



# Statement of Purpose

## Bailey House



### Registered Provider

Bailey House is operated by Beaufort Care Group

**Telephone:** 01202 007088

**Website:** [www.beaufortcaregroup.co.uk](http://www.beaufortcaregroup.co.uk)

**Registration Number:** 1246831

- Provide care and accommodation for up to 4 children and young people.
- We are registered to provide accommodation for children and young people with Social Emotional and Behavioural Difficulties.

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## Introduction

Beaufort Care Groups aim is to provide children and young people with support, encouragement and new life experiences, through our commitment to changing and improving their lives we create safe and nurturing environments, where positive relationships can be built, growing their resilience and confidence to achieve their personal best.

Beaufort Care Group was established in 2003 by our director, Jenny Kendall. Jenny is a qualified Social Worker and is registered with the Health and Care Professions Council (HCPC). Prior to setting up Beaufort Care Group, she had 18 years' experience of working with young people in both private and voluntary settings and she has managed projects in education, youth work, mental health services, drugs and alcohol & child protection. Jenny's passion to improve the lives of young people developed whilst working in a home in Bournemouth which was run by the Children's Society. When the Children's Society announced they were selling the home, Jenny pulled together the resources to buy the property, and in 2003 Beaufort Care Group was formed.

Today Beaufort Care Group has 4 residential homes across Bournemouth and Dorset caring for young people aged 8-18 years old with complex emotional and behavioural needs. All the homes are in quiet residential areas and within walking distance to shops and bus routes that can take the young people to Bournemouth town centre and surrounding areas, leisure facilities and the beach.

Beaufort Care Group's values are the guiding principles and define how, as a company, we will behave and work as a team to care and support young people.



They are the HEART principles.

Honesty  
Excellence  
Accountability  
Respect  
Teamwork

We take every possible step to ensure that our Children can enjoy their interests, develop their self-esteem and confidence in their skills and that they are supported and encouraged by our team to engage in a variety of activities. Children develop their emotional, intellectual, social creative and physical skills through the accessible and stimulating environment created by our homes and are encouraged to pursue their individual interests and hobbies.

Children and young people in residential childcare feel that it is important that they are given a choice of fun and varied activities and the opportunity to try out new things – this may be activities within the home such as access to Wi-Fi, up to date computer games and consoles, televisions and gardens or activities outside of the home such as day trips, holidays, cinema & theme park trips and just being able to make friends and spend time with them (Children’s Social Care Questionnaires, Ofsted 2015).

We work within the Beaufort Care Groups CARES framework to deliver care and support to our young people. We believe that by combining all these elements young people will achieve positive and sustainable outcomes.



Mission statement:

*We endeavour to support and encourage every young person in our home to fulfil their potential and aspirations in life through good education, good health and social welfare. We make our home a nice place to live where young people feel safe and cared for, where they are listened to and helped to prepare for the best possible start to adult life. Our belief is that for young people to feel cared for and to achieve their full potential they must live in an environment that respects their diversity, offers them positive life experiences and enables them to develop positive relationships with adults. We strongly believe that for young people to gain control of their future they must be involved in every aspect of decision making that has a direct impact upon their lives.*

### BAILEY HOUSE

Beautiful	Hope
Achieving	Outstanding
Inspirational	Understanding
Laughter	Supporting
Encouraging	Everyone

**YOU**

*Bailey House – where a proactive outlook provides a positive outcome*

We aim to provide excellent care for young people and an opportunity for stability and recovery from previous emotional trauma, by creating an atmosphere that feels safe, and is safe, that is welcoming and feels like a “family home”.

As a team the adults and young people work together to enable, support and encourage young people to achieve excellent outcomes in accordance with the nine Quality Standards and enjoying life, achieving their dreams, participating in their community and learning life skills as well as building emotional resilience.

Our priority as practitioners is to work towards meeting and exceeding the Quality standards with an experienced, qualified and child-centred team of adults, ensuring high levels of supervision and support to effectively manage risk and provide for the complex needs of our young people.

We strive to improve quality and excellence in everything we do, learning through feedback from young people, parents and our professional partners, effective use of internal monitoring and evaluation in accordance with Children’s Homes Regulations (Reg 44, 45) and through external regulatory feedback from Ofsted.

## Quality and Purpose of Care

### **1) A statement of the range of needs of the children for whom it is intended that the children’s home is to provide care and accommodation.**

Bailey House is registered for boys and girls aged 10 to 17 years old with complex needs arising from emotional trauma and the subsequent impact on behaviour including presenting issues of self-harm, inappropriate sexualised behaviour, loss, bereavement and attachment trauma, substance use and frequent absence from home or school. They may have experienced some form of neglect or abuse including sexual exploitation. As a result, our young people can face uphill challenges and must deal with a range of complex feelings.

The Home provides care for young people formally accommodated by a Local Authority in accordance with Section 20 or Section 31 (Care Order) of the Children Act (1989) and placed in the Home. Placements may be short or long term. Young people are usually placed from foster or adoption placement or other residential placement that have ended, therefore, most have experienced multiple placements, carers and repeated change and loss. We occasionally admit young people directly from their family home with no prior experience of placements. Young people may move back to their family, onto another foster or residential placement, or onto independent living.

### **2) Details of the home’s ethos, the outcomes that the home seeks to achieve and its approach to achieving them.**

The goal of Bailey House is to provide support, encouragement and new life experiences for our young people. We create an environment in which young people can build appropriate relationships with adults, learn to cope with their feelings and to thrive. Structure is provided through daily living routines, group activities and one to one time with keyworkers. Our young people are encouraged to lead healthy lifestyles and we pride ourselves in the success that we achieve together.

Negative behaviour is discouraged, and positive behaviour is celebrated. Destructive behaviour does have unwanted consequences and young people are encouraged to reflect in key-work sessions as to how these came about and how to avoid them in the future. Young people are encouraged and supported to work towards restorative outcomes after destructive behaviour.

The young people at Bailey House often take part in arts and crafts activities and some examples of their work and achievements are displayed around the home. We are also passionate about cooking in the home to create a homely atmosphere, great food and to help develop the life skills that our young people need.

The adults and young people at Bailey House believe that new things should be tried such as new food or new activities within or outside the Home. Bailey House offers young people experiences that challenge them to break new ground and grow in confidence. Examples of this are residential trips, day excursions and overnight fishing experiences.

**3) A description of the accommodation offered by the home, including – (a) how accommodation has been adapted to the needs of children; (b) the age range, number and sex of children for whom it is intended that accommodation is to be provided; and (c) the type of accommodation, including sleeping accommodation.**

Bailey House is a detached 5-bedroom, well-presented home located in Charminster, Bournemouth. The home is situated in a residential street, within easy access to local amenities, transport links and services.

There are four main bedrooms within the home for young people, two rooms are allocated for the team, where they also sleep, one is the office and the 5<sup>th</sup> bedroom with en-suite bathroom. There is a communal lounge, large kitchen diner, downstairs toilet, upstairs bathroom with bath and shower. We have a room available for educational work, arts and crafts and meetings. Each young person has a bedroom of their own. The home has a front and back garden, which offers, garden furniture and various pots, shrubs and plants, there is a raised bed area which has flowers to attract bees and butterflies in the summer.

The home is adapted to minimise and manage risk presented by individuals, the resident group, the immediate locality and considering that the Home is also a workplace subject to Health & Safety Law.

Things you will see, not usually in a family home, are minimised but we have:

- Notices with essential Health & Safety notices and information about insurance, registration and children's legislation.
- Office to manage statutory administration and to secure, records, medication and money, to manage confidentiality and privacy for Team Members.
- All furnishings meet Fire Safety standards and are chosen to minimise risk from self-harm and aggression whilst retaining comfort and a homely feel.
- Young people's bedrooms have locks to promote their privacy and sense of security and personal space.
- Locked cupboards, designated storage areas and health and safety notices to comply with health & safety requirements.
- Fire Safety system including alarm call-points, exit doors, emergency lighting, fire extinguishers, pictograms and signs and fire blanket.
- External doors and windows are adapted to ensure security from unwanted visitors and safe exit in the event of a fire.

The home is registered to provide care for up to four young people (boys and girls) aged between 10 and 17 years of age.

**4) A description of the location of the home.**

Bailey House is a home, based in the seaside resort of Bournemouth, in Dorset. It is a detached house, set in a residential street, in Charminster which is a small suburb of Bournemouth with shops and restaurants. There are parks, schools and colleges, as well as a train station & library. There is a main bus route into Bournemouth Town Centre. The Littledown Leisure Centre and Castle Point Shopping Centre may be reached easily and safely by bus or bicycle. There are several churches within walking distance and the Islamic Centre & Central Mosque, Bournemouth Hebrew Congregation and Bournemouth Reform Synagogue are a short drive or bus ride away. The town centre shopping areas of Bournemouth and Poole including Bournemouth Pier & Beach, Poole Quay, the tourist destination of the Isle of Purbeck including Studland Nature Reserve and Swanage seaside resort and New Forest National Park are easily reached by bus, train or drive.

