

Children and Young people are able to leave the building at any time and staff will follow if necessary.

5 – The Location

Our home is situated in the rural village of Great Harwood, near Blackburn. It is a large detached purpose built property where we support up to five young people. We aim to ensure that our house reflects that of family home where young people feel safe, relaxed and cared for in a non-institutionalised setting.

The location of “The Meadows” is set back away from Glebe Street in Great Harwood with a private entrance to the building via Reed Street off Glebe Street. The premises is surrounded by residential housing and has a private fenced area to the building.

Within the small town of Great Harwood there are a range of cultural and recreational facilities including a Leisure Centre, Supermarkets, Library, shops, hairdressers, fast food outlets, charity shops, bank, post office and various religious places of worship. Furthermore, there are a number of locally available medical support services such as GP’s.

The area also enjoys a positive and friendly relationship with the neighbors and close local community. Within easy reach there is access to a wide range of educational and entertainment facilities including cinemas, museums, theatres and bowling alleys.

6 - Cultural, Linguistic and Religious needs

“The Meadows” is open to everyone regardless of ethnicity, religious background, and those whose first language isn’t English. The service will, where there is a need for overcoming linguistic barriers, seek to provide a support network to suitably address any individual who required this level of need.

All young people’s religious, cultural and linguistic needs will be supported fully. Staff will liaise with the young person, parents/carers and social workers regarding specific religious & cultural needs and make appropriate arrangements to facilitate them.

If a young person has particular cultural, linguistic or religious belief, and wishes to pursue those beliefs, it is important that they feel able to do so. The staff team within “The Meadows” will always actively support young people in pursuit of their beliefs, whether that is by providing a certain choice of food or preparation of food, or by ensuring that the young person / adult has transport to and from their chosen place of worship. We would also support them through access to people with similar backgrounds and via local amenities such as social groups or churches, mosques, temples, etc.

In meeting the needs of young people from other ethnic groups and to combat racism within the home, we aim to create a stable, accepting, caring environment, which will help to:

- Enhance the young person’s self-esteem.
- Provide the young person with coping strategies necessary for living in a society where they may experience racism, stereotyping and prejudice.
- Create a climate where racial and religious differences are acknowledged and valued and discussion about racial issues is actively encouraged rather than ignored.
- Support visiting parents, relatives and friends to feel comfortable and supported in the maintenance of contact, regardless of race, religion, or class.
- Provide appropriate health and hygiene support and care when necessary. Staff ensure of products or type of physical care should feel able to seek advice.
- Young people will be supported to practice any religious faith they wish to choose or any cultural norms for their society.
- Encourage acceptance of the young person’s race in a positive way and not dismiss their race and color as insignificant.
- Challenge racism in whatever form presented.

7 – Complaints and Compliments Procedures

Complaints:

We believe that complaints and compliments are a valuable indicator of the quality of our service and an opportunity to improve that quality. We assure all young people and their families that no-one will be victimised for making a complaint, we encourage young people to instigate the complaints procedure whenever they feel aggrieved.

The home recognises the vulnerability of children living away from home and how difficult it can be for them to make complaints, especially against adults caring for them. The atmosphere in the home is conducive to children expressing their concerns and staff are committed to solving problems as they arise. If the young person is in agreement, complaints can be made on their behalf; for instance, by their independent visitor, through an advocacy service; or through their family.

We do not wish to confine complaints to major issues. We encourage young people to comment when relatively minor matters are a problem to them, such as receiving cold food, a problem with any aspect of their stay, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a young person should be reported, recorded and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

The service model approach to ascertaining feedback from those in care, their families, carers or professionals involved is valued. The service has a robust procedure in place regarding young people in care wanting to complain or family members or relevant others who feel they want to complain about the service in anyway.

Our commitment is that:

All complaints will be taken seriously.

All complaints will be acted upon with fairness and impartiality.

You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days.

If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is.

Young people are entitled to involve an impartial third party in the complaint procedure if they so wish.

- Young People and their representatives may take their complaints to persons in authority outside of “The Meadows” and GS Social Care Solutions Ltd, the young people will be informed of their right to access the placing authorities complaints procedure, and to contact the Children’s Rights Director their Independent Reviewing Officer, their Social Worker or their placing authority complaints team, they will also be informed

of the option to speak to the Regulation 44 Visitor and they will be provided with the number of Childline and the local police and have access to a private telephone which they can use.

- For all young people complaints may in the first instance be directed to the Registered Manager at “The Meadows”
- Registered manager – Rowena Hawcroft

Following on from that complaints can be directed to:

- The Regulation 44 Visitor – Nurture Consultancy Services Ltd
- A complaint logged in writing from any complainant will be responded to within 28 days of receipt, verbal complaints are managed informally where possible but significant concerns would warrant a written response.
- People in care who express a complaint to the immediate person caring for them can expect that person to forward their complaint in writing and/or respond to that appropriately, this will be treated as a verbal or written complaint and will duly be logged under the service complaints procedure.
- Initially complaints can be resolved by the immediate person who received the complaint. All complaints verbal and written are logged by the service and actioned by the Registered Manager.

“The Meadows” has a full written complaints and representation procedure, which is shown and explained to every child on their admission; they are subsequently reminded of their right to complain and reassured that they are free to make a complaint at any time about anything without fear of reprisals. In most cases the concerns of the individual can be resolved informally, without invoking formal procedures. Additionally, young people are actively encouraged to seek outside support through their families, placing authority’s complaints team, Ofsted, Regulation 44 Visitor, advocates or services such as ‘Child line’ if they have concerns that they wish to discuss.

There are child friendly complaints forms. All staff have training on how to deal with a complaint, and who to report the complaint to. Staff are aware of the role of Ofsted and the Regulation 44 visitor. There are procedures in place for addressing complaints made about the Registered Manager. A log is kept of all complaints made and is available for inspection by Ofsted, the Regulation 44 Visitor and the children’s social workers. The Registered Manager reviews all complaints and records outcomes. The child’s voice is always included.

A young person can also make a complaint or raise any concerns to their Social Worker should they wish to do so. A Children’s Rights Officer can also be contacted if the young person did not feel that they were being listened to. The nominated officer would then make arrangements to visit and speak to the young person and follow up with any subsequent actions.

Information on how to make a complaint is given to each individual young person in their information booklet, which they are given when they arrive at our home. The assigned Key worker will go through the complaints procedure with the young person to ensure they fully understand the process.

A list of telephone numbers is listed in the young person’s booklet to which the young person could ring to make a complaint and the address and telephone number of our local Ofsted team which is:

Ofsted Social Care Team

**Responsible Individual
Faye Mellor**

**Piccadilly Gate
Store Street
Manchester
M1 2WD**

Tel: 0300 123 1231

**Regulation 44 Visitor
Nurture Consultancy Services Ltd**

Email enquiries@ofsted.co.uk

The young people have access to the house phone and their own mobile phone and can make a call in private at any time of the day. It is hoped that the young person would be able to make their complaint to their key

worker or the house manager. Young people will be encouraged to explore their concerns with staff and identify issues before they reach a stage where they need to complain. We would also recommend a visit from an Advocacy service which the company would provide. This service would be provided by NYAS & is an additional avenue for the young pole to have others to talk to, to discuss any concerns they wish to be acted upon. If a parent or social worker wish to make a complaint they should contact the Responsible Individual (Faye Mellor) at our Head Office on 01254 877755

Compliments:

We pride ourselves at GS Social Care Solutions on being a quality service provider having attained an Overall GOOD rating with Ofsted.

