



STATEMENT OF PURPOSE

CHADERSLEY SC432843

Talbot House Trust
Hexham Road
Walbottle
Newcastle upon Tyne
NE15 8HW
Tel: 0191 229 0111

Residential Manager: Sophie Robinson
Responsible Individual: Deirdre Pearson

The following document is written in accordance with schedule 1 of the Children's Home Regulations 2015 and any Amendments thereafter

01.09.20

Welcome to Chadersley

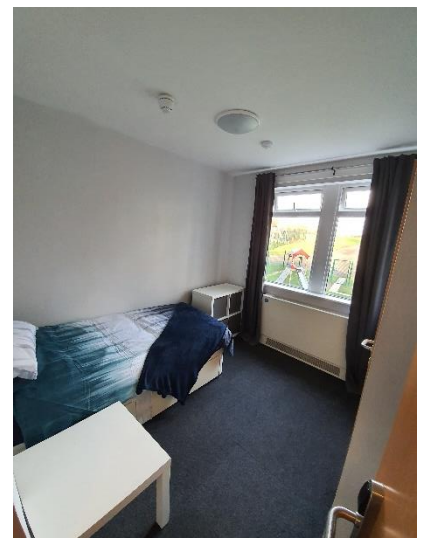
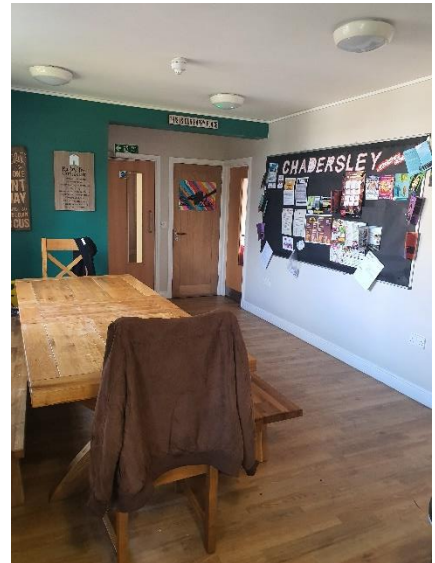
Chadersley opened in February 2012. It is a 52-week residential home for young people aged 7-18 years and is registered for the care and accommodation of up to five children and young people who have emotional and/or behavioural difficulties and/or learning disabilities.

We are registered and approved by OFSTED. The following conditions apply to the registration:

The Registered person:

- May provide care and accommodation for children and young people and young people who have emotional and/or behavioural difficulties and/or learning disabilities
- Must reduce the number of children and young people by the number of people aged 18 and over for which it also provides care and accommodation.
- May provide care and accommodation for children and young people with learning disabilities (LD)
- Currently provides care and accommodation for up to five children and young people

We changed the allocation of one of the residential places to accommodate a young person who may be coming to the age of 18 during a school year to enable that person to remain at Chadersley until the end of the school year. Risk assessments will be reviewed to ensure that all children and young people are safe living with an adult, if this occurs.



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Chadersley is part of Talbot House Trust, a company limited by guarantee with charitable status.

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Children Act 1989/Children's Homes Regulations 2015

Chadersley acknowledges the requirement for a Statement of Purpose as identified in the Children Act 1989 Guidance and Regulations, Volume 4, Residential (Schedule 1, Part1, and pages 145/146). This is also identified in The Children's Homes (England) Regulations 2015.

Chadersley is regulated by Ofsted and if you wish to contact them, contact details are:

Address: Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231 (Children's Services and General Enquiries)

Email: enquiries@ofsted.gov.uk



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Values of our Home

We believe that:

- Residential care should provide children and young people with skilled support from committed staff in a safe, caring, well ordered and supported environment.
- We have a responsibility to ensure that young people in residential care are not only protected from abuse and neglect but that they are helped to understand and overcome such difficulties that may have already formed as part of early life trauma.
- All children and young people should be given the same opportunities in life regardless of their experiences, disability, age, or sexuality
- We recruit and support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision which result in better opportunities for young people in our care.
- We strive to achieve the best possible outcomes for our children and young people and aim to ensure that living with us is positive experience for them.

We have a number of values which are important for young people who are looked after and their families:

- **Dignity and Respect:** recognising the value of individuals, their uniqueness and their right to be treated with dignity and respect.
- **Equality:** ensuring that services and facilities of the home are accessible and available to all. The service provided by staff should never judge young people's circumstances, backgrounds or lifestyles. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued.
- **Quality:** promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with young people will do what they say they do.
- **Independence:** commitment to provide opportunities for young people to think and act independently whilst ensuring their safety and respecting a young person's need for privacy.
- **Rights:** commitment to the rights and entitlements of young people and their families.
- **Listening:** commitment to listen to young people and their families and help them express their wishes and needs in whatever way is best suited. We will always listen to any comments or complaints young people have about their care and we will deal with these fairly and openly.

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- **Development and fulfilment:** recognition that young people are children first; all encouragement will be given to realise their full potential and to help them achieve their hopes and ambitions and to develop their abilities.
- **Confidentiality:** treating personal information in confidence.
- **Partnership:** commitment to working in partnership with young people, their parents, carers and families, social workers and other agencies and organisations in order to provide young people with the help they need.

Our Purpose- Aims, Objectives and Ethos

Overall purpose:

“Our overall purpose is to offer a high standard of care that is individually tailored to meet children and young people’s needs and allows them the chance to have an open and honest learning environment, to promote their independence and life skills and to build positive relationships with adults in a safe, warm and nurturing family environment.”

We provide short to long term residential care in a homely environment that responds to the general needs of young people as they progress through adolescence, catering for their individual social, physical, linguistic, intellectual, cultural, emotional, spiritual and sexual health needs.

We seek to encourage a sense of positive self-image and worth by responding to young people’s individuality and treating them with dignity and focusing on and reinforcing positive behaviour. We work towards preparing each young person for the next stage of their life, whether that is returning to their family, moving on to foster care, independent living or other arrangements that meet their specific needs.

We recognise that to look after a young person with emotional, and or, learning difficulties we need an environment that is young person centered to help them identify a balance in their lives.

We recognise that to look after children and young people with emotional needs and/or learning difficulties that we need an environment that is young person centered to help them identify a balance in their lives. We will ensure that all our children and young people are appropriately matched and there is a planned admission process and therefore we will not take emergency placements.

The Registered Manager will ensure that all staff are appropriately skilled, trained and qualified and promote the uptake of training at all levels.