The Home has a Safe Area Report in accordance with Children's Homes' Regulations, Reg.46 and is available from the Registered Manager on request.

**5) The arrangements for supporting the cultural, linguistic and religious needs of children.**

We will respect the identity of each young person and encourage them to respect themselves and others. We ask young people, their family or carers and social workers about their culture, religious or spiritual needs. Young people may choose to tell us more about themselves such as their relationships, sexuality, achievements, skills, interests and ambitions for the future.

We encourage young people to be proud of who they are and what they have achieved and to think about what they want to achieve while they stay with us. We will help them to get advice, information and practical support that they need.

We will be positive in our attitude and the way we speak about all young people whatever their identity and choices. We expect all young people in the house to do the same and we will challenge negative attitudes or behaviour. We will not discriminate against young people or their families and we will actively support their choices about the future.

We will plan for foods which are part of a young person's religion and culture. We will respect fasting, worship and observances a young person enjoys, and we will support cultural diversity by building links within the community which enable young people to participate in their chosen faith. We consider each young person's identity needs to be as important as their other needs for education and health. We will encourage young people to think about their circumstances and background and changes that have happened in their life.

Within the local community there is much diversity and we are fortunate to have active Muslim, Jewish, Buddhist, Christian, ancient beliefs and Humanist communities nearby all of which are open to access and we shall encourage links where appropriate or an interest is shown. When interests in other cultures are indicated we are committed to assisting the young person in following and discovering how to learn more and participate in them.

The Home will support parents' wishes about religious observance, however, when a young person reaches an age where they have an appropriate level of development and understanding the Home will support them in their choice of religious beliefs and observance or none. This will be discussed with family members and the young person's Social Worker.

#### **6) Details of who to contact if a person has a complaint about the home and how that person can access the home's complaint policy.**

We are committed to providing the highest levels of care, but there will be occasions when a complaint may arise from a young person, family member or Social Worker who may be unhappy about a specific issue. We have a clear policy and procedure for managing comments and complaints, a copy of the homes complaints procedure is readily available to all young people and their families including placing authorities.

We invite young people, their families, carers and social workers to tell us about any concerns they have about any aspect of the Home or care provided verbally or in writing. Young people are encouraged to regularly tell their Keyworker, the Registered Manager or their Social Worker about their care or anything that they are worried about and will be supported to do this.

If young people want to raise a specific issue or make a comment or complaint of any nature, this can be done in several ways, including;

- A verbal or written complaint made directly to the Registered Manager or through their Keyworker or other adult.
- All young people will be provided with a telephone number where they can text their complaint to the Residential Services Manager, Neil Foster and/or the Director of Beaufort Care Group, Amanda Goodenough.
- Raising an issue at a residents meeting with support from their Keyworker
- Attending a meeting or asking someone to attend or speak for them such as their Keyworker or an advocate
- Talking to an adult outside the Home such as their Social Worker, their Independent Reviewing Officer or the Independent Visitor to the Home (Regulation 44)

Young people's views will always be taken seriously and responded to. The Registered Manager will acknowledge their issues or complaint as soon as it is received and will respond within 5 days by meeting with the young person or writing to them. If more time is needed, then the Manager will inform the young person of this and when they will receive a response.

If the young person is not satisfied with the outcome of their issue or complaint at this stage, they may take the issue further by writing to the Responsible Individual at Beaufort Care Group, Unit 2, Hollygrove Business Park, Verwood Road, Ringwood, Hampshire, BH24 2DB.

The Responsible Individual will appoint an appropriately experienced person to investigate the issue who is not connected with the Home and may be an independent person. The investigator will speak directly to the young person or their advocate and anyone else involved and write a report to the Responsible Individual recommending how the matter should be resolved. The Responsible Individual will write to the young person with a response to their complaint within 28 days from the day it was received.

If the young person is not satisfied with this outcome, they may ask for their complaint to be reviewed by an appeal panel, made up of two independent people invited by the Responsible Individual and the Registered Manager for the Home. The complaint will be reviewed, and recommendations will be made to the Director of Children's Services for the Local Authority who will make a final response. The Home will abide by the final response made at this stage.

## Reporting concerns about the Manager or the Home

The Home and the Manager of the Home are registered with Ofsted. If the complaint is about the Manager or the young person feels that their complaint is not being heard or properly dealt with at any stage, they may contact **Ofsted** on **0300 1231231** or in writing at **Ofsted, Piccadilly gate, Store Street, Manchester, M1 2WD**

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

Please note: This summary of Safeguarding arrangements has been updated to comply with Children's Homes Regulations 2015 and the comprehensive policies for Child Protection, Prevention of Bullying, Missing Young people and Sexual Exploitation that make up these arrangements have been recently revised to comply.

We believe that all children and young people have the right to be safe and protected from harm and we will do everything possible to protect the young people in our care.

Young people at the Home are kept safe through high levels of supervision and comprehensive updated risk assessments, as well as ensuring all personnel employed by us are checked and vetted in accordance with Safer Recruitment guidelines.

Our safeguarding arrangements in accordance with Children's Homes Regulations include child protection procedures, bullying prevention, missing young people, child exploitation and self-harm as summarised below and set out in policy our policies and procedures available in the Home on request.

#### Child Protection procedure

When a young person in our care has suffered significant harm or is at risk of harm or harm is suspected, action will be taken to ensure that the young person is safe and remains safe in accordance with local inter-agency safeguarding procedures. This will also apply to information we might receive about any other child or young person. Inter-agency safeguarding procedures ensure that any abuse, neglect or harmful behaviour towards young people is investigated by Police and Children Services.

When a young person discloses information indicating that they or another young person is at risk of harm, or have been harmed, or this is suspected, the information cannot remain confidential as the welfare of young people is the most important consideration. However, young people will be informed about what will happen with the information they have given and will be supported throughout the process and any subsequent investigation. Any information received will be treated with respect and acknowledgement that the sharing of this information may cause extreme discomfort, fear or pain for the young person disclosing it.

The information will be shared only with the people that need to know and will not be shared or discussed within the Home except when necessary to comply with any good practice or investigation or to protect and support the young person. Adults in the Home will be made aware that a disclosure has been made by the young person and will be informed how they must support and protect them but will know only the details they need to do this. Parents or carers are informed as soon as possible and wherever possible, appropriate and in accordance with the wishes of the young person they will be enabled to support their child directly but this will be strictly subject to agreement from the Local Authority that is dealing with the information or leading a subsequent investigation.

In response to serious injury and life-threatening situations Emergency Health services and Police will be called immediately as required. In all cases the matter will be reported to Local Authority children's services verbally without delay and followed up in writing within 24 hours. All Safeguarding issues that result in the Local Authority undertaking a child protection investigation (in accordance with Section 47 of the Children Act 89) the Registered Manager will report the matter to OFSTED, within 24 hours.

The Registered Manager or On-Call Manager and the Safeguarding Manager will be notified as soon as possible and will work together with the Social Worker dealing with the information to protect and support the young person. Where young people are placed outside of their home area their Social Worker (for the Placing Authority) will also be informed without delay. The disclosure and all our subsequent actions will be recorded on a file that the young person may read supported by an adult. They may not read or be made aware of information about other young people or adults that are involved in the issue or investigation (third party information) and this will be explained. Parents and carers may also read the information on file subject to the agreement of the Local or Placing Authority leading the investigation and taking into account the age and wishes or consent of the young person.

In case of a disclosure of harm by a young person about an adult in the Home or one that they know through another professional agency the procedure followed will be different in that the matter will be reported by the Safeguarding Manager only to a specific person, the Local Authority Designated Officer (LADO) for a decision about whether or not the matter will be investigated in accordance with Section 47. If the adult works in the Home then it may be necessary to ensure that they do not attend while the matter is investigated to protect the young person and ensure that they feel

safe. Subject to full investigation of the matter and permission from the Local Authority, that adult will be returned to the Home as soon as possible in a planned way. The young person and adult will both be supported to manage the return using the restorative approach.

All decisions to formally investigate child protection concerns are made by the Local Authority or the Placing Authority. For information and advice about child protection investigations young people, their families or carers may contact their Social Worker. Young people may wish to have the support of an independent advocate and we will assist in finding the appropriate person.

We will co-operate with investigations and enquiries in accordance with inter-agency "Working Together" procedures. The Registered Manager or Keyworker may be invited to attend a multi-agency strategy meeting or in some cases a child protection conference to share what they know about the issue and their views about risk to the young people involved.

We will support young people and their families through any safeguarding issues or put them in touch with other organisations that can do this independently. Anybody can ask for help in understanding these concerns or procedures and the Manager of the Home will be happy to talk and assist.

### **Bullying prevention**

Bullying is recognised as a risk within a group living home. We believe that everybody has the right to be treated with respect, to be safe and to feel safe. Bullying behaviour will not go away if it is ignored and often leads to more bullying so we do not accept it.