We regularly receive compliments from a range of families, service users, other professionals etc. by means of verbal compliments, written, thank you cards and email.

Consultation

At the Meadows, we support and encourage the young people at every opportunity to make their views wishes and feelings known we will ensure that each young person has an individualised communication diary ensuring that we can consult with each young person in a person-centred manner, regarding all aspects of their daily lives.

We will also pro-actively consult with others including the young person's parents, careers, social worker educational provider and others regarding the quality of care that the young person receives.

House meetings
 Keyworker sessions
 Satisfaction surveys
 CLA reviews
 Care plan reviews
 Apraisal Feedback

8 - Child Protection

GS Social Care Solutions Ltd has designated the Registered Manager, Rowena Hawcroft, as the Designated Safeguarding Officer. In addition, all members of staff are made aware of their role and responsibility in Child Protection matters and are in receipt of the mandatory training.

All new members of staff follow an induction programme which includes Child Protection and the understanding of abuse and protection, they are made aware of the particular vulnerability and protection needs of disabled young people. This is updated every 2 years.

As part of the philosophy in supporting children with a learning disability, we promote positive, healthy relationships between people in our care and the care staff. We also believe that everyone involved in maintaining the service is responsible for maintaining and promoting healthy positive relationships with those living at The Meadows.

Young People who are in our care and who speak out about or make an allegation or disclosure will be listened to by their immediate carer who will then follow the safeguarding protocol.

“The Meadows” works in partnership with the Local Authority, Social Services and the Police in relation to Child Protection/ Safeguarding Procedures. The procedures are written and used jointly with the local authority and the organisation, which ensure that they are accessible and familiar to all the care staff team. The home has extensive and robust safeguarding policies to manage and protect children/young people, staff and visitors.

“The Meadows” Registered Manager, Rowena Hawcroft, will be responsible for ensuring that all incidents involving harm or risk to a child or young person in the organisation's care are reported promptly to the local Child Protection/Safeguarding team and Ofsted. This includes incidents, which may have occurred (or alleged to have occurred) whilst the child or young person is away from the house, at school or home leave visits etc.

It is the policy of the organisation that bullying will not be tolerated under any circumstances and all care staff should be constantly vigilant in respect of bullying. Significant numbers of children in our care are vulnerable to bullying due to past experiences in their lives and many others will bully other children as a means of protecting themselves.

All cases of bullying are regarded as Child Protection / Safeguarding issues and will be notified to the appropriate authority, who may offer advice or, dependent upon the severity of the bullying, take an active role in any intervention. Ofsted would also be informed of any persistent or ongoing concerns.

Care staff will regularly complete risk assessments where incidents of bullying are evident or suspected and take every step to reduce or resolve any acts of bullying. “The Meadows” accepts responsibility for every child and young person in its care and will respond immediately to any situation of a young person being absent from the home without permission.

As a corporate parent, the home is entitled (and required) to view any instance of absence as potentially serious and will undertake a series of escalating actions geared towards returning the young person to the safety and comfort of the home.

The home will ensure that care plans and relevant risk assessments are in place for all young people and where a young person is deemed to have a history of being absent or assessed as being high risk of going absent, preventative measures will be considered and recorded within their individual plans.

“The Meadows” will work in partnership with the placing and host authority, police and other relevant agencies and the young person to reduce the risk and frequency of periods of absence.

All staff are made aware of and do not exceed the measures they can take to prevent a young person from leaving the home without permission under current legislation and government guidance.

The service follows national and local regulations which protect children in care and we regularly review policies to ensure that the service is maintaining high standards of safeguarding practice.

The service will continually monitor the people in our care following local and national safeguarding policy.

Every staff member involved with the care of children or young people is properly cleared under safer recruitment standards and will follow safeguarding rules to protect those in their care. A comprehensive procedure is available and known to staff to be followed should a concern around the safety of a young person take place.

In addition, all members of staff are aware of the danger of professional abuse and exercise a proactive and vigilant approach in relation to the professionals who have access to children and young people.

We have a Whistle Blowing Policy in place.

The service believes that as part of maintaining the welfare of those in its care, the workforce must also wholly believe in the 5 principles of the mental capacity act 2005 code of practice. A young person with a learning disability, who lacks mental capacity in the care of the service from the age of 16 may require a deprivation of liberty safeguard standard authorisation, should this be necessary, authorisation will be made via that person's local authority.

Children with a learning disability in the care of the service whose parent is the responsible person for their welfare must agree with the service to any deprivation of liberty safeguarding should this be necessary.

Looked after children in the care of the service would require additional authorisation from their local authority if there was a need for a deprivation of liberty safeguard. This includes any practices incorporated for Physical Intervention and a Multi - Disciplinary team meeting to put plans in place.

“The Meadows” adheres to the General Data Protection Regulations 2018 and Data Protection 2018 those in care can expect a high standard of data protection regarding any personal information relating to them.

Individuals or agencies who are not authorised under safeguarding rules must formally apply under data protection rules if they want to seek information relating to the service.

For those interested to learn more about the safeguarding procedure or other related safeguards within the service please speak to the Responsible Individual.

The home ensures they have close links with the Designated Officer for safeguarding who is in Preston. If the

manager of the home has any queries or concerns they ensure they keep him informed and seek advice and guidance where necessary. Our local LADO officer is:
Tim Booth, Lancashire County Council, Safeguarding Unit, Room B16, County Hall, Preston, PR1 8RJ,
Telephone No: 01772 536694

9 – Behaviour Support

At “The Meadows” every child or young person's Social Worker will be expected to attend a planning meeting within 72 hours of the child's admission in order to ascertain that this is the correct placement for the child/young person and for the children/young people currently in placement. The meeting will also present the opportunity to discuss the Care and Behaviour Support Plan.

Here at “The Meadows” we adopt a behaviour support approach of focusing on the positive steps a young person is making & use reward vs consequence. All our young people are supported through a firm, fair & consistent approach which is established through routine.

The ethos & culture of the home is one of a normal family environment which is developed through the staff team working in each home & working alongside each young person. A warm, nurturing & safe environment is what we aim to provide. Through a consistent approach from all staff within the home following the young people's personal behaviour support plans we aim to modify the young people's behaviours & prepare them for future life. Young people are encouraged to be involved in this process with what works for them and to take ownership over their behaviours. They are supported through close partnership working to identify triggers and develop personal coping strategies to prepare them for self-regulating their own behaviours in later life. There are occasions where we use physical intervention; each young person will have a MAPA positive handling plan in place which will be pre-agreed prior to admission, physical intervention will only ever be used as a last resort, and in line with Regulation 20 of the Children's Homes Regulations 2015

20-(1) Restraint in relation to a child is only permitted for the purpose of preventing-

- (a) injury to the person (including the child)
- (b) serious damage to the property of any person (including the child)

We would never use physical intervention as a punishment or to enforce compliance with staff instruction or in a response to challenging behaviour which does not give rise to reasonable expectation of injury to the child or other or serious damage to property

If these incidents occur we support the young people & the staff to reflect through each incident & rebuild their relationships.

The home will strive to establish and maintain acceptable levels of behaviour by everyone at all times. Where behaviour falls below the standards expected, this will be discussed with the young person(s) concerned and educative action implemented.

