



HOPSCOTCH CARE LTD

WHITELANDS

STATEMENT OF PURPOSE



APRIL 2018



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INTRODUCTION

“Each of our acts makes a statement of purpose”

The following Statement of Purpose will set out the principles and values underpinning the care provided at Hopscotch Care. It describes how the home is set up and organised and who the people are behind the care given to children and young people living in the home. Practice is based around a holistic approach to care.

Hopscotch Care is a new company established in 2011 providing residential care for children and young people. The home provides care and a nurturing environment consistent with the requirements of the Children’s Acts 1989 and 2004, the children (Leaving Care) Act 2000 and Cumbria County Council Children and Young Peoples Plan.

The care at Hopscotch Care complies with the expectations as laid out in the Children’s Homes National Minimum Standards 2011, the Children’s Homes (Amendment) Regulations 2011, and in Cumbria County Council’s Children Social Care Procedures.

Children and young people can find additional information about the standards and care at Hopscotch Care in the Children’s Guide which is issued to all young people on admission to the Home.

This Statement of Purpose has been prepared in accordance with Schedule 1 of the Children’s Homes (Amendment) Regulations 2011 and the new regulations introduced in January and April 2014 and is available on the web site.

HOPSCOTCH CARE LTD - REGISTERED OFFICE

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1. OVERVIEW

The care offered to children and young people at Hopscotch Care is based around humanistic value emphasising human dignity, mutual respect, trust, and unconditional appreciation. It is supported by a culture that regards children and young people as equal human beings with abundant potential.

The staff team at Hopscotch Care, supported by the home's nurturing ethos, strive to empower the children and young people looked after. The team will, whilst working closely with other agencies, contribute to the process of developing the children and young people into adults who are responsible and capable of contributing to wider society.

Whitelands is a privately owned children's home and is registered to accommodate and care for five young people of either sex aged between 12 and 17 years who experience emotional and behavioural difficulties and may take on children with differing level of needs if the staff are sufficiently qualified and the impact of accepting the young person will not be detrimental to the other young people in the home. The home accepts emergency placements and can offer care to young people on a short, medium or long term- basis.

All placements for young people are underpinned by robust care planning. The Hopscotch Care Plan combines the Placement Plans, Education Health and Pathway plans into a software system which can ensure all the necessary information has been collected and maintained on a regular basis, targets for improvement are set and outcomes are monitored on a regular basis.

The focus of work is to maintain a young person's place within their family group. At all times, Hopscotch Care is preparing and supporting young people for their onward placement, whether this be a return to the family home, a planned move to another residential placement or preparing them for living independently.

Hopscotch Care is skilled in working with young people of either gender.



This residential function serves to support work carried out with young people and their families in the community.

Ethos of Whitelands.

The ethos of the home incorporates the following beliefs:

- That each child or young person should be viewed as an individual and that their views, attitudes and opinions are respected.
- That children and young people are experts on themselves, therefore they should be actively involved in decision making about their lives.
- That children and young people make mistakes; experience, help and guidance will empower without disabling them

Aims of Whitelands

- To provide the highest quality, child friendly accommodation, which is safe and secure and responsive to a child or young person's needs.
- To work with each young person as a unique individual and develop a package of care appropriate to their age and level of emotional development, which will enable them to achieve and grow at their own pace whilst also providing them with the skills required to prepare them for their own adult lives outside of the 'looked after' system.
- To provide support with acknowledgement to the fact that children and young people are central to the planning processes which shape their lives, and ultimately direct their futures. This can be achieved by providing support which will allow them to develop their self-esteem and confidence by providing new opportunities and ways of looking at lifestyle choices and options through new



experiences, and by acknowledging a child's or young person's right to take risks in a carefully supported and assessed manner.

- To enable children and young people to make best use of the range of support services available to them, which are relevant individually in relation to their own communities and lifestyles.

PHILOSOPHY OF CARE AND SUPPORT

At the core of Hopscotch Care's approach to its work is the value that we place upon the individual. This is reflected in our promotion of working with individuals as a positive choice rather than a choice forced by circumstance. We believe that this approach allows us to work more closely with the individual, to help them identify their needs and develop individual care plans and programmes to meet them. This gives us the ability to provide highly responsive and flexible care packages.

The aim of Hopscotch Care is for the young person to achieve positive outcomes relating to education and social skills. Each child has the potential to learn and develop and our practise is responsive to observable cues, communicated by the child through language and behaviour. In short, we aim to meet unmet childhood needs from the past, enable the child to enjoy their present whilst equipping them with the skills necessary for the future.