We promote and work in accordance with "Just Care" a restorative approach to preventing and addressing conflict and bullying, to create and sustain a positive safe environment for adults and young people in the Home. This will be evidenced in key working sessions with the young people.

Team members receive training in recognising and understanding bullying and they know what to do in response to incidents to protect young people and make sure that the risk of more bullying is prevented. In some circumstances a serious incident of bullying resulting in injury or potential injury of self-harm the matter may be reported to children's services as a child protection concern for further investigation (see Child Protection procedure above). If bullying is occurring in school, or a workplace or a youth club the matter will be referred to that agency for response using their own bullying prevention procedures.

We encourage anyone who feels bullied to tell us or an adult that they can trust to listen and understand by phone or note. This may be an adult in the Home, their Social Worker or other professional worker that they know or someone on a telephone helpline such as Childline 0800 1111

If bullying is occurring in the Home or by a young person living in the Home the behaviour will be challenged and stopped. Our aim is to educate young people to understand the impact of their behaviour on others and to reflect on their feelings and how they might change their behaviour. We use a restorative approach to address any harm caused by bullying behaviour. We monitor behaviour within the Home, risk assess and ensure effective supervision of young people and follow up all issues or complaints raised.

We support young people who have been bullied to make them feel safe and develop their confidence. Also supporting any young person who is bullying as they may need help to stop or change their behaviour or to put things right.

In extreme circumstances where a young person is persistently bullying others and it has not been possible for them to change or to restore harmony and every possible approach has been tried then their placement may be ended. The Registered Manager will make the young person and the social worker aware of this possibility and will arrange a Best Interest meeting to discuss options as early as possible. However, every effort will be made to avoid this outcome.

Bullying behaviour by any adult in the Home such as name calling, derogatory comments, oppressive or punitive behaviour must be reported by the person witnessing this directly to the Registered Manager for immediate action and in extreme circumstances this may result in formal personnel procedures such as external child protection investigation by the Local Authority or internal Disciplinary investigation.

Young people are invited and encouraged to give feedback about their care through meetings, a regular questionnaire, key-work sessions and issues raised will be addressed and responded to by the Registered Manager. A young person, their family or carers with any concerns about bullying may talk in confidence to the Keyworker or Registered Manager and may choose to make a complaint.

### **Missing young people**

Young people may be at risk of harm whenever they are missing from the house with or without permission. If they have permission to be absent then the risks will have been considered and suitable arrangements made for their safe return.

A young person may become absent without permission (**unauthorised absence**) because they are late, have run away, have left without telling anyone or because someone else forced them to leave. They may be at risk of harm and no arrangements have been made for their return.

When a young person becomes a missing person without permission immediate action will be taken by the Home to return them and when this is not possible, subject to risk assessment, they will be reported to their Social Worker (or Duty Social Worker) and Police as Missing.

The level of concern raised by a young person missing and the period of them being missing which will be specific to that young person subject to their individual risk assessment. For a young person known for being absent or missing a profile of the young person, including a current photo and the risk assessment will be shared in advance with Police in accordance with Local Interagency Safeguarding procedures and protocol between the Home and the Safer Neighbourhood Police team.

Our aim is to keep young people safe, enable them to feel safe and to prevent them from going missing. We will always respond positively to young people on their return with genuine concern for their safety and immediate needs for assistance, support and reassurance or nurturing.

On return we talk to young people to find out what has happened to them while they were missing and assess and respond to their health and emotional wellbeing. The Social Worker or other person designated by the Placing Authority is expected to visit a young person each time they are absent or missing, within 72 hours of their return, and to complete a Return Interview in accordance with missing from care procedure. We promote return interviews by someone external to the Home to ensure that the young person feels safe to discuss any issues occurring within the Home that may have contributed to them going missing. Young people may also receive a visit from the local Police to confirm that they are 'safe and well'.

Our long-term goal is to enable young people to learn to manage risks in the community for themselves through firm boundaries that are explained, establishing trust and cooperation in working together to manage their time away from the Home and promote their welfare.

We work in partnership with young people, parents and family, Police and other local agencies to achieve these aims through daily contact and regular strategy meetings to manage the risk presented to individual young people. Communication with local Police is made through regular contact with Helen Sansom (Missing Young Persons Co-ordinator) and the Safer Neighbourhood Team, who may be contacted on 01202 222222 or 101.

In addition to the profile and risk assessment provided in advance, we will share all information that we have with the Police that may help locate an absent or missing young person, including the names and addresses of family and friends and we will make them aware of any new or updated risk information.

If a young person has been reported Missing and this is in breach of a bail condition or court order, details are reported to the Police at the time. Once located by Police, they may be subject to arrest and detention before being returned to the Home or moved to a secure facility.

The young person's parents, family or carers will be informed immediately except where it has been agreed otherwise in advance with the social worker and young person. We will support the family and others involved until the young person returns and encourage and support young people to contact their parents or family when absent or missing except where such contact is a known risk. Parents have a significant role in helping to reduce risk of harm and frequency of absence and we will keep them fully informed and supported.

Where there is concern about a young person persistently becoming a missing person or a young person is absent for two consecutive days (even if they return in between) or they are at exceptionally high risk, such that would require immediate action, the Home will request a multi-agency meeting to include the Placing Authority Social Worker and Police and other relevant agencies such as the Local Authority Social Care, Health and Community services. This group will agree a strategy to prevent further absence and reduce risk during absence and this will be regularly convened to review the strategy as required.

In situations where a young person is at high risk when missing from the Home there will be a risk management plan in place agreed with all agencies involved. This may include periodic calls to the young person or visits to their location in the community to monitor their safety and the procedure to be followed if and when this is not complied with. The young person may remain at risk on their return and they may, therefore be subject to much closer supervision including frequent welfare checks in the Home searches of bags, pockets or bedrooms if harmful objects or substances are suspected, waking night team members or electronic door alarms to monitor their whereabouts during the night. These methods are oppressive and only in place where the risk to the young person justifies their close surveillance and the plan, therefore will be time limited and regularly reviewed.

We ensure that all young people understand how to keep safe when they are out, that they have contact numbers, mobile phones with credit, and bus tickets or other means to get home. All young people in our care have their own individual plan to ensure that all adults in the Home understand what helps, and does not help, them to feel safe and to be safe at the Home and in the community.

Young people are not prevented from leaving the home by force or locked doors as this would be in breach of Children Homes Regulations and ineffective over time. If leaving the home will put a young person at immediate high risk for any reason their carers will pro-actively encourage them to stay by talking, blocking or delaying them in a way that is reassuring and not confrontational. In extreme circumstances young people may be restrained to prevent immediate risk of injury or harm by leaving the Home or Police may be called. Carers may also refuse to give out money, bus tickets or offer lifts in order not to assist a young person to become a missing person.

We encourage young people to engage in safe activities in the Home, in the community, to attend school and have contact with their family and parents and plan weekly timetables. Over time the effect of this is to offer young people alternatives to going missing and risky behaviour, to raise their self-esteem and confidence, and to develop their ability to control and risk manage their daily lives. The missing person protocol is openly discussed to make young people aware of the consequences of their behaviour and this may include closer supervision in relation to their free time or money or they may be asked to hand in their phone. Although this may be viewed as punitive by the young person the aim is to promote their understanding as to risks associated with having more freedom.

Missing person records are routinely monitored by the Registered Manager to inform individual plans for young people and effective strategies for the Home in preventing and reducing young people from going missing. Concerns about specific known risks in the community or visitors to the Home will be discussed with the Community Neighbourhood team and in the multi-agency group working currently working with any young person persistently absent or missing. Practice in the Home is also monitored and supported by the Safeguarding Manager.

### **Sexual Exploitation**

Young people that are Looked After maybe at risk of sexual exploitation, more so than for other young people, due to their previous history which may include sexual abuse or neglect, or emotional trauma and they may be vulnerable to 'grooming' or less resilient and a target for coercion or force in sexual activity.

It is known that there is a significant link between being missing or absent, substance misuse including drugs and alcohol and sexual exploitation. The Missing Young Person procedures are followed consistently with special attention to the contacts that young people are making in the community and their access to substances.

Young people are not likely to recognise that that they are at risk of being, sexually exploited and may therefore not disclose what is happening. Young people are supported and listened to, especially on their return to the home as a missing person and are reassured to promote their trust in the adults in the Home and discussion about their relationships and activities outside the Home.

Disclosed incidents of sexual abuse or suspected sexual abuse are responded to as for any other concern following the child protection procedure (see previous). There are a number of signs and indicators that sexual exploitation may be occurring including going missing from home or school, unexplained new gifts and possessions, older friends and sexual partners, sexually transmitted infections, mood swings, substance misuse and inappropriate sexualised behaviour.

