



# PROGRESS

## Portland House STATEMENT OF PURPOSE

MAY 2019

**Caring For Children**

## **1 The range of needs of the young people that Portland House provides care for**

Portland House is an established service, providing a specialist residential service for children and young people with moderate to severe learning disabilities, with the option to transition into foster care, independent living or return home with support. The home is part of a growing range of flexible services provided by Progress Care Solutions aimed at Children and young people with a varying degree of disability.

Portland House, which has been carefully adapted to provide specialist accommodation for children and young people with moderate to severe learning difficulties, Autism, ADHD and associated behavioural challenges, children accommodated at the home may also present with Mental Health, Attachment Disorders, Self-Harming and sexualised behaviours, children who are socially and emotionally delayed through neglect and harm.

The aim is to work with children and young people to support them in all aspects of their care, working towards agreed targets which are set to focus the personal development of children in areas which present barriers to enabling successful transitions into foster placements, to return home or move into the community.

A lot of emphasis is put on the children 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 new foster carers/parents, and welcome ideas and involvement.

The staff team support potential foster carers/parents to develop a sound understanding as to each aspect of the child's individual needs.

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



## **2. Our ethos, and the outcomes we seek to achieve for children in our care**

Progress Care Solutions objectives for all children and young people are to:

- Have a safe and caring home environment in which to live
- Receive carefully planned, individual services to maximise placement stability
- Have access to health and education provision in their area
- Be given the support and opportunities to achieve positive childhood experiences
- Progress into adulthood with an appropriate foundation of life skills to equip them towards independence

Portland House provides:

- The home provides a safe, secure, friendly and harmonious environment that is non-institutional. Thus, promoting group living as a positive experience within the home.
- We continue to 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 and have access to relevant educational materials and computers, as necessary.
- Key workers play an active role in supporting children with their homework, 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, treasure memorable events and develop a personal portfolio during their stay at the home and have their own photo album and memory box.



- Each child's health care needs are fully met. They have access to local health care professionals and Clinical Commissioning Groups that participate by 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 has access to training and information on any updates, to ensure that children and young people are properly safeguarded.

### **3. Arrangements for enabling children to enjoy and achieve and how we promote participation in cultural, recreational and sporting activity**

- At Portland House we are committed to ensuring that all children actively participate in social and leisure activities, as part of our service provision. These must be accessible and culturally appropriate, meeting individual needs.
- All Young people at the home have access to a wide range of local resources within their community. These include youth clubs, disco's, visiting restaurants, shopping, parks, theme parks, swimming, cinema, theatre, football clubs, roller skating, bowling and any individual skill or talent that the young person shows an interest in such as individual music lessons.
- Trips and activities are planned with each child individually through their key worker allowing for personal preference. At Portland House, we have strong links with local groups, leisure centres and youth centres that compliment our approach to structured multi agency working, and young people are encouraged and supported to get involved with activities and local organisations to give them a sense of the local community and what it means to them.
- Portland House 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 take walks in the local area.
- All the young people are supported and encouraged to attend the school settings and we thrive to work very closely with the young person's school to ensure consistency, boundaries and good communication. All young people are encouraged to complete homework and staff support this.
- The staff team take pride in supporting children and young people in events that either takes place with local authorities or the school and staff/key workers will support parents evening/plays/sport days.
- We encourage our young people to learn daily living skills by enabling them to access their own pocket money and bank accounts.

#### **4. Our arrangements for supporting the cultural, linguistic and religious needs of children living at Portland House**

Progress Care Solutions believe a young person's cultural and religious background is fundamental to their identity and so it is important that this is encouraged and maintained.

At Portland House we respect all religious denominations. Young people are encouraged to practice their religious beliefs. Staff will ensure appropriate arrangements are made, so that the young person has the opportunity to attend place of worship or religious events if requested.

The home follows the cultural and religious rituals in preparation of food for young people as needed.

The home follows the cultural and religious rituals in preparation of food for children as needed. At Portland House the young people are encouraged to participate in cultural nights, birthday celebrations, and any other significant events that occur during the year.

## **5. Our approach to consulting children about the quality of their care**

At Portland, we work very hard at building positive relationships with parents, carers and significant others and we encourage and promote contact as agreed with the placing authority and detailed in the care plan.