Our priority is to halt the self-perpetuating downward spiral of failure and rejection experienced by many young people placed with us. By working with the individual to recognise their abilities and talents, we can utilise those positives to build small but ever-growing success into a young person's life and therefore start to reverse the downward spiral. The increase in self-esteem can then be used to help the young person towards further successes in their lives.



The unconditional support implicit in the above approach to reversing the patterns in a young person's life is balanced with helping the young person to understand, and eventually take greater responsibility for, both the positive and negative consequences of their actions. The giving of responsibility to a young person is undertaken at a rate and level that allows for expectations by society of a person of that chronological age whilst considering the level of emotional development that the individual has experienced.

Therefore, we would further aim to enable him/her to enter the world as an active participant in society and a responsible contributor, capable of achieving as much independence as possible.

At Hopscotch Care, we believe that every young person has the right to be treated as an individual, showing due regard to gender, ethnicity, creed and sexuality. We endeavour to create an atmosphere where the young person's needs are acknowledged and met with honesty, sensitivity and consistency. We recognise a young person's need for protection and security and will maintain every effort to provide this.

We believe in maximising a young person's life experiences to develop more effective coping and reasoning skills. By using a young person's life space to promote a better understanding, it is more relevant to the individual and therefore more powerful as a catalyst for change.



2. THE HOME

2.1 Facilities and Services

Whitelands in Heysham is a registered 5 bedded private Children's Home offering a caring and nurturing environment. It serves primarily Cumbria, the Scottish Borders and the North East but can offer placements to children and young people from other Local Authorities.

The building has been completely renovated to a high standard offering a comfortable and pleasant home to young people from the ages of 12-17

There are three floors in the house. The top floor has four large bedrooms for young people all with en-suite facilities. There is also a staff bedroom on this floor also with en-suite and a large landing.

On the upper ground floor there is a hallway, kitchen and larder, dining room, living room, staff WC and young persons' en-suite bedroom.

The lower ground floor consists of a bathroom, laundry, office, meeting room, games room and toilet facilities.

All bedrooms and the living room are equipped with a television/DVD and there is wireless internet throughout the building.

Young people have access to a cordless phone for private phone calls.

Outside there is a rear yard for car parking for up to five staff and visitor's cars.

At the front there is a small garden and path leading onto the road.

2.2 Admissions to the Home

Effective child and young person centred admission procedures, which clearly identify a purpose for the placement reduces the tendency for children and young people to drift. It provides an opportunity for children and young people to change



through collaboration and mutual respect and will assist them in re-establishing themselves in the wider community.

Since we aim to maintain a balance always, the acceptance of a child or young person for placement will be determined following careful assessment and discussion between the management and staff team as a whole. The perceived ability of a child or young person to integrate into the existing group will be considered and evaluated via the perceived impact the admission may have on the existing children and young people living within the home.

General Procedure:

Referrals for admission are discussed with the Registered Manager. All referrals follow a social worker's Pre-assessment and an Initial Impact Risk Assessment that will be completed by the home Management team.

Initial telephone contact with Hopscotch Care will be made by the local authority social worker or placements manager.

During this initial contact, it is essential to obtain as much information as possible about the young person's current situation and their care needs. This will be in the means of LA Placement Plan, Care Plan, Risk Assessment and any Educational Plan (PEP). Placements will only be offered to local authorities when a completed referral form is submitted accompanied by sufficient background information to allow a realistic assessment to be made concerning the viability of the placement.

In all cases the planning and assessment process will incorporate an assessment of risk and the impact of making a placement on the individual child and the duty of care we have for the other YP currently residing at the home and what Impact it may have on them.

The residential service aims to be inclusive, however, where there is unacceptable risk and this cannot be managed through the assessment and care planning process or would mean that the needs of the other residents could not be met, a placement will not be offered.



Planned Admissions:

It is considered good practise for the allocated key worker to visit the child or young person in their current placement prior to admission. Arrangements should also be made for the child or young person to visit the home, with their parents or carers, where appropriate, as part of a planned introduction.

Following admission, a placement meeting will be held with all relevant parties, including parents or carers where appropriate, to draw up a written agreement for the placement.

In June 2007, the children's conference, 'Children on Care Standards, Your Rights, Your Say' highlighted the need for clear and concise information in relation to rules within the home. On admission, the child or young person will meet with their key worker and will be given age appropriate information pack giving details of the homes rules and routines e.g. expectations, jobs, activities, complaints procedure etc. The child or young person will have the opportunity to ask any questions they may have at this stage. Key workers will take responsibility for assisting the child or young person in their understanding of any information that is issued.