A specific tool for assessing the on-going level of risk for young people exposed to sexual exploitation or suspected sexual exploitation, CSE Risk Assessment tool, is completed and regularly updated by the Home in consultation with the Placing Authority Social Worker. In the event of a child protection referral or concern or a missing young person the completed and up to date CSE Risk Assessment will be shared with the investigating social worker or Police.

Young people assessed as Medium Risk or more on the CSE risk Assessment tool are referred to the Local/Placing Authority for multi-agency planning and action. The Registered Manager, Safeguarding Manager and designated practitioner/Keyworker will engage with and implement the interagency action plan including attendance at Strategy meetings and subsequent review meetings as appropriate. If a young person is assessed as Low risk on CSE risk Assessment and not, therefore, subject to a multi-agency action plan then in consultation and partnership with the Placing Authority Social Worker a number of interventions will be implemented by the care team in the Home to reduce the risk and prevent further or future involvement in sexual exploitation activity. The Registered Manager may also request an urgent planning meeting or Best Interest meeting with the Placing Authority setting out the patterns and trends of behaviour and risk that have escalated or are cause for concern. Likewise, the Placing Authority Social Worker may convene a "high risk" strategy meeting which will be followed by regular review meetings in which it is expected that the Registered Manager and Keyworker will fully engage.

### **Self-Harm (Injury)**

Self-Harm is damaging activity individuals inflict upon themselves to cause deliberate harm or injury. It can include scratching, cutting, head banging, skin rubbing, biting, bruising, burns, scalding, breaking bones, hair pulling, ingesting toxic substances or objects, inserting objects, induced vomiting, eating disorders, overdose and poisoning, ligature and hanging. Drug and alcohol misuse and other risk-taking behaviours such as unsafe sex can also be described as self-harm behaviours.

It is understood and accepted that self-injury or harm is a response to emotions that cannot be managed or coped with such as fear, anger, and despair or in response to depression or helplessness. It is also understood that self-injury or harm does not necessarily indicate intention to commit suicide. However, life threatening injury or death could be an unintended outcome of self-injury and all incidents are taken seriously and responded to as for other safeguarding concerns.

In the event of serious injury Emergency Health Services will be called and Children's Services will be notified. The Placing Authority Social Worker will be notified. Parents and carers will be notified in accordance with the young person's individual plan and their current wishes.

Young people that regularly self-harm are encouraged to reflect on their feelings and identify the triggers for self-injury. They are encouraged to take responsibility for seeking emotional support that may prevent injury and for administering First Aid where this does occur. Over time the aim is to enable young people to learn alternative less destructive ways of managing their feelings.

It is recognised that a young person that has been missing from the home, bullying or substance use in particular may trigger self-injury and all occurrences are taken seriously and responded to appropriately following procedures as outlined above.

As with other high-risk behaviours as described above the Home may request or be invited to a multi-agency strategy meeting with the Placing Authority and Local Authority where this is different to devise and implement an on-going high-risk management plan. As with absence this may include monitoring and close supervision in respect of time in the community and access to money.

A young person admitted to hospital as a result of self-injury will be supported and monitored at all times in consultation and agreement between the Home and hospital staff and will be discharged subject to an assessment of their state of mind and wellbeing by a mental health practitioner (Child & Adolescent Mental Health, CAMHS). Ofsted and the Placing Authority and family (where applicable) will also be notified.

### Reporting concerns about the Home

Young people, parents and placing Social Workers that believe the above stated standards of practice have not been met are invited to give feedback to the Registered Manager (Appointed Manager) in person, by phoning or writing to the Home. Issues of concern or alleged wrong doing likely to cause harm to a young person should be reported immediately to any of the following:

Appointed Manager: Gavin Woods	via the Home	01202 007088
Responsible Individual Jenny Kendall	via Head Office	01202 055980
Local Authority (Bournemouth)		01202 458000
Ofsted		0300 1231231

## Views, Wishes and Feelings

### 8) A description of the home's policy and approach to consulting children about the quality of their care.

We support the right of young people to be consulted and listened to about key decisions which affect their daily life or their future.

The team of adults are trained to act as a 'good parent' by listening to the young person and involving them in decisions about their life and future through children's meetings, key-work sessions and through everyday living opportunities.

We encourage young people to be involved in planning their lives in a way that enables them to contribute effectively, for example by explaining the purpose of a Statutory Review meeting, who will be there and going through the consultation documents in advance of the meeting. Young people are supported to express their own views and their key-worker may act as advocate where appropriate. This may not be appropriate when there is a conflict of views

relating to a matter about the Home. Recognising any such conflict of views the key-worker will ensure that the young person may express their views with the support of another person independent of the Home.

Appropriate advice and expertise will be sought to ensure linguistic, ethnic, and cultural issues are resolved to enable a young person's full involvement in consultation.

Young people will be invited to participate in decisions concerning the home and daily life for example in menu planning, house decoration, recruitment of new team members and decisions concerning recreational activities. Young people will be encouraged to hold young people's meetings to discuss the running of the home, encourage suggestions and contributions to wider community life and activities.

Young people can raise any matters concerning the running of the home with the Registered Manager or their key-worker or the Independent person making monthly monitoring visits (appointed in accordance with Regulation 44, Children's Homes Regulations 2015). Young people may also raise issues with the Responsible Individual using the contact details provided in this Statement and as detailed in the welcome pack or using suggestions/complaints box in the home, which is only accessed by senior management.

#### **9) A description of the home's policy and approach in relation to – (a) anti-discriminatory practice in respect of children and their families; and (b) children's rights.**

*We support and promote the UN Convention on the rights of the child. All young people in our care are looked after and protected as 'children' until they are 18 years old, and their 'best interests' are our top priority. Young people's relationships with their parents are supported and their parents are kept informed of their progress except where this may cause harm to the young person. We promote young people's development of their own identity and celebrate their uniqueness. Young people are consulted in all decisions affecting them and supported to express their own views freely. They are encouraged to participate in their local community within their own social networks and their privacy is protected in the Home. Young people in the Home have a right to a good standard of living that aids their development through the best possible healthcare and education and this is regularly reviewed. We accept young people as they are, and as they wish to become, embracing their unique identity, personality, circumstances, heritage, background, future choices and we support them to enjoy their own culture religion and language. We wish our young people to enjoy their childhood and we respect their right to rest, play, leisure and free time and to expression through the arts and nature. (With reference to CRAE Summary, UN Convention on the Rights of the Child, [www.crae.org.uk](http://www.crae.org.uk))*

The Home is committed to treating young people, their parents and family, professional partners, neighbours and members of the community in connection with the Home and all employees, contractors, and students on placement, fairly and equitably, regardless of their character as an individual, personal circumstances, background, heritage or lifestyle.

In particular, fair and equitable treatment will apply regardless of any person's racial, ethnic or national heritage, gender, sexual orientation, age, religion or spiritual beliefs, disability or health status, in accordance with the following legislation: Employment Equality (Sex Discrimination) Regulations 2005, Race Relations Act 1976 (RRA) & the Race Relations (Amendment) Act 2000 (RRA 2000), Disability Discrimination Act (DDA) 1995, Equality Act 2010 and Human Rights Act 1998).

In our practice we are committed to the following principles:

- Working to maintain an open, positive and inclusive culture in the Home for young people and adults that is comfortable, welcoming, safe and promotes opportunities for positive communication and relationships.
- Elimination of prejudice and unfair discrimination through proactive promotion of the rights of the individual.
- Equality through the promotion of discipline, education, reflection and personal growth in young people and adults in the Home.
- Learning from research, legislation, practice monitoring, complaints and representations and outcomes for young people.

The Home is regulated and registered by Ofsted (HMCI) to provide care specifically for young people with emotional and behavioural difficulties. The Home is not exempt from compliance with the Disability Discrimination Act 1995, but it is not registered with Ofsted (HMCI) to provide care for young people with Disability due to matching considerations. Therefore, young people referred to the Home primarily with emotional and behavioural needs will not be excluded due to any form of disability where their needs for support and care can be met or where 'reasonable adjustment' to meet their needs can be made and the Home can continue to operate within the parameters of its registration.

We support and guide young people to grow through healthy relationships and attachments that develop their confidence and self-esteem, self-respect, acceptance and tolerance for themselves, their family and for others. Our approach includes information, guidance, education, boundaries, and opportunities to develop ability in reflection and self-discipline.

The Home welcomes all young people placed with us and their visitors through personal greetings, posters, information boards, displays and leaflets available in keeping with a homely atmosphere using resources chosen to promote and celebrate diversity.

Young people are encouraged to understand the wider world and to celebrate the cultural and religious background of all those living and working in the Home through access to art work, media, group activities, role modelling, open discussion, music and food. Young people are offered opportunities to get involved in their hobbies and interests, at home or in the community, to pursue their passions and to try out new experiences. All achievements are noticed and celebrated.

Adults in the home are positive role models for our young people and will challenge in a positive way attitudes, behaviour and language that are non-inclusive, rejecting, hostile or discriminatory. Young people will not be rejected but their behaviour maybe. Respect, courtesy and a positive culture is always promoted within the Home.