The home follows a therapeutic approach to behaviour management and will apply firm, fair and consistent principles in the application of the home policy.

All sanctions and reparations will comply and documented within the guidance and principles set out in legislation. Staff will set and maintain safe, consistent and understandable boundaries for young people in relation to acceptable behaviour. Unacceptable behaviour will be responded to with clear, fair, consistent, constructive and acceptable disciplinary measures approved by the Responsible Individual, this will be documented in the young person's promoting positive behaviour plan under no circumstances will any of the following be acceptable at the meadows.

The following measures may not be used to discipline any child

- (a) any form of corporal punishment
- (b) any punishment involving the consumption or deprivation of food or drink;
- (3) any restriction, other than one imposed by a court or in accordance with regulation 22 (contact and access to communications), on-

A child's contact with family or friends;

Visits to the child by the child's parent, relatives or friend;

A child's communication with any persons listed in regulation 22(1) which includes

A solicitor or other advisor or advocate acting for the child;

An officer of the Children and Family Court Advisory and Support Service appointed for the child;

A person authorised by the HMCI;

A person authorised by the local authority where the home is located;

An Independent Visitor

A person authorised in accordance with section 80(2) of the Children Act 1989 by the Secretary of State to conduct an inspection in relation to the home and the children there;

A person appointed under the Children Act 1989 Representations procedure (England) Regulations 2006(b);

An Independent person visiting the home under regulation 44.

A child's access to any internet-based or telephone helpline providing counselling for children

(d) the use or withholding of medication, or medical or dental treatment;

(e) the intentional deprivation of sleep

(f) imposing a financial penalty, other than a requirement for the payment of a reasonable sum (which may be in instalments) by way of reparation

(g) any intimate physical examination;

(h) withholding any aids or equipment needed by a disabled child;

(i) any measure involving a child imposing any measure against another child or;

(j) any measure involving punishing a group of children for the behaviour of an individual child

Staff will exercise physical intervention of a young person only when less intrusive methods have been attempted or considered, and only in extreme situations. Staff will be properly trained in how to exercise physical restraint safely and without inflicting pain or discomfort, the minimum amount of force used for the least amount of time required to enable the young person to regain self-control.

All occasions in which a young person is restrained, physically, will be recorded in accordance with the policy. It may only be used when a young person's behaviour poses a threat of imminent, serious physical harm to self and / or others, or serious damage to property of any person (including young person involved) Children's Homes Regulations 2015.

British Institute of Learning Disabilities (BILD) Approved Physical Intervention techniques will be taught to all staff (MAPA), prior to their commencement of employment in “The Meadows”, during their initial Induction/ training period. All staff who have completed the training will undergo refresher training at 18 months' intervals or as and when they require extra training or support in the restraint techniques. The training course will also be assessed to monitor staffs' competence in content of delivery. The staff in the home are trained in managing young people's behaviour to help minimise the use of restraint to young people.

All young people within “The Meadows” have an individual risk assessment to state the amount of monitoring and observations each young person requires within the home and the community. The dynamics of the peer group at the time will also be a contributing factor, considering potential risks. The monitoring and

observations of young people will also be dependant of factors such as: age, independence, social skills, risk, offending behaviour and identity.

“The Meadows” may have to change factors to safeguard young people at the home and follow instructions from external sources such as court sentences, police bail, multi- disciplinary teams and Section 20 family agreements.

Each young person accommodated has the right to privacy so are able to have free time in own bedrooms and bathrooms, each of these with self-lockable doors which staff are able to access should an emergency or concern arise.

The home has a lone working risk assessment for staffing in addition to the lone working policy that staff are aware of prior to working with young people.

“The Meadows” is registered to accommodate a maximum of 5 young people on a 52-week placement, with a minimum of 5 members of staff on duty during the day, this staffing level may be reduced during the night dependant on the young people’s needs unless a risk assessment or requirement dictates increased staffing.

Our behaviour support approach starts by understanding people's behaviour following the initial assessments. Behaviours of concern result from people not being able to communicate their wants and needs. Therefore, our approach identifies distress early and we respond positively, in a non-restrictive way. We only ever undertake supportive physical interventions when it is essential to keeping people in our care safe. This level of intervention is recorded following national regulation under physical intervention.

Every person in care has a person-centred Support Plan which is, continuously updated when necessary. We believe that this document brings together the fundamental components in which forms the daily preferential routine of a child or adult in care. This generally mirrors the home routines of people intended to create a harmonious feeling of home and care.

For those interested to learn more about the behaviour support and the safeguards within the service please speak to the Responsible Individual.

Promoting Positive Behaviour

Control at “The Meadows” is maintained on the basis of good personal and professional relationships between staff and the young people in our care. It is recognised that a home in which good behaviour is praised and rewarded is a preferable alternative to the punishment of negative behaviour and that by providing a positive, supportive and safe environment, staff may be able to divert a young person’s energies away from destructive and inappropriate behaviour.

We will not be able to eradicate a young person’s less helpful behaviours overnight and in order that our home may function as a harmonious community there are some boundaries and restrictions on certain types of behaviour.

Accordingly, when limits are set, they are consistently applied by staff and are discussed with the young person concerned so that they know why a particular action has been taken.

Where consequences are felt necessary it is important that these are seen to be relevant and just and that they are never used as retribution, revenge or to be seen as a power thing. They are designed to encourage young people to “stop and think “and to make appropriate decisions about their behaviour in the future. All consequences put into place are with the desired outcome of educating a young person on their behaviours & modifying these over times. Ideally these consequences will be of a reflective nature looking back on the less helpful behaviours & focusing on developing these for futures. Ideally the young person, if they have the ability, will be involved in the process of choosing an appropriate consequence for their actions. An example of this would be in the incident of causing significant damage the young persons would be involved in the process of repairing the damage.

We understand and acknowledge that not all of the young people that we support will understand the risks or consequences of their behaviour when this occurs we will seek guidance from other key professionals in developing the young person's promoting positive behaviour plans, this would include social workers, clinical psychologists and other key professionals.

At times to ensure the safety and well-being of the young person we may use methods of mechanical restraint, this will be pre-agreed prior to a young person's admission and would be identified in the young person's placement plan and care plan and agreed by placing authority's social workers and parents as being in the best interests of the young person and an agreed part of their care plan.

Unauthorised Absence of a Young Person

Any young person will be considered “missing” when they have left the house without permission and their whereabouts are unknown, or when they have failed to return at a pre-arranged time. Once it is suspected that the young person is missing a careful search of the house, garden and immediate area will be initiated. If after this search there is still no sign of the young person and a period of twenty minutes (Unless risk assessment states otherwise). has elapsed then the young person will be reported to the police.

After reporting the matter to the police staff will then notify the young person's social worker (EDT if at night or out of Office hours) and the family if this is deemed relevant. All paperwork with times of phone calls will be kept.

It is our policy that if there is any doubt regarding the safety of any young person, the police will be notified immediately.

When a young person returns to the house either through their own volition or returned by police or staff members we will see to their needs and at some appropriate time discuss with them why they went missing. A young person has the right to speak to or request a visit by their Social Worker or Independent Visitor.

When a child is found, they must be offered an independent return interview. Independent return interviews provide an opportunity to uncover information that can help protect children from the risk of going missing again, from risks they may have been exposed to while missing or from risk factors in their home.