The underlying ethos and philosophy of Hopscotch Care is about helping children and young people feel safe and confident enough to take control of their own feelings, actions and lives. Once feeling safe, children and young people can sometimes demonstrate certain anti-social behaviours which are part of the process of beginning to let go. They may challenge and test boundaries, to make some sense of their lives and the relationships around them. This is often because they have been let down by significant adults many times before. Support for a child or young person at this stage is very important through them having the opportunity to experience adults in a more positive light; it is possible for them to



begin building trust, confidence and self-esteem. As their confidence grows they will be able to take a greater control over all aspects of their lives. Staff will always show unconditional positive regard for the child or young person, even at times of crisis. This will impact by revaluing young people who feel devalued in a society that has let them down, thus enabling them to be empowered and gradually take control.

Hopscotch Care accepts emergency placements and can offer care to young people on a short, medium or long term basis.

Emergency Admissions:

If a young person should be admitted in an emergency and there is insufficient time to complete the planned admission process, we will undertake a four-week suitability assessment for the home and the young person to decide as to whether this is a suitable placement for them. The placing authority must provide as much information as possible at the very beginning of the emergency placement.

The following documents are essential: Referral form, current risk assessment, signed Medical Consent, LAC Care Plan, Placement agreement, Care and Court Orders.

Emergency admissions are extremely stressful for any child or young person. Every effort must be made to facilitate as smooth a transition as possible.

In the case of a Looked after Child or young person they should be brought to the home by a Social Worker and arrangements should be made immediately for future contact visits.

A planning meeting must be held within 72 hours of admission. The meeting should be attended by all relevant parties to draw up an initial agreement and care plan.

Under certain circumstances, PACE admissions will be considered. A PACE admission will be for 24 hours with a maximum of 48 hours, provided the impact



assessment supports the placement and takes account of the safety and wellbeing of young people currently resident.

3- CARING FOR CHILDREN AND YOUNG PEOPLE

3.1 Under pinning ethos and philosophy

The following values and principles are central to the care of children and young people at Hopscotch Care:

- The welfare of the child is paramount.
- A child centred approach underpins practice.
- Children and young people are always viewed holistically.
- The child or young person is the expert in his/her life.
- We acknowledge every young person's right to be supported in their development, health and education.
- Young people and staff inhabit the same life space. The home is not seen as a place in which hierarchies determine the way we create relationships with each other.
- Care is provided with reference to attachment and nurture theory.
- Listening carefully and communicating clearly in all matters.
- We see ourselves existing in a complex relationship with the young people at Hopscotch care. This relationship defines our professional conduct and the care we provide.
- As a staff team and as individuals we reflect constantly on our practice to improve the care we are giving to the children and young people looked after.



- Care will be provided in line with the home's commitment to anti-discriminatory practice and cultural sensitivity.
- Young people will be assisted in their planning to move to independence.

3.2 Support for young people

The children and young people looked after at Hopscotch Care have specific and individual needs. Some will have experienced abuse of some kind or the trauma of a family breakdown, or they may have experienced several placements moves. Thus, the need for a safe and consistent environment is an integral part of the provision of quality care. The staff team at Hopscotch aim to work in ways which ensures that young people will receive appropriate help and support from both Hopscotch Care and other relevant agencies. The company has therapeutic support from a specialist provider who works with the staff and the young people as required.

- Each child or young person will be allocated a member of the team who will take a lead responsibility as their key worker. Careful consideration will be given to this allocation and all possible attempts will be made during the referral and admission stage to ensure that the child or young person has the opportunity to meet his or her key worker and thus beginning the process of relationship building and ensuring that at the time of the move, they will have a 'familiar and friendly face' to support them in what, for many children or young people can be a problematic, frightening and stressful process. The key worker, in consultation with the child or young person will develop a support plan based upon individual need and focussed upon meeting those needs via the means of clear and unambiguous care plans and pathways plans. The key worker will also support the child or young person to maintain any links he or she may have with other agencies involved directly or indirectly with their care. The key worker will be expected to meet regularly (usually weekly depending on agreement between the young person and the worker) and all plans, aims and



objectives will be discussed to ensure that progress is monitored and that all issues are addressed in a focussed and clear fashion with reference always to the child or young person's individual level of understanding and communication style.

3.3. Arrangements to consult with Children and Young People

Young people are encouraged to take an active role in the running of the home and about decisions that affect their lives. There are ample opportunities for informal discussion with staff such as at meal times or during key working sessions or activities.

Young people's meetings are held every two weeks where possible and a record of items discussed is kept. This allows young people to contribute to the operation of the home.

Young people are consulted about any decisions affecting them through the care planning process.

Social workers and Children's Rights representatives visit the home.