Our staff team will:

- Offer support and guidance and work with our children and young people to help improve their independence and life skills

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- Assist other professionals with the on-going assessment of children and young people's needs and update care plans and dynamic risk assessments on a monthly basis or as and when required.
- Provide monthly reports on every child and young person to show progress which will then be shared with social workers and parents/family members.
- Look after and support children and young people who may have suffered adverse childhood experiences and early life trauma.
- Provide children and young people with a structured, stimulating, caring and safe environment that is prejudice free and offers each person the opportunity to be listened to and express their wishes, needs and feelings.
- Ensure that children and young people are protected from significant harm, which include emotional, physical, sexual abuse, neglect, bullying and are protected from being exploited
- Ensure that the cultural identity of the young person is maintained in accordance with the young person and his/her family's wishes. This will take into account all aspects of language, customs and celebrations, diet, education, clothing, healthcare, spiritual needs, and their sexual health needs.
- Participate and assist in all meetings such as LAC reviews, Care team, PEP and placement planning meetings and provide appropriate reports for these meetings.
- Endeavour to support young people to manage emotional and behavioural problems
- Provide a range of activities to broaden young people's interest in and out of the home which could form the basis of lifelong interests and pursuits.
- Enable young people to experience, develop and manage interpersonal relationships.
- Provide a wide living and learning experience.
- Encourage caring for others, as an important aspect of developing their self-esteem.
- Advocate for the children and young people and helping them take part in decisions that affect their lives and making sure their rights are respected, and their views and wishes are heard and acted upon by decision-makers.
- Establish and maintain positive relationships with family, carers and significant people in the lives of children and young people and include them in planning and reviewing of services and in tailoring individual packages of care.

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- Encourage and facilitate, as appropriate, contact with family and friends.
- Ensure and enable access to full time education provision, including monitoring attendance and achievement. We promote a sense of achievement within the young person's education.
- Support young people to apply for jobs/training and college and attend job fairs and college open days
- Ensure effective processes are in place to handle complaints.
- Enable young people to face responsibilities and accept realities and limitations of life in the community.

We aim to achieve this by:

- Working with young people and external agencies to deliver better life chances for those young people who need our support.
- Ensuring appropriate staffing levels in order to promote their welfare
- Having principles of co-operation with the young person, family members and external agencies that form part of our core values.
- Recognising that young people have an intrinsic right to participate in the decisions that affect their lives.
- Developing a robust set of expected outcomes for each element on the care plan so that we can monitor the extent to which the service we provide is helping the individual.
- Helping and supporting young people to become more resilient so that they become better able to cope with stresses in their lives.
- Having high expectations for every child and young person and encouraging them to fulfil their true potential.

Finally, we believe in transparency in the service we provide and embrace regular inspection as part of the objective and comparative evaluation of performance.

Introduction to Chadersley

Chadersley is located in the village of Walbottle to the west of Newcastle upon Tyne. Walbottle is an ex-mining village. Chadersley has 7 acres of land which is shared with Talbot House School.

Chadersley is located across the first floor of one wing of Talbot House School and is not a typical children's home, however this close proximity allows children and young people to access the school

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gym and main hall where they can play badminton, pool, table tennis and many other games in the evenings, weekends and during school holidays.

Local amenities are within walking distance and there is a regular bus service to Newcastle upon Tyne and Hexham. Our young people have a wide choice of areas to visit, the home is very close to Hadrian's Wall and many award winning beaches running from the Scottish Borders to South Shields.

Chadersley is a children's home providing short-term to long-term residential placements for young people of either gender aged 7 to 18 years of age who are unable to live at home because they are experiencing emotional, social, or behavioural difficulties.

We work closely with local authorities, mainstream schools and support services to ensure that we support young people, within a safe, nurturing environment that recognises the individuality of their personalities and needs, in order to grow and develop.

Young people receive personalised care to promote all aspects of their developing identity. Young people are encouraged and supported to personalise their own bedrooms and the fittings and furnishings in the shared areas of the house are intended to reflect the needs, likes and wants of young people. The experience and skill of staff, their interests and their qualifications are developed to meet the range of needs of young people.

Referrals, Admissions and Reviews

Parents and representatives from Local Authorities are welcome to visit Chadersley, if appropriate, during their decision making process. Such visits provide an opportunity to see first-hand what Chadersley has to offer. More lengthy individual visits, to meet staff and discuss their roles, are also available when closer to seeking a placement.

Young people who are placed here have specific and individual needs. Many will have experienced abuse of some kind as well as experiencing the trauma of a family breakdown. Young people may have experienced a number of placement moves that are both unsettling and disruptive to their lives. As a result, the need for a safe and consistent approach is an integral part of providing them with quality care. Alongside this, many young people will need particular help with their educational/employment and health needs.

Admission to Chadersley is based on the home being able to meet the needs of the young person. To ensure that the young person's social, health and welfare needs can all be appropriately met, we will gather as much information as possible and explore the complexity of a young person's presentation. Although it is impractical to accommodate young people with serious physical disabilities to our first floor accommodation, all reasonable adaptations will be made wherever possible. A vital element of the admission process is to ensure that both the needs of the young person can be met and that the likely effects of his/her admission on the existing group of residents are also considered. We use impact risk assessments and matching as an important factor in our admission process. Based on outcomes of this initial assessment and provisional risk assessment, the senior management team will make the final decision on offers of placements. Placement plans and admission documentation for

young people moving in are agreed prior to admission, so that staff can be prepared and care plans can be developed.

We would not normally accept young people who have a predominant history of ongoing significant, persistent criminal and delinquent behaviour and would only consider such an admission following stringent assessment and if, in our judgement, it is in the best interests of the whole community.

We do not provide emergency placements or short break admissions. We offer a planned process for admission where the young person and his/her family can visit the home and meet the other young people and staff prior. When an admission is being planned we review staffing levels to ensure that there is an adequate number of staff to support the number of young people living at Chadersley and their needs.

Each young person will be allocated a keyworker.

Each young person will have a Residential Care Plan, which covers the major dimensions of a young person's life (Health, Education, Family, Social and Emotional Development, Leisure and Culture). It assesses and identifies the young person's needs and issues and how these will be met and addressed on a day-to-day basis. All staff are responsible for recording their observations of young people and communication with those involved in a young person's care. In order to do this, all staff ensure that they are aware of the content of a young person's file and all entries on CPOMs (Online recording system). This information enables the key worker to monitor, review and make appropriate changes to care plans and risk assessments in partnership with the young person and other key people. These plans are updated every month or as and when required. Keyworkers will also complete reports for reviews.