Bullying is not tolerated in any form or against any person living or working in the Home or visiting. Bullying is prevented and addressed through effective matching at the time that young people are referred to ensure that any risks of bullying arising within the group are safely managed and on-going group risk assessment is updated.

Unlawful behaviour by young people such as any form of racist, homophobic or sexual abuse, harassment or assault is not tolerated and is addressed first and foremost through a restorative approach with the consent and participation of any person involved and if necessary, through Police involvement.

### **Restorative Approach**

We use a 'restorative' approach to develop and maintain a culture within the Home that is positive and promotes equality and inclusion. We refer to the model of practice developed by Belinda Hopkins 'Just Care: Restorative Justice Approaches to Working with Children in Public Care' (Jessica Kinsley Publishers, 2009). "Just Care" is an innovative approach to preventing and addressing conflict and bullying, as well as disruptive, challenging and criminal behaviour. A restorative approach in a care setting shifts the emphasis from managing and responding to conflict and anti-social behaviour, to the building, nurturing and repairing of relationships. Everyone in the home is expected to support each other in taking responsibility for the impact their behaviour has on those around them and putting things right when they go wrong. (More information on Belinda Hopkins model is available from <http://www.transformingconflict.org>)

A Development Action Plan, that supports the Development plan for the Home, including Equality and Diversity, is written implemented and monitored by the Registered Manager. The diversity of young people placed within the Home is monitored to inform the Development plan including diversity of the care Team and planning of training and resources. Practice is monitored through induction annual appraisals and supervision processes to identify issues and develop practice.

## Education

### **10) Details of provision to support children with special educational needs.**

The Home does not provide education. We support the attendance and achievement of all young people in mainstream school or special educational provision including those with special educational needs. Support provided includes transport to and from school, adult support in school, home tuition and help with homework. We liaise with partner agencies to support the educational provision for the young people as agreed on admission and subject to on-going review of their Personal Education Plan.

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

The Home does not provide education and therefore does not have dual registration.

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

We believe in the value of education and the empowering nature of learning for young people and children. In accordance with current legislation we expect all young people in our care to engage in one of the following; learning at a school, a learning centre, to be registered with an alternative programme or special provision, at college or within the workplace.

The Placing Authority have a duty under section 22 (3A) of the Children Act 1989 to promote the educational achievement of looked after children, which includes, as set out in the guidance:

“seeking a school or other education setting that is best suited to the child’s needs. The local authorities’ responsibilities as corporate parent applies wherever the child is placed”

Wherever possible this will be within the Local Authority where the Home is located but maybe within the Placing Authority area. Out of area educational provision will be supported by the Home providing the distance for travel may be managed and is appropriate for the young person.

All Looked After young people have a Personal Education Plan which is initiated and updated by the educational establishment they attend. The Personal Education Plan sets out a record of their achievements, needs and aspirations. The Team adults are familiar with the educational histories of young people they look after where these are provided.

We liaise on a regular basis with the young person’s educational resource; this includes making teachers aware of significant issues in the young person’s life, attending regular review meetings and parent’s evenings, encouraging and supporting young people to attend other school events and supporting the young person in school to manage behaviours and risks and ensuring we are kept informed regarding progress and general information.

Each young person will be asked about their education when their placement plan is written, and we will ask for information from the Social Worker, family and carers. We will want to know what has been happening so far and what they like about learning, their hopes and ambitions for the future and what we can do to encourage them to achieve this. We will explore any barriers that might be affecting them or stopping them from getting the best out of school.

Young people are encouraged to attend school, college, home tuition, and do their homework, or read and learn, use the computer creatively and as a learning tool, undertake activities which support the curriculum. Teams support young people to improve skills in a fun and confidence boosting way, follow interests and hobbies, think about the future and work out how to get the best out of education so they can meet their ambitions. We help young people to get to and from school or college, stay in school or change school when necessary, help sort out problems and access specialist assessment or counselling. We have a room available for the young people to study and complete their homework, they will have the use of a computer and additional resources such as text books can be acquired if required.

We discourage young people from using school hours (9am to 3pm, Monday to Friday during term times) for social activities or to meet friends unless agreed by the young person’s parents or social worker. We will do everything possible to find meaningful and appropriate educational activities during these times and in these situations. If this occurs, we will expect support from the Placing authority.

## Enjoyment and Achievement

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

Nearby, Charminster High Street has some unique and individual shops, many restaurants and a local post office. We are close to local transport links, libraries, parks, schools, Churches of all denominations and youth clubs. We are also on the doorstep of the beautiful Hampshire New Forest and Dorset’s Jurassic coastline and Bournemouth beaches which offers our young people to enjoy various activities

Young people at Bailey House have clearly defined routines and programmes of activities organised to keep them safe and to feel secure, to develop new skills and to find their strengths and skills that develop self-esteem. We have themed nights to broaden young people’s knowledge of different cultures and to celebrate diversity and to challenge any prejudices the young people may have.

We offer a very wide range of activities including;

- Sporting activities such as swimming, the gym, pool, cycling, table tennis, fishing, ice skating and walking.
- Hobbies such as attendance at local clubs.
- Arts, crafts, gardening, games, music and cooking in the Home.
- Recreational leisure activities such as bowling, cinema, eating out and dog walking.

All activities are subject to risk assessment. The Home will also look at specialist activities such as outward-bound activity weekends. Checks are taken to ensure that the provider is suitably qualified and has insurance cover.

## Health and Wellbeing

**14) Details of any healthcare or therapy provided, including – (a) details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and (b) information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.**

The health and physical development of young people is given high priority and thoroughly assessed as part of the admission process and throughout the placement. Young people have regular medical dental and sight checks in accordance with Children's Homes Regulations.

### Healthy living

On admission the young person, their parents/carers and social worker are asked about their health. We will ask questions about food, special diets, eyesight, hearing, smoking, disability, illness, medications, friendships and relationships and about what makes the young person unhappy or worry a lot. A health plan is developed and managed as part of the on-going placement plan. This includes psychological/emotional health, physical health and fitness as well as dietary and nutritional needs.

All young people are registered with a local general practitioner. Individual health care and medical treatments are identified on admission to ensure continuity of health care. Young people are assisted to arrange and attend medical, dental and other health related appointments. Medication and other treatments are not given without the young person's consent and the consent of those with parental responsibility. When a young person refuses prescribed medication then we discuss the reasons and possible implications with them. When refusal persists then we will refer the matter to the young person's general practitioner. Where young people are being treated by long-term medication regular review is expected by the general practitioner or medical consultant.

Health records are maintained for each young person and include details of any health problems or illness, prescribed treatments, the administration of and response to medication. Appointments and recommendations for all medical specialists are recorded on the young person's file.

We encourage young people to eat a healthy diet, stop smoking or using any substances that are a risk to their health, sleep well and get exercise, stay safe and protect themselves, deal with things that upset them, and we expect them to learn about a healthy lifestyle and health risks.

Young people are supported to attend outpatient health assessments or treatment and sexual health clinics and appointments. We encourage young people to involve their parents or carers in their health care as their support and consent will be important, now and in the future.

We do not allow young people to smoke, drink alcohol or use substances in the home. Smoking is forbidden by law. We encourage and support young people who want to stop smoking to use the help offered from the Local Health Centre and "Stop Smoking" help line numbers.

### Mental Health

Young people are supported to attend counselling through Child & Adolescent Mental Health Services (CAMHS) as referred by their Social Worker. The Home has a close working partnership with the local CAMHS team, and the same teams in other Placing Authorities, to support young people who are directly receiving counselling or therapy from a CAMHS practitioner. In some cases where the young person may or may not be directly engaged with CAMHS the Team will receive clinical supervision.

### Therapeutic care

In the 14 years since Beaufort Care Group opened its first Home care practice has evolved in accordance with a general ethos and culture of acceptance and non-punitive care, and specific techniques have been introduced by individual Registered Managers and teams. Since October 2013 there has been a commitment by the company leadership to strengthen the general ethos, and to introduce an integrated framework for therapeutic care practice to be implemented consistently within all Homes. The framework is based on specific theoretical approaches that fit well with the established culture. It is not intended that this framework will prevent each Home from developing in accordance with the specific needs of the resident groups of young people or that of the locality or Local or Placing Authority. It is intended that this framework will provide a reference point against which to assess and monitor minimum standards of practice and quality assure outcomes for young people.

Therapeutic practice is underpinned by key national principles and values towards positive outcomes for young people as follows:

- Young people are welcome, accepted as they are and celebrated as individuals.

- Young people feel safe and are kept safe from all forms of abuse and neglect.
- A culture of open, honest communication and trust empowers young people to achieve and participate
- Young people are respected for their contribution, and their participation is vital.
- Constructive, warm relationships are built with young people to actively promote positive behaviour.
- Negative behaviour is always rejected but not the young person committing it.
- Anger and aggression are treated, first and foremost, as emotional responses and not criminal acts.

