



PROGRESS

Stourbridge House

STATEMENT OF PURPOSE

January 2019

Progress House, 127 Millfields Road, Wolverhampton, WV4 6JG

01902 561066 | www.progresscare.co.uk



Caring For Children





1 The range of needs of the young people that Stourbridge House provides care for

Stourbridge House is new development, providing residential short break care for children and young people of both sex's with disabilities and sits within Progress Care's range of preventative services, focused on supporting families to build resilience and take a break from day to day caring responsibilities whilst enabling young people to enjoy a break away from the family home.

Stourbridge has been purpose built 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 sensory impairment, physical disabilities and sexualised behaviours or equally, with complex health care needs.

As we offer care for children with a diverse range of needs, we undergo a careful matching process. This means that when young people stay, they are with children with similar needs and abilities to keep young people safe and to maximise the opportunities to build friendships and relationships

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.

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 cares/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 homely environment in which to live
- Receive carefully planned, individual services to maximise placement stability
- Have access to local, health and education provision.
- 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
- Culturally embed the social pedagogical ethos to promote independence and empower young people to achieve their full potential

Stourbridge House 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 who stay 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 staying at the home is encouraged and fully supported in maximising their education and have access to relevant educational materials and computers, as necessary.
- Staff, 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 ensure consistency of care and support and to maximise independence.
- 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.
- Each child's health care needs are fully met. Stourbridge House staff work in collaboration with professionals and primary care trusts 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 achieve maximum independence within the realms of their abilities.
- To work in partnership with health and education colleagues, other professionals and external organisations known to the child and attend relevant meetings as required to promote the child's voice.
- To ensure that the framework for assessment incorporates the social, cultural, emotional, religious, physical and dietary needs of all children so that they are fully addressed and met on an individual basis.
- Our child protection policies and practices are adhered to and staff have access to training and information on any updates, to ensure that children and young people are properly safeguarded.



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

At Stourbridge House we are committed to ensuring that all children actively participate in social and leisure activities, as part of our service. 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, discos, visiting restaurants, shopping, parks, theme parks, swimming, cinema, pantomimes, football clubs, horse riding, bowling and any individual skill or talent that the young person shows an interest in.

Trips and activities are planned with each child individually through 1-1 sessions and our group meetings allowing for personal preference. At Stourbridge House, we have strong links with local groups, leisure centres and youth centres that complement 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.

Stourbridge House has access to its own transport, however, where young people have complex physical disabilities and require specialist transport, families will be asked to bring in the child's own vehicle, so that they can get out and about safely. The young people are also encouraged to access public transport with the support of staff, and to take walks in the local area.

All the young people are supported and encouraged to attend school and we strive to work very closely with the young person's school to ensure consistency, boundaries and good communication. We ask schools to share information with us of significance to their care or support.

All young people are encouraged to bring work with them during their stays and staff will support this.

The staff team take pride in supporting children and young people in events that either take place with local authorities or the school and staff will support parents where requested.



4. Our arrangements for supporting the cultural, linguistic and religious needs of children living at Stourbridge 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 Stourbridge 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 a 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.

At Stourbridge House the young people are encouraged to participate in cultural nights, birthday celebrations, and any other significant events that occur during the year, embracing the diversity that exists in society.

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

The Management team of the home will agree with the young person and their families, objectives to be achieved during their stays as part of the placement plan agreement. This will be overseen by the Team Leaders and Deputy Manager and monitored and reviewed by the Registered Manager.

Staff 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 placement plan 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 placement plan sessions aim to empower all the young people, using social pedagogical theories and models 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 their future. Our young people's thoughts are used to influence their life and well-being in the home environment.

The Service Operations Manager, our independent Regulation 44 Visitor and our quality and compliance officer visit the home on a regular basis and meet with the young people to ensure all the young people are happy and that their wishes and feelings are being taken in to account and will communicate with parents and social workers to independently test the quality of care.

Staff support the young people to express their wishes and views at Review meetings and other professional meetings held about their care. Staff support families to inform children and young people about the decisions which are made on their behalf.

To ensure their views are heard and acknowledged, our young people have access to a range of communication systems, which they are supported to use and access with staff support where necessary.



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 families and other professionals involved, 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.



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

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

Anti-discriminatory practice is the responsibility of all of our employees. Progress Care Solutions and its' employees must act to establish anti-discriminatory practice.