The staff team also promotes and encourages all forms of contact to parents/carers or significant others this includes telephone calls (speaker phone can be made available) letter writing home, photographs home of their child participating in activities, school photographs, drawings/paintings, post cards, religious festival cards, birthday cards.

At Portland we recognise that young people, their parents, relatives, friends and carers may have different attitudes to contact. Our support, experience, patience and understanding are a powerful influence on the successful outcome.

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

Each young person will have their own key worker at the home who will agree with the young person objectives to be achieved during the placement as part of the placement plan agreement.

Key workers will hold regular 1:1 meetings with the young people so that their wishes and feelings can be heard and acted upon.

All placement plans are consulted on and young people are encouraged to attend and express their views.

Young people's 1:1 key worker sessions are held on a regular basis with each individual, using communication aids that are individual to them ensuring that they have a good understanding of what is being communicated these 1:1 meetings are documented. 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. They are encouraged to discuss relationships and forward planning for future placements. Our young people's thoughts are used to influence their life and well-being in the home environment. Young people's meetings also take place each week empowering young people to speak out and have a voice, their thoughts and wishes are taken into account and action plans are documented to evidence this. Appropriate communication aids are used depending on the young person's level of communication skills. The Operations Manager spends time in the home with the young people to ensure all the young people are happy and that their wishes and feelings are being taken into account.

When review meetings take place a key worker session then follows, so that the young person is informed about decisions made on their behalf. All young people are encouraged to attend their review meetings. This is assessed before the meeting and advice is sought from parents/social workers to be able to ensure that if the young person attends their review, that attending 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 will take place with the young person to enable their thoughts and feelings to be written down and forwarded to the IRO. The young person is then given feedback.



To ensure their views are heard and acknowledged, our young people have access to a range of communication processes.

For young people with severe and profound learning difficulties, the staff will 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 use of Advocates and Independent Visitors for the young people are encouraged by our service.

## **7. Accommodation offered by Portland House**

Portland House has been carefully adapted to provide specialist accommodation for young people with learning disabilities, emotional and behavioural needs. The home was adapted to comply with The Children's Home Regulations including the Quality standards 2015.

Portland House comprises of six spacious individual bedrooms.

There are separate lounge and dining rooms, ground floor bathroom, a well-equipped modern kitchen and a medication room. The home is regularly decorated and well maintained with contemporary furniture and soft furnishing that reflect the young people.

The home has a beautiful large garden for those long summer days and a children's play area. It also has a purpose-built log cabin, which provides arts and crafts and computer access for children's activities and homework. There is a purpose built sensory room for young people to relax in. There is a swing and tree house situated at the bottom of the garden.

The home has a conservatory for the children to have quiet time in.

The home will provide accommodation for up to six children and young people, both male and female. As children with disabilities are developmentally functioning at different levels, their chronological age is not as relevant as supporting their individual needs and good effective risk management.

The home has been adapted to meet the individual needs of children with disabilities, ranging from physical, learning, sensory, emotional and behavioural needs.

Progress Care Solutions will endeavour to support a smooth transition to either a foster placement, return home or into adult care.

## **8. The location of Portland House**

Portland House is a large Victorian, semi-detached home situated in Aldridge, in the borough of Walsall.

This small town is located just outside of the northern limits of the West Midlands conurbation surrounded by beautiful countryside, with a diverse community.

The main route to Aldridge can be approached through A454, M6 J7 or M6 J10 with excellent access to public transport. Aldridge has a busy shopping area, access to local social facilities, local dentists, opticians, and purpose-built health centre.

A location review will be undertaken at least once per year in consultation with Aldridge Police.

## **9. Our policies for safeguarding children, preventing bullying and children who go missing**

Progress has detailed policies around safeguarding, bullying and missing children.

Safeguarding underpins all the work that we do with children young people and young adults and all staff will receive appropriate local authority safeguarding training within their probationary period.

All children must have in place an individual/activity risk assessment prior to undertaking external trips etc. The Registered Manager of the home monitors this.

Safeguarding procedures form an integral part of the daily responsibilities of staff in respect of protecting children. All children and young people must feel safe and secure. Staff are required to report any disclosure or any form of abuse to the Manager immediately.

Any form of allegation against a member of staff must be reported to the Registered Manager who is responsible for informing the appropriate authority for investigation.