The interview should be carried out within 72 hours of the child returning to their home or care setting. This should be an in-depth interview and is best carried out by an independent person (i.e., someone not involved in caring for the child) who is trained to carry out these interviews and is able to follow-up any actions that emerge. Children sometimes need to build up trust with a person before they will discuss in depth the reasons why they ran away. At GS Social Care Solutions, we look for this service to be provided by the Placing Authority and this needs to be agreed upon admission. Failure for a provider to deliver this service, within the agreed time frame, as a provision we would look to source this ourselves and then there would be an additional charge to the Placing Authority for this service.

10 – Fire Precautions and Associated Emergency Procedures in “The Meadows”

“The Meadows” is regularly inspected by our Health and Safety Officer and an action plan is created to ensure we are operating in line with current legislation and best practice. This includes the preparation of fire risk assessments and emergency evacuation plans in compliance with current fire safety regulations.

Firefighting equipment has been installed at strategic points and is regularly inspected and maintained by an appropriate sub-contractor inline with the recommendations.

Smoke alarms and fire-detection equipment have been installed and are tested regularly to ensure their continued service by in house staff and an appropriate sub- contractor in line with the recommendations.

The home has an emergency evacuation procedure which is made available to everybody in the home

Fire drills are carried out regularly and recorded

During the night at “The Meadows” staff are employed on a Waking Night contract – we do have occasional sleep-in staff however this will be in line with the Young People’s needs and Personal

Evacuation Plan.

Fire exits have maglocks fitted so as to keep the children and young people safe in the home. However, in the event of a fire these will automatically release.

a) Fire Precautions:

All young people undergo a risk assessments during their admission process to ensure that a suitable risk management plan is developed as required. The entire building is designated as no smoking for staff, visitors and young people, to both help prevent fire and encourage a healthy lifestyle.

Health and safety is an integral part of daily life within “The Meadows”. The Health and Safety policy contents is communicated to all who work at the home, which reflects corporate guidelines and expectations set by the organisation.

This helps to ensure that the health and safety of all children, young people, staff, visitors and members of the public are protected to the highest standards.

Each young person will have their own Personal Emergency Evacuation Plan. All staff receive health and safety awareness training upon Induction with the company, which is refreshed regularly through formal training sessions. Health and Safety issues are reviewed during all formal supervisions, staff meetings and resident’s meetings.

Activities both within the home and those that take place off site are risk assessed and all perceived risks managed and reduced to an acceptable level.

Regular health and safety inspections are completed by the Health and Safety Representative for GS Social Care Solutions, within the home against specific checklists.

A Health and Safety tour of the home against a pre-determined checklist is undertaken monthly and monthly audits are completed by a suitably trained person.

Reports of these inspections and audits are distributed to all key stakeholders, and any identified actions for improvement are monitored until resolved.

11 – Views, Wishes & Feelings

The service values the views feelings of everyone involved with our work to care for young people, families, and associated others involved in their lives. We believe that your views and opinions support the service to improve and adapt to improve the standard of care people expect from this service.

The staff at “The Meadows” are expected to work in partnership with young people to develop an ethos, which balances every individual’s rights and needs with the needs of the group as a whole. They believe that the more involved young people are in influencing the day to day running of the home the more they will feel heard and respected and the more they will benefit from their time at “The Meadows”.

Each young person is allocated a key worker within 24 hours of placement and is offered at least one keyworker session per fortnight. This time will be spent looking at aspects of the young person’s Care Plan and will also offer the young person the opportunity to comment on how they are cared for and how the home is run. Keyworkers will also speak to the young person’s family to hear their opinion of the young person’s quality of care.

In addition, the young people have regular house meetings with staff at which there is an agenda and any issues can be raised. Minutes are taken at these meetings. There is the opportunity for the young people themselves to take turns in chairing these meetings if they so wish. Staff also consult with placing Social Workers and other professionals involved with young people about the overall running of the home.

Young people are involved and consulted in relation to all aspects of their lives within the home, their community as a whole, their future and their role within family and society through:

- Full involvement in all meetings.
- Both planned/unplanned Placement Plan sessions.
- Regular young people's meetings.
- Menu/activity planning.
- The right to follow their own religious beliefs and the opportunity to attend the church, mosque, temple or other place of worship commensurate with religious beliefs.

All staff consulting with the young people will be mindful of their disabilities, religious, racial, cultural and linguistic backgrounds. Staff ascertaining the wishes and feelings of the young people will be familiar with them and their preferred methods of communication.

Each young person is encouraged to, and supported by staff, in contacting the Children's Rights officer and/ or their Independent Reviewing Officer (IRO) if required.

Arrangements would be made for an independent visitor to visit the home if a young person requested this. Young people can request to speak to NYAS at any time during the month and this would be arranged by staff members.

Regular feedback is obtained from the young people by the Responsible Individual on all aspects of their care. This is done through questionnaires; feedback forms and one to one discussions. The manager will ensure that all feedback is valued and acted upon accordingly. The young people will be made aware of any action taken considering their feedback.

The home is committed to treating all the young people fairly & equitable regardless of race, colour ethnic or national origin, sexual orientation, age or religious beliefs, disability, family responsibility or any other category. We will ensure that no unjustifiable requirements or conditions are imposed that could disadvantage individuals on any of the above grounds.

In relation to advocacy the Responsible Individual will ensure that each young person has access to an independent person whom they may contact directly about personal problems or concerns at the home. This will be in the form of someone such as an advocate, children's rights officer, adult family member, personal adviser, visitor acting on behalf of an organisation, independent visitor or Mentor.

As a home, we promote regular visits from NYAS which is an Advocacy service & is an additional avenue for the young people to have others to talk to, to discuss any concerns they wish to be acted upon.

The service intends to periodically survey all those associated with the work of care to analyse the intelligence gathered and respond in suitable ways to achieve improvements where necessary. As part of our work to care and support children and vulnerable adults with a learning disability and or a physical disability, and people of all ethnic backgrounds we recognise the importance of anti-discrimination practices. The service will not tolerate any form of discrimination and it will always uphold the rights of all people learning disabled or other.

GS Social Care Solutions Ltd is committed to ensuring equality of opportunities, anti-discrimination and anti-racism and draw attention of the staff and residents, families and referring authorities to our Equal Opportunities Policy in our Policies and Procedures file.

GS Social Care Solutions Ltd requires individuals to promote equality of opportunity, anti-discrimination and anti-racism. This should be placed at the heart of good practice at GS Social Care Solutions Ltd and it is the duty of everyone to report or correct any discriminatory practise they observe.

The service has in place it's equal diversity and children's charter of rights policy for those interested to read this or to learn more about our commitment to uphold the rights of people contact the Responsible Individual.

Children and young people have 'rights' in every aspect of care they receive at the home. These rights are protected through various policies and procedures. All young people in our care deserve a say on how we operate the home, these views will be considered in the development of the home. They each have a right to 'air their views'. For those young people who are unable to express themselves verbally other forms of communication are used such as: PECS; Anxiety Management Chart; Sign language ...

We believe that each young person in our care has the fundamental right to:

- Be regarded as an individual
- Be cared for by people who are capable of understanding their needs
- Be treated equally
- Receive respect and understanding regarding cultural, religious and spiritual beliefs
- Receive an education which enhances life prospects in every respect
- Receive prompt attention in relation to all healthcare needs
- Be informed about all important decisions that affects the young people and to have a say
- Be afforded privacy for each young person and his/ her belongings
- Have the opportunity to think independently and make his/her own choices
- Complain about anything that is felt to be unfair or unjust and to have that complaint listened and responded to
- Develop and nurture lasting friendships and contacts within and outside the home.