Whitelands will also provide all children and young people with access to an independent advocate, facilitated by the 'National Youth Advocacy Service' (NYAS), via monthly visits from an allocated worker, who will if required, express any wishes or concerns and complaints raised by a child or young person. This process will be handled totally independently of the home and of Hopscotch Care as an organisation.



3.4 Arrangements to promote participation in recreation, sports and cultural activities

There is a strong emphasis at Hopscotch Care in facilitating activities for young people that are `FUN`! Staff shares these pursuits with young people and they are all supported by risk assessments.

During school closures, holidays and outings are planned with the young people, invariably this utilises the homes vehicle.

If a young person is admitted to Hopscotch Care and they already take part in an activity, club or hobby, every effort is made to support them to continue with this.

Young people are encouraged to join the local library and to buy books and magazines. Arts and crafts activities are promoted at Hopscotch Care and all young people have access to the internet with supervision. This access is made as safe as possible and the young people are advised as to how they can further maintain their safety.

Birthdays, Christmas and other festivals are celebrated with young people by engaging in appropriate celebratory activities.

Young people are encouraged to take part in both group and individual activities which not only consider their ethnicity, culture, language, religion, interests and abilities but also help to broaden a young person's experience of diversity. For example, Hopscotch encourages young people to experience a range of foods, festivals, films and books.



3.5 Fire and associated emergency procedures (See Appendix 1)

Hopscotch care follows the guidelines laid out in the fire safety log book. The staff on duty must call 999 to report any fire within the home. Young people and staff are made aware of the evacuation procedure.

A fire alarm test, emergency lighting test should be undertaken on a weekly basis. The means of escape should be checked nightly on securing the building and recorded in the log book. A fire drill is conducted every three months wherever possible young people should be present for these drills.

The alarm system is serviced on contract.

3.6 The Arrangements for contact between a child and their parents, relatives and friends

Contact arrangements for young people are discussed as part of the planning process and confirmed in a placement plan. This may also include contact restrictions where necessary for the protection of young people.

Practical support is available to young people to promote positive and constructive contact with parents, family and friends.

The maintenance and further development of existing relationships is seen as fundamental to positive outcomes for children and young people, allowing for stability and a sense of belonging. We recognise that some of our children and young people will need support to build on these relationships and key workers will work in a pro-active manner to support at all stages of the process. Where and when required, contacts may be supervised and detailed reports prepared to highlight positive and negative aspects, which could hinder or help further



positive outcomes. All contacts will take place in a planned and agreed way, with reference always to the wishes and needs of the child or young person, but also mindful of possible child protection issues.

Facilities are available to provide young people with the opportunity to meet privately with parents, relatives and friends or any other appropriate person.

Key workers will play a fundamental role in the monitoring and evaluation of existing relationships. Regular summaries will be prepared for parent's carers and social workers, and will highlight all aspects of a child or young person's care. This will ensure a process exists which promotes a sense of partnership and co-operation between all parties involved in the all-round care of the child or young person and therefore increasing the prospect for positive outcomes.

Young people may use the telephone to contact family at any reasonable time. Telephone calls and visits to and from friends will be agreed in line with care plans or in line with appropriate parenting by staff.

3.7 The Arrangements for the children's religious instruction and observance

Arrangements are available to facilitate young people's religious observance. This includes supporting young people to attend services, receiving instruction and meeting any requirements of the religious persuasion to which they belong (e.g. this may include diet or dress).

Hopscotch Care promotes diversity and will encourage all at the home to join, in some way, in any individual's religious observance to encourage tolerance of others beliefs.

3.8 Policy in relation to anti discriminatory practice

Hopscotch Care is committed to actively promote anti-discriminatory practice. Where discrimination does occur it will always be challenged. Young people



are encouraged to participate in the running of the home through consultation with staff and participation in regular meetings.

Young people are actively encouraged to participate in the Children's Rights Service which is provided independently of the Authority.

We are unreservedly committed to the principles and practices of equality. Our policy on equality and diversity is reflected in all aspects of our service to ensure we accommodate and respect all aspects of ethnic, religious and cultural groups, being sensitive to their specific needs.

3.9 The arrangements for dealing with complaints

This is consistent with the policy on complaints and representations.

Information is available in the Children's Handbook which is issued to young people on their admission to the home.

This includes an opportunity for informal resolution at an early stage.

We will always try to resolve a complaint at the lowest possible level, whilst respecting the seriousness of the complaint. All complaints are taken seriously and are recorded in the complaints book.

A system is in operation which allows for a representative of the Designated Complaints Officer to visit a young person.