Staff are required to report any allegation of abuse relating to the Manager to the child's placing authority and the Head of Operations or Regional Operations Manager, who are the Designated Safeguarding Officers who will report the matter to the Local Authority Designated Officer and the Head of Children's Services.

A member of the senior management team is on call at all times, and their contact details are available in each home.

The Manager/Senior Manager will ensure information and support is made available to the staff concerned, should this be necessary.

All incidents of safeguarding allegations will be reported to OFSTED.



All staff members are required to attend safeguarding training which is scheduled every three years.

Any staff member, whom an allegation is made against may be suspended from duty pending further investigation. The Manager/Senior Manager will ensure information and support is available to the staff concerned in this event, communication will come via the HR department.

All incidents of child protection and allegations against staff will be reported to Ofsted under Regulation 40 of The Children's Home Regulations + New Quality Standard  
Staff will undertake Safeguarding training every three years, it will be refreshed sooner if there are significant events resulting in updated legislation, changes to policy or where there are concerns over staff practise.

No form of bullying is acceptable within the home. Incidents of bullying from the child or staff must be reported to the Manager.

An anti-bullying log is in place to monitor incidents and staff are required to attend anti bullying training.

All young people receive 1:1 meetings on bullying and have signed an anti-bullying agreement.

All staff must refer to the homes policy and procedures on bullying for their guidance.

If a young person goes absent without permission, as outlined within their Individual Risk Assessments, the Manager, parents and placing authority will be notified and the matter referred to the police immediately as this would raise concerns from the safety of the children due to the vulnerable nature of their disabilities. All reasonable effort will be made by Residential Care Workers to locate the young person. Records are held at the home of the young people absent without permission and are available for inspection.

## **10. Our criteria for admission of children to Portland House**

Portland House offers short, medium or long term residential placements for children aged 6-18years of age, the age of the young person will be taken into account along with an impact risk assessment looking at the ages and needs of the young people already in placement along with the age and the needs of the potential new placement. Portland House is not a respite unit.

Progress Care Solutions will not admit any person already at the age of 18 into the home.

Placements may continue after the age of 18 with prior consultation and discussion with the Manager. In this event a clear transition/exit plan must be put into place and the Manager shall ensure that Ofsted are notified and informed, securing any necessary variations to registration.

Portland House will accept same day placements. A detailed assessment of need will be required prior to placement. For same day placements, all necessary documentation is required within 48 working hours of placement. This includes all looked after children's documentation. For any placement made on a Friday an allowance of 72 hours will be made for the completion of paperwork.

During the initial assessment all contact arrangements are discussed and are detailed in the placement plan and indicating any restrictions for the protection of the young person.

Prior to the admission of any young person with complex health needs, the following is required: all looked after children's documentation, detailed health assessments and written confirmation from the placing authority's Clinical Commissioning Group that they are responsible for health costs incurred by Walsall CCG, whilst in placement. In order to safeguard these vulnerable young people, there will be no



negotiation on this. Portland House does cater for emergency admissions but will not admit those with complex health needs on an emergency basis.

## **11. Our 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 our services.

At Portland House we have an appropriate complaints procedure that staff will follow should this be necessary this is briefly detailed below.

A self-explanatory complaints leaflet is available to all at request through staff/Manager or head office.

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

If the matter is unresolved, complaints should be made in writing to the Manager who will instruct an independent complaints investigator to pursue the case. The complainant will receive notification that this has been done within 5 days. A formal response to this will be made to the complainant within 28 days

The responsible authority will monitor all complaints made against the home. A complaints logbook is available at the home.

If any complaint which is made has not been handled satisfactorily, please contact Ofsted at this address:

OFSTED

Piccadilly Gate, Store Street

Manchester, M1 2WD

Tel: 03001231231

[Enquiries@ofsted.gov.uk](mailto:Enquiries@ofsted.gov.uk)

## Children's Behaviour

### **12. Our approach to surveillance and monitoring of children**

Due to the nature of the children being looked after at Portland House, it is on occasions necessary to use a monitor in the bedroom e.g. for epileptic or asthmatic children etc to safeguard from any potential health risks. This will be identified and recorded in the young person's placement plan and will be in agreement with placing authority and parents/carers where necessary.