Education

As part of our involvement in the care we can expect children or young people throughout the week school term to be in education or learning and we make suitable care arrangements to ensure that transportation to and from their place of education is maintained.

We will work with relevant Authorities and Educational Establishments to ensure the young person is not disadvantaged in any way and that opportunities are equally accessible.

Children and young people are provided with the opportunity to complete private study within the facilities at the home.

We recognise the importance of partnership working in supporting the children young people in care and their families to enjoy and achieve as part of their learning education.

The service is wholly committed to attend education reviews where the service is open in all ways to improve the learning outcomes for all those in our care.

We provide a structured, stimulating environment in which all children, including those with special educational needs, are valued, included and supported to reach their full potential. We are aware that every child is unique and all children develop at a different rate and have differing needs as they grow and meet the challenges of life outside the home.

We work closely with the parents, liaise with other outside agencies and monitor and review our policy, practice. Children with special educational needs will, be included in our homes provision and they will be treated in exactly the same way as for other children. Children with special educational needs will be respected and treated as individuals. They will not be discriminated against and any negative attitudes or remarks made to or of children with special educational needs will be discussed.

We will be active in seeking advice and approach agencies to ensure the children's needs can be met. Young people with a Special Educational Needs (SEN) Statement will be supported by the home. The home will attend Annual Reviews of the SEN statements and Individual Educational Plan (IEP). The home will work within our education policy, ensuring all children who have SEN will have their needs met, and have an Education Health Care Plan in place.

We place great emphasis on the education and development of the young people at “The Meadows” and education plays an integral part of day-to-day life within our environment. We believe that a young person's

education should suffer the minimum of disruption and arrangements for education as a part of the care plan are taken into account when planning any admission to “The Meadows”.

There is also an emphasis placed on the development of each young person’s social & future life skills. This is done as part of an independent programme which is provided. Staff work closely with the young person & authority in preparing the young person ready for leaving care. This is done on an individualised basis for each young person & is tailored towards their own personal needs.

13 - Health

It is our aim that all young people placed with us are healthy and happy and one way we achieve this is by making sure they are medically well cared for.

The home will promote the good health and well-being of all young people throughout their stay and will ensure that each person’s physical, emotional and health needs are met at all times. Young people will be provided with guidance, advice and support on health and personal care issues.

As part of the admission process, staff work in partnership with parents and others to ensure that every young person is registered with a local GP, dentist, and optician and that arrangements are made for necessary visits and periodic tests.

For prescribing medication, parents/ guardians of children and (placing authorities Looked After Children) must authorise permission before a medication can be administered providing that it agrees with the pharmacy label. Thereafter decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with medical professionals and those with parental responsibility. Staff will record all details of such visits on individual records, including treatment and medication details. At “The Meadows” all medications (including non-prescribed) are stored in locked receptacles, are recorded on individual medical records held at the home.

All care staff at “The Meadows” share a common responsibility to promote the health and welfare of all accommodated children and young people. The health of those in the care of the service is important to us as it is to those individuals and their families.

The workforce for care is experienced in caring for children and adults with a learning disability and other related complex health issues but whom may also require prescribed medications, gastrostomy feeds personal care intimate personal care and hoisting.

As part of the service to care for the wellbeing of people in our care each person will have an up to date Health Care Plan, this makes clear the therapy intervention required for that person, i.e. epileptic seizure management.

“The Meadows” is equipped with profile beds, portable hoist, wet room and shower trolley all of which are serviced to the highest standard to ensure their safe upkeep. This equipment is essential for the service to support everyone who needs this level of care to maintain their wellbeing when away from their home setting. The Meadows is also equipped with a modern sensory soft play area designed to enable young people with a learning disability to explore their sensory need and with safety in mind.

As part of a persons need for personal development and stimulation we believe that the relationships that we create with everyone is an integral part of nurturing their inner development to prosperity. The experiences people have when in the care of the Meadows is of equal importance to that of personal safety.

For people who are mostly nonverbal we explore the world by providing sensory learning experiences through arts and crafts, singing songs, storytelling, music or intensive interaction. Intensive interaction is an approach to teaching the pre-speech fundamentals of communication to children and adults who have severe learning difficulties and/or autism and who are still at an early stage of communication development.

The staff team attend mandatory training and workshops, in order to promote health and well-being. Examples of training are; Health and Safety, Administration of Medication, First Aid, Food Hygiene, and promoting equality and valuing diversity. Specific training can be sourced around individual needs at the point of referral and placement.

We keep an up to date health record on each young person which contains all relevant information e.g. routine

checks, illness, medication etc. All the young people have regular keyworker sessions where they are able to raise any concerns they may have regarding their own health & these are acted upon quickly. All the young people’s medication is reviewed on a regular basis in line with their individual needs. All the young people also have a regular annual health assessment in order to make sure that the home is meeting their individual needs.

Smoking Policy

Our policy is to promote the principle and widely held belief that young people should not smoke because it is detrimental to their health. There is a strict non-smoking policy for staff and young people as they are expected to act as role models to the young people in our care. However, we do understand that young people come with additional needs, & due to their life experiences and backgrounds may be using and dependant on cigarettes. As a provision, we would look to promote a healthy lifestyle for young people & come to an agreed smoking arrangement as required.

A health education approach is implemented to encourage young people to reduce their smoking and help can be sought from local GP surgeries through a Stop Smoking programme. Every opportunity is taken to enable young people to be aware of the potential dangers associated with smoking working in an empowering manner providing information and advice when requested.

Under no circumstances will staff of GS Social Care Solutions Ltd purchase tobacco and will actively encourage young people to stop smoking.

Food

Young people are encouraged to take part in the purchasing and preparation of food. In this way, they can ensure that particular favourites are purchased and prepared to their liking. We set great importance to the provision of healthy food and attempt to encourage the young people to understand the benefits of a healthy balanced diet, whilst recognising that many young people prefer “fast food” type meals. A menu is written and agreed amongst the young people and staff.

Young people are encouraged to try a wide range of different types of food to widen their experiences. Meal times are seen as an important time of the day and young people are encouraged to participate in regular meal times. These times are seen as valuable times for social interaction and in establishing family routines.

14 – Medication Control and Administration

All medicines will be kept in a lockable cabinet within the staff area of “The Meadows”. The key holder will be the most senior staff member on shift and all medicine will be kept in its original, labelled packaging and be administered in line with the Medication Administration training which all staff complete as part of their mandatory Induction training.

15 – Therapeutic and Purposeful Activities

Therapeutic Activities

GS Social Care Solutions Ltd has a policy of promoting the maintenance of the Service Users' normal social network and social activities. The young people’s Care and Support Plan includes a facility for recording life history, Memory Books to record their time at the Meadows, social networks and contacts and preferences for activities and hobbies in order that the young person is offered access to those networks and activities which are appropriate and desired. Also, to promote a 'home from home' feel for users accessing residential provision and to give quality support in ensuring all sensory, health and general basic needs are met.

Purposeful Activities

All young people placed at “The Meadows” are given opportunities to participate in appropriate leisure activities which take account of their race, culture, language, religion, interest, abilities and their disabilities.