Our mission is to build a culture and nurturing environment which surrounds and motivates our young people, so they believe in themselves and strive to be the person that they want to be. We seek to provide an environment for young people, within which, they are nurtured and empowered to share their unique character, strengths and talents. We welcome and reward behaviour that supports young people to grow and believe in a future that they can create for themselves.

We recognise that young people's previous experiences are significant and may have affected their self-esteem, their ability to participate in personal relationships or behave acceptably and, consequently, the way that other people respond to them. Unacceptable behaviour is seen as a response to insecurity caused by disruption to care and attachment, too much change, loss, separation, emotional trauma or internal conflict. We seek to enable young people to understand how their feelings affect their behaviour and encourage them to reflect on what they could do differently.

We work in partnership with young people to encourage them to understand and manage their behaviour and we consult with them regarding the way that this can be done that is most appropriate and acceptable to them as an individual. We believe that challenging behaviour such as anger, aggression, and risk-taking behaviour and self-harm is part of a young person's self-expression and reaction to previous care or internal, or external, events that can be contained but not eliminated through boundaries, discipline or physical control alone. Issues underlying behaviour must be acknowledged, accepted and understood. The issues must be dealt with to support growth and emotional development towards maturity.

We will not be oppressive but will use "diversion", "distraction" and "de-escalation" in response to aggressive or violent behaviour. If force is required to prevent serious harm or damage this will be used confidently and effectively maintaining respect for the young person and preserving their privacy and dignity. Young people are consulted and supported to express their views about restraint and the need for restraint and their views are shared and promoted.

Our therapeutic practice framework is comprised of specific approaches to three broad areas of behaviour that is, challenging behaviour, group behaviour and individual behaviour. The approaches although different and each requiring specific training integrate well together and with the company ethos to provide a comprehensive framework for practice and evaluation.

### **Challenging behaviour – Team Teach**

All Beaufort Care group homes including Bailey House train their staff teams in Team Teach. ([www.team-teach.co.uk](http://www.team-teach.co.uk)). Team teach endeavours to promote the following aims and objectives: -

- To promote the least intrusive positive handling strategy and a continuum of gradual and graded techniques, with an emphasis and preference for the use of verbal, non-verbal de-escalation strategies being used and exhausted before positive handling strategies are utilised.
- To enable services, develop acceptable and authorised responses to disruptive, disturbing, angry and aggressive behaviours in a manner that maintains positive relationships and provides safety for all, by training in Team-Teach.
- To reduce the number of serious incidents involving physical controls in all settings and to emphasise the importance of exhausting behaviour management strategies in the first instance.
- To increase the awareness of staff concerning the importance of recording and reporting, monitoring and evaluating, all incidents involving positive handling.
- To provide a process of repair and reflection for both staff and children.

Genuine trust and attachment are promoted within relationships between young people and practitioner which facilitates and supports the use of behaviour management techniques including de-escalation and restraint in response to high risk behaviour. In managing behaviour Practitioners are encouraged to use their knowledge of individual young people to support them effectively and to use professional judgement in accordance with the principle that all measures of physical intervention should be a last resort that is necessary, reasonable, justifiable, proportionate and clearly accounted for in records and supervision.

## Individual behaviour – Child Development, Attachment and Trauma

Beaufort Care Group commenced a structured programme of training and reflective learning in child development, Five to thrive, delivered by Kate Cairns Associates (KCA). <http://www.katecairns.com>.

Five to thrive describes a sequence of relational activities that build healthy brains in young children and maintain healthy brain function throughout life. It offers a bridge between professional understanding of neuroscience and everyday experience. The learning is being embedded in practice through on-going team sessions every 3 months with Alisha Azzopardi. To support this programme, we have a role of Practice Manager in the Home to work alongside the Registered Manager in the development of practitioner and team skills and understanding in using theoretical principles.

Kate Cairns holds a number of relevant qualifications including CQSW (1986) and a Certificate in Social Work Education since 1989. Alisha Azzopardi holds a number of relevant qualifications IPT Accredited Practitioner and is also Registered with the HCPC.

This training seeks to achieve:

- placement stability; fewer behavioural eruptions and incidents; happier young people; confident team
- Improved understanding of individual behavior in a group setting
- Increased confidence in managing the resident group and using group activities effectively for changing behavior.
- Decreasing criminalization of challenging behavior, triggered by emotional responses, and specifically less Police Involvement in incidents of behavior management.

Progress against these outcomes and individual outcomes for young people will be monitored through supervision, keyworker sessions with young people, resident meetings, team sessions with Alisha Azzopardi and some analysis of statistical indicators of engagement by young people such as frequency of absences, substance use, keyworker sessions and activities. The information gathered each month will be evaluated and reported in quarterly reviews of the Homes Development plan as part of the statutory monitoring process required by Children's Homes Regulations (Reg 45). Six monthly reports for the Home are forwarded to Ofsted and made available to the Independent Visitor. Access to reports by parents, carers and social workers will be given on request to the Registered Manager and subject to consideration of issues of confidentiality issues.

## Positive Relationships

### 15) The arrangements for promoting contact between children and their families and friends.

Maintaining contact with parents, relatives and friends is recognised as being important to a young person's well-being and security. We welcome visits from friends and family by prior arrangement The Home will be flexible with parents and relatives to maximise the best opportunities for visits for our young people, however, we will always maintain due care and attention to the other young people in the homes as well e.g. During busy periods we may limit the number of visitors allowed in the home at any one given time. All visitors to the Home must be signed in the log book, noting the time they arrive and leave. This is a safety and protective measure.

Contact arrangements will be discussed at the time of the young person's admission to the Home and any difficulties fully discussed and resolved. Young people will be able to maintain contact by using their own mobile phones wherever appropriate or using a free phone provided in the Home. All personal mail for young people will be given to them directly.

Young people will be given help and support in corresponding with their parents, relatives and friends if they require it by phone, letter, email and social networking as appropriate.

Requests for contact by family and friends will be checked with the young person and their placement plan to ensure that there are no restrictions and that unsupervised contact is appropriate and agreed. If some level of supervision is required, this will be arranged and if for some reason it is not convenient the visitor will be asked to call back at a pre-arranged time.

Young people are encouraged to invite their friends to the Home by arrangement, subject to risk assessment to support all young people including other residents in the Home. There are also opportunities for young people to invite their friends on activities.

When it is part of the placement plan adults will assist in appropriate ways so that young people will be able to visit family, relatives and friends. This will be done in a variety of ways, for example, lifts there and back if agreed by all parties, and the provision of bus fares. All such contact will be recorded and reviewed with the young person weekly.

Depending upon the plans and aspirations of the young person and their future long-term living arrangements the Home will encourage and develop a living and social environment which reflects (as near as possible) their next step. This may involve activities in or out of the house with their family or carers.

## Protection of Children

### 16) A description of the home's approach to the monitoring and surveillance of children.

The use of electronic or mechanical forms of surveillance of young people is allowed in accordance with the Human Rights Act 1998, Children's Homes Regulations 2015 and Children Act 89 Guidance & Regulations Vol 5 Children's Homes (1989) the effect of which is to limit the use of surveillance only to promote the safety and wellbeing of young people and to so in such a way that promotes their privacy and dignity as much as possible.

The purpose of surveillance is to

- safeguard young people from risks within the Home
- make sure the Home is safe and secure from people outside
- to prevent a crime or record the event for evidence where this does happen

The Registered Manager will

- make sure surveillance is only used for the above purposes
- ask the young people's Social Workers for their agreement to use surveillance.
- tell young people about surveillance methods and listen to their views.
- explain surveillance in this Statement of Purpose
- make sure that any electronic monitoring imposed by a court is in place.

Beaufort Care Group does not use CCTV systems to monitor its homes. Within our homes, we do not routinely use bedroom door alarms. If there is a risk to or concern about the safety of an individual young person, a waking night team member will be sourced. Each home has alarms fitted to external doors, including front and back doors to the home.

The whereabouts of young people outside the Home may be monitored, although not tracked, by use of mobile phones. This requires compliance by young people as they may choose to switch off their phones or not answer them. Electronic Tagging may also be used in and out of the Home put in place by Court Order and cannot be stopped or changed by the Home whilst the young person is residing there.

GDPR guidance must be followed regarding storage and access to all records from electronic surveillance. Mobile phone texts from young people and call logs are also kept in the mobile phone for the Home. All digital records are stored for a temporary period within the surveillance devices kept in the office. Records from mobile phones are monitored by the Registered Manager to make sure that they are being used properly and only when necessary. The digital records may be accessed for the purpose of an investigation by relating to a crime or safeguarding issue and may not be reviewed for any other purpose.