The same process also applies to surveillance alarms. A risk assessment is completed on each individual young person to determine if the surveillance alarm is required. A 1-1 is completed with the young person to identify their wishes and feelings around needing to use the surveillance alarm. Consent is agreed with placing authority and parents/carers where necessary.

### **13. Our approach to Behavioural support**

Portland House has a clear behaviour support policy procedure for supporting our young people's behavioural needs. There is a strong emphasis on positive attention from the staff demonstrating a caring interest and building strong positive relationships with the young people.

Positive reinforcement is used to influence individual behaviours; this can be by just recognising and praising positive actions through to the use of individually designed reward charts, and as a result young people are educated through the consequences of their behaviour.



Progress Care Solutions train all staff in safe and positive behaviour support, which includes the use of safe holding procedures on the children and young people. We take a proactive stance on the management of behaviours and safe holding procedures are viewed as an extreme measure and only used as a last resort. Positive approaches and positive behaviour support strategies are used to minimise and to prevent behaviours and incidents from escalating.

Staff always consider the use of alternative behaviour support strategies based on the child's level of understanding, before resorting to the use of any form of physical contact. Any strategies used are evidenced in the appropriate professional documentation. Physical intervention is the last resort.

Progress Care Solutions uses PRICE training for behaviour support & Physical Intervention which is BILD accredited. The Trainers have considerable expertise in the field and follow recognised best practice. Staff undergo a rigorous behaviour management training programme and require an assessment of competence in the use of the safe holding procedures. The course is certificated. This is followed-up with regular refreshers. The Trainers provide a consultation service as and when necessary.

Any placement of a child that may require the use of safe holding procedures must be discussed with the placing authority and parent/carer. The proposed procedures will be appropriate for the individual and outlined and agreed in the care plan. Staff will be required to undergo training in the use of these specific interventions. The use of all interventions will be recorded, monitored and regularly reviewed by the Manager.

Staff are encouraged to discuss the behaviour support strategies and ideas on enabling children to self-regulate as part of the care planning meetings, where ideas and opinions are shared and agreements made to adjustment to the plans for children's care. Parents and professionals are encouraged to actively participate in the care planning processes by attendance or feedback via the keyworker.

The home adopted the social pedagogy theory to guide and support staff towards working with the young people to reaching their potential. Social pedagogy is essentially concerned with well-being, learning and growth. It is underpinned by the idea that each person has inherent potential, is valuable, resourceful and can make



a meaningful contribution to their wider community. The staff team and the young people are enjoying making items for the home and for their own use.

All staff are required to follow the homes policies and procedures for guidance and the Manager is responsible for ensuring all physical Interventions and any sanctions are clearly recorded and evaluated on their effectiveness.



## Contact Details

### 14. Our contact details

Our CEO of Progress Care Solutions/Registered provider, Mrs Bal. Dhanoa, is a qualified senior social work practitioner B.A (Hons), Dip SW/DipHE. Bal has over thirty years' experience of working within statutory, voluntary and independent sector at various levels as senior practitioner, management, consultancy and training, predominantly with children and families, domestic violence, youth work, fostering and shared care, specialising with disabled children and adults.

Our Managing Director, Mrs. Claire Rogers, is a former Registered Manager within Progress and is qualified to NVQ 4 in Care and Management MCM1 and has completed the Diploma in Management. Claire has fifteen years' experience in working with children and young people with disabilities and young people with learning difficulties, communication disorders, challenging behaviours and sensory impairment.

The Operations Manager, Margaret Hopkins has NVQ 4 Care and Management. Margaret has worked over 16 years for Progress and 13 years working in the management team for the company. During this time she has developed her experience in working with children with learning and physical disabilities, sensory impairment, complex needs, Autistic Spectrum Disorder, Epilepsy, ABI and behaviours that challenge. In addition, Margaret has significant experience in working with looked after children during her long career as a Foster Carer.

The Head of Operations, Philip Owen, is a qualified Social Worker and HCPC registered. Phil has over 40 years' experience in Social Care with both Children's and Adults services in both the Local Authority and Private sectors. He has held posts at a senior level in both sectors, with considerable experience of managing Residential Services for children, young people and adults with disabilities and complex needs.