Any young person who has a pursuit is encouraged and supported to follow their particular skill.

Birthday, cultural and religious festivals are celebrated where appropriate and the young people placed with us are encouraged to plan and negotiate leisure activities and special events with members of their staff team.

There are lots of Community resources in the local area for activities including Leisure centres, activity clubs and classes, youth clubs and volunteer organizations. Other activities that are available to the young people include swimming, badminton, squash, tennis, football, cycling, walking, ice-skating, rollerblading, Go-Karting, horse riding, guitar lessons, dance classes, music and singing lessons.

The young people are encouraged to read; to participate in art and crafts. Children are encouraged to explore their artistic potential through art and craft, music, poetry, song, creative writing. Resources are available within the home for the young people to be able to take part in these interests.

The young people are encouraged to join in community activities such as youth club or climbing club, army and navy cadets and other interest groups.

The staff team helps the young people to complete weekly activity planners, choosing what they would like to do each week. This will be a combination of in house and out of the home activities. The staff will use keyworker sessions and young person's meeting as an opportunity to suggest and support the young people with new or existing interests.

16 – Positive Relationships

We will work closely with Families and Social Workers and other relevant professionals, in order to maximise the opportunities to be gained by the child or young person in our care. It is expected that Social Workers/ Family members maintain regular contact with young people via visits and phone calls. Our staff will work towards helping young people to liaise with their Social Worker and will encourage them to attend all meetings involving decisions about their future.

There is no restriction on visits or telephone contact between young people and their Social Workers. Copies of all reports, including significant incident reports will be sent to the appropriate Social Worker, in order to maintain a positive working relationship.

The parents of young people, other family members, legal guardians and significant others will be encouraged to participate in all aspects of the general welfare of the young person (where appropriate). The degree of involvement will obviously vary from individual to individual and there may be varying degrees of difficulty in each case, for example the child or young person may refuse to make contact with their parent(s) or extended family.

Alternatively, parents/ extended family may refuse to have contact with the child / young person. It is the homes policy to actively facilitate these contacts, in appropriate cases, parents or significant others are encouraged to attend reviews and all relevant parties are informed of any decisions or developments, which may occur.

Parents and significant others are always welcome to visit. However, it is advisable to notify staff of intended visits, thus allowing for appropriate planning within the home.

It is our policy to seek Social Worker guidance in respect of arrangements that are specific to the individual child or young person and whenever possible these links with family and friends in the home area are always encouraged.

Every opportunity will be taken to encourage the maintenance of appropriate family links, and to help parents build upon or in some cases re-establish contact with their children. In partnership with a young person's parents and family (where appropriate) social worker and placing authority, members of staff at “The Meadows” are committed to assisting each young person in planning for their future. We are also committed to assisting each young person in planning for their future. We are also committed to support and supervise family contact where it is felt necessary and useful either to meet their families at the family home or at a neutral place if this is a feasible option. Young people can phone their family and friends from the house.

Where children are placed outside their home area, there is specific focus on practical arrangements that need to be put in place to ensure that young people maintain supportive contact with their social workers, with their families and friends; and with their home area.

Arrangements for contact, and any restrictions in contact, will be agreed with the Placing Authority prior to admission. We will record details of contact visits in accordance with the regulations; these will form part of the case record and be available to the Placing Authority. We will keep the Placing Authority informed of our views on the contact arrangements.

There are ample facilities within the home to make contact arrangements work, ranging from accommodating private contact within the child’s own space to supervised contact. Parents, family and friends etc. are welcome to share meals provided that this does not conflict with the contact arrangements or impede the smooth running of the home. The home aims to ensure that a welcoming and congenial setting is available for all visits.

If a child has a mobile telephone a contract will be drawn up regarding its use; if the child is unable to adhere to the agreement the details may be changed or the phone withdrawn or its use supervised according to need.

Young people are encouraged to build and maintain positive relationships with peers. This is encouraged through meeting new people on activities, clubs or when out in the local area. Staff support these relationships and encourage the young people to organize activities, tea visits, spend time in the local area, communication on their mobile phones and social networking (if appropriate to the young person).

17 – Staff Profiles

All staff will be skilled within specific areas such as Autism Awareness, MAPA restraint, de-escalation techniques and peg feeding etc.

Alongside the more specialised training staff complete their mandatory training with us during their induction period. This includes: Safeguarding of Children and Adults, Moving and Handling, 3 dummies First Aid, Health and Safety, Fire Safety, Policies and Procedure, Equality and Diversity, MCA and DOL’s. Within 6 months of the role commencing all staff will be registered to complete the Level 3 QCF diploma. In line with future development the home will also be offered level 5 in Leadership and management where progress determines suitability.

Staff will bring the necessary skills and experience to their role including professionalism, treating all persons with dignity and respect, regardless of ethnicity, sex or disability.

Staffing Appendix & Staff Experience

This is a separate part of the homes Statement of Purpose & can be requested via the homes Registered Manager.

Registered Manager

Name: Rowena Hawcroft

Level 4 – Registered Managers award. (NVQ)

Qualifications: Level 6 - Leadership & Management

BSc Hons – Upper Second – Applied Psychology

Experience: Rowena worked for Keys Group Ltd from 2002 till she came to GS in April 2020. In 1994 she graduating with a BSc Hons in Applied Psychology. Rowena was the assistant Manager of a 24 bed Residential Home for the Elderly before becoming a Child Care Worker at Keys in 2002. She then worked her way up to Registered Manager in 2005. Rowena has completed Designated Safeguarding Lead training on the 30th June 2017 and holds NVQ at level 3 and 4 in Childcare, the RMA, Level 6 leadership and Management and both A1 & V1 awards in Assessing and Verification.

Naomi Grime
Acting Assistant Manager

Qualifications-

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services.
Mandator GS Training and Induction Programme.

Previous Experience – Naomi started at GS Social Care Solutions in 2016 in the role of support worker working with a range of individuals with different complex needs/autism/health needs. Naomi then took on the role of Care Coordinator where she coordinated a range of packages of support, Naomi then progressed on to Business Development where she liaised with commissioners, families and other professionals to gain more packages of support as well as sourcing and applying for tenders. Throughout her time at GS Social Care Naomi has remained hands on providing support to Children and Young People in extra time and spending time at The Meadows and building great positive relationships with the Children.

Length of time with GS Social Care- 28/02/2016 employment start date

Laila Mushtaq
Residential Support Worker

Qualifications – Mandatory GS Training and Induction Programme, Laila has also completed her Level 3 National Diploma in Health and Social Care In Adults, Laila also has completed her BA Honours in health and Well Being in Social Care Practice.

Previous Experience - Laila had over two year's experience working in the local community with Adults with complex health care needs whilst working for GS Social Care

Laila completed her Multi-Sensory Intervenor Training with September with Sense

Laila has complete her NVQ Level 3 in Children's Homes

Length of time with GS Social Care – 26/07/2014, Laila started to work at the Meadows in October 2018

Angela Brooks
Residential Support Worker

Qualification - Angela has completed her GS Induction and Mandatory Training Programme

Previous Experience - Angela has completed a Degree in Religious Studies and Social Ethics, Angela has supported Children with Autism and Learning Disabilities since October 2017 and worked for ROC Northwest

Angela has completed her NVQ Level 3 in Residential Child Care

Length of time with GS Social Care – 20/01/2019

Jennifer Hunt
Residential Support Worker

Qualification – Jennifer has completed her GS Induction and her Mandatory training Programme

Jennifer has completed her NVQ Level 3 in Residential Child Care and a BA Honours in Early Years and Childcare

Jennifer has worked in the Health and Social Care Sector since 2011 supporting Children and Young people who have both Physical and Learning Disabilities, Jennifer in her most recent role was a Lead Practitioner for Sandcastle Care

Length of time with GS Social Care – Jennifer started working for GS in May 2019

Amber-Wybrew-Parker
Residential Support Worker

Amber has worked in social care for 6 years supporting people with autism spectrum conditions, learning disabilities and challenging behaviours. Amber has completed all her mandatory GS social care training and has been enrolled on her NVQ Level 3 in Residential Children's Homes
Amber started working for the Meadows on 22/07/2019.