**17) Details of the home's approach to behavioural support, including information about – (a) the home's approach to restraint in relation to children; and (b) how persons working in the home are trained in restraint and how their competence is assessed.**

We aim to empower young people to take responsibility for their own behaviour achieved through reflection, encouragement, positive reinforcement and role modelling. All behaviour is reviewed on a continual basis ensuring continuity of care and response using, as a live record, the Individual Behaviour Management Plan (IBMP) for each young person. The plan identifies a range of specific strategies that are effective for the individual to manage their challenging behaviour and promote their positive behaviour. We promote the concept of outcomes for behaviour which encourage young people to understand the impact of their actions, either positive or negative, on others, themselves and their own progress and to take responsibility for them.

Positive behaviour is encouraged by the frequent expression of approval and celebration by adults and the generous and realistic use of reward to affirm the behaviour. Rewards can include opportunities for extra pocket money or treats but should promote wherever possible a sense of achievement based on realistic expectations. Verbal reprimand or feedback for negative behaviour will focus on the specific behaviour and not the personality or character of the individual and will be given in a measured and thoughtful way without threat or intimidation. A verbal reprimand should not normally involve shouting at a child although there may be occasions when raising the voice in a controlled way may distract a young person from what they are doing and gain their attention and engagement.

In accordance with restorative principles young people are encouraged to reflect on their behaviour where this has caused harm to another person and to make reparation by apology or practical tasks to help restore order in the Home or to repair or replace damaged property or making contribution to this. A young person's pocket money may be used by the Registered Manager (up to two thirds) to replace property or costs incurred by negative behaviour. Consent is not required but is always asked for and usually given. Pocket money may be delayed limiting risky behaviour such as substance use or absence or to promote a period of reflection and constructive discussion or redirection.

Similarly, restrictions on activities and routines are used to promote reflection on behaviour for example, not staying up late, or a less exciting but safer activity or restriction on games or TV to discourage behaviour such as refusing to go to school.

Some young people will always be supervised in and out of the Home in accordance with their agreed placement plan due to high risks to themselves or other young people in the community. This may be in place particularly when a young person has been charged or convicted of a criminal offence or there is a risk of such an offence being committed. Such supervision is not seen because of negative behaviour but as a safeguarding precaution. Such restrictions will be discussed with the young person and they will be engaged in a process of monitoring and review working towards more self-control and freedom.

Control by restraint is used as a last resort action in situations where there is immediate risk of injury to the young person or other people or where there is an immediate risk of serious damage to property. Restraint or the threat of restraint may not be used to force compliance or modify behaviour. It is almost always in response to emotional expression that is out of control and is therefore an act of containment, care and nurturing for young people that feel unsafe. It should be noted that restraint may not be used to prevent a young person from leaving the Home except when to do so would place themselves or others at immediate risk of injury or harm. The use of restraint must be necessary, reasonable, proportionate, justified and must be fully accounted for.

The Team receive training in Team Teach, managing challenging behaviour that covers up to date legislation, examples of good practice and failings, risks inherent in restraint and alternative strategies for behaviour management that avoid the use of restraint. The training also includes physical intervention techniques including body language and positioning, contact without force and restraint holds.

Restraint holds are clearly demonstrated and practiced in training and identified in written practice guidance. In accordance with national guidelines the holds have been risk assessed and are compliant with Children's Home Regulations. The Home uses techniques for de-escalation, physical restraint and breakaway devised by Team Teach Ltd. [www.teamteach.co.uk](http://www.teamteach.co.uk)

Team members receive initial training which is updated annually or within two years and periodic practice updates by the in-house instructors. Team members implement their learning in practice supervised by the Registered Manager and Practice Manager and wherever possible they work with a person that is more experienced in managing challenging behaviour. Competence is assessed on-going through monitoring and review including feedback from young people, case discussion and self-assessment in supervision, informal observation by team members and feedback in supervision, and through formal de-briefing within 24 hours of any use of a measure of control or discipline.

De-brief of young people is undertaken by a team member or manager who was not involved in the incident of restraint. De-brief of team members is undertaken and recorded by the Registered Manager (or other Manager in their absence). Any practice issues or allegations arising from restraint de-briefs are referred to the Designated Safeguarding Officer

for scrutiny and possible notification to, or referral for, external investigation by, the Local Authority Designated Officer (LADO) for safeguarding.

## LEADERSHIP & MANAGEMENT

**18) The name and work address of – (a) the registered provider; (b) the responsible individual; and (c) the registered manager.**

The Registered Provider:

Beaufort Care Group,  
Unit 2, Hollygrove Business Park,  
Verwood Road,  
Ringwood,  
Hampshire,  
BH24 2DB.  
01202 055980

The Responsible Individual and Director:

Jenny Kendall  
Beaufort Care Group,  
Unit 2, Hollygrove Business Park,  
Verwood Road,  
Ringwood,  
Hampshire,  
BH24 2DB  
01202 055980

The Registered Manager (Appointed Manager):

Gavin Woods  
Bailey House,  
143 Lowther Road,  
Bournemouth,  
Dorset,  
BH8 8NP  
01202 007088

The Home is also monitored by: Alice Tibble - Independent Visitor, Neil Foster, Residential Services Manager / Safeguarding Officer, Amanda Goodenough Director, any of the above may be contacted at Beaufort Care Group office, Unit 2 Hollygrove Business Park, Verwood Road, Ringwood BH24 2DB. Tel. 01202 055980 or by talking to a Manager or Team Member in the Home.

Beaufort Care Group is the trading name for the following limited company: Beaufort Care Group Ltd, Company number: 046900

### **19) Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.**

Beaufort Care Group has several residential children's homes. Our Teams have many years combined experience working with children and young people in residential care. We select people for their commitment to young people and their understanding of their needs as Looked After children. Our recruitment process is compliant with Safer Recruitment guidelines to ensure that employees are suitable to work with vulnerable young people and we implement robust procedures for conduct, dress and discipline. Our teams are confident, experienced and resilient in managing challenging and high-risk behaviour and they are supported by experienced managers, a 24 hour on-call system, training, regular supervision and development review.

The company Director, Jennifer Kendall, an experienced, qualified and registered Social Worker, Amanda Goodenough, Director and Neil Foster, the Residential Services Manager oversee the Bailey House home and Gavin Woods who has been appointed to become the Registered Manager; also Safeguarding Officer Neil Foster and Trudi Scott, People and Resources Manager, work alongside the Home, Manager and the Team Members to monitor and develop safe practice.

On rare occasions it is necessary to use agency staff to cover unforeseen team absence. The temporary staff recruitment agencies used provide recruitment checklists to confirm compliance with Safer Recruitment guidelines. When on duty in the Home agency staff work alongside experienced Team Members in a support role only and they are offered informal and formal supervision by the Registered Manager. The individuals used are selected such as to promote continuity and minimise disruption for young people.

### **20) Details of the management and staffing structure of the home, including arrangements for the provisional supervision of staff, including staff that provide education or health care.**

#### **Workforce structure**

An up to date staffing structure, including senior management, is available on request. It is also displayed on the company website.

#### **Professional Supervision**

Beaufort Care Group is fully committed to the supervision, training and professional development of its Team Members. The on-going supervisory relationships between managers and practitioners enable reflection, accountability, management of workloads, and implementation of training and support plans. Opportunities to raise and discuss safeguarding concerns and any personal or performance issues that may affect direct work with young people are also reviewed.

Individual team members have access to daily advice and support from managers in the Home, regular formal supervision and informal supervision through daily handover meetings and team meetings. Vigilant monitoring and scrutiny of practice is always promoted to ensure that young people receive appropriate and good quality care.

Robust practice competence monitoring is in place through monthly audits by the Registered Manager and regular visits to the Home by the following: Independent Visitor, Residential Service Manager, Safeguarding Officer. Any practice issues arising are referred to the Registered Manager who may call upon the Safeguarding Manager or People Resources Manager for support.

All team members receive an Annual Professional Development Review (PDR) at which training needs and personal development needs are identified and planned for using a range of training and learning methods. PDRs are reviewed during the year.

On starting, new employees are subject to a probationary period of six months during which their supervision will be frequent and structured to ensure that they evidence progress in accordance with National Induction Standards, that is, that they understand the principles and values of practice, their job role, health and safety requirements, the development of children and young people and that they know how to communicate effectively with children and young people and protect them.

To be confirmed in post practitioners must evidence commitment to personal and professional development and that they have met practice standards. Progress during probation is formally reviewed by the Manager and People Resources Manager and the probationary period may be extended if necessary. The probationary period is also applicable to existing employees that are promoted into new roles within the Team.

#### **Bailey House Team**

The Bailey House team have a wide range of backgrounds, varied experience and knowledge of working with young people. Currently the team is predominately white British in ethnicity with a diverse range of interests. Ages range widely from 21 years to over 60 years. Our team consists of seven full time members and two part time members, who work as two to three team members on each shift. There is a Practice Manager and a Registered Manager (Appointed).