The Manager is supported and supervised by Margaret Hopkins, Residential Operation's Manager, who is

All the senior managers can be contacted at the company head office, which is based at

127 Millfields Road, Bilston, Wolverhampton, WV4 6JG

Tel: - 01902 561066

Email [CRogers@progresscare.co.uk](mailto:CRogers@progresscare.co.uk)  
[TSimpson@progresscare.co.uk](mailto:TSimpson@progresscare.co.uk)

## Education

### **15. Provision to support children with Special Educational Needs**

If any of our young people have a statement of educational needs or an Education, Health and Care Plan, this will be kept on file and will have a school name in their statement. Support will be delivered as for any young person, as detailed below.

### **16. The promotion of children's education**

Each young person being looked after is expected to have in place a Personal Education Plan.

Key workers will support each young person in all aspects of their educational needs, which is monitored by the Registered Manager.

Young people have access to a computer and any other essentials equipment deemed necessary to enhance their educational achievements.



A key worker or named person at Portland House will establish home school liaison, and a daily diary process to develop effective communication with school and attend relevant meetings as necessary.

The Key worker will go into school at least once every term unless more involvement is required to discuss the child or young person's achievements and to discuss and consult over matters such as communication systems, behaviour management strategies, care routines etc. to ensure a consistent approach is taken between the home and school. The Key worker will attend all parent evenings when deemed appropriate (if there is no parent involvement).

Portland House work closely with education and a multi- agency team to identify and support all the individuals' needs.

All young people must have pathway plans and transition plans in place from the age of 15/16

## Health

### 17. Provision of health care and therapy

Portland House prides itself in offering our children and young people outstanding care and support at all times.

The high standards within Portland House are achieved by fulfilling the following criteria:

- Promoting choice at mealtimes, thus empowering their food preference and when they would like to eat their meal,
- All young people are encouraged to participate to follow a healthy lifestyle through activities and diet,
- Personal care is maintained to a high standard and promoted to encourage independence,



- Two highly trained members of staff witness and sign the administration of all children and young people medication,
- Portland House staff look at alternative and healthy ways to identify and promote the wellbeing of each individual child, without resorting to taking prescribed medication.

We as a staff team are very committed to meeting the individual health care needs of children for young people with complex health needs placed from out of area; it will be the responsibility of the placing authority, to refer the young person to any specialist services they may require whilst in our care. Detailed guidance and necessary consents for invasive care procedures must also be provided.

The manager will put the relevant people in touch with the clinical commissioning groups in order to make the necessary agreements, with regards to the funding of the health care needs for any child who has identified significant health care requirements.

Where appropriate, the Manager will ensure that staff are adequately trained to perform the complex invasive care procedure. Once in placement, an appropriately qualified healthcare professional will undertake any necessary training with the staff. As well as, undertake assessments based on local competencies during their direct involvement with the young person. The manager will ensure that this is completed as soon as is practical, and that all the staff trained will be deemed competent by the said health care professional.

Where children have complex health care needs, the Manager in conjunction with appropriate Health staff will ensure that all staff are adequately trained to perform any complex care, including, where appropriate, invasive care procedures.

Once in placement an appropriately qualified healthcare professional will undertake necessary training with the staff and undertake assessments based on local competencies during their direct involvement with the young person. The Manager will ensure that this is completed within the first 6 weeks and that all staff trained will be deemed competent by the said health care professional.

Due to the nature of the children being looked after at Portland House it is, on occasion, necessary to use a monitor in the bedroom e.g. for epileptic or asthmatic children etc. This is to safeguard from any potential health risk and will be identified and recorded in the child's placement plan in agreement with placing authority or parents/carers, where necessary.



## Therapy

Progress can offer sensory therapies such as aromatherapy, counselling and advocacy support, external consultants. Additional training for the staff team is available and sought as and when required, for example bereavement training which was accessed in the past. Each young person will have access to their own advocate if deemed appropriate.

Psychotherapy and other specialist input such as occupational therapy, psychotherapy could be arranged and agreed with the responsible local authority. All staff providing therapeutic support will undergo the normal vetting procedures, will be suitably qualified to undertake such treatments and will undergo supervision by a reputable practitioner.

Progress staff will ensure that each young person placed is registered with a local GP within the first four weeks of placement.

If a young person is not receiving the services of a dentist or optician through the school we will refer them to a local practitioner, to ensure that regular reviews of their dental and optical health are maintained.