Amanda Kay
Residential Support Worker

Amanda has previously worked as a support worker supporting people in their own home and has also previously worked as a teaching assistant supporting children with SEN needs on a 1-1 basis. Amanda has completed all mandatory GS training and has been enrolled on her NVQ Level 3 in Residential Children's Homes. Amanda started work for the Meadows on 16/07/2019

David Clarkson
Residential Support Worker

David has worked in social care for over 10 years working with a wide range of difficulties. David has worked with children in EBD and in LD homes. Qualifications - David has completed his Level 3 Diploma in Residential Children's Homes. David started working for GS social care - 3rd Feb 2020

Katherine Bentley
Residential Support Worker

Katherine has worked in social care for 5 years working with elderly people supporting and caring for them. Also has experience working with children with autism in a domiciliary setting. start date - 3rd Feb 2020 Qualifications – enrolment on level 3 in progress

Dawn Balmbra
Residential Support Worker

Dawn began working for GS supporting in home care and supporting in the community and then began supporting the meadows on the bank. Then came to work fulltime at the meadows in February. start date at The Meadows - 3rd Feb 2020 Qualifications – enrolment on level 3 in progress

Sarah Hillam
Residential Support Worker

Sarah Joined GS on the 27th May 2020 as a part time Residential Support Worker. This is her first residential post but she has extensive experience within the SEN department of a large high school, taking the lead on children with Disabilities. In addition she has worked in early years and teenage pregnancy support.

Sophie Moore
Residential Support Worker

Sophie Joined GS on the 25th August as a Residential Support Worker. This is her first residential post but she has experience within funtazia play centre and is keen to transfer to residential

Ifnazz Farar
Residential Support Worker

Ifnazz Joined GS on the 25th August as a Residential Support Worker. Previously she worked with Young Peoples Services at a youth centre

Hannah Roberts
Residential Support Worker

Hannah joined GS on the 18th August 2020, prior to joining us she worked for 18 months as an adult support worker before taking a break to have children and work in IT.

In order to meet the needs of new admissions we are transferring an additional 3 regular agency staff on a temp to perm basis over the next few weeks. These staff are already familiar with the running of the home and the needs of the young people and will be a welcome addition to the team.

Christopher Wilson

Christopher joined the team in September having gained many years experience in both child and adult services. He has worked within a SEN school and part of the Calderstones community.

Megan Glover

Megan is relatively new to care and worked as an agency care worker at Fulbridge prior to coming to The Meadows.

Tracey Storey

Prior to joining GS as a temp to perm agency worker in September 2020 Tracey ran her own Ofsted registered early years provision which was badly hit by COVID.

Peter Talbot

Bank Residential Support Worker

Peter has over 2 years experience in social care, working both residential and front line provision of social care support. He is employed currently by LCC as part of the enablement team. He joined The Meadows as bank staff in July 2020

The Meadows is part of GS Social care Solutions and as such all their outreach staff are trained to the same standard as us. This provides us a body of additional support.

Should the need arise to look outside of our staff team we use To Me To You agency

To Me To You Support is a family run social care agency/staffing provider based in Blackburn covering all of Lancashire.

They are a local family run business built on over 20 years' personal experience.

Their website will give you a feel for why we choose to use them to assist current staffing.... www.tometoyousupport.co.uk

18 – Quality Assurance and Inspection

“The Meadows” is registered with OFSTED.

Quality Assurance is a designated requirement and a system of quality control has been set up which encompasses all areas of the home to enhance not only the care, welfare and individual needs of the young people but also to take forward the professional and supporting approach towards staff and visitors.

Quality Assurance audits are systematically carried out to monitor, assess and evaluate whether the systems in place are being implemented and are effective. The audit highlights any concerns or improvements, which are then put into practice to further augment our services and future progression.

Regulation 44 Visit's

Independence and impartiality are crucial so GS Social Care Solutions Ltd has recruited a full-time Regulation 44 consultancy agency – Nurture Consultancy Services Ltd who are engaged pursuant to a contract of service to complete independent critical scrutiny and analysis for a range of our services. These visits are unannounced.

The Independent Regulation 44 Visitor will visit the identified home a minimum of once per calendar month, these visits will be unannounced and may also be out of office hours at times to ensure appropriate consultation with the children and young people.

Before leaving the home the Independent Regulation 44 Visitor will provide bullet point feedback about the findings of their visit to the most senior member of staff on duty, usually the Registered Manager or Acting Assistant Manager and then provide a written report in a timely fashion.

Inspect our homes yourself

Before you place a young person in our care or if you are a parent of a child who might be placed with us then please feel free to arrange a visit to “The Meadows” to inspect our home and talk to our staff about the care we can provide.

19 – Leadership and Management

Our Registered Provider

Name: Dorothy Gould

Qualifications: NVQ 4 Advice and Guidance, Access to Management
 NVQ 4 Registered Managers Award (RMA)

Experience: Mrs Dorothy Gould has worked with children and families in a variety of settings since 1995. Dorothy has experience of working within the following establishments: The Jobcentre, Connexions, Project Manager within schools, Training Co-ordinator - working within a homeless hostel and Deputy Manager in a Residential Children's Home.

Responsible Individual

Faye Mellor has the responsibility of overseeing and supervising the management of “The Meadows”. Faye visits on a regular basis to support and supervise the Registered Manager to ensure all policies; procedures and administration are monitored and implemented to the highest standard.

Name: Faye Mellor

Qualifications: Level 7 Health and Social Care in Leadership and Management (with a children's pathway).

Experience: Mrs Faye Mellor has worked with children and families in a variety of settings since 2001. Faye has experience working as a support worker since the age of 16 alongside children and young adults with learning disabilities and specifically those with Autism and significant sensory needs. Becoming a Care Co-ordinator with GS Social Care in 2006 and then becoming Deputy Manager in 2013 for the company. This has included being responsible for hosting CQC inspections and the general management and running of the business, from both an operational and business development perspective. Faye has also been responsible for delivering the Autism training and has previously delivered the MAPA restraint training in house between 2013 and 2017. Faye has completed a Level 7 in Leadership and Management in 2017 and is the Responsible Individual over the whole company which comprises of both The Meadows residential services and the domiciliary and provision of the service under the CQC. This is for the regulated activities of 'Persons requiring personal care' and 'Accommodation for persons requiring personal care

New staff members are supported by their Line Manager to undertake an Induction, which comprises of An Intensive Training Course, Supervisions, in house training and shadow shift, with the probationary period being completed within 6 months.

Post induction, staff members have completed or are working towards a minimum of a Level 3 qualification in Children and Young People pathway.