Chadersley will not usually end a young person's placement once it has been confirmed. We accept that young people go through phases of behaviour and we will continue to support them and hold meetings and put plans in place to help overcome these behaviours. In the unusual case where a young person's behaviour poses too high a risk to other young people, staff and begins to have an impact on the school, Chadersley will support the placement for as long as is possible. If it is not possible to resolve the situation we will try to maintain the placement until a new placement can be found. However, our duty of care means that we cannot maintain a placement indefinitely and on very rare occasions it may become necessary to ask for a young person to be immediately moved out depending on the risk.

Our relationship with young people does not end when they move on from Chadersley. Support can be offered as part of the transition plan and staff value and encourage more informal longer-term contact, such as visits and phone calls, which can reaffirm the importance that living at Chadersley once played in the young person's life.

Accommodation

Chadersley has a lounge, a quiet room, a kitchen, dining room, communal seating area with a phone, communal bathroom and utility/laundry room. All bedrooms have an en-suite shower room with toilet facilities.

The home is well furnished and tastefully decorated throughout.

There are parking facilities at the front of the home.

The accommodation can be described as:

Young People's Bedrooms: are lockable via keycard (each young person has their own keycard which accesses their bedroom only) and consist of a bedroom which includes a single bed, a television and bedroom furniture. The en-suite has a toilet, sink and shower facilities. Each bedroom has a door alarm fitted to the outside of the bedroom door. These door alarms have been fitted to alert staff after young people have retired to their rooms at night should they require support. The contact alarm does not sound at the person's room when they leave the room but does alert staff via the control panels situated in the office and one of the sleep in rooms and staff are able to give assistance when required.

Staff Bedrooms: which are lockable via keycard and consists of a single bed with en-suite facility.

Lounge: consists of large sofas and chairs, television with free view and Netflix access. DVD player and selection of DVDs. The home has Wi-Fi which is password protected and has parental controls in place and is available between 7am-11pm

Quiet room- smaller lounge with comfortable chair and sofa, television with DVD player, a games console and a selection of games. Books and board games.

Bathroom: lockable and consists of a bath, toilet and sink.

Kitchen and Dining area: consists of a fully fitted kitchen with a range cooker, fridge, microwave, dishwasher, kettle, all utensils and cookware that is required in a kitchen for preparing meals. The dining area has a large dining table and chairs and a welcome to Chadersley achievements/notification board.

Utility/Laundry room: which consists of a washing machine and tumble drier, Hoover, ironing board and storage for linen and towels.

Garden: which consists of 7.5 acres of grassed areas which are very private. With access to the school yard and playground after school, weekends and school holidays.

Security: for added security we have electronic gates to the property and young people are able to leave the grounds when they ask staff. In addition to this there is CCTV in the car parks and grounds at

the front of the home. There is also CCTV throughout the school including the main hall which young people can access out of school hours.

Health Care

We regard health protection and promotion of good health as an important part of our role. We work with young people and appropriate health professionals to develop a personal health plan for each young person.

At Chadersley we will:

- Endeavour to ensure that the physical, emotional and health needs of each young person is identified and appropriate action taken to secure the medical, dental and other health services needed to meet them.
- Ensure that young people are able to have regular health and dental check-ups. We have a system of recording these.
- Ensure that a record of medication is received, administered and returned and safe storage is provided and all staff are trained and assessed.
- Ensure that young people are provided with guidance, advice and support on health and personal care issues appropriate to the needs and wishes of each young person.
- Provide advice and support to each young person in accordance with the young person's age, needs, religion, culture and wishes in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted infections. Confidentiality (where appropriate) is respected and literature is on display within the home to enable young people to obtain information without seeking out adults.
- Keep a record of all significant illnesses and accidents/injuries to young people during their placement.
- Actively discourage young people from smoking, consuming alcohol or taking illegal substances.
- Deal with issues of personal hygiene sensitively.
- Ensure that medical examination and written health assessments are arranged for every young person placed in the home. This would apply particularly to vulnerable young people who have not received a continuity of health and care because they have been subjected to a sequence of moves, often within a short time-scale.
- Ensure that if the young person's stay at the home is likely to be a short one, or if his/her home is close to Chadersley, the young person retains his/her own GP, dentist, etc.

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- Ensure close co-operation and communication with those having parental responsibility, health visitors, schools and other specialist services to ensure that proper health care is offered to all young people.
- Help and encourage young people who may refuse to give their consent to medical treatment to understand the importance of health care and to take responsibility for their own health.

Education

Education is essential for intellectual, social, emotional and physical development and can be a stable factor in the young person's life. It nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

In Chadersley our commitment to young people on admission is:

- To give priority to obtaining a full education history including statutory Personal Education Plan (PEP) and Education and Health Care Plan (EHCP) and any other relevant documents.
- To improve communication and build effective working relationships between Children's Services, Education, local schools and Chadersley.
- Make immediate contact with the education provider and identify appropriate contact person, e.g. the designated teacher or head of year within a school.
- Obtain copy of school times, individual timetable and homework timetable.
- Ensure earliest possible attendance for those with current education provision.
- Check uniform requirements, including PE kit and immediately provide missing items.
- Ensure young person is fully equipped with school bag and necessary equipment.
- For those with no provision or any other education issues refer immediately to social worker and education provider.

In Chadersley our commitment is to ensure education stability and progress will include:

- Maintaining an accurate record of attendance, punctuality, homework and behaviour.
- Regular checks on academic achievement and progress.
- Provision of a suitable homework area (communal seating area with table and chairs)

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- Ensuring the young person's learning at school is followed up and supported at home.
- Attendance at parent's evenings and other school events.
- Promotion of extra curriculum activities.
- Development of personal interest outside of school.
- Endeavour to ensure that the young person is up and ready for school on time, with all necessary resources.
- Ensure regular attendance where possible and actively contribute to the culture of "young people go to school".
- Respond appropriately to fixed-term exclusions, by ensuring that adequate and suitable work is provided for young people.
- Endeavour to ensure that young people gain maximum life chance benefits from educational opportunities by helping them to achieve more at school.
- Aiming to provide a parenting environment that helps promote learning and achievement.
- Liaising with appropriate professionals within the Education Department and social care where there are particular issues with a young person's attendance and educational progress.
- EHCP review reflects needs and outcomes

For young people not in school/education we will:

- Endeavour to secure a place at a school that is deemed to be the most appropriate for the young person.
- Provide a structured day of education/practical activities in-house or externally.
- Work with all relevant agencies to secure future full-time education provision.
- Ensure that necessary information is communicated when there are shift changes and new staff.

For young people who have finished school we will:

- Endeavour to secure a place at a college that is deemed to be the most appropriate for the young person.
- Work with all relevant agencies to help secure future full-time education provision.
- Help young people get into training or an apprenticeship.
- Provide online training courses for young people to help them gain qualifications and experience
- Help and support young people by attending job fairs, job clubs and developing a CV with the aim of helping them to secure employment.

Recreation and Leisure

At Chadersley we encourage young people to explore their interests. We consult young people about participation in activities and they will complete a weekly activity planner with staff. Young people are encouraged to participate as a group or as individuals. Young people are helped to access appropriate community based leisure facilities such as shopping, cinema, bowling, swimming, trampolining and ice skating. Some young people attend community based clubs and events on a regular basis such as football, drama club and karate. Young people are encouraged to continue to be involved in any clubs/hobbies/interests they have prior to moving to Chadersley. They are also encouraged to develop an interest in clubs/hobbies/interests either in their home community or the local area. Young people can attend fitness sessions at a local gym.

If a young person's school offers extra-curricular activities then they are supported and encouraged to participate if they wish to do so.

We try to encourage young people to participate in physical exercise and choose activities that they will enjoy doing. We appreciate that all young people have different individual needs with different skills, experience and abilities thus will have varying likes and dislikes. All their ideas are put forward and included within their activity planner.

We ensure that all young people celebrate their birthdays and other special occasions during the year. Young people are encouraged to celebrate and participate in religious observance, e.g. Ramadan, Christmas, Birthdays and other religious festivals.

Young people have access to the internet between 7am and 11pm, parental controls are in operation and any internet use will be agreed with the local authority before admittance to the home.

Arts and crafts are promoted within Chadersley and where a young person has an interest or hobby that is a positive influence we will support the young person to continue with this.

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During school holidays the staff will develop an activity planner with the young people. This may include trips away such as Flamingo Land or Light Water Valley. We will also provide the young people with a holiday in the Easter and summer period.

For those young people of an older age group and with more highly developed social skills, we encourage them to develop their own interests, separate and independent of organised home activities, as we direct them towards independence and self-management.

Young people are allowed mobile phones, if agreed by local authority. However there are strict guidelines for appropriate usage. Misuse could result in confiscation for a set period of time with the agreement of the local authority.

A phone is also provided in the home for the young people to access in the communal seating area.

Young People's Files and Arrangements for Review of Placement Plans

Under Regulation 8 of the Children Act 1989, we have established a written case record for each young person and is also governed by the Children's Home Regulations. To maintain security, these records are held in a locked facility in the office and care staff ensure confidentiality of the records and security against loss or theft in line with our GDPR policy.

Within the records the Care Plan, Pathway Plan (where applicable), LAC documentation, Risk assessments, health information, finance and information is held.

The Care Plan will be updated on a monthly basis and always be considered and reviewed during Statutory Reviews.

It is the responsibility of the social worker to arrange reviews and the frequency of reviews required by the Regulations as the minimum standard and should take place as often as the circumstances of the individual case requires. We promote the inclusion of both children and parents in the decision-making process at reviews. Key workers will, where necessary, advocate on a young person's behalf and request an urgent review if one becomes overdue or necessary to develop a positive outcome as part of the Care Plan.

Family and Friends

The team will work in partnership with young people to ensure that contact arrangements with families, as outlined in their Care Plan are adhered to. We will give as much support as possible to maintain contact.

Young people will be encouraged, when appropriate, to keep their family at the centre of their lives. Families, friends and significant others will always be made welcome, as long as they act in safe and appropriate way when visiting Chadersley.

Young People's Views/Consultation

Young people are encouraged and supported to make decisions about their lives and to influence the way Chadersley is run. They are encouraged to participate in regular Young People's meetings. During meetings young people have an opportunity to contribute their views, raise any concerns and where they believe appropriate, make complaints. Meetings are held on a monthly basis or as required. Young people will also be asked to fill out feedback forms to ensure that we are doing the best we can and take on board any comments made by the young people.

Young people are encouraged to become involved in key worker sessions and their views, wishes and feelings are recorded.

Staff take into account the religious, racial and cultural backgrounds of young people and their families. We will respond to any special support needs of families where necessary. We welcome the views of parents.

All young people and parents are given access to Ofsted Inspection Reports.

Parents/family members, where appropriate, are invited to Young People's Reviews and Planning Meetings.

Both the young people's views and those of their family are taken into account when the placement of young people is being considered.

The home is inspected by an independent person each month called a REG 44 visitor. They will meet with the young people and speak to the care staff to ensure young people are safeguarded and that the conduct of the home promotes young people's well-being. They will also contact parents and social workers for their feedback on the service. The report is then sent to Ofsted, The Responsible Individual, Registered Manager and social workers.

Complaints

All young people are given information about complaints and representation. If any young person feels unhappy about any aspect of their placement, they can communicate their concerns to any member of staff, their key worker or the registered manager. There is information on how to complain in the utility area of the home and other agencies that can be contacted should the young person not wish to discuss something with staff from Chadersley. Young people can also phone their Social Worker or speak to the duty social worker should they wish to speak to someone from outside of the children's home. All young people will be supported to access advocacy services such as NYAS should they desire extra support.

We have a system in place so that young people can make a complaint. Complaints forms and envelopes are accessible for young people so that they do not have to ask a member of staff for them. We aim to provide an outcome for young people as quickly as possible, in a manner which meets their

needs. All young people can, if they wish, contact the responsible individual if they do not receive feedback from the registered manager.

In the event of a furthering concern, support is available for young people to access the formal complaints procedure alongside the complaints procedure for their placing authority. If any of these options are not appropriate, then an independent process can be accessed. All young people can have access to telephone numbers of their own Local Authority Complaints Departments, the Local authority Complaints Officer, Ofsted and the Independent Care Standards Monitor.

Minor complaints are always treated seriously and promptly, recorded in a complaints procedural log and followed through to hopefully a positive outcome. If the complaint is more serious this will be logged and immediately passed on to the formal stage, which will result in the matter being investigated independently.

Each young person will be allocated a key worker and this person will explain to the young person their role and how they will support them and advocate for them during the young person's stay at Chadersley. Young people can talk to any member of the staff team they feel comfortable with. Each young person will be given the opportunity to discuss issues in confidence with an independent person other than managers or staff of Chadersley if they wish.

Young people will be provided with the opportunity to discuss all incidents within 48hrs.

We hold a Young Person's Meeting every month where daily living arrangements can be discussed and reviewed. We will meet with the young people every week to discuss the menu and activity planners.

Behaviour Management

Positive and negative behaviour is recorded in the consequences log and this is checked and signed by the Registered Manager.

We believe that it is the responsibility of all staff to communicate with young people about what is acceptable and unacceptable behaviour. It is also the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people.

Consistency and fairness are key ingredients to developing a safe and positive atmosphere. We believe that methods of control, restraint and discipline can only have the desired impact within the context of positive relationships existing between staff and young people. Communication, negotiation and mediation are important skills that the team use to help young people to address unacceptable behaviour. Within this overall context the emphasis and aim is to promote, acknowledge and reward positive behaviour. Although this is the focus, there are times when sanctions and reparations are deemed necessary

Young people should always know why certain behaviour is unacceptable, since they are then more likely to understand and relate to why a sanction is being used. Any damages to property will be assessed by the manager and where applicable a financial sanction may be given to repay costs.

We comprehensively set out within the Behaviour Management Policy, procedures for supporting young people's behavioural needs. This approach to working with individuals who challenge, enables staff to engage in proactive methods of behaviour support and have an understanding of approaches to preventing a crisis. There is a strong emphasis on positive attention from adults demonstrating a caring interest.

All staff receive Positive Handling training. Until staff receive this training they are not permitted to lead on the use of physical intervention for any young person, unless significant harm is likely to occur. Refresher training for all staff is conducted within the timescales required for this training.

Young people need to know and understand the boundaries of acceptable behaviour and that they will be fair and consistent. Positive handling advocates that aggression meeting aggression will lead to confrontation. This is to be avoided. Staff completing the training will be clear that emotionally charged responses, that are negatively based, could inflame a situation and not achieve the goal of defusing and de-escalation. The training is central to reduce the number of incidents involving the use of physical interventions; the emphasis is on protecting and promoting positive relationships between staff and young people.

Any person who has concerns relating to staff regarding allegations of abuse can contact the Child Protection Local Authority Designated Officer.

Any sanction or physical intervention used is recorded as part of the incident reporting process; these records are monitored by the manager. Records of incidents requiring physical intervention can also be copied to parents and placing authorities if required.

We do not accept young people who exhibit behaviours that are known to pose a serious risk to other young people living here. If such behaviours do occur when someone is living at Chadersley, they are brought to the attention of the Placing Authority and the parents and appropriate responses are made.

The restraint of a young person is not part of sanctions or punishment. There are occasions when the use of restraint may be necessary but this is only used if the young person is likely to seriously injure themselves or others or seriously damage property. Any physical restraint that may be needed is implemented only ever as a last resort and reviewed regularly. The needs are highlighted within a young person's residential care plan.

Bullying

Bullying is a form of anti-social behaviour, which is not tolerated at Chadersley.

Any form of behaviour that causes distress to others, regardless of intent or reason, is treated as a serious matter. Bullying can include any form of physical, mental or emotional intimidation by another individual or group which causes pain, stress or anxiety to the 'victim'. Bullying can take many forms including name calling, teasing and taunting, racial and sexual harassment, intimidation, extortion and physical violence. Such behaviour is totally unacceptable because no-one has the right

to make anyone feel unhappy or frightened. Any instance of such behaviour will be investigated, responded to and outcomes monitored.

Some young people can behave in a way that challenges others and this can sometimes be directed at other young people living at Chadersley. This could be interpreted as 'bullying'. Staff encourage young people to divulge their feelings, including when they feel intimidated. Staff are also observant and alert to any patterns of behaviour that may indicate a young person is bullying or being bullied.

Details of our approach to behaviour management are set out fully within the named policy. A policy detailing procedures towards anti-bullying is available to anyone.

At Chadersley we show how we value all individuals by promoting positive relationships. Where forms of bullying may take place we will try to resolve these matters and may hold mediations between young people with staff present. Appropriate sanctions will also be out in place.

The Registered Manager will ensure that staff are aware of the systems in place to promote the safety and welfare of the young person, and ensure that young people are protected from abuse.

Safeguarding/Child Protection

Chadersley has a commitment to promote and safeguard the welfare of each young person. Our aim is to provide a safe environment which enables young people's individual needs to be met and developed. It is vital that everyone involved in the care of young people is alert to the possibility of abuse. Our policy and procedures recognise this possibility and aim to promote an environment in which abuse is unlikely to occur. The door contact alarms fitted to young people's bedroom doors are fitted to ensure that young people are safe and receive support that they require as they require it.

CCTV is installed outside the home to monitor the main entrance and gate.

Placing social workers and/or families for children admitted to Chadersley have the CCTV explained to them during their admittance procedure.

CCTV and alarms are not used in the home as a replacement for staff supervision or support and the need for use will be regularly reviewed with the child, their family and care team on a regular basis to ensure use is proportionate. Alarms are not to be used in a manner that creates an institutional environment. External doors have alarms set each evening as a security measure, not as a monitoring or surveillance tool.

We have a comprehensive policy and guidelines that set out the course of action for members of staff, young people, parents and friends if abuse is alleged, suspected or observed. These are available on request.

We provide Safeguarding training for all staff.

Chadersley Safeguarding Children Policy and the training that supports this reflect both national and local area guidelines. As we are located in Newcastle upon Tyne, Chadersley follows the locally agreed procedures for this area. All allegations or disclosures in relation to child protection issues are referred directly to Newcastle upon Tyne's Safeguarding team for action or advice.

Copies of the Children's Homes Regulations 2015 are kept available to all staff and they are encouraged to read these as part of their Staff Induction process.

Where child protection issues are identified in the home, which place individual young people at risk of significant harm, staff will follow different strategies to minimise and reduce risk as well as following the appropriate child protection procedures.

Staff at Chadersley will report to the police any evidence of young people being sexually exploited, or of unauthorised person's picking young people up, contacting young people in the home, or observed trying to make contact with young people outside the home.

Management will seek advice where necessary from Child Protection regarding any complex issues to ensure that young people are kept safe. Advice will normally relate to responding to allegations of abuse, methods of control, risk taking and any conflicts between locally agreed procedures and those of other agencies.

We have a Whistle Blowing Policy.

When a Young Person Goes Missing

A protocol exists between Northumbria Police and local authorities for the management of young people who go missing. When young people do not return they are categorised into two groups: those who are "Absent without Authority" and are regarded as "Low Risk" and those who are deemed to be "missing" and whose absence gives rise to serious concerns.

A young person in the lower risk category might, for example, be someone who has not returned at the agreed time but their whereabouts are likely to be known. A more serious absence is if a young person does not return and staff are not aware of the reasons for this, do not know their whereabouts and is vulnerable or a danger to themselves or others. A young person who is subject to a restrictive court order is considered to be in the 'high risk' category.

The situation of a young person who is considered to be 'absent without authority' has to be the subject of a continuous risk assessment while they remain absent. The risk assessment includes consideration of the risks that the young person may face and those they may pose to others. Some indications of risk may be known from previous behaviour and be incorporated into the young person's plan.

A risk assessment will be carried out and subsequently a strategy implemented to provide support to ensure a young person's safety. If a young person absconds, procedures are immediately instigated as follows:

- Staff search the immediate vicinity
- The manager on call is notified
- Search is extended to other areas of the site (e.g. areas the child likes)
- If, after looking for the person, attempting to contact them or family, friends or acquaintances who may know of their whereabouts and searching areas where the young person maybe, the young person is not found (sooner if it is thought that they have left the home and grounds or is at particular risk) the police are called.
- Staff will search the local area, favourite places nearby, etc.
- Police are provided with a profile of the young person. Each young person has a form completed with their personal detail plus their photograph and details of what they were wearing, etc.
- Searching continues until the young person is found.

These procedures are followed unless otherwise agreed in an Individual Placement Plan. The parents and placing authority are informed of the incident, a meeting is convened to discuss and review risk assessment. The procedures would be the same if a young person were to go missing whilst away from Chadersley, except that police would be notified more quickly if they were not found in the immediate vicinity.

A risk assessment of a young person will include consideration of many factors such as the young person's age and social, emotional and sexual maturity, a history of absences or of self-harm, their health and state of mind. Other matters would include the time they left, the time they were expected to return and their likely associations while absent together with their status, for example, whether subject to a Court Order or on the Child Protection Register.

Staff at Chadersley will do everything they can to locate the young person and do this in conjunction with the local authority. If necessary, contacting the police dependent upon the young person's state of mind when they left the house or dependent upon their agreed risk assessment.

If a parent can be contacted by telephone staff will always inform them of any unauthorised absence and also when the young person's whereabouts or return to the home is known. However, for parents who do not possess a telephone, staff will have to rely upon either the police or the fieldworker visiting the home address to notify the parents in person.

The young person's social worker or emergency duty team will be informed by telephone at the first possible opportunity of any unauthorised absences and an exchange of information and concerns will take place. In some cases unauthorised absences will 'trigger' a need for those involved with the young person to meet and formally develop a strategy for managing the unauthorised absences. If a young person persistently goes missing from placement then the Social Worker and Independent Reviewing Officer will be informed and strategies will be looked at to reduce the amount of times a young person goes missing.

On the young person's return whatever the circumstances the young person will be welcomed back to the home. We aim to work with the young person to prevent them from going missing in future.

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Safeguarding Children from Abuse by Sexual Exploitation

Chadersley believes it is important all children and young people develop the knowledge and skills to make safe and healthy choices about relationships and sexual health to avoid situations that place them at risk of sexual exploitation. Children and young people who are sexually exploited are the victims of child abuse and should be safeguarded from further harm.

Due to the nature of sexual exploitation it is very common for children and young people not to recognise that they are being abused or coerced. Exploitation can involve varying degrees of coercion, intimidation and enticement, including unwanted pressure from peers to have sex, sexual bullying (including cyber bullying) and grooming for sexual activity via introduction into 'party' lifestyles forming 'casual' social relationships.

There are noticeable links between young people involved in sexual exploitation and other behaviours such as running away from home or care, bullying, self-harm, drug and alcohol misuse. In addition some children might be particularly vulnerable to exploitation because of factors such as difficult or abusive childhood experiences or educational under achievement.

Chadersley are committed to working with other agencies such as MSET and Barnardos, and our local safeguarding children's board, to ensure robust policies and procedures are in place to reduce the risk of sexual exploitation. This includes ensuring the home has an appropriate identified link with the local police in ensuring the homes procedures and responses are appropriate to the needs of the local areas in safeguarding our children and ensuring a police protocol is in place.

Chadersley liaise with Sexual Exploitation Children's Hub to ensure that our knowledge of risk and risk areas remains current and up to date and ensures any intelligence gathered through our work is shared appropriately with those agencies responsible for safeguarding children at a local level. Those children and young people identified as being at risk from Child Sexual Exploitation will have this risk clearly identified throughout their care planning to ensure appropriate measures are in place to safeguard. This is developed as a multi-agency response and strategies outlined are reviewed regularly.

All staff at Chadersley will receive training in Safeguarding Children against Abuse by Sexual Exploitation.

Chadersley adheres to the following documentation:

- Chadersley Sexual Exploitation Policy
- Chadersley Safeguarding against Sexual Exploitation Procedures
- Chadersley missing from care policy
- Chadersley agreed police protocol.

Rights and Responsibilities

Everyone connected with Chadersley will be committed to the equality of all people regardless of race, gender, age, religion/belief or disability.

Young people living at Chadersley have the right to:

- Have the same human rights and values as any other person.
- Be treated with respect and be addressed by their own name.
- Be treated fairly whatever their age, race, disability, sexual orientation, religion or clothes they wear.
- Be listened to and involved when people are making plans about their future.
- Have friends and families made welcome in accordance with their residential care plan.
- Be able to go to school.
- Be in good health.
- Be able to complain if they are unhappy or worried about something, like being bullied, abused or picked on. These complaints should be treated with respect, listened to and resolved.
- Be able to have an independent visitor, if the young person does not have regular contact with their family.
- Be able to have an advocate who can advise and help sort out matters when their stay is not going well.
- Be heard, particularly if they feel they are being treated unfairly, are not being included in decisions about their life, if they disagree with a decision that has been made about them and if they feel they are being treated differently, picked on or bullied because of their race, gender, age, sexuality, disability, ethnic origin or for any other reason.
- To be physically well cared for.
- To be protected from abuse, in all forms, physical, sexual, neglect or emotional.
- To be encouraged to be as independent as possible and to exercise choice.
- To have privacy respected at all times and in all places. The only exception would be when a young person is placed in danger by this principle.
- To make mistakes and to expect new chances.
- To have their views encouraged and considered.
- To expect choices whenever they are available.
- To be included in and have access, with the help of staff, to their daily living files and care documents and to have their own copies of information relating to them and have a safe place to keep them.

The Chadersley team believes that with rights come responsibilities and therefore expects young people to:

- Work with them towards identified goals.
- To treat themselves, other young people and staff with respect.
- To value and look after the physical environment as this is their home and other young people's.

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- Not bring any drugs, equipment or device which may be perceived as physically or psychologically threatening to themselves or others into Chadersley.
- Not hurt, threaten, bully or frighten anyone at Chadersley.
- Take part in house routines and respect house rules.
- Attend young people's meetings.
- Admit responsibility when in the wrong and make amends.

Health and Safety

Positive steps are taken to keep young people, staff and visitors safe from risk from fire and other hazards.

We:

- Have a workplace risk assessment document and this is reviewed frequently.
- Complete a fire drill regularly involving all young people and staff
- Complete fire safety checks weekly including fire alarm testing
- Complete health and safety checks on a weekly or monthly basis
- Record and report all maintenance issues in a log book
- Comply with Health and Safety guidance regarding the frequency of risk assessment reviews, Health and Safety Inspections, etc.
- Comply with policy and procedures 'Control of Substances Hazardous to Health' (COSHH).
- Follow all procedures regarding the reporting and investigating of accidents to both young people and staff.

No Smoking Policy

We have a strict no smoking policy. Young people, visitors and staff are not permitted to smoke within the home or the grounds. Any young people who smoke will be shown where they can smoke off site. All lighters/matches must be handed in to staff when on site.

We will actively support any young person to stop smoking and will facilitate access to any Health/Support group, which could enable them to stop smoking.

All young people will be made aware of the Health and Safety legislation that Chadersley adheres to in relation to smoking anywhere in the building and the risks related to Fire Safety.

All young people who smoke will be given relevant information related to the health risks to themselves and others.

Fire Precautions

Chadersley complies with the Regulatory Reform (Fire Safety) Order 2005 and any requirements set out in regulations to the home's premises.

Chadersley is equipped with a fire detection and alarm system with each bedroom having its own smoke/heat detector installed. There are regular tests of the fire alarms, emergency lighting and evacuations. Chadersley has been checked by the local fire service and have followed their recommendations. When equipment has been used or damaged arrangements are made for its immediate replacement.

Fire drill practices are held regularly, with a minimum of four in each twelve month period including evacuation of staff and young people from the building at night. These are recorded.

All young people are familiarised with the fire exits on admission. Young people and staff are included in fire drills and evacuations. The staff team also discusses the issues of fire and building safety with young people at regular intervals or when particular issues arise. Young people are made aware of the danger of smoking or using matches and lighters in their bedrooms and why such use is not permitted in bedrooms.

Fire exits are clearly marked.

All staff are trained in and will respond appropriately to any risk of fire in the home.

The Fire Policy is reviewed on an annual basis.

Staffing

The Registered Manager is responsible for line management within the establishment.

Position	Start Date	Qualifications	Experience
SR Residential Manager Full Time – 37.5 hours Female	08.04.19	NVQ level 5 in Leadership and Management in Residential childcare NVQ level 3 in Residential Childcare BSc Psychology	SR has 11 years' experience of working with children and young people with mental health, challenging behaviour and learning disabilities. SR has 6 years' experience working in children's homes

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FR Senior Residential Childcare Worker Full time-37.5 hours Female	4.12.17	BTEC Children's Care Learning & Development BA Honours Degree in Primary School NVQ level 3 in Residential Childcare	FR has worked for 2 years' in Mainstream primary schools. FR has also worked in SEND Schools with young people Learning Difficulties & ASD FR has 3 years' experience of working in a children's home.
SM Senior Residential Childcare Worker Full time-37.5 hours Male	19.12.16	B.A Honours Degree in English Major with Community and Race Relations Minors NVQ level 3 in Residential Childcare	SM has 15 years' experience of working with children and young People in education and 4 years in a children's home Experience of working with Young People in a Sports Club environment.
HC Senior Residential Childcare Worker Full time-37.5 hours Female	11.11.19	BA in children, young people and families	HC has 3 years' experience of working in secure children's homes
PS Senior Residential Childcare Worker Full time – 37.5 hours Male	02.07.18	NCFE 3 Health and Social Care for Adults & Young People NVQ level 3 in Residential Childcare	PS has 8 years' experience of volunteering with Baranardos to support young people and promoting independence. Experience working with prisoners and prisoner's families. Experience working with vulnerable children in a primary school setting. PS has 3 years' experience working in children's homes.
RP Residential Childcare Worker Part time – 16.5 hours Female	18.12.15	Level 3 Diploma in Children and Young People's Workforce.	RP has 8 years' experience of working with adults with a learning disability. RP has 5 years' experience of working in children's homes.

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<p>RA</p> <p>Residential Childcare worker</p> <p>Full time-37.5 hours</p> <p>Female</p>	27.6.19	<p>NVQ level 3 in Residential Childcare</p>	<p>RA has 14 years' experience of working with children and young people and 2 years' experience working in a children's home.</p>
<p>TR</p> <p>Residential Care Worker</p> <p>Part time- 30 hours</p> <p>Male</p>	14.03.19	<p>NVQ Level 3 Diploma in Children and Young People's Workforce.</p>	<p>TR has experience of working as a teaching assistant</p> <p>TR has 2 years of experience working in children's homes.</p>
<p>SB</p> <p>Residential Childcare Worker</p> <p>Full time-37.5 hours</p> <p>Female</p>	30.10.19	<p>BTEC national diploma in childcare</p> <p>NVQ level 3 teaching assistant</p> <p>Undertaking a degree in children's education studies</p> <p>NVQ level 3 in Residential Childcare</p>	<p>SB has 11 years' experience of working as a teaching assistant with children and young people and over 1 years' experience of working in a children's home.</p>
<p>AM</p> <p>Residential Childcare Worker</p> <p>Full time-37.5 hours</p> <p>Male</p>	6.1.21	<p>BTEC level 3 in sport</p> <p>AM will commence NVQ level 3 in Residential Childcare on successful completion of probation.</p>	<p>AM has 8 years' experience working with children in education</p>

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AF Residential Childcare Worker Full time- 37.5 hours Male	20.1.21	AF will commence NVQ level 3 in Residential Childcare on successful completion of probation.	AF has 20 years' experience working with children and young adults. AF has 5 years' experience working with vulnerable young adults in custody.
KG Residential Childcare Worker BANK staff Female	7.9.20	BTEC PE BTEC Business BA HONS Dance PGCE Primary Education KG will commence her NVQ level 3 in Residential Childcare on successful completion of probation.	KG has just graduated as a primary teacher. She has 1 years' experience working with children and young people in an education setting
AW Residential Childcare Worker BANK staff Female	21.12.20	Higher level teaching assistant NVQ level 3 in Residential Childcare	AW has worked with children and young people in education for over 10 years

Chadersley has its own team of staff led by the Registered Manager.

The number of staff on shift will vary depending on the number of young people living in the house and their individual needs. This is regularly reviewed.

Each shift is led by a Senior Childcare Worker or an experienced Residential Childcare Worker identified on the rota as shift lead. We have bank staff who work in Talbot house school which are called upon if there is a staffing shortage. Where necessary we may have to use agency staff who are able to provide experienced and qualified staff at short notice if we require extra staff, it is possible to employ a consistent agency worker to complete a piece of work until any staffing shortage can be addressed.

Staff have a 'hand over' every morning which enables them to pass on relevant information and updates to the next shift. The residential manager provides an "on-call" service for advice and support and the responsible individual is also contactable for advice and support.

All staff are managed and supported and understand to whom they are accountable.

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Staff at Chadersley:

- Are expected to act in a professional manner and will act as a positive role model for the young people in their care. They will be non-judgmental and anti-discriminatory in their practice and interactions with young people.
- Will either be qualified to a minimum Level 3 NVQ in Children and Young People, or, within six months of employment, will be working towards the Level 3 NVQ in Residential Childcare.
- Will be expected to comply with all policies and procedures, in particular the policy on confidentiality. Young people should never be discussed with anyone who does not have a professional or personal connection with the young people. Files should not be removed from the building and will be secured in a locked filing cabinet in the office when not in use.
- Will act as key worker for the young people thus being involved in all aspects of care management.
- Should always know or endeavour to know where young people will be at any given time and follow the missing from home procedure if necessary
- Will work as part of a rota covering days, nights, weekends and bank holidays.
- Will ensure that all relevant information is recorded accurately and confidentially.
- Will be expected to attend any training relevant to their professional development.
- Will be trained in Positive Handling techniques and First Aid.

Staff Supervision

The Responsible Individual will provide monthly supervisions to the Registered Manager. The Registered Manager ensures all staff are effectively managed through supervision. The Registered Manager provides supervision and support to the Senior Residential Childcare Workers and Residential Childcare Workers. Depending on experience, some of the Senior Residential Childcare Workers will also assist with supervisions including any regular bank and agency staff members. The Registered Manger will monitor all statutory and other records in house.

Staff are encouraged to engage in discussion during supervision and this informs their personal development plan. Supervision sessions are recorded and staff are required to read and sign their notes, which are then placed in the staff member's personnel file. If there are any disagreements

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these are also recorded. Supervisions will take place on a monthly basis, unless there is a need to bring this forward or is requested by a staff member.

All staff have an annual performance and development appraisal with the Registered Manager. This process includes reviewing developmental targets from the previous year, agreeing training priorities and target setting for the coming year, including what support staff require.

In addition to formal supervision and team meetings Chadersley provides other support services to staff. The Registered Manager will support any member of staff who is suspended from duty pending consideration of, or completion of, an investigation through the Disciplinary or Safeguarding Policy. Chadersley also provides a 'staff debrief' for all staff who have been involved in an incident.

Recruitment

Chadersley operates an Equality Policy for staff recruitment. All applicants for employment are required to complete a comprehensive application form detailing their employment history, qualifications and experience. Agency staff who apply for vacant posts or existing employees applying for promotion are also required to follow a formal process including the completion of a new application form. All candidates must disclose any criminal offences and consent to an enhanced Disclosure and Barring Service check (DBS).

We follow DfES Safer Recruitment in Education Guidance and Legislation (2012) in all aspects of recruitment and selection.

The recruitment process includes a formal interview and a visit to Chadersley. The Chair of the interview panel has completed Safer Recruitment Training.

Prior to any appointment we must be in receipt of all of the following:

- Two written references which we consider to be satisfactory; one must be from the present or most recent employer. Referees are specifically asked if they know of any reason why the applicant should not be employed to work with vulnerable young people. All references are double-checked including verbal confirmation through referees.
- A satisfactory enhanced DBS check.
- Original documentation supporting any qualifications listed in the application.
- A recent passport photograph
- Proof of identity.

Training and Qualifications

All new staff are appointed on a six month probationary contract. During this probationary period they must complete an induction pack which the Registered Manager will then sign off when

complete. In addition, if their appointment was made on condition they complete or commence a particular qualification, this too is monitored. All new care staff who do not already hold a suitable qualification will need to register for NVQ level 3 in Residential Childcare

We are committed to ensuring all staff are trained and competent to carry out their role and job description.

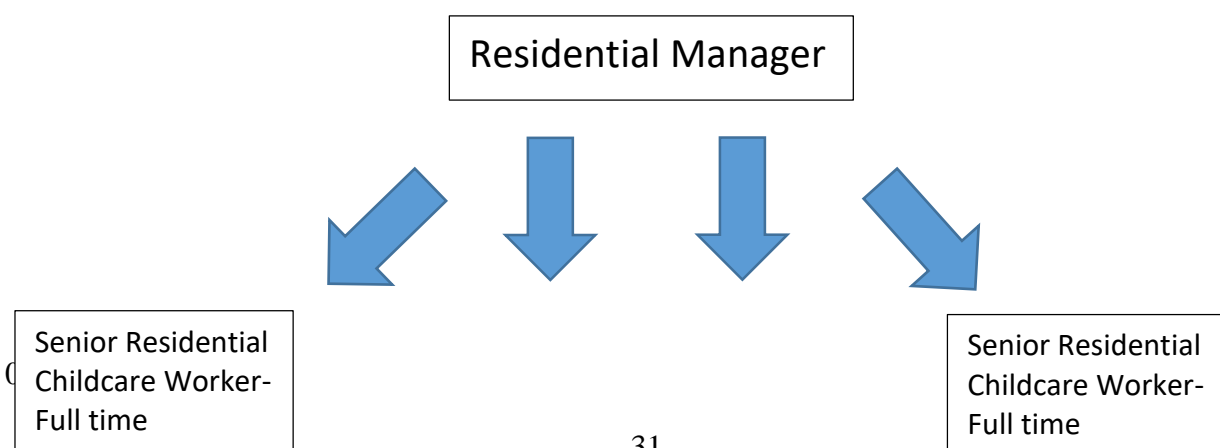
Senior Residential Care Workers – will hold a minimum qualification of NVQ Level 3 in children and young people or Residential childcare

Residential Care Workers – will hold a minimum qualification of NVQ Level 3 in children and young people or Residential childcare. If new staff are unqualified they will be enrolled on the NVQ within 6 months of commencing employment

All staff receive positive handling physical intervention training. Until staff receive this training they are not permitted to lead on the use of physical intervention for any young person. Refresher training for all staff is conducted within a twelve month period.

In addition some staff have other qualifications relevant to their role.

Appendix 1: Staffing structure of Chadersley



Senior Residential
Childcare Worker-
Full time

Senior Residential
Childcare Worker-
Full time



Residential
Childcare Worker-
Full time

Residential
Childcare Worker -
Full time

Residential
Childcare Worker-
Full time

Residential
Childcare Worker-
Full time

Residential
Childcare Worker-
Part time

Residential
Childcare Worker-
Part time

Residential
Childcare Worker-
Part time

Residential
Childcare Worker-
Part time

- 4 Full time Senior Residential Childcare Workers
- 4 Full time Residential Childcare Workers
- 4 Part time Residential Childcare Workers