The placing authority is to be responsible for the funding of all health care needs and costs incurred by Walsall CCG. This must be confirmed in writing to the Manager by the first statutory review. (Amendment to annex c of the responsible commissioner Guidance: extract for guidance on determining the responsible commissioner – looked after children).

The Registered Manager will monitor and supervise staff accordingly.

All our young people are encouraged to enjoy good physical and mental health and live a healthy lifestyle.

Menus are adapted with the help of the young people to suit individuals taking into consideration specialist diets. All our staff is aware of the requirements of the young people. Regular monitoring of weights is completed monthly.

All young people's health will be monitored by regulation 44 and 45 reports and clear recording within the Placement Plans.

## Staffing Matters

### **18. Experience and qualifications of staff at Portland House**

The manager is Yasser Iddrisu Madugu Kpabia, Level 5 Diploma CYPW (in progress), Level 3 Diploma in Health and Social Care, Level 3 Learning Disability qualification and BA (Hons). Mr Yasser Iddrisu Madugu Kpabia is an experienced manager and has worked with young people with learning disabilities, challenging and severe behaviours, and young people with complex needs, ADHD, ASD, Autism, Attachment disorder, Epilepsy, diabetics, PTSD and sexualised behaviours for the last 12 years. The manager has also worked in the specialist education sector for young people in a residential setting (24-hour curriculum). The manager believes in positive behaviour management and the use of non-physical approach (positive approaches) and therapeutic interventions to managing behaviours.

The home is supported by three team leaders and a core staff team. The core staffing in the home is provided on a 1:2 basis, however many children accommodated will require higher staffing ratios which will be determined through their placement agreement. All staff undergo a rigorous recruitment process conducted by our HR team who all undergo Safe Recruitment training, all staff must have clearance of DBS checks, health and references prior to appointment.

Health and Safety is managed day to day through the homes Health & Safety Officer, audits and compliance is overseen by an external contractor who has key responsibility to ensure all relevant legislation and regulations in relation to and health and safety are met and updated. Quarterly health & Safety meetings are held across the business, to share best practise, identify trends and patterns and ensure continuous improvement.

There is a maintenance team that support Portland House as and when required, they also offer an emergency support call out.



Progress are firmly committed training and development of staff; recognising the essential need for staff to have access to resources and materials that allows them to adapt to the changing environments within the child care sector. All staff:

- Are required to adhere to the organisational policy and practice in respect of staff recruitment, supervision, training and development programme.
- Receive regular supervision by the Team Leader or Manager and a record of all supervision meetings is kept in their individual electronic file.
- Receive a structured induction programme for a maximum of two weeks where focus and observation are placed on practise and policies.
- Are required to undertake core training within their 6-monthly probationary period, during this period they have fortnightly supervision this reduces thereafter.
- Participate in annual appraisals to monitor their performance and career development.
- Have individual training and development portfolios and are required to attend all internal and external training.
- Are required to achieve their QCF level 3 within 2 years of starting a career in child care.
- Receive any necessary training in order to fulfil their roles in supporting the young people fulfil their roles in supporting the young people.

## **19. Management, staffing structure and our arrangements for supervision**



Portland House has a manager who is currently supported by the Residential Operations Manager, three team leaders, Residential Support Workers and two waking night staff. As best practice, staff also rotate to sleep in during the night to ensure the safety of the young people.

All new members of staff are required by law to undergo Criminal Records checks. There are strict criteria for selection and new staff members must also have clearance of health and references, prior to being appointed.

The minimum staffing levels in the Home, at full capacity, is four care staff during out of school hours and during school holidays. This may be more depending upon the needs of the young people accommodated.

Maintenance staff are also accessible to the home.

Progress have a Human Resources Department and their key responsibility is to ensure that all relevant legislation and regulations in relation to employment law and a Health & Safety Officer to ensure that the home operations do not compromise the safety of the young people or staff within it.

The residential care workers have key worker roles. This role entails coordinating the care of the young people and ensuring that their placement plans, risk assessments and individual programs are up to date, monitored and reviewed. They also attend reviews, provide any reports as requested and liaise closely with parents and any other persons who are significant to the individual child.

Night support workers have the responsibility for the welfare of the young people in the home along with the health and safety and security of the building overnight.