Young people are also provided with information packs about how to contact the Children's Rights Director, Referral forms for an Independent Visitor and for an Advocate. Alternatively, complaints or compliments can be made direct to Ofsted at:

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



There is an expectation that all that live and work at Hopscotch Care will assist in developing a caring environment. This includes ensuring that the building is clean and tidy and that it is an environment in which people can both work and play. Emphasis is on a relaxed informal atmosphere which everyone can enjoy and develop within.

4 CHILDREN'S BEHAVIOUR

4.1 Promoting Appropriate Behaviour

It is the responsibility of staff to communicate with young people about what is acceptable and unacceptable behaviour. Furthermore, they are also responsible in maintaining safe and appropriate boundaries between staff and young people. Consistency and fairness are key ingredients to developing a safe and positive atmosphere.

Hopscotch Care also maintains that any sanctions or restraint can only have the desired impact within the context of positive relationships between staff and young people. Communication, negotiation and mediation are important skills that the team uses to help young people to address unacceptable behaviour.

Within this overall context the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour.

Although the emphasis at Hopscotch care is on safe and consistent approaches within the context of positive relationships and rewarding positive behaviour there are times when sanctions and reparations are deemed necessary. At Hopscotch Care the following sanctions/reparations are used:

- **EXTRA TASKS/RESTORATIVE APPROACH:** Making good criminal damage; for example, e.g.: removing graffiti. The police are not involved in issues of criminal damage, except in extreme circumstances.



- **REPARATION:** If a young person mis-uses money that has been agreed for something specific e.g. bus fare, clothes, an agreed amount is paid back each week. This will never exceed more than two-thirds of their total pocket money.
- **POCKET MONEY:** can be spent under supervision as part of a harm reduction programme if this has been identified by risk assessment.

Inappropriate behaviours are always discussed with young people to help them understand why certain behaviour is wrong and why a sanction is being used.

Any of the sanctions that are used are recorded and the manager checks and monitors their use.

Whilst strongly believing that all children and young people should have the main responsibility for their own behaviour, Hopscotch Care recognises and understands that the children and young people in our care may sometimes demonstrate difficult or challenging behaviours which could require support or as a last resort, physical intervention. Subsequently all staff undertake restraint training with regular refreshers which offers a framework for dealing with challenging behaviours through theoretical and practical based training. Currently at Hopscotch Care we use the Team Teach method of training, this is widely used across the country in residential Children's homes.

The emphasis of restraint training focusses on de-escalation of situations and the avoidance of situations which could potentially lead to flash points. This ethos is fundamental to Hopscotch Care's approach to physical intervention.

Physical intervention will only be used if all methods of dealing with a specific situation have been deemed unsafe and will only be actioned by staff who have completed both the theoretical and practical elements of the



training. The time of any physical intervention should be as short as possible, and all details of the intervention fully recorded within the appropriate documentation and all relevant personnel informed of the incident.

The restrictive physical intervention (RPI) of a young person is not a part of any sanction or punishment. There are occasions when the use of RPI may be necessary but this is only used if the young person is likely to seriously injure themselves or others. All physical interventions are clearly recorded and monitored by those involved and the Registered Manager

Appropriate de-briefing must take place and recorded for all involved and for any staff or young people who may have witnessed the incident.

Physical intervention can only be legally used where there is a belief that immediate action is required to prevent injury or prevent serious damage to property. The following criteria for restraint may therefore apply:

- When the child or young person is attempting to harm his or her self
- Where there is substantial risk of physical injury to another child or young person
- Where there is substantial risk of physical injury to a member of the public or a staff member
- Where there is likely to be serious damage to property
- Where serious damage is occurring

Hopscotch Care has a behaviour management and physical intervention policy and guidance document that goes into significant depth outlining good practise and our response to challenging situations.

4.2 Safeguarding and Bullying



One of the primary aims of Hopscotch Care is to provide a safe place for young people to live. Safeguarding procedures are a key to keeping young people safe.

Children and young people being cared for must feel safe.

Carers must protect those that they care for from harm of abuse by taking immediate action to stop it and to follow the agreed reporting procedures.

Children and young people must have confidence that those caring for them will protect them always.

A risk assessment is undertaken with each young person and this is regularly reviewed and monitored as part of the care and placement planning system.

It covers all aspects of behaviour and history that might cause a risk to the young person or others. Each risk assessment contains a risk management plan which is followed by staff always. Risk assessment and management plans are updated regularly, at statutory reviews and after specific risk events.

The staff at Hopscotch Care and other relevant professionals are familiar with, and adhere to current safeguarding procedures, and will be prompt in raising a child protection concern. They are familiar with, and refer to, the following:

- Cumbria Safeguarding Children's Procedures
- Working Together to Safeguard Children
- Local Authority Designated Officer for Allegations
- National Minimum Standards for Children's Homes (Amendment) Regulations 2011.