Name	Post Held	Qualifications	Experience
<p>Gavin Woods NVQ4 Children &amp; Young People L5 Leadership &amp; Management BA(Hons) in Theology (Youth and Community Work)</p>	<p>Registered Manager (Appointed)</p>	<p>NVQ 4 Children &amp; young people. Diploma Level 5 -Leadership and Management. BA(Hons) in Theology (Youth and Community Work) Incredible Years – Parenting Course Trainer STOP - Parenting Course Trainer NSPCC Safer Recruitment in Education First Aid Team Teach Medication awareness &amp; competency Children and Adult Safeguarding Awareness Prevent Awareness CSE Awareness FGM Awareness Food Safety Fire Safety Risk assessment Health &amp; Safety Internet safety GDPR</p>	<p>Gavin has over 17 years' experience of working in residential care for children and young people including residential schools. He joined Beaufort Care Group in Aug19, after managing 2 other provisions previously. Gavin also has a background of creating bespoke challenge holidays for the young people in his care, involving cycling, walking and kayaking. Gavin is an armchair sport enthusiast and has an extensive collection of Graphic Novels.</p>
<p>Gemma Wyatt</p>	<p>Practice Manager</p>	<p>Level 5 Diploma in Health &amp; Social Care Leadership and Management for Children and Young People. First Aid Food safety Medication awareness &amp; competency Team Teach Health &amp; Safety Safeguarding level 3 Fire Safety Equality &amp; Diversity Attachment &amp; Trauma</p>	<p>Gemma has worked for Beaufort for over 3 years and joined with 6 years residential care experience, 2 years specifically in children and young people. Gemma is passionate about helping children and young people achieve their potential. Gemma enjoys shopping, going to concerts and baking.</p>
<p>Kathryn Carroll-Robinson</p>	<p>Residential child care practitioner</p>	<p>NVQ 3 Health &amp; Social Care Children and Young People First Aid Food safety Medication awareness &amp; competency Team Teach Health &amp; Safety Safeguarding level 3 Fire Safety Equality &amp; Diversity Attachment &amp; Trauma</p>	<p>Kathryn gained her experience with young people whilst working as a Family Support Worker within Safeguarding and Rights children's provision and has worked for Beaufort Care Group since August 2012. Kathryn strives to promote the welfare and health of the young people in her care through good team work and encouraging positive changes that enable them to move forward with confidence, self-esteem and positivity for their future independence.</p>
<p>Aoife Hegarty Diploma in Applied Social Science</p>	<p>Residential child care practitioner</p>	<p>Diploma in Applied Social Science which is equivalent to level 7, degree level and units covered equivalent to NVQ3. First Aid Food safety Medication awareness &amp; competency Team Teach Health &amp; Safety Safeguarding level 3 Fire Safety Equality &amp; Diversity Attachment &amp; Trauma</p>	<p>Aoife has many years' experience of working with young people. In her own time, she likes to cycle and go to the gym, Bikram Yoga, spending time in the outdoors, time on the beach and meeting up with friends. When she can Aoife likes to travel and experience new adventures.</p>
<p>Sonya Knights</p>	<p>Residential child care practitioner</p>	<p>Diploma level 3 Children &amp; young people First Aid Food Safety Medication awareness &amp; competency Team Teach Health &amp; Safety Safeguarding Fire Safety Equality &amp; Diversity Attachment &amp; Trauma</p>	<p>Sonya has experience working in school settings for young people with emotional and behavioural difficulties. She has worked for Beaufort Care Group for over three years. Sonya enjoys sports and plays volleyball for a team, she likes yoga and going to the gym.</p>

Reanne Emery	Residential child care practitioner	Emergency first aid in the workplace Team Teach Foundation Medication awareness & competency	Reanne has worked in a number of homes within the Beaufort Care Group before joining Bailey House. She loves travelling abroad and going out with friends. She also likes "doing girly things" and she is fascinated by space.
Hannah Innes	Residential child care practitioner (Probation)	Bullying/Restorative Approach Induction (6hrs) Safeguarding foundation children's homes e book	Once Hannah has completed her 6-month probation she will be enrolled on to level 3 health and social care qualification for children and young people. Hannah has worked in care for a number of years and now looks forward to working with the young people at Bailey House. Hannah spends a lot of her spare time out and about, time at the beach, days out and spending time with her family. Hannah loves dogs and has two miniature dachshunds named Rex & Rudy
Emilie Walkinshaw	Residential child care practitioner (Probation)	Emergency first aid in the workplace	Once Emilie has completed her 6-month probation she will be enrolled on to level 3 health and social care qualification for children and young people. Emilie is new to Bailey House and has lived in Bournemouth all her life.
Nicholas Gbadamosi	Residential child care practitioner (Probation)	Emergency first aid in the workplace Team Teach Foundation	Once Nick has completed his 6-month probation he will be enrolled on to level 3 health and social care qualification for children and young people. Nick is new to care work and also occasionally works as a very talented DJ.

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

The recruitment aim for the Home is to achieve and maintain a balanced gender ratio of male and female Team Members. The Home has access to a group of Sessional residential practitioners of either gender to offer young people opportunities to relate to and receive care from people of both genders as appropriate to their wishes and specific activities.

## Care Planning

**22) Any criteria used for the admission of children to the home, including any policies and procedures for emergency admissions.**

In relation to admissions, Beaufort care group has its own policy and adhere to Ofsted regulatory framework which includes:

Children's Home regulations 2015

The guide to the Children's home regulation including the Quality Standards 2015, Specifically in relation to section 5 (c)

Ofsted far from home policy 2014

Children Act volume 3.

The Home will provide a place for children and young people who have been formally accommodated by a local authority in accordance with the Children Act (1989) in response to referral made by the Placing Authority. Placements can be short to long term, from one day to several years. The placements can be used for respite from families, foster care or in preparation for future longer-term placements or in preparation for independent living.

Admission criteria for admission to the Home are as follows:

- Aged under 18 years.
- Emotional and behavioural difficulties and complex needs that may include, self-harm, sexualised behaviour, attachment and trauma issues, substance use, absence from home or school.
- The home can meet the young person's needs within existing resources or access local specialised provision, including contact arrangements, which must be within reasonable travelling distance that can be facilitated.
- Matching considerations with the existing resident group can be managed safely and will promote the individual's progress.
- Mainstream or specialised Education provision is in place. The education provider must be within reasonable travelling distance that can be facilitated.

If a place is available this will be offered and accepted following a full risk matching assessment focussing upon consideration of the needs of the referred young person and current group in the Home. The aim is for the young person to experience as little trauma as possible upon admission. This means, for example, finding out about the young person and arranging a visit prior to admission so that they know what to expect and for us to share our expectations with the young person regarding behaviours, boundaries and the expectations regarding the young person attending education or full-time education. Also, part of this assessment is finding out the young person's views and wishes and their likes and dislikes so that this can be embedded into the young person's Placement Plan.

All paperwork for the Child Looked After, must be current, concise and up to date, areas relating to contact, education/ apprenticeships/ vocational provision, it must be completed by the Placing Social Worker on admission including the Placement Plan, Essential Information and previous Care Plan.

An initial risk assessment is carried out at the point of referral, of admission. and a full risk assessment is then carried out in conjunction with a multi-agency team within 72 hours The Home will devise a placement plan, risk assessment and individual behaviour management plan (IBMP) for the on-going placement and this is shared with the team, Social Worker, the young person and their family. This will aid a successful transition into the home and provide consistency and stability of care for the young person.

The Placement Plan for a young person will be a fluid document which set out outcomes for the child in all aspects of their Care Plan and any other additional needs that need to be met for this young person. The Placement Plan will be underpinned by monthly key working sessions completed by the designated key worker and the young person. Clear targets will be set for the young person to achieve and hold to account all professionals supporting the young person. All young people Placement Plans will be shared with the team and will enable the home to create a daily planner to meet the needs of the young person daily.

Beaufort Care Group has an escalation policy and will escalate any concerns regarding the young person's placement to meet their needs.

On admission young people are given a 'children's handbook' outlining the various aspects of the Home, explaining the rules and routines of the home, what they can expect, who the adults are and how to make a complaint. A Team member will talk through this with the young person explaining anything they wish to know.

The other young people in the Home are prepared for the new arrival and involved in supporting and guiding them wherever possible and appropriate. The young person's bedroom is made ready but there will be opportunity for them to choose bedding and other items. Preparation and induction are intended to integrate the child into the life in the home as soon as possible to ensure feelings of safety, security and inclusion as soon as possible.

Induction will include;

- Details of arrangements for keeping in contact with parents, receiving phone calls and visitors to the Home.
- Access to health services and the right to choose a GP when applicable.
- Understanding of the Complaints procedure and how to make a complaint or raise an issue.
- Devising a programme of leisure activities to engage interest and energies of new arrivals.
- Introduction to the local facilities available in the local community including, leisure centres, shops, youth clubs, parks, sports facilities and places of worship.
- Understanding of the Fire Safety and evacuation procedures including escape routes.
- Application for a young person's Citizen Card for reduced bus fare travel where applicable.