The staff provide the meal, purchases food, caters for special diets and also has the responsibility of ensuring health and hygiene in the kitchen is maintained.

The staff maintain the overall cleanliness of the building and ensure it is kept to a high standard of cleanliness.



Maintenance staff members are responsible for the fabric of the building, The Registered Manager will oversee and liaise with external contractors and then will discuss with the company Director, ensuring Health and Safety regulations are adhered to.

The Home Manager oversees all staff and carries full responsibility for all home members.

| Title                          | Name                         | Qualifications  | Hours     |
|--------------------------------|------------------------------|---|-----------|
| CEO                            | Bal Dhanoa                   | B A Hon DipW/Dips HE  | Full Time |
| Managing Director              | Claire Rogers                | NVQ Level 4 Care & Management - Diploma in Management<br><br>ILM 7 strategic management<br><br>IOD Director development programme   | Full Time |
| Head of Operations             | Phil Owen                    | DIPSW and HCPC  | Full Time |
| Residential Operations Manager | Margaret Hopkins             | NVQ Level 4 Care and Management.  | Full Time |
| Home Manager                   | Yasser Iddrisu Madugu Kpabia | BA(Hons) Accounting & Finance, Senior Managers Development Programme (Ruskin Mill Trust), QCF Diploma Level 5 Leadership & Management CYPW(pursuing), Level 3 Diploma Health & Social Care, Level 3 Diploma Learning Disability. Level 3 Diploma in MCA & DOLS. | Full Time |
| Team Leaders                   |                              |   |           |

|                          |                     |   |            |
|--------------------------|---------------------|---|------------|
|                          | Anita Scott         | QCF Level 3 CCYP, Management and leadership level 3, mentoring level in work place and counselling level 2. | Part Time  |
| Team Leader              | Sybil Wilson        | QCF level 3 in CCYP, Management and leadership level 3.   | Part Time  |
|                          |                     |   |            |
| Residential Care Workers |                     |   |            |
|                          | Curreen Morgan      | QCF level 3 CYPW (ongoing)  | Full Time  |
|                          | Isaac Chatikobo     | working towards QCF level 3 in CCYP   | Part Time  |
|                          | Ana Bennett         | QCF level 3 CYPW (ongoing), BA (Psychology and human behaviour)   | Full Time  |
|                          | Dervina Henry       | CACHE level 3 in child care and education.<br>QCF Level 3 CYPW, Working Towards.                            | Part Time  |
|                          | Nicola Wootton      | BA(Hons) Childhood Studies<br>CACHE Level 3 in child Care Education   | Full Time  |
|                          | Mamie Kargbo- Turay | QCF 3 Diploma CCYP  | Part Time  |
|                          | Peter Lindsay       | Diploma Level 3 Health & Social Care  | Full Time  |
|                          |                     |   |            |
|                          | Donna Lovatt        | QCF Diploma LEVEL 3 CYPW  | Annualised |



|                    |                  |           |           |
|--------------------|------------------|-----------|-----------|
| Night Care Workers | Briton Nyoni     | NVQ3 CCYP | Full Time |
|                    | Olivia Muderedzi | QCF3 CCYP | Full Time |
|                    |                  |           |           |
| Auxiliary Staff    |                  |           |           |

Progress are firmly committed to the training and development of each staff member; recognising the essential need for staff to have access to resources and materials that allows them to adapt to the changing environments within the child care sector.

- All staff members are required to adhere to the organisational policy and practice in respect of staff recruitment, supervision, training and development programme.
- All staff members at Portland House receive regular supervision by their senior/Manager and a record of all supervision meetings is kept in their individual files.
- All new staff members will receive a structured induction programme for a maximum of ten days where focus and observation are placed on policies and practise.
- All new staff members are required to undertake core training within the first six monthly probationary period, during this period they have fortnightly supervision this reduces to four weekly thereafter.
- All staff will participate in annual appraisals to monitor their performance and career development.
- All care staff members have individual training and development portfolios and are required to attend all internal and external training.
- All care staff members are required to achieve their QCF level 3, once their core training is completed, and probation period has been passed. Unless they hold a relevant qualification as described under Regulation 34 of The Children's Home Regulations 2015.
- All staff will receive any necessary training in order to fulfil their roles in supporting the young people.