The continuous development of their staff members, will ensure they have the opportunity to attend the required training and complete the qualifications relevant to their current or future roles.

Training will be provided on a regular basis to ensure all staff members are kept up to date with professional, legal and practice developments and complete any refresher training relevant to their roles.

The staff we employ are selected for their ability to deal with the young person's concerns and problems in a professional, caring & nurturing manner and that they have the necessary interpersonal skills to talk with children in a calming, diplomatic, understanding manner, taking into account an individual's beliefs, thoughts and practices. Staff work with the young people in a non-institutionalised manner, friendly but firm, setting boundaries which are reliable without being too rigid. We believe that young people only grow and mature if they are allowed to take calculated risks, gradually taking more responsibility for their own lives and behaviour.

All new staff receive induction training regarding our policies and procedures with particular detail to Child Protection issues, avoidance of confrontation & confidentiality. Following this they embark on a 3-month Induction programme. And complete their induction standards. All staff receive training in First Aid, Food Hygiene, Health & Safety at work, Moving & Handling, Fire training, & Physical Intervention training in the form of MAPA. All staff will begin to complete an in house continual professional development programme, seven days after starting employment. Other training will be provided as deemed necessary in order to support the needs of the home.

Each staff member receives regular meaningful reflective supervision on a one to one basis, this involves meeting with their line manager for a supervision which covers areas of Keywork, personal development and training needs. Notes will be made during the supervision and these will record the salient points of the meeting. A copy of these points will be given to the staff member to read and sign if they agree that they reflect the main points of the discussion. Staff will also have an annual appraisal which enables staff to talk about their performance in their work, future training needs and career development. In addition, staff team meetings are held each month, helping to create a team who can work constructively and consistently together. There will also be thorough & detailed handover process between each shift to maintain the homes consistency & make sure that there are no shortfalls in the day to day running of the home & the care delivered to the young people.

GS Social Care Solutions Ltd are committed to ensuring that our staff are appropriately trained and that all staff are able to reach their true potential in the work place.

All training is regularly reviewed to ensure we comply with current legislation and good practice

Please note that a copy of our Policies, Routines and Procedures can be viewed when visiting “The Meadows”.

20 – Gender Roles

The service is wholly committed to ensure that we positively promote both aspects of gender roles. Gender role is a set of societal norms dictating the types of behaviours which are generally considered acceptable, appropriate, or desirable for people based on their actual or perceived sex or sexuality. We believe in both sets of genders being equal to each regardless of a person's cultural indifferences or background. “The Meadows” positively welcomes both genders or those of a transgender disposition to our service.

21 – Care Planning and Admissions

“The Meadows” has a referral and admissions policy that supports all children and young people who move into a residential home to be admitted in a planned and sensitive manner. The home will ensure that arrangements are planned and executed in order to make the arrival and admission of a young person as pleasant as possible.

The service plan is to assess every individual coming into the care of The Meaows and complete robust matching in terms of current residents and the purpose of the home. It is essential that levels of care are not compromised by the admission of new residents.

Following risk assessment and care / support planning, staff ratios will be assessed according to their individual needs.

The Responsible Individual reserves the right to halt all forward planning for care on the grounds of unacceptable risk to an individual based on the service resource available to maintain that person's welfare.

Emergency placements will only be considered if:

- We have the relevant details of the child's behavioural patterns and contact arrangements received in advance
- On receipt of this we feel that the child or young person will not disrupt the progress of the children/young people already in placement.
- We can meet the needs of the child as stated in this Statement of Purpose and Function
- The Social Worker or a person known to the child or young person accompanies them to the home and where possible ensures that they have sufficient clothing and belongings.

All the young people residing within a GS Social Care Solutions Ltd establishment will have a thorough & detailed Care Plan which will be developed in partnership with the young person. Information will be gathered prior to admission from authority documentation however this will also be a live document which will be developed contemporaneously as each incident occurs identifying positive strategies & affect behaviour management techniques for that individual young person. This will be a day to day guide on supporting the young people giving limitations, boundaries & structure to their lives. As well as including the best methods in supporting them when in crisis. As part of our Behaviour Support Plans we will include there will be details on the types of behaviours that occur, regular occasions they occur & what they look like.

In addition to this there will be a personalised plan which the young person has been involved with where appropriate, on how to best manage themselves when in crisis. This also includes details of appropriate physical intervention as well as the debriefing process. “The Meadows” puts great importance on the debriefing process, this is a learning curve for all involved in how incidents can be managed better in future, as well as an opportunity to work closely with the young person to develop coping strategies for future. The desired outcome from these incidents is that there is a development in the young people's relationship with one another & staff & relationships are improved.

On arrival at “The Meadows” the young person will be allowed to settle and made to feel at home. He/she will be allocated a keyworker who will be responsible for explaining the basic rules and routines of the house, expectations staff will have of the young person and what the young person can expect from the staff. A Young Person's Booklet is given to the young person that explains much of the information he/she will need to know during their stay.

During the first 48 hours' emphasis is placed on allowing the young person to settle, find their bearings and getting to know the staff that will be working with them. This is a crucial time and every effort is made to create an atmosphere where the young person is made to feel safe, cared for and wanted.

If a young person comes to the home as an emergency placement a placement review meeting will be held within 72 hours.

22 – Referrals

As part of the referral process families of children / young adults aged from 0 years – 18 (17 on admission) years can make a referral so long as the person wanting care has a diagnosed physical or learning disability.

The service is open to all families and people from neighbouring counties regardless of their home location.

The parent or guardian (placing authority social worker) of the person being referred to “The Meadows” must attend an assessment planning meeting prior to any involvement with the referral person. The assessment meeting will begin the process to build a Support Plan and Health Care Plan on the child or adult person who is intended to use the service.

Before a person enters the care of the service they must first visit the premises and meet the staff team, “The Meadows” would advocate that where suitable staff from “The Meadows” also meet that person in their home, education or day care setting.

The purpose of this is to build positive relationships with the person to learn about that person's care needs but also meet other carers, or parents for the purpose of gaining further knowledge and skill about that person's needs.

The person who is intended to receive care at “The Meadows” will spend short periods in time at “The Meadows”, from transition to day/ overnightcare.

“The Meadows” is committed to ensuring a high standard of care is being met which meets the needs of every individual in our care based around groups of mix genders, ability, age, and level of need.

Arrangements for Statutory Child in Care reviews

Section 26 of The Children Act 1989 updated 2004 requires that “Looked after Children” have their Care Plans regularly reviewed.

GS Social Care Solutions Ltd aim to ensure that placing authorities follow the statutory review system:

- The first review in placement will be shortly after 28 days, unless there has been an emergency placement which requires a meeting within 72 hours.
- The second no later than 3 months.
- Regularly every 6 months later.

Due to the nature of the referrals we believe it may be necessary, on certain occasions, to hold reviews more frequently than this.

Discharge Procedure

In most situations, the young person's discharge/ leaving “The Meadows” will be planned and agreed amongst all relevant parties, including the young person and will be achieved with the utmost professionalism and sensitivity.

Transition Arrangements and Leaving Care

“The Meadows” will help a young person to achieve as great a degree of independence as possible up to the time of leaving care. Detailed planning will take place in the time leading up to leaving care to ensure that appropriate and agreed plans are in place, so that the young person's needs are fully met during the next stage in his or her life. There will be early and full consultation with providers of through care and after care services to ensure smooth transition.