At Stourbridge House, we have a staff team that reflects the diversity within society. We expect our staff to uphold the company core values at all times, and to promote anti discriminatory practice.

We believe that the relationships formed with the young people, colleagues and other professionals should empower and promote equal opportunities for the young people we work with. We always strive to be child focused in all aspects of our care. The welfare of the young person is of primary importance, and the young person's views should be listened to.

- We aim to challenge discrimination in any manifestation and to positively promote individuality and diversity.
- We positively promote the young person's religion through observance, or places of worship.
- We encourage young people to adorn their personal bedroom space and welcome positive images of their race and culture.
- We deliver a varied menu which includes foods from different cultures.
- We encourage young people to express their individuality and encourage active engagement within the community

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

A young person's sense of identity can become very fragile when separated from their parents, young people may struggle to retain a positive sense of their own cultural,



racial and religious heritage. Stourbridge House is committed to ensuring that all children in our home develops a clear sense of who they are, equipping them to tackle any discrimination they may encounter.

Promoting a young person's identity is an important part of the referral process when considering a placement for children in Stourbridge House to ensure that we receive detailed and accurate information regarding the disability, sex, ethnicity, culture and religion of all young people being considered for placement at Stourbridge House.

The principles of anti-oppressive practice and Equal Opportunities are a core component of our induction processes for all staff at Stourbridge House.

Stourbridge House promotes visual materials that celebrate diversity and promote cultural and religious awareness for all our children and their families.

At Stourbridge House we encourage children to participate with meal choice and preparation which reflects their heritage or culture which can be a very positive way of demonstrating that their identity is valued within the home.

Stourbridge House staff promote and encourage any hobbies, interests and talents a child may have.

Young people at Stourbridge House can be provided with education and information regarding relationships during 1-1 sessions.

Progress Care Solutions are committed to ensuring that the voices of children and young people in any of its services are heard. A range of processes exist to affect this and is currently developing in participation improvement plans under "the hear by rights" standards.

At Stourbridge House young people's meetings are held, which are supported and documented by the team. Young people are encouraged to participate in this and where possible lead this meeting and choice of agenda to express their wishes on future activities and menus etc. Stourbridge House encourage the young people where practicable to co facilitate group meetings, attend the children's voice forum and with support co facilitate these meetings.

The forum aims to empower all children so that they are able to voice their opinions, make choices and address any issues that may affect them within the home; they are encouraged to discuss relationships and forward planning for their future. Young people's thoughts are used to influence their life and well-being in the home environment.

To ensure their views are heard and acknowledged, our children have access to a range of communication systems.

For those young people with severe and profound learning difficulties, the team 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 and the young people are made aware of how to contact their reviewing officer, children's rights services and OFSTED.

Stourbridge House and the staff team are committed to upholding and implementing the United Nation's Convention on Children's rights and the principles surrounding it. Each young person is valued in their own right and treated with respect and dignity.

Children are made aware of their right to complain about any aspect of their care and how to do this through 1-1 sessions and group meetings. Staff from the home will support them to access the complaints procedure and complete this using their preferred method of communication.

Staff are aware of the company policy on whistle blowing and their responsibility to evoke this procedure to ensure the safeguarding of all children, young people and staff who access Stourbridge House. Staff will ensure that all young people are aware of this procedure and are able to initiate this with the correct support if necessary.

7. Accommodation offered by Stourbridge House

Stourbridge House has been designed and built to provide specialist accommodation for young people with learning disabilities, physical disabilities and wide ranging associated needs. The home strives to exceed to expectations of the Children's Home Regulations 2015 with the care it provides to the children and young people, and is always actively seeking to improve the approach and service offered using social pedagogical theories and methods.

Stourbridge House comprises of 6 single bedrooms for short breaks overnight stays of which 1 will be used when required for emergency placements of up to 28 days. All 6 rooms are on the ground floor and are suitable for wheelchair users, the rooms are equipped with the latest acoustic monitoring which enables remote monitoring of young people, reducing the need to conduct physical checks, giving young people a better night sleep and more accurate monitoring of medical conditions, allowing us to provide the right support at the right time and respect the privacy of young people.

On the ground floor is a large open plan lounge/dining room, which opens out onto a private garden for use by the children. There are three bathrooms, with a range of specialist equipment to maximise the independence of young people. There is a quiet/ sensory room and a large kitchen. For staff, there is a large office and separate toilet. The home is light and airy and has been tastefully decorated throughout with bright contemporary furnishings. All young people are encouraged to choose the furnishings of their bedrooms for their stays.

The home will provide accommodation for up to 6 children and young people, aged from 5 to 18 years both male and female on an overnight short break basis. This includes 1 emergency placement for up to 28 days. In exceptional circumstances the placement maybe extended for a short, planned period. In this case a transitional action plan must be put in place demonstrating the planned transitioned move of the young person, detailing the proposed plans agreed for the best interest and positive outcomes of the child with agreement and consultation with local authority and Ofsted inspector.

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, however an extensive matching process is used to ensure compatibility of the children and young people staying at any one time.



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

8. The location of Stourbridge House

Situated in a well-established residential area, the home has nearby access to many recreational, health and education facilities. There are a number of established specialist schools and colleges within short distance of the home, with which we have established good links. The home also has excellent access to transport, links and is situated between Wolverhampton and Staffordshire.

A location review will be undertaken at least once per year in consultation with Wolverhampton Children's Services and West Midlands 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 individual/activity risk assessments 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 Registered 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 Operations Manager, who is the Designated Safeguarding Officer, they will report the matter to the Local Authority Designated Officer and the Director of Operations

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 refreshed annually

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 in accordance with the Children's Home Regulations.



Safeguarding training will be refreshed sooner than scheduled, 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.

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

Young people receive 1:1 meetings and attend group meetings on bullying, and where appropriate will sign an anti-bullying agreement. It is important that both the victim and the bully are both supported and behaviours are addressed appropriately without discrimination.

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 Staff to locate the young person. Records are held at the home of the young people absent without permission and are available for inspection. Local Police protocols are followed and when returned an independent welfare check is completed alongside the Police safe and well check.

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10. Our criteria for admission of children to Stourbridge House

Stourbridge House offers residential short breaks for disabled children aged between 5 to 18 years.

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.

Stourbridge House can 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.

Stourbridge House does cater for emergency admissions but **may not** admit those with complex health needs on an emergency basis unless it is safely assessed that their needs can be met.

Stourbridge House will only place children and young people who meet our registration requirement; these include a range of disabilities, learning difficulties, physical disabilities, Autism, hearing and sensory impairment, those children with specific invasive care needs, and associated behavioural needs.

All staff are required to follow the admission process set out in the homes policies and procedures.

If an emergency placement is made from a different placing authority to Wolverhampton then the home will notify that local authority and the placing authority.



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

A 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 individual 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

Children's Behaviour

12. Our approach to surveillance and monitoring of children

Due to the nature of the children being looked after at Stourbridge House it is, on occasions, necessary to use a monitor in the bedroom, at Stourbridge House, this may be in the form acoustic monitoring however may be in the form of a visual monitor dependent on the child's needs, e.g. for epileptic or asthmatic children etc to safeguard from any potential health risks. The reasons for surveillance 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, with consents being maintained.

13. Our approach to Behavioural support

Stourbridge House has a clear behaviour support policy and 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 sanctions are rarely used.

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.

Staff will 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.

Progress Care Solutions utilises the skills of senior social workers to enhance their working practice and to develop the skills of the staff team. Stourbridge House utilises the skills of a social pedagogical practitioner to embed the holistic approach of social pedagogy. This helps staff make sense of the often complex and enduring



behaviours that children and young people display through experiences of neglect and other childhood traumas. If a child needs additional therapeutic requirements then the social worker is able to support this requirement.

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 under-go 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.

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

The Chief Executive Officer of Progress Children's Services/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 in work with disabled children and adults.

Our Managing Director and Responsible individual, Mrs. Claire Rogers, is a former Registered Manager and Head of Children's Services within Progress and is qualified to NVQ 4 in Care and Management and has completed the Diploma in Management (MCMI) & ILM 7 and is undertaking the IOD certificate in company direction. Claire has over twenty years' experience working with children and young people with disabilities and young people with learning difficulties, communication disorders, challenging behaviours and sensory impairment.

The Residential Operations Manager is Tyrell Simpson, he is a qualified Social Worker and practice teacher and is HCPC registered. Tyrell has over 20 years' experience in Social Care with Children in both the Local Authority and Private sectors, to include secure settings and EBD long term residential care homes, and preventative edge of care services within local authority. Working with families using a systemic family therapy approach.

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
TSimpson@progresscare.co.uk

Education



15. Provision to support children with Special Educational Needs

If any of our young people have an Education, Health and Care Plan or statement of educational needs, 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 required.

16. The promotion of children's education

The home staff team 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 named person at Stourbridge House will establish a relationship with schools to develop effective communication and attend relevant meetings as necessary.

Home staff will liaise with school on a regular basis 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. A member of the homes staff team can support with relevant meetings at school if necessary to support the young person, families and promote a collaborative multi agency approach to positive outcomes around education.

Stourbridge 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, the home will work with local authorities to achieve this.

Health



17. Provision of health care and therapy

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

The high standards within Stourbridge 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's medication,
- Stourbridge House staff look at alternative and healthy ways to identify and promote the wellbeing of each individual child, before resorting to prescribed medication.

We as a staff team are very committed to meeting the individual health care needs of children and 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. Detailed guidance and necessary consents for any 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.

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.

The placing authority is to be responsible for the funding of all health care needs and costs incurred by the clinical commissioning groups. This must be confirmed in writing prior to placement.



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, invasive care procedures.

Once in placement an appropriately qualified healthcare professional will undertake necessary training and undertake competency assessments to ensure staff have the knowledge and skills they need to meet the complex care requirements. 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 Stourbridge House it is, on occasion, necessary to use forms of monitoring 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 care 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, physiotherapy can 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 have their GP details on file.

The placing authority is to be responsible for the funding of all health care needs and costs. (*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.



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 Stourbridge House

The Registered Manager of the home is Helen Verschoyle, who is a qualified social worker and qualified to QCF level 5 in leadership and management. Helen Joined Progress in August 2017 having worked for many years within children's homes for the local authority.

Kirsty Somers is the Deputy Manager who helps run the home on a daily basis, Kirsty has worked for progress since 2013 working in short breaks and more recently in our Hub services providing support and advise to children, families and staff. Kirsty currently undertaking her QCF level 5

Our Team Leaders are Laura Spencer and Kimberley Williams have been with Progress since 2014 (Laura) and 2015 (Kimberley) they have both worked their way up to the role of Team Leader from starting as flexible support workers working with families in the community.

We have a team of 6 Core Flexible Support Workers and 1 annualised hour's contract worker. All staff have relevant experience of working with challenging children. They have QCF level 3 in Caring for Children and young people or are working towards qualifications to include Health and Social Care for children and Young People Level 3 Diploma.

19. Management, staffing structure and our arrangements for supervision



All new members of staff are required by law to undergo DBS checks. There is a strict criterion for selection and new staff members undergo a rigorous interview process and we obtain a minimum of two verified employment references, prior to being appointed.

The minimum staffing levels in the Home, at full capacity, is three care staff, this is based on 6 children requiring 1:2 support. There will be a minimum of 1:2 ratio of staff to children, when children are present in the home and during waking hours. This may be more depending upon the needs of the young people accommodated, it will specify the support requirements in the individual placement plans.

Progress Care Solutions have a Human Resources Department their key responsibility is to ensure that all relevant legislation and regulations in relation to employment law is complied with and to support with personnel matters.

A designated staff in the home will be appointed Health & Safety officer and will attend quarterly health and safety meetings in respect of Stourbridge House. They will be responsible for ensuring that all health & safety and fire safety checks are completed in the home and that the home is safe. They will take any feedback and escalate any concerns to the group meeting which is chaired by our Health & safety Competent persons who are STK Ltd. The managing director attends the quarterly meetings and reports any concerns to the Board of Directors.

The Core Flexible Support Worker have significant support roles to the young people, and hold key working responsibilities, and are supported by the Team Leaders to achieve this. The Team Leaders are the named people to the young people's care and oversee all aspects of this, utilising strong relationships which the staff build to achieve this. This role entails coordinating the care of the young people and ensuring that their care 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 Core Flexible 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. Stourbridge House has acoustic monitoring technology embedded, which aids the night staff in the remote monitoring of young people

Our Cook involves young people in purchasing food and preparing, caters for special diets and also has the responsibility of ensuring health and hygiene in the kitchen is maintained under the "safer food better business" resource pack.

The staff maintain the overall cleanliness of the building and ensure it is kept to a high standard of cleanliness as well as contract cleaners who deep clean the property once a week



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.

Staffing Structure Sch. 1.5

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| Registered Manager | | |
| Helen Verschoyle | Qualified Social worker QCF Level 5 Leadership and Management | Full Time |
| Team Leader | | |
| Laura Spencer | Edexcel Level 2 BTEC First Certificate in Children's Care , Learning and Development (Grade Pass), also Edexcel Level 2 BTEC First Diploma in Health and Social Care (Grade Distinction), Edexcel BTEC Level 3 Extended Diploma in Health and Social Care (Triple Grade Distinction) | Full Time |
| Kimberley Williams | Level 3 Health and Social Care, Level 4 Social Sciences | Full Time |
| Arlene O'Connor – under offer | Health and Social Care Intermediate Level GNVQ, City and Guilds NVQ Level 2 Care, City & Guilds Level 3 Certificate in supporting care practice, Advanced Apprenticeship in Health and Social Care Children and young people | Full Time |
| Core Flexible Support Worker | | |
| Harjeet Gill | Level 3 Early Years | Full Time |
| Katie Siverns | QCF CACHE Level 3 diploma for Children and Young Peoples workforce, QCF CACHE Level 2 diploma for Children and Young Peoples workforce | Full Time |
| Flora Dawes | OCR Entry Level Award in Employability Skills (Entry 3) NVQ Level 3 in care | Full time |
| Kyle Tierny | Level 2 Diploma Health and Social Care, Practitioner Level 1B in promoting positive behaviour, Level 2 in employment responsibilities and rights in health and social care children and young people, QCF Level 2 introduction to duty of care in health and social care in children and young people's settings | Full time |



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|---------------------|--|----------------------|
| | and principals of safeguarding in children's settings Undertaking NVQ Level 3 | |
| Judith Bishton | Degree in Psychology – undertaking NVQ Level 3 | Full time |
| Deimante Kisonaite | | Part time 22.5 hours |
| Lisa Walsh | | Part time 30 hours |
| Laura Cocker | Social Work Diploma | Full time |
| Under offer | | Full time |
| Night RSW | | |
| Perpetua Mangewende | ASET Level 2 Certificate in the Control of Infection and Contamination and also NVQ Level 2 in Care NVQ Level 3 in care | Full Time |
| Emma Mutanje | NVQ Level 3 Adult's with learning disabilities, Currently – Health and Social Care at Wolverhampton University | Full Time |
| Lynda Bell | NVQ Level 2 childcare and education | Full Time |
| Cook | | |
| Under offer | | |

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 Stourbridge House receive regular supervision by their senior/Manager and a record of all supervision meetings is kept on record.

All new staff members will receive a structured induction programme for a maximum of ten days where focus and observation is placed on policies and practise.

All new staff members are required to undertake core training within their 6 monthly probationary period, during this period they have fortnightly supervision this reduces to monthly thereafter

All staff will participate in annual appraisals to monitor their performance and career development.



All care staff members have individual training and development programmes and its monitored through supervision. All staff 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.

All staff will receive any necessary training in order to fulfil their roles in supporting the young people

The Registered Manager of the home is required to identify an annual training schedule for the staff, in consultation with the Residential Operations Manager and HR Department.

All staff members are required to undertake training as part of their induction on emergency procedures of the home

20. Appropriate role models from a mixed staff group

Stourbridge House has a varied staff team of both genders, of different ages and many different cultures. All staff will act as a positive role model for young people and the team leaders will have named young people allocated to them and will oversee their care working closely alongside the core staff team. We aim to provide a caring, homely and safe environment where the young people can progress in all aspects of their lives.

| Version Control | | | |
|-----------------|----|----------|---------------------------------|
| 1.0 | V1 | 28/06/17 | Phil McDonald |
| 2.0 | V2 | 13/02/18 | Claire Rogers |
| 2.0 | V3 | 22/03/18 | Helen Verschoyle/Tyrell Simpson |
| 2.0 | V4 | 11/10/18 | Helen Verschoyle |
| 2.0 | V5 | 30/01/19 | Helen Verschoyle |
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