



# Statement of Purpose

**Bay House,**

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*Designed by Charlie*

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## 1.0) Caring for children

### 1.1) The range of needs of the children for whom it is intended that the children's home is to provide

Bay House is a new service which provides specialist residential short breaks service for children and young people with moderate to severe learning disabilities. The home is part of a growing range of flexible services to be provided by Potens aimed at children and young people with a varying degree of disability.

Bay House has been carefully adapted to provide specialist accommodation for children and young people with moderate to severe learning difficulties, Autism, ADHD and associated behavioral challenges, children participating in a short breaks at the home may also present with mental health, self-harming, physical disabilities and sensory impairment.

We 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 and to achieving short term outcomes in their placement plan.

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 parents/carers, and welcome ideas and involvement.

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

### 1.2) Our ethos, and the outcomes we seek to achieve for children in our care

Potens 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

Bay House provides:

- The home provides a safe, secure, friendly and harmonious environment that is non-institutional; promoting group living as a positive experience within the home.
- We strive to achieve positive outcomes for children placed at the home, giving young people a voice and enabling them to make choices, access local community resources, develop links with peers locally and participate in social and leisure activities of interest to them.
- Each young person placed at the home is encouraged and fully supported in maximising their education, access to relevant educational materials and computers are facilitated 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 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

have access to training and information on any updates, to ensure that children and young people are properly safeguarded.

### **1.3) Location of the home**

The home is situated on the outskirts of Weymouth, Dorset. It is on the main road Weymouth, with easy access to the main routes in and out of Weymouth and close to nearby shops and GP/Dentist surgery and hospital

The Manager has completed a location risk assessment to identify any risks in relation to the physical environmental, levels of criminality and anti-social behaviour and potential hazards. Additionally the location risk assessment contains information on local schools, hospitals and community access. This is updated every 6 months in partnership with Dorset Police.

### **1.4) Age range, number and sex of children**

The accommodation has been designed for five children aged 5-18 regardless of gender.

### **1.5) Accommodation offered by Bay House**

Bay House is a refurbished detached 1930's house set back from the main road. There are parking spaces and a small gated area to safeguard children and large pleasant back garden.

There are five bedrooms for children and sleeping facilities for staff. Two of the bedrooms are on the ground floor and suitable for wheelchair usage.

To keep children safe from the road a key pad entry system to the main front door and side door is in place which has been agreed with parents/carers and social workers as preventative measures to keep young people safe.

Additionally there is a large expanse of garden to be developed and enjoyed.

#### **Fire and emergency**

Bay House has written statements in relation to fire precautions and evacuation procedures which are known to staff and young people who are supported to evacuate in case of emergencies; these are re-enforced by regular, and recorded, fire drills.

Staff are aware of our health and safety policy and regular risk assessments are made which cover all aspects of the home and specified excursions outside the home. Our fire safety policy details responsibilities, recordings, drills, procedures, training and assembly points

### **1.6) How we have adapted Bay House to meet the needs of the young people who will use the service**

Bay House has been carefully adapted to provide specialist accommodation for young people with learning disabilities and behavioural needs. The service comprises of 5 individual rooms for short breaks and overnight stays. There are two bedrooms based on the ground floor which are suitable for wheel usage and 3 bedrooms upstairs.

Both wheelchair accessible bedrooms share wet room facilities and there is a sleep in room next to these rooms in the annexe

In the main house the three upstairs bedrooms have either en-suites or access to the main bathroom.

Also on the ground floor is an open plan large lounge area, with access through to the dining room/kitchen area, which also allows for wheelchair access.

The rear of the property can be accessed via large patio doors from the living room area or double doors in the dining room area. The garden is large and provides plenty of space for young people to play safely with fences either side of the garden, along with some shady areas when it gets too hot.

Paths are straightened and levelled so that children using wheelchairs can access all aspects of the garden

The property is decorated to reflect a bright contemporary feel throughout the house being mindful of colours, patterns and decorations for those that may have sensory impairments.

### **1.7) Our arrangements for supporting the cultural, linguistic and religious needs of children attending a short break at Bay House**

We 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 Bay House we respect all religious denominations. Young people are encouraged to practice their religious beliefs. Staff ensure appropriate arrangements are made, so that young people have the opportunity to attend places of worship or religious events if requested.

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

### **1.8) The 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 Bay House and the team.

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

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

### Stage 1

Any initial complaints should be made informally to staff or the Manager and we will endeavour to resolve most complaints at this stage within 14 days from receipt of the complaint

### Stage 2

If the matter is unresolved, complaints should be made in writing to the Manager who will tell the Director of Children and Young People services Daun Tattersall 07875-289-849. The complaint will then be investigated and the person making the complaint will receive notification that this has been done within working days. A formal response to the complaint will be made to the complainant within 28 days of the receipt of a stