



# **Victoria Children's Home**

## **Statement of Purpose**

**June 2016**



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# Welcome to Victoria Children's Home

## Provider Details

Livability is a national Christian disability and community engagement charity.

We deliver community projects, disability care services and training that promote inclusion and wellbeing. We also share our expertise internationally. We are an enabling network of people, tackling barriers in society to make community livable.

**Mission:** Inspired by our Christian ethos, we work with disabled and disadvantaged people to achieve real choice, independence and opportunity. We do this through the expertise of our staff, the breadth and quality of the services we offer.

**Vision:** We want to see a transformed society where disabled and disadvantaged people can live life to the full.

Livability is a Christian charity that creates choices for disabled people and brings life to local communities. All our services are inclusive and we work with people of all faiths and none.

We value all people. We believe in the equality and unique value of every individual and create opportunities for people to fulfil their potential and live life to the full.

We work together. We work in partnership not just with those who use our services but with their families, local communities and other organisations.

We invest in staff. We value the people who work for us and with us, developing their skills and confidence.

We are professional. We seek to deliver services of the highest quality and constantly seek to improve through listening, reflecting, learning and action.

We exercise responsible stewardship. Making the best possible use of and conserving scarce resources is vital to us.

We challenge injustice. Working closely with disabled and disadvantaged people, we challenge injustice, using our research and expertise to achieve real challenge.

## **Mission Statement**

*We want to make a positive difference to the lives of people affected by disability and disadvantage by providing a range of nationally recognised services and by campaigning for change.*

## 1.0 Caring for children

Victoria Children's Home is registered with Ofsted for residential places for up to 18 young people aged 5 to 19. The majority of our young people attend the on-site school (Victoria Education Centre). The home caters for a wide range of needs (including complex medical needs) offering a 24 hour service and flexible placements.

We are able to provide respite services, where other young people may be able to access the service.

**A copy of the Victoria Children's Home Statement of Purpose is available upon request to:**

- a) Those working at the home.
- b) Young people accommodated in the home or those who may be accommodated.
- c) A parent of a young person accommodated or a parent of a young person who may be accommodated.
- d) A young person's Placing Authority.

The Statement of Purpose will be kept under review and where appropriate revised. If this document is revised the Responsible Individual will notify HMCI of any revisions and send a copy to HMCI within 28 days of the revision. The updated copy will be displayed on the company website within 28 days. Following the review and revision of this document the Manager will review and make any necessary changes to the Children's Guide.



### **The range of needs of children:**

Victoria Children's Home is a specialist residential provision providing residential provision and respite care and accommodation for young people with physical and learning difficulties including:

- Cerebral Palsy –
- Muscular Dystrophy –
- Spinal Muscular Atrophy
- Learning Difficulties- Learning Disabilities (mild, moderate or severe)
- Acquired Head Injuries-Stroke- Complex medical needs including:
- Ventilation - Gastrostomy needs - Stoma care

This list is not exhaustive and provides an overview of some of the conditions that we accommodate presently.

We work with children and young people to support them in all aspects of their care, working towards agreed targets which are set, focusing on the personal development of children in areas which present barriers and to achieving outcomes in their placement plan.

Emphasis is put on the young people having fun and enjoying life to the maximum, with activities planned around their individual needs. We pride ourselves in maintaining relationships and working closely with parents/carers, and welcome ideas and involvement.

As part of our commitment to providing high quality services, we constantly strive to meet the targets of improved outcomes for children and young people.

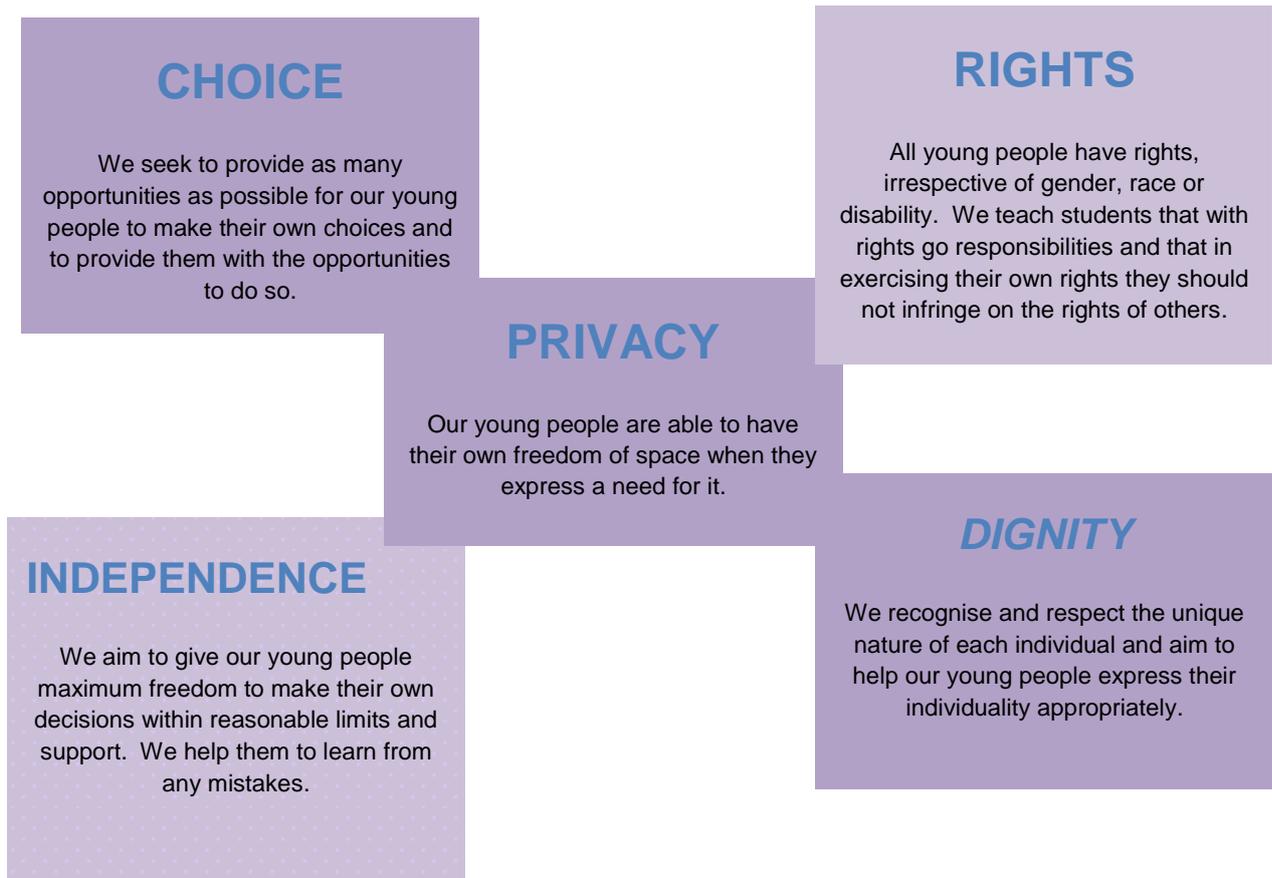
Victoria Children's Home recognises that our young people's opportunities in life may have been reduced by their condition, society's attitude and their 'looked after' status. We work with the young people with the aim to show them that they are valued, that they will be listened to and heard, have choices and options in life.

Victoria Children's Home aims to establish trusting and supportive relationships, enabling our young people to feel secure and provide meaning and purpose in their lives.

Our aim is that all our young people have the opportunity to grow in a safe and nurturing environment and to work towards their future goals and aspirations and reach their maximum potential.

## Underlying principles

Our young people have the right to expect opportunities for participation, choice, dignity, respect and equality with opportunities for consultation and a voice. Victoria Children's Home abides by the Charter of Rights for Children adopted by the United Nations Convention. We want our young people to feel safe, happy, secure and valued, believing that when these conditions exist effective learning and the development of independence can take place. Our relationships with the young people are therefore governed by the following principles:



## **Our ethos & purpose of Victoria Children's Home and the outcomes we seek to achieve for the young people in our care.**

Through planned, effective support Victoria Children's Home is able to meet the diverse needs of each young person to the highest standard allowing each individual to thrive.

Staff work with the young people to ensure they are happy, healthy, safe from harm and able to develop, thrive and fulfil their full potential. Victoria Children's Home values and nurtures each young person as individuals working with them to build positive and healthy relationships, and establishing strong bonds and attachments. Young people are nurtured with regard to their learning and development and ambitions for their futures as well as ensuring young people's emotional, mental and physical health needs are met. Management and staff work closely with the wider system of professionals for each young person including young people's families.

Our purpose is to provide a caring, safe and therapeutic environment for our young people with additional support from our therapies and nursing team and external specialists.

Using an underlying Positive Behaviour Management Programme we balance appropriate sanctions with rewards and offer structured activity programs.

Our behaviour management goal is to identify and promote positive interactions that will encourage the building of healthy attachments and recognition of behaviours that are acceptable, providing them with alternative strategies based on their individual needs, their level of understanding and their abilities.

The care provided to each young person is kept under regular review throughout the placement to ensure the young person's needs are being met. Victoria Children's Home seek to involve the Placing Authority effectively in the young person's care in accordance with the young person's relevant plans and seek to secure the services required to meet each individual young person's needs.

### **The primary aims of Victoria Children's Home are summarised below:**

- To provide a safe, stable and nurturing environment in a warm and homely setting.
- To protect and promote each young person's welfare.
- To treat all our young people with respect and dignity at all times.

We achieve this by:

- Supporting young people in making safe decisions now and in the future.

- Offering each young person in our care the opportunity to be heard and understood.
- Providing trained, knowledgeable and competent staff.
- Treating all the young people in our care as unique individuals.
- Supporting and encouraging young people to take part in leisure activities and suitable hobbies.
- Promoting the emotional, health, social and educational welfare of the young people.
- Equipping our young people with life skills and independence skills.
- Providing personalised care.
- Enabling our young people to contribute to the decision making process.
- Developing individual health and care plans.
- Supporting our young people to develop positive self-esteem, self-confidence and self-worth.
- Recognising and promoting the rights and associated responsibilities of each young person.
- Ensuring that the cultural and religious backgrounds of our young people are acknowledged and respected.

***\*This list is not in preferential order and is not exhaustive***

Victoria Children's home provides:

- A safe, secure, friendly and harmonious environment that is non-institutional, promoting group living as a positive experience within the home.
- We strive to achieve positive outcomes for children placed at the home, giving young people a voice and enabling them to make choices, access local community resources, develop links with peers locally and participate in social and leisure activities of interest to them.
- Each young person placed at the home is encouraged and fully supported in maximising their education.
- Key workers play an active role in supporting the young people, working in partnership with professionals in education, ensuring that children reach their maximum potential.
- The home works closely with parents/carers in order to maintain contact and links with family, friends and relatives as deemed appropriate.
- Each child has the opportunity to collate information and materials that

they see as significant and develop a personal scrapbook during their stay at the home, and memory box.

- Each child's health care needs are fully met; they have access to local health care professionals, attending statutory reviews and contribute to the care plan as necessary.
- Ensuring that all children and young people have a voice and which ensures delivery of their social, cultural, emotional, religious, physical and dietary needs are fully addressed and met on an individual basis.
- To lay the foundation for each child/young person to cope with their future as an adult and maximise their potential towards achieving independence.
- To work in partnership with health and education colleagues, other professionals and external organisations known to the child and attend relevant meetings as required on behalf of the child.
- To ensure that the framework for assessment incorporates the social, cultural, emotional, religious, physical and dietary needs of all children so that they are fully addressed and met on an individual basis.
- Our child protection policies and practices are adhered to and staff have access to training and information on any updates, to ensure that children and young people are properly safeguarded.

### **Location of the home**

Victoria Children's Home is located in the picturesque area of Branksome in Dorset and sits amongst many acres of beautiful grounds and woodland. The immediate area is residential with access to local shops and amenities which are within walking distance and a full range of leisure and recreational facilities are to be found in both the nearby towns of Poole and nearby Bournemouth. Our location means that we have easy access to various local areas: blue flag beaches, world heritage coastline, and the New Forest. Victoria Children's Home is also on a well-established accessible bus route and five minutes' walk from Branksome train station.

Branksome train station is unfortunately inaccessible for wheelchairs and therefore the nearest station for access is Bournemouth.

The Manager has completed a location risk assessment to identify any risks in relation to the physical environmental, levels of criminality and anti-social behaviour and potential hazards. Additionally the location risk assessment contains information on local schools, hospitals and community access. This is updated in partnership with Dorset Police.

Victoria Children's Home is part of Victoria Education Centre (VEC) and is located on the first floor of the main school building.

## Young people accommodated at Victoria Children’s Home

Victoria Children’s Home is registered to provide care and accommodation for up to 16 young people between the ages of 5 and 19 years on admission regardless of gender. Victoria Children’s Home provides flexible boarding arrangements (weekly, fortnightly or termly of up to 52 weeks) and some short break (Respite) accommodation, dependent on beds available.

The home specialises in working with young people with a wide range of physical, sensory and/or medical difficulties, this can include impairments of hearing, sight and speech as well as mild, moderate or severe learning difficulties.

Each new referral is assessed with regard to the impact of them joining young people already resident at the home.

## Accommodation offered at Victoria Children’s Home

Victoria Children’s Home is set up to provide a safe and nurturing environment with comfortable recreational facilities in a welcoming and homely environment, and our young people are actively encouraged to have a say in the look and feel of the home.

Victoria Children’s Home has 16 individual bedrooms decorated to the young person’s taste with specialist equipment in each room and four specialist bathrooms.



## **Fire precautions and associated emergency procedures**

Victoria Children's Home has robust fire procedures in place to ensure the safety of all young people, staff and visitors to the home. All precautions are taken to prevent any outbreak of fire, including making arrangements for:

- Detecting, containing and extinguishing fires
- Clear evacuation plans in the event of a fire (Personal Emergency Evacuation Plans)
- Comprehensive checks of all fire equipment both by staff and an external fire officer
- Comprehensive maintenance of all fire equipment by external fire officer

Victoria Children's Home has a range of smoke and heat detectors and fire alarm activation points situated in areas throughout the site. The fire alarm system is tested weekly, using a different call point each time.

Fire drills are practised on a regular basis (at least termly) and at different times during the day and night. All tests and drills and evacuation procedures are recorded in the Fire Log Book which is maintained by the Designated Fire Officer. Each evacuation is reviewed regarding effectiveness and any issues addressed and reports kept.

## **Our arrangements to support the young people's cultural and religious needs**

Victoria Children's Home believes that a young person's cultural and religious background is fundamental to their identity and should be encouraged and maintained.

We strive towards a positive and active equality of opportunity at all times. No young person will be discriminated against because of his or her religious faith. The home believes that young people should have the opportunity to maintain, observe and celebrate their religious and cultural identity.

The home acknowledges different religious beliefs, cultures and traditions and we have a weekly Faith Group that celebrates this diversity. Staff will encourage young people in their religious and cultural needs, for example, by taking a young person to a place of worship and/or by ensuring dietary requirements are met.

## **Arrangements for dealing with complaints**

We welcome any form of comments, complaints or suggestions that will enable us to reflect on our working practices and enhance the development of the service.

At Victoria Children's Home we have an appropriate complaints procedure that staff will follow should this be necessary, as detailed below

Any initial complaints should be made informally to staff or the Manager and we will endeavour to resolve most issues raised at this stage.

If the matter remains unresolved complaints should be made in writing to the Manager, Rhiannon Beer, at:

Victoria Children's Home, c/o Victoria Education Centre, 12 Lindsay Road

Branksome Park, Poole, Dorset, BH13 6AS      **Email:**

[rbeer@victoria.poole.sch.uk](mailto:rbeer@victoria.poole.sch.uk)

If your complaint is regarding the manager or you would like to make a complaint to the company then please contact Chris Davies, Hub Manager at the same address.

You may request a copy of the Children's Home Complaints Policy at any time.

External bodies or organisations involved in the care and protection of any young person can request the Child Protection Policies and/or the Behaviour Management Policy by either writing to the address above or via email: [rbeer@victoria.poole.sch.uk](mailto:rbeer@victoria.poole.sch.uk).

All complaints, regardless of their source, will be treated with equal formality.

Livability/Victoria Children's Home undertakes to respond within 72 hours of first receiving the complaint and investigated. We will then inform you of the outcome of this investigation. All complaints received at the home will be logged in the Complaints file.

In addition, each young person, parent or member of the public can make a complaint known to:

**Ofsted,**

Piccadilly Gate, Store Street, Manchester, M1 2WD.

Telephone number **0300 123 1231**.

## **Complaints by young people**

Victoria Children's Home provides a professional caring service to young people who, by nature of their difficulties, sometimes find it difficult to voice their complaints. The complaints procedure has been produced in various formats to make it accessible for our young people.

For less serious issues that can be rectified easily we have a "Grumbles Book" where issues can be recorded and brought to the management's attention to be dealt with.

Complaints from young people are treated seriously and the complaint will in all instances be passed to the appropriate person. We consider it necessary that any complaint is investigated thoroughly and concluded satisfactorily.

If the complaint is one of alleged abuse then the procedures detailed below will be followed. In addition the Safeguarding team will be informed in line with Victoria Children's Home Policies and Procedures.

## **A complaint about a staff member**

If a complaint is received from a young person regarding a member of staff the young person will be supported in completing a Complaints Form, which will then be passed on to the Manager, unless the complaint is about the Manager, in which case the Complaints Form will be passed to the Line Manager.

A member of the management team will be assigned to investigate the complaint. In most cases it will be necessary to interview the young person and member of staff in question in order to establish the facts.

## **Safeguarding – (child protection) young people in our service.**

Safeguarding procedures underpins all the work undertaken within the Home and forms an integral part of the daily responsibilities of staff in respect of protecting children. All children and young people must feel safe and secure.

All staff are vetted in line with safer recruitment guidelines; staff are checked using the following measures:

- Proof of identity (including a recent photograph)
- If a person has previously worked in a position involving work with children or vulnerable adults, verification so far as reasonably practicable of the reason why the employment or position ended

- Documentary evidence of any qualifications which the person considers relevant for the position
- Enhanced DBS (POCA)
- Two references (one of which must be a previous employer)
- Right to work in the UK
- Health clearance
- Whole employment history and breaks in employment
- Staff suitability declaration

New staff are invited to an establishment visit and young peoples views of the potential candidate are recorded.

Staff undertaking interviews receive Safer recruitment Training.

Access to Victoria Children's Home is securely monitored to ensure that no-one gains unauthorised access.

Victoria Children's Home is committed to ensuring that all staff are aware of child protection procedures and follow the steps agreed, including:

- Understanding what constitutes abuse
- Recognising abuse or the possibility of abuse
- Responding by recording concerns fully and promptly

Victoria Children's Home follows the Pan Dorset Multi-agency Safeguarding Policies and Procedures and the Livability guidelines on safeguarding children. The home listens to all complaints of bullying to ensure that young people are free from bullying and harassment. Victoria Children's Home follows the Livability policy and procedure on bullying and harassment.

### **Preventing bullying**

Staff challenge any young person who is displaying bullying behaviour. Staff will work with the young people individually and as a group to help teach them how to respect each other and how to live together. All young people will be supported if they feel they are being bullied by anyone and this is detailed in the 'Get Yourself Heard: How To Make a Complaint' guide.

All concerns of alleged bullying or abuse are dealt with by the senior person on duty and may be reported to the Local Authority Designated Safeguarding Officer (LADO) or Social Services Duty Officer outside working hours. All staff receive training in

Safeguarding at induction and this is followed up with annual updates. Senior staff are trained to Level III in Safeguarding.

When a young person discloses information they may well begin by asking that the information be kept confidential. It is not possible and forbidden to agree to this as it may be in the young person's best interest that the information is disclosed. It may, however, be helpful to reassure the young person that although you cannot keep it a secret you will help and support them as much as you can because you understand that telling someone is very difficult.

It is important that staff remember exactly what was said and that it is recorded as accurately as possible.

Victoria Children's Home (including VEC) has a system in place to record all concerns regarding safeguarding issues (CPOMS) and this acts as a record of incidents and follow up actions that have been carried out.

If a safeguarding issue is raised we have policies and procedures in place to follow including a written record of events, an online record to inform head Office of any concerns and Ofsted Notifications

There are six senior staff who are trained Designated Safeguarding Leads (DSL). They are:

|                |                                   |
|----------------|-----------------------------------|
| Rhiannon Beer  | Manager – Children's Home         |
| Simon Brown    | Head Teacher                      |
| Angus Collins  | Teacher                           |
| Kate Baldwin   | Teacher                           |
| Aaron Gregory  | Teacher                           |
| Nicky Greenway | Training and Safeguarding Officer |

Our young people can approach their key worker, team leader, teacher or any person that they trust if they are unhappy. There is a proactive ethos in empowering our young people, promoting self-confidence and giving them as many choices in their lives as possible.

Victoria Children's Home works closely with Placing Authorities and other relevant parties, including LADO, whenever there is a concern regarding a young person's welfare. The Manager will notify the Placing Authority (social worker) and Ofsted regarding any serious events/notifications, in line with regulations.

Regarding accessing the internet and e-safety, young people have access to computers, laptops, etc. The internet system is protected by Smoothwall, a safety mechanism to prevent accessing inappropriate sites. Our young people undertake an e-safety program to inform them of the risks involved in using the internet and subject to a risk assessment, can access other sites after gaining permission.

Confidential information about a young person is shared among our staff group purely on a “need to know” basis.

### **In the case of a young person going missing from the home or whilst out in the community**

The staff duty rota is designed to ensure that a good ratio of adults to young people is maintained at all times, however if a child does go missing:

- a) Staff should take agreed actions to locate the child i.e. a search of home and grounds.
- b) Due to the fact that the children and young people who live at the home are extremely vulnerable If they cannot be located, staff shall **immediately** notify the senior manager on duty, who must in turn immediately report the incident to the police and the senior leadership team on-call staff member.

When notifying the police (using Local Safeguarding Children’s board flow chart protocol), the senior managers provide as much detail as is known about the circumstances leading up to the child being identified as missing. In addition a brief description of the child will be given, including details of what he/she was wearing etc., and the senior manager should stress the vulnerability of the child and inform of any medical requirements.

- c) Staff will ensure that all other children are safe and properly supervised, in accordance with individual risk assessment.
- d) The hub manager and responsible individual will be notified as soon as possible.
- e) A member of the senior leadership team will inform parents and significant others and responsible authority.
- f) Where children are placed out of county and go missing, the Registered Manager should follow the local protocol - for children’s services this is the Runaway and Missing From Home and Care (RMFHC) protocol - and also comply with any other processes required by the placing authority that are specified in the individuals care plan and their RMFHC.
- g) If the child is MISPERED a written notification of the incident should be submitted to Ofsted as required

A copy of the missing persons policy is located in the home, and can be accessed upon request, and has been agreed with the local police.

If a young person should become upset and absent themselves, the underlying principles are to ensure the young person's immediate safety, to resolve issues which are causing distress as soon as is practicable and to later teach the young person's strategies for managing stressful situations in a responsible manner.

Victoria Children's Home will always ensure that the respective parent/carer is kept fully informed in circumstances where their child has gone missing.

## **2.0 Views, wishes and feelings**

All our young person's care is supported by a Care Plan which identifies care, health, therapy and leisure needs; it also outlines how young people, families/carers and school work together to ensure that these needs are being met. Teachers, care staff, therapists and medical staff help to formulate and review these plans and meet together with each young person and parent(s) on a regular basis to review progress through Annual Reviews and ILP meetings.

The young people are encouraged to learn from one another and are actively encouraged to play a significant part in the planning and running of the home, such as choosing the fixtures and fittings and deciding on the menu choice through weekly young peoples meetings and monthly young people's council meetings.

## **Consultation and involvement**

All young people are given a copy of the Children's Guide upon admission or before being admitted to Victoria Children's Home and may request a further copy at any time. The staff will give an explanation to each new young person admitted to the home about the Children's Guide, how to make a complaint or representations in relation to the home, and what advocacy support or services are available, and how each child can access that support or services as well as access to independent advocacy.

Victoria Children's Home ensures each young person has the opportunity to input into the development and running of their home, through open discussion with staff/advocates/independent visitors, but also through the young people's council meetings and key working sessions. The purpose of these meetings is to plan forthcoming activities, menus and trips out and deal with any other aspect of residential life that needs to be discussed. Young people are consulted about activities for the weekend they are staying. The young peoples have made choices regarding where they would like to reside within the home and wherever possible their wishes are accommodated. The young people regularly comment on the menu and this is fed back to the chef. The refurbishment of the home has been done in consultation with the young people.

Staff members are expected to demonstrate a high level of awareness of the young people's needs and opinions. Wherever possible the young people's wishes will be taken into account when making day-to-day logistical decisions, assessments, care planning and target setting. Staff ensure that they empower our young people in expressing their wants and needs and ensuring that their voice is heard.



Staff will explain clearly to the young people when their wishes cannot be acted upon and the reasons behind this. The views of the young person, family and social worker will also be sought through direct face to face contact, telephone, email or use of surveys.

Each young person is allocated a keyworker and a deputy keyworker. Part of their role involves:

1:1 key worker sessions are held on a regular basis.

The key worker sessions aim to empower all the young people so that they are able to, voice their opinion, make choices and address any issues that may affect them within the home. The young people are encouraged to discuss relationships and forward planning for future placements. Young people's thoughts are used to influence their life and well-being in the home environment.

Young people's meetings take place weekly and monthly empowering young people to speak out and have a voice, their thoughts and wishes are taken into account and documented to evidence this. Some of their views, wishes and feelings we then turn into actions so we can develop and improve our service delivery.

Appropriate communication aids are used depending on the young person's need.

All young people are encouraged to attend their review meetings and is assessed before the meeting. Advice is sought from parents/social workers to ensure that if the young person attends their review, it does not have a detrimental effect on the young person. For young people who choose not to attend their meetings, a 1:1 session takes place with the young person to enable their thoughts and feelings to be written down and forwarded. The young person is then given feedback.

For young people with severe and profound learning difficulties, the staff establish the young person's likes and dislikes through observation and discussion with significant people and advocate on their behalf, enabling them to achieve their full potential in life.

The following approaches are used to enable children to make their wishes and needs known:

- Individual communication aids
- Suggestion box
- Weekly group meetings
- Individual meetings with their Key Worker
- Individual comments made
- Child contribution to Annual Review when possible.
- Young people's council meeting.

The use of advocates and independent visitors for the young people are encouraged by our service.

## **Privacy**

All young people's records and files are kept securely and confidentiality is maintained at the highest levels at all times.

The young people and all team members have been made aware that any significant issues will be communicated to the people who care for them.

Staff operate a "knock and wait" policy before entering rooms unless in an emergency or a young person's safety is compromised.

## **Our policy and approach to (a) anti-discriminatory practice in respect of children and their families and (b) children's rights**

Victoria Children's home and Livability are committed to operating anti-discriminatory practice. It acknowledges that discrimination exists within our society and accept the importance of challenging discrimination and of transforming social care practice, which promote young people's social care and empowers users.

Anti-discriminatory practice is the responsibility of all of our employees. Whilst it is impossible to legislate for people's attitudes, we have an expectation that staff members conform to this policy and all other policies whilst on duty.

We believe that the relationships formed with the young people, colleagues and other professionals should be equal. The welfare of the young person is of primary importance, and the young person's views should be listened to.

- We aim to challenge discrimination in any manifestation and to positively promote individuality and diversity.
- We positively promote the young person's religion through observance, or places of worship.

- We encourage young people to adorn their personal bedroom space and welcome positive images of their race and culture.
- We deliver a varied menu which includes foods from different cultures.
- We encourage young people to express their individuality and encourage active engagement within the community

We recognise that young people from different ethnic groups may have particular care needs. We also recognise that each individual has differing needs resulting from their disability. Some young people require advice, assistance and support to look at issues surrounding their particular experiences and backgrounds. We see this as the responsibility of all staff.

A young person's sense of identity can become very fragile when separated from their parents, and young people may struggle to retain a positive sense of their own cultural, racial and religious heritage. Victoria Children's Home is committed to ensuring that all children develop a clear sense of who they are, equipping them to tackle any discrimination they may encounter.

Promoting a young person's identity is an important part of the assessment process when considering a placement for young people at Victoria Children's Home. We seek detailed and accurate information regarding the disability, sex, ethnicity, culture and religion of all young people being considered for a placement.

Victoria Children's Home values young people equally and will not tolerate discrimination in any form. Victoria Children's Home has an Anti-discriminatory Policy and requires all staff to agree to practise in a non-discriminatory manner. Any complaints of discrimination will be investigated and if substantiated, disciplinary proceedings will be invoked. The rights and needs of our young people will always be prioritised.

The principles of anti-oppressive practice and Equality and Diversity are part of our ongoing training program for staff.

### **Children's rights**

The Children's Commissioner for England promotes and protects children's rights in England. She does this by listening to what young people say about what matters to them and making sure adults in charge take their views and interests into account.

The law says that, in her work, the Children's Commissioner should have particular regard to children living away from home or receiving social care, as set out in Section 8A of the Children Act 2004.

The Commissioner is supported in her work by a team of staff at the Office of the Children's Commissioner. Together, they are responsible for the rights of all children

and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability.

If you are a young person who lives away from home or who receives social care and who needs advice or assistance, you can get in touch by calling free phone **0800 528 0731**.

All young people are treated with respect and accorded the maximum privacy, personal choice and autonomy within the overall requirements for safety. Young people are seen as young people first, and although the young people at Victoria Children's Home have learning disabilities – the young people are respected as individuals in their own right by all of the staff.

## Children have the fundamental right:

|   |
|---|
| To be valued as an individual   |
| To be treated with dignity and respect  |
| To be cared for as a child first  |
| To interact using their established method of communication                                   |
| To be offered the opportunity of independence and choice                                      |
| To be treated according to spiritual / social / cultural needs                                |
| To be able to maintain & develop friendships and interests                                    |
| To develop responsibility for their own actions   |
| To have their questions answered (unbiased)   |
| To feel comfortable   |
| To know about their body and the changes (puberty)  |
| To know what sex they are and that there are others of that sex                               |
| To know that sexual feelings are OKAY   |
| To know what is acceptable and is not (to be given reasons)                                   |
| To know it's okay to say NO   |
| To have an advocate   |
| To form relationships   |
| To have the opportunity to learn social skills  |
| To be protected from abuse  |
| Listened to   |
| Being aware of other forms of communications  |
| Staff keep information confidential; , except for situations where the child may be in danger |

### 3.0 Education

At Victoria Children's Home, we are able to offer both a children's home and educational facility (Victoria Education Centre) on one site. The school offers the National Curriculum that is differentiated, where appropriate, to the needs of each individual student to ensure that each person is able to gain confidence and educational skills in an environment that promotes equality of opportunity in the classroom. There is a high ratio of staff to students, meaning individuals can access support as needed. The education team's aim is to provide high quality teaching in every lesson and for each student to achieve their maximum potential within the classroom. Each young person will have a Statement of Special Educational Needs (SEN) or Educational Health Care Plan (EHCP) which is used as the basis of their Individual Achievement Plan (IAP) which is translated into achievable and realistic goals, which the home seeks to support.

The interdisciplinary nature of the work embedded at Victoria Children's Home will ensure that the curriculum:

- is accessible and planned across the 24 hour period for residential students and with close home-school liaison for day students
- provides a holistic and relevant experience which will enable students to live a fulfilled life

Children's Home staff will support young people in their educational endeavours by liaising with the teaching staff, attending meetings and reviews, as appropriate, helping with homework and assisting young people working towards agreed targets.

### 4.0 Enjoy and achieve

The young people at Victoria Children's Home have access to a wide range of services, facilities and opportunities both within and outside of the home. Young people are encouraged to try new activities and experiences, taking measured risks and expanding their horizons. Our young people are also encouraged and supported to spend time with their friends both within the home and also from school and their local community.

#### Onsite activities include:

- Sky TV
- Wii
- Playstation
- Computer



- Faith Group
- Sensory Club
- Art Club
- Swimming
- Gardening Club
- Wheelchair football
- Games
- Tennis
- Football and Table football
- Hockey
- Cooking
- Digital Music Club
- Youth Club
- Drama

We realise that everyone has their own specific hobbies and interests and we do our best to support these.

**Outings and things we like to do include:**

- Bowling
- Cinema
- Restaurants
- Holidays
- Theme parks
- Longleat
- Football tours
- Monkey World
- Firework displays
- Bike night on Poole Quay
- Crabbing
- Speedway



If you live at Victoria Children's Home we will organise a holiday once a year. Young people will be able to go on city breaks and overnight trips.

Victoria Children's Home has access to its own transport. The young people are also encouraged to access public transport with the support of staff, and they are also encouraged to go out for walks in the local area.

## **5.0 Health and well being**

### **Healthcare**

As part of the admission process we will ensure each young person is registered with a doctor, dentist and optician. During the young person's stay, regular checks with these practitioners will be arranged. All appointments and check-ups will be recorded. If young people refuse to attend health appointments staff will work with the young people to find out the reasons behind this and support the young person in attending their necessary health care appointments.

### **Nurses**

At Victoria Children's Home we have a team of registered nurses who are competent in assessing the needs of individuals and providing holistic care in an ethical and compassionate manner.

The nursing team work closely with the young people who have a range of health needs such as enteral feeding, tracheostomy care, ventilation and suctioning, and stoma care. Young people who have allergies, Asthma and conditions such as Epilepsy are closely monitored and protocols are in place for appropriate treatment.

Each member of the nursing team is responsible for key individuals within Victoria Children's Home and personalised Nursing Care Plans are devised for all of these young people. The nurses work closely with a range of multi-disciplinary health professionals both within VEC and in the wider community.

The nursing team provide training in Epilepsy, gastrostomy feeding, tracheostomy care and other procedures to members of staff at Victoria Children's Home who work with young people with these specific needs. Training is updated annually or more frequently if necessary and staff competency is monitored to ensure safe practice.

Assessments undertaken by the therapies teams then inform guidelines used by the support staff, such as the Eating and Drinking Guidelines and Moving and Handling Guidelines.

Medicines for young people are kept in a locked cabinet in the clinic. Medicine trolleys, when not in use, are attached to the wall for security (as per guidelines). Older young people work towards taking responsibility for managing their own medical needs which is thoroughly risk assessed prior to authorisation. All administration of medication is recorded in accordance with the Medication Policy.

Our nurses also support our young people with questions regarding healthy living, fitness and nutrition, and relationship and sexual health education. There is a programme in place to ensure sound knowledge on which the young people can identify issues such as appropriate touch as part of our Safeguarding programme. This work is supported by the key workers and other support workers.

Therapy is also an integral part of the work we carry out within Victoria Children's Home.

### **Occupational therapy**

Victoria Children's Home currently benefits from a dedicated occupational therapist to meet the young people's individual needs. The current Manager is a registered Occupational Therapist and works with the young people within a residential setting. In addition the young people who attend the school have a named Occupational Therapist.

### **Physiotherapy**

Each young person attending the school will be allocated a named Physiotherapist and liaison regarding therapy programmes, potential surgery and post surgery care, orthotics, wheelchair issues and postural management will take place with the young person and their key worker so that their therapy forms part of the 24 hour package of care.



### **Speech and language therapy**

Each young person attending the school will be allocated a named Speech and Language Therapist who carefully monitors the progress of the students with their development of language and communication. Liaison regarding communication issues, use of low tech communication books or high tech devices such as iPads and Eye Gaze products, environmental control systems, learning Makaton to follow through the Communication Charter, as well as Social Use of Language Programs (SULP), is followed up by the key workers and supported within the home. The staff also use touch cues to enable those individuals who have limited receptive language skills to understand what's going on around them and what is happening next. We also have experience of cue cards and social stories to support our young people.

## **Rehab Engineering**

Victoria Children's Home is extremely fortunate to have an on site Rehab department who support our young people in all matters, including mending wheelchairs and creating bespoke solutions to meet individual needs. There is workshop on site to allow the manufacture, adaptation and alteration of a wide range of specialised equipment.

Independent consultant clinics are held on site, including orthotics, wheelchair clinics, orthopaedic consultants, dietician, psychologist and paediatricians. Victoria Children's Home also has a counselling service. Other therapies including aqua/hydro therapy, hippo therapy and music therapy are available.

## **6.0 Positive Relationships**

It is imperative that home and school work in partnership. Victoria Children's Home has an open door policy and parents and carers are welcome to visit at any time. The home welcomes as much contact as possible and encourages telephone contact/email/Skype/Facetime. Any restrictions and limitations to contact are set out in the young person's Placement Plan and are reviewed regularly.

Victoria Children's home will support contact arrangements for any young person, including transporting them to and from contact if this is to be held away from the home.

The home has a designated family room with drink making facilities, toys for younger siblings and relatives to ensure that our young people can meet friends, family or other guests in comfort and privacy, if appropriate.

Parents and carers are encouraged to take as active a part as possible in the work and life of Victoria Children's Home. Contact is achieved through Open Days, Parents' Consultation Evenings, attendance at reviews and home/school contact books and events including the Christmas Fayre and Summer barbeque.

## **7.0 Protection of Children**

### **Monitoring**

Some of the young people are prone to seizures and other medical conditions requiring close monitoring. There is a call button facility in each bedroom for young people who are able to use such systems. The night staff will make 15 or 30 minute checks during the night for all young person unless they have expressly requested not to be monitored.

For those young people who require regular monitoring and are unable to call for assistance, the staff have use of audio/visual surveillance systems. If one of these young people were to have a seizure, changes in sound levels should alert staff and they would respond immediately. Permission to use audio/visual surveillance is requested on the Residential Permission Request form found in the New Pupil Pack.

## **Behaviour**

Staff support and help young people to develop and benefit from positive relationships based on mutual respect and trust and help young people to understand what acceptable behaviour is. Staff work towards meeting each young person's behavioural and emotional needs as set out in their relevant plans helping each young person to develop socially appropriate behaviour. Staff encourage young people to take responsibility for their behaviour and address inappropriate behaviours both inside and outside of the home.

Positive behaviour is reinforced, praised and encouraged and poor behaviour is challenged and discussed with the young people. Staff work with each young person to develop and practice skills to resolve conflicts positively and clearly communicate to each young person the expectations around their behaviour, ensuring the young people understand these expectations.

Young people are supported to build safe, stable and secure relationships with the staff team in order to help develop secure attachments which persist over time.

**Incentives/Rewards** – goal setting is used as a positive reinforcement of boundaries where rewards can be gained for achievement.

**Sanctions** – A loss of privilege is used to reinforce a boundary that is consistently broken.

It is acknowledged that sanctions, if used, must be:

- Appropriate to the situation and particular needs and understanding of the young person
- Very clear as to what it is for and whenever possible given and served within a reasonable time of the misdemeanour occurring
- Consistent throughout the staff team for similar or related events
- Seen to be fair and discussed with the young person
- Reviewed for the effectiveness of the sanction
- Recorded in the sanctions book

Victoria Children's Home has a Positive Behaviour Management Policy and a specific plan (PBMP) will be drawn up for each young person.

All staff complete a Behaviour Management induction and attend a Conflict Management course under the licensed provider, Maybo. There is a staged approach to training staff and all staff are trained in Conflict Management and Resolution Skills. Stage One is a full one day conflict and resolution course. Stage Two covers disengagement and guiding skills and is updated annually.

Victoria Education Centre employs a Behaviour Support Co-ordinator who oversees the review process of Positive Behaviour Management Plans (PBMP).

The PBMP is detailed and contains all potential risks and the level of risk that young person displays and this is linked to their risk assessment.

The plan also contains the following:

- What the young person responds negatively to
- What their triggers are
- What may set off their negative behaviours
- What the young person responds positively to
- Behaviours displayed by the young person
- Preferred supportive strategies
- De-escalation skills to use
- De-briefing process

Victoria Children's Home will only use restraint as a last resort, by those suitably trained; restraint must always be necessary and proportionate and only in the purpose of preventing:

1. Injury to any person including the young person
2. Serious damage to property of any person including the young person

If such an intervention is required, this is recorded and reviewed, post incident.

There is a system in place to record any incidents (IRIS), and from this data trends are highlighted and this provides an overview of the effectiveness of the plans which regularly reviewed.

## 8. Leadership and Management

### Contact details for Victoria Children's Home:

Victoria Children's Home, c/o Victoria Education Centre, 12 Lindsay Road, Branksome Park, Poole, Dorset BH13 6AS

Tel: 01202 763697

Fax: 01202 768078

Email: [rbeer@victoria.poole.sch.uk](mailto:rbeer@victoria.poole.sch.uk) Manager: Rhiannon Beer

### Contact details for Ofsted:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231 Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### Contact details for registered provider:

Livability, Floor 6, 6 Mitre Passage, Greenwich Peninsula, London, SE10 0ER

Tel: 020 7452 2000 Fax: 020 7452 2001 Email: [info@livability.org.uk](mailto:info@livability.org.uk)

Registered Charity Number: 1116530 - Registered in England Number: 5967087

| Board or governing body members, partners, nominated individuals |                      |  |
|--|----------------------|--|
| Name   | Role                 | Additional responsibilities                                  |
| Caroline Armitage  | Trustee              | Chair of Board of Trustees                                   |
| Baroness Valerie Howarth of Breckland OBE                        | Trustee              | Chair of Safeguarding Board                                  |
| Sally Chivers  | Trustee              | Chair of Services Committee/Member of the Safeguarding Board |
| Chris Carr   | Trustee              |  |
| Leonard Beighton   | Trustee              | Link Trustee for Victoria Education Centre                   |
| Kate Clare   | Trustee              | Member of the Safeguarding Board                             |
| Anne Marie Costigan  | Trustee              |  |
| Lynne Morris   | Trustee              |  |
| Keith Hickey   | Trustee              | Honorary Treasurer   |
| Reverend Agnita Oyawale  |                      |  |
| Brian James  | Trustee              | Link Trustee at Nash College of FE                           |
| Sarah Ellington  | Trustee              | Member of the Safeguard Board                                |
| Nicola Tallett   | Trustee              |  |
| John Robinson  | Trustee              |  |
| Angus Brown  | Trustee              | Member of the Audit Subcommittee                             |
| Rob Townsend   | Nominated Individual | Deputy Director of Operations                                |

The Responsible Individual acts on behalf of the organisation and demonstrates to Ofsted how he/she meets the requirements for registration. The Responsible Individual must also demonstrate on behalf of the provider that the proposed establishment or agency can meet the relevant requirements set out in legislation.

### **Management Team**

The Manager (Rhiannon Beer) is supported by the Assistant Manager (Clare Payne) and a further four team leaders, who oversee a team of support workers, including the night staff team.

**Manager:** Rhiannon Beer [rbeer@victoria.poole.sch.uk](mailto:rbeer@victoria.poole.sch.uk)

Rhiannon has a degree in Occupational Therapy (BSc Hons), a Post Graduate certificate in Specific Learning Disabilities and is currently studying for her Level 5 Management Award and Child and Adolescent Counselling certificate. Rhiannon has passed her Level 1 Sensory Integration certificate and Safeguarding Level 3 certificate. Rhiannon has 20 years' experience working at Victoria Education Centre as Head Occupational Therapist and is a Moving and Handling Trainer for the Victoria Children's Home.



**Assistant Manager:** Clare Payne [cpayne@victoria.poole.sch.uk](mailto:cpayne@victoria.poole.sch.uk)

Clare has 20 years' experience working in Care at Victoria Children's Home. She began her career as a Support Worker and was promoted to Senior Support Worker, then Team Leader and now is the Assistant Manager. Clare has an NVQ Level 4 in Leadership and Management for Care Services, NVQ Levels 3 and 4 Children and Young People.



### **Staff qualifications**

The staff team have either obtained their NVQ Level 3 in Children and Young People or are enrolled onto the new course, the Diploma Level 3 in Children and Young People. We also have bank staff who are available to cover staff holidays and sickness or when we need additional staff to look after our young people. Having a team of bank staff offers consistency for the young people as the bank staff will be familiar with the young people.

Other staff qualifications and gender mix is detailed in Appendix A.

For a copy of Appendix A please email: [jwalters@victoria.poole.sch.uk](mailto:jwalters@victoria.poole.sch.uk)

It is the aim of Victoria Children's Home for all staff to be trained to Level 3 in line with the Children's Homes Regulations and where appropriate Level 5, as well as receiving specialist training appropriate to the service needs.

All new recruits will undertake a comprehensive induction training programme.

Some of our training courses are listed below:

- Maybo (restraint and de-escalation)
- Fire Safety
- First Aid
- Health & Safety
- Food Hygiene
- Medications
- eSafety
- Safeguarding
- Moving and Handling
- Risk Assessment

***This may vary and is not exhaustive***

During the first two weeks of employment new staff are mentored by an experienced staff member and thereafter are supervised every two weeks and then every 6-8 weeks. In addition, new staff also have to complete a training programme during a six month probation period. This period of time may be extended if required.

Appraisal and Personal Development Plans are completed in line with the Supervision Policy and conducted annually with regular reviews to ensure the completion of actions.

Training is provided either in-house with our own trainers or with external trainers, or by attendance of external courses or conferences. All staff are encouraged to undertake continuous professional development.

Each member of staff has a Professional Development and Workplace Learning Portfolio to provide evidence of training, supervision and appraisal.

Our residential support workers work to a fortnightly rota. The home has a separate night support team that consists of waking staff and a nurse on duty all night and a sleep in member of staff.

Each young person has a key worker who takes particular responsibility for ensuring that the young person's welfare and well-being remain a priority. They represent a consistent and stable influence in the life of individuals and ensure that all of our young people experience a high standard of care.

Key workers have particular responsibilities including:

- Being the first point of contact for enquires about individual young people.

- Liaising and ensuring good communication with parents/carers/education/therapists and relevant bodies, where necessary.
- Establishing care plans and using the information to work with the young person to set and work towards meaningful targets.
- Ensuring that accurate and comprehensive records are kept and maintained.
- Writing reports and attending meetings.
- Helping each young person compile a book of their life history which is meaningful to them and reinforces their sense of identity and self-worth.
- Spending regular and quality personal time with the young people, ensuring that living at Victoria Children's Home is purposeful, developmental and fun.

The Manager meets with the Team Leaders weekly, and team meetings are held fortnightly providing a forum for sharing information and the discussion of new initiatives. Night staff are kept fully informed of these meetings through minutes taken and a monthly meeting.

In addition, there is a monthly team development meeting which staff attend to update their skills and knowledge in line with the needs of the service.

### **Appropriate role modelling**

Victoria Children's Home has a staff team representing both genders, of different ages and different cultures and act as a positive role model for the young people. We provide a caring, homely and safe environment where young people are able to progress in all aspects of their lives

### **Quality assurance**

Victoria Children's Home seeks to ensure that all aspects of the home's work are monitored and reviewed in order to assure high standards of care for our young people. The home will continue to seek the views of our young people, their parents, carers, our staff and referring agencies to improve our quality and performance. The home has regular visits from an independent visitor and monthly Regulation 44 visits are carried out. The findings are produced in a written report, in line with Ofsted guidelines. These are used to continue to monitor and improve the service and a Reg 45 report and action plan is completed on a quarterly basis and sent to Ofsted.

## **9.0 Care Planning**

Victoria Children's Home aims to ensure that young people are only accepted if the placement is deemed to be wholly appropriate and if staff, parents, the referring agencies and where possible, young people are confident that Victoria Children's Home can meet the needs of the individual.

### **Stage 1 – Initial referral**

A placement enquiry is received either via email or telephone, which may be from a parent, a Local Authority or a social worker. The relevant information is then forwarded to the Manager.

The team will then ascertain the following:

- i) Can we meet the needs of this young person?
- ii) Will the needs of this young person or the specific way of working have a significant negative impact on the existing young people?
- iii) Will the location of the home and its underlying ethos provide an overall positive life and learning experience for this young person?

Providing the answer to (i) is Yes, (ii) is No and (iii) is Yes, we proceed to Stage 2.

### **Stage 2 – Informal visit**

The initial, informal visit provides an opportunity for us to outline our provision and allows the young person and family a chance to visit and experience at first hand the facilities, meet some of the staff and other young people in our care. If following the visit the young person and family consider the home is the right placement and we consider it to be in the best interests of the young person to proceed, we then provide information to the family including a copy of our Statement of Purpose, our Children's Guide, and a parental questionnaire regarding the needs of their son/daughter and move to Stage 3.

### **Stage 3 - Information gathering**

A formal assessment, including a parental questionnaire – to establish the needs of the young person, a tea time visit and an overnight stay will be offered. The young person will be subject to assessment by our therapy team. The information gathered will then form a sound basis for the young person's current needs and ascertain whether we are able to offer a suitable placement.

Care and accommodation may be provided for young people outside the specified age range in an emergency situation when agreed in advance by Ofsted.

In addition a home visit is conducted in order to obtain specific information, for example, room layout, equipment and routines, essential to establish in more detail the needs of the young person to ensure the success of the placement.

#### **Stage 4 – Preparation of individual Care Plan/Risk Assessments/ Behaviour Management Plan**

Once Stage 3 is complete the young person's Care Plan can be drawn up. This includes:

- All essential information
- Risk assessments
- Moving and Handling Profile
- Positive Behaviour Management Plan
- Feeding and Drinking Guidelines
- Epilepsy Protocol.
- Individual placement objectives

*\* This list is not exhaustive*

#### **Stage 5 - Admission**

A date and time will be agreed for when the placement will begin.

Upon admission the young person is welcomed to Victoria Children's Home and will be shown around the home. Each young person is assigned a keyworker and a deputy keyworker who ensures that they receive a welcome pack in their bedroom, including a copy of the Children's Guide and Complaints Guide which will give them essential information about their stay.

Victoria Children's Home is fully aware of the daunting experience it will be for a young person to come to a new home and we do everything to ensure they feel comfortable and secure once here, which involves for example, making safe provision for the young person's valuables.

All young people are consulted about the activities they would like to take part in and will be asked for their choices with regard to the menus. The young person will be assigned a key worker and the key worker will then spend time with the young person to settle them in and get to know them, personalising their rooms and organising their personal items.

## **Stage 6 - Reviews/placement plans**

Victoria Children's Home reviews each young person's Placement Plan in line with LAC reviews and in consultation with the young person's Placing Authority/social worker, parent or carer.

Victoria Children's Home actively encourages, participates and contributes to any review of the circumstances of any young person. In particular these include, reviews of plans for children and young people "Looked After" by a local authority, reviews of "Children in Need" plans and annual reviews of Statements of Special Educational Need or Educational Health Care Plan.

Victoria Children's Home routinely invite parents or carers and representatives of the relevant statutory agencies to planning meetings concerning individual young people, to ensure a consistent approach is achieved across all aspects of a student's experience, whether at home or school.

Young people are able to attend their reviews if they wish and are supported in making a written or pre-recorded statement of their views to be submitted at the review. The use of computerised symbols and technology is available to enable their views to be heard and recorded.

## **Stage 7 – Transitioning from the service**

All young people of appropriate age will have a Transition Plan developed and agreed with the young person and their families.

Victoria Children's Home offers extensive support to the young person at every stage of moving on; from visiting the new placement to liaising with relevant others to help the young person to settle into their new home.

Any plans will be facilitated in a co-ordinated, planned and informed process. The transition is further supported via the prompt forwarding of appropriate reports and all necessary and relevant information to the new carers.

When one of our young people moves on, we want to make sure where possible this is done in a planned manner and that the young person has a 'leaving do'. We view this as extremely important as it provides an opportunity to reflect on their stay and say their goodbyes to the team and the other young people living in the home. The young person will receive a card and a photo album so they have memories of their stay with us. Our priority is that the transition is a positive experience.

**This Statement of Purpose for Victoria Children's Home will be reviewed  
September 2016.**

## 10.0 Glossary

|            |   |
|------------|---|
| EHCP       | Education and Healthcare Plan                               |
| Key Worker | Residential Support Worker (Victoria Children's Home staff) |
| DBS/POCA   | Disclosure and Barring Service/Protection of Children's Act |
| NVQ        | National Vocational Qualification                           |
| PSHE       | Physical, Social Health Education                           |
| DSL        | Designated Safeguarding Lead                                |