A copy of all the above is readily available to staff, both in paper form and on the Cumbria County Council's Intranet website.



Child Protection is part of the induction training for new staff to help them gain an understanding of child protection issues and protocols. All staff, including casual and ancillary staff, attends appropriate child protection training at in-house training events.

Where child protection issues are identified in the home, and especially when individual young people are at risk of significant harm, staff will follow the safeguarding procedures. In addition, as part of good care planning, it may be necessary to minimise and reduce risk and pursue the following strategies.

- Joint working with social workers and parents and relevant professionals such as the Child and Adolescent Mental Health Service, drug and alcohol specialist and counselling services.
- Harm reduction programmes are undertaken at the home as well as educating young people about risk and harm reduction.
- Ofsted are notified via a 'Schedule 5 notification' if child protection issues or a significant risk event occurs.

Bullying:

Exerting power through intimidating others is not acceptable. Some of the children or young people in our care may try to bully others to feel better about themselves. It is our responsibility to be continually aware of the possibility that bullying may occur in the home or in areas external to the home. We must offer protection to those who are bullied and guidance to those who bully.

Forms of Bullying include:

- Verbal teasing
- Physical confrontation/attacks
- Theft or destruction of property
- Isolation or marginalization



- Racism

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed.

Bullies behave in the manner they do, partly because of difficulties in their own lives e.g. feelings of inadequacy, unhappiness, or they may have been victims themselves. Their unacceptable behaviour needs to be understood and the appropriately dealt with by staff if the cycle of bullying is to cease.

Staff who work with and support children and young people in the care system, will, if achieving good practise be vigilant about vulnerable children and young people's needs to be protected, should the problem of bullying arise.

If there is an open and honest ethos within the home, the subject of bullying will be discussed at staff and resident's meetings and with individuals and groups of children and young people from time to time.

Staff need to talk frankly and openly with children and young people about bullying and must also listen to their views.

All in the home need to know and understand that incidents of bullying, no matter how small, will never be overlooked.

There is a clear policy on what measures will be taken to deal with bullying in the home and the type of support that will be available to both the victim and the perpetrator.

4.3 Missing from Home Procedures

The procedure for dealing with any missing young person from the home are consistent with those laid out in the 'Joint Protocol for Children and Young People who go Missing'



See Appendix 2 for the full details of the “Missing from Home Policy”

4.4 Surveillance within the home and surroundings

Hopscotch Care have a security camera overlooking the rear car park and yard, and we also have front and back door alarms fitted to the home. We have a waking watch to monitor during the night time period.

Mechanical means of surveillance would only be considered for young people where linked to a placement and care plan for an individual young person, e.g. electronic tagging where directed by a court.

4.5 Therapeutic Techniques and support

Hopscotch Care utilise the BERRI questionnaire process, and with the results of these forms, the company CPA we will produce a therapeutic plan for each young person, and look at how staff can be supported to deliver the care each young person requires.

Further specialist help for young people is identified, in partnership with young people and their social workers, to ensure that young people gain access to the support they need. This includes drug and alcohol counselling, careers advice, sexual health guidance and offending prevention services. These services will be agreed through the Care Planning process.



Where there is felt to be a need for specific therapeutic support external providers are commissioned to provide the appropriate training for staff and to meet with the young person.

5 CONTACT DETAILS

5.1 Responsible Individual

**Richard Witt - B.Sc Hons (London) Post Graduate Certificate of Education.
7 years teaching 11-18 year olds. 11 years as Development Director at Sedbergh School.
4 years as Director of Hopscotch Care Ltd
Chairman of the Blackpool Providers Forum
Gate Heads Casterton LA6 2SF Tel 07766 088559
email richardwitt53@gmail.com**

5.2 Operations Director

**Jane Weatherill –RM (2000) RN1 (1992) – Manager of Residential Care Home (Elderly) 2000 to 2013 Continuing Care, 2014 Cumbria CCG
3 years as Director of Hopscotch Care Ltd. Level 5 Diploma in Leadership
Email weath01@btinternet.com**

5.3 Registered Manager

**Jeanette Woods: NVQ 3 in Social Care (Children & Young People). Currently working towards Level 5
15 years' experience in Childcare,
jw@hopscotch-care.org**

5.4 Home Contact Details

Tel: 01228 512 012



Tel: 07766 088559 (Responsible Individual)

Email: jw@hopscotch-care.org

enquiries@hopscotch-care.org

6. EDUCATION

Hopscotch Care acknowledges the importance of education within a young person's life and will encourage young people to reach their full education potential. Hopscotch Care supports and contributes to the young person's Personal Education Plan or Pathway Plan.

Hopscotch Care provides a nurturing environment within which young people feel valued and can develop the skills which will prepare them for the transition into independence.

The Registered Manager and Keyworker who will liaise with schools and colleges on behalf of the young people who are resident in the home. We will also identify work experience opportunities for young people who are struggling in an education setting.

Hopscotch Care acknowledges that continuity within young people's education is of paramount importance and will, whenever possible, help young people to attend the same school, college or training programme.

On the admission of a young person to Hopscotch care, the staff team, in line with statutory guidance, will make the relevant school or college aware of a young person's change of placement or circumstance. A representative from the school will always be invited to attend a young person's statutory review, unless the young person objects, to give feedback about a young person's educational progress.



If a change of school is necessary for a young person we will endeavour to secure a place at a school that is deemed to be the most appropriate. If possible, this would be situated close to Hopscotch Care to maximise the support for the young person and the school. Ideally a place will be secured prior to the young person being admitted to the home.

All young people have access to a computer to help with their school work. The staff team are committed to supporting young people to achieve their full educational potential to provide them with the opportunities for furthering their education as they move on from residential care.

We understand that the young people in our care have experienced a wide range of challenges, not only in school, but in all aspects of their lives. We work towards the development of the whole person, and we have high expectations as we help to plan their future.

It is our intention that the young people placed with us achieve in every area of their lives rather than experience disadvantage in any form. This view encompasses our approach to education. However, we are realistic and acknowledge that many young people have already experienced disillusionment and negativity in their past schooling. We are also aware that for some there is little room for academic pressures. Nevertheless, it would be wrong to make this as a blanket statement for some structured education will be a need and when this is apparent we will actively seek and encourage mainstream education. Our staff will liaise with the school and give support to both the young person and teaching staff.

As an integral part of the overall placement plan education will be met on an individual basis. The implementation of the education plans will be directed and supported by identified professionals.

For those young people who are unable to participate in mainstream education, our main concern is to motivate and promote a wish to learn with realistic, meaningful tasks. Structured learning will be built into the daily programme. We acknowledge the importance of basic skills in numeracy and literacy and would strive to encourage skill development in these areas. We will also make full use of project-based modules, alternative activity learning and life skill development.



Our overall aim is that young people will achieve and not fail. However, we balance making achievement possible with consistent encouragement to attempt something new. If this is done with sensitive support the results can often be positive.

There is provision in the home, separate from the living areas where formal education can be developed and all bedrooms will be provided with facilities for doing homework or private study. Staff at Whitelands will be active in assisting young people to complete any given task.

In addition, we will access external agencies which advise young people on such subjects as further education and employment opportunities. When appropriate, a member of staff will accompany young people on interviews with prospective colleges or potential employers.

We would not claim to provide education which mirrors that of mainstream schooling, but feel that in some ways we can offer more opportunity to try new things, a variety of practical experiences and chances to discover personal strengths and interests. All of these have a huge part to play in the development of the 'whole person'.

7 HEALTH

Health protection and promotion of young people is a critical area in planning for a young person. The staff at Hopscotch care, young people, social workers and appropriate health professionals work together to develop **Personal Health Plans**. Within our home each young person will have a clear written health plan recorded (within their placement plan). This covers: medical history, any specific medical or health interventions which may be required, any necessary preventative measures, allergies or known adverse reactions to medication, dental health needs, hearing needs, any optical needs, records of developmental checks, specific therapies needed in relation to physical,



emotional or mental health, health monitoring required of staff, your own and that of parents or significant others in relation to health issues.

Young people have regular dental, health and eyesight checks. Wherever possible, and if young people choose, we aim to support them to remain with their own doctor, dentist and optician. However, if this is not possible or desirable we will ensure that young people are registered with our local GP, dentist and optician. Whilst respecting young people's rights to privacy, they are supported in getting help with any illness or health issues that they may experience.

Smoking is not permitted in the home to protect the health of all who live and work at the home. Help with smoking cessation is offered to young people who do smoke, a smoking cessation clinic is available at our local surgery.

Young people will have a Statutory Health Assessment with the Children Looked After Nurse, who is also available for advice and support on any health issues.

The home has clear policies and procedures to support, ensure and promote health and wellbeing for all children and young people in our care. This will encompass all aspects of a healthy diet, whilst supported access into exercise and leisure activities will focus upon promotion of emotional and physical wellbeing.

All staff are experienced and knowledgeable in regards to health promotion and will endeavour to work alongside each child and young person, to develop, stimulate and promote an interest in staying healthy, in both a physical and emotional sense.



8 STAFFING INFORMATION

There are at least 4 members of the staff team on duty during the day with 4 or 5 staff on at night including 2 x Waking Watch. Efforts are made to ensure that the staff on duty represents a range of experience, skills gender balance and qualifications. Where identified as beneficial or because of a risk assessment process, staffing levels will be increased to meet the needs of the home.

Where short term gaps occur, due to training, sickness, vacancies or leave, these will be met using casual staff. The casual workers are appointed using the full recruitment and selection procedure.

What Children want from care staff:

- Can look after our basic needs
- Keep them safe and happy
- Help, support and advise
- Listened to
- Treated with respect
- Treated as equals

The list above outlines the views of children and young people in relation to what makes a carer a good carer. Careful consideration of these factors was observed when selecting the staff for Whitelands. The team has been drawn together from a variety of back grounds and have all been selected for their own individual skills and knowledge. All of them have shown the necessary personal qualities to enable them to provide support to children and young people, (and if appropriate to their families) in relation to the often-complex needs and challenging behaviours of individuals within the 'looked after' system. A rigorous and carefully planned recruitment process has been developed to ensure as far as possible, that the team can support in a positive and proactive manner. All new workers will be subject to a three-month probationary period. This will allow them to gain a greater understanding of the expectations within the home and the wider organisation. Ongoing training and personal development is encouraged, and clear career development pathways are designed to enable all staff members to continuously learn new skills and thus can offer a greater level of expertise to the children and young people in their care.



Qualifications and Staff Development:

All our residential workers are required to undertake Level 3 Diploma. Our residential workers are NVQ level 3 or level 3 Diploma qualified and greatly experienced in the residential field, some have achieved qualification to level 4 & 5.

8.1 STAFF LIST

Registered Manager: Jeanette Woods – Awarded NVQ Level 3 in Social care (Children & Young People) Awarded level 5 Diploma in Leadership & Management for Health & Social Care & Children & Young Peoples Services

Deputy Managers:

Team Leaders: Richard D Flint – Awarded NVQ Level 3

RCCW:

Bethany Wattam,

Part Time RCCW:

BANK STAFF:

WAKING WATCH:

Stephen Smith

MAINTENANCE OPERATIVE:

8.2 ARRANGEMENTS FOR SUPERVISION TRAINING AND DEVELOPMENT

8.2.1 SUPERVISION



Supervision is a vital part of supporting, developing and managing the staff team. It is a requirement that staff take a full and active role in the supervision process. Supervision is provided by the manager and deputies, in line with National Minimum Standards for Children's Homes 2011. Formal supervision is conducted on a regular basis. Supervision sessions are recorded, and staff are required to read and sign their notes, which are then placed on the staff member's supervision file. If there are any disagreements these are recorded, and appropriate measures taken.

Staff Performance Appraisals are completed annually.

The Registered Manager is supervised by the Operations Director.

8.2.2 TRAINING

All new staff are taken through an induction programme which includes safeguarding & CSE training, risk assessments, fire safety, food hygiene and safe handling of medication. There is a further programme of basic training, which should be completed within the first six months of employment. This includes Behaviour Management techniques (dealing with challenging behaviour) this is an accredited programme of training. The behaviour management training model equips staff to de-escalate, intervene and to re-engage with young people who are in crisis. Safe restraint and holding techniques are part of the course content; these methods will only be used when all other de-escalation techniques have failed. Refresher courses will be available at appropriate intervals. Following an RPI incident there will be a de-briefing process for the staff involved, the young person involved and for any staff or young people who witnessed the incident.

In line with National Minimum Standards, all staff that complete their induction and basic training will be registered for the Level 3 Diploma in Health and Social Care for Children and Young People at Lancaster & Morecambe College or with a private provider.

Training needs will be discussed, agreed and monitored through the supervision and appraisal process.



Staff training is an ongoing process and is a crucial element of a high-quality service. Staff are encouraged to undertake a range of other training that will assist in the development of their knowledge, skills and abilities and will promote better outcomes for the children and young people resident at Hopscotch Care.

8.2.3 DEVELOPMENT

Staff development is part of an ongoing process that includes: -

- Training
- Supervision
- Working as part of a team
- Key working
- Joint working with colleagues within the team
- Joint working with other professionals and agencies
- Extra duties and responsibilities which are delegated to staff as they become more skilled and competent within the team.

Formal staff meetings will occur every Two weeks.

This Statement will be reviewed and revised on an annual basis, unless changes are required sooner.

Your comments and feedback concerning this statement are welcome and should be sent to: -

Richard Witt, Responsible Individual, Hopscotch Care Ltd, Registered Office 19, Lancaster Road, Carnforth, LA5 9LD

Email enquiries@hopscotch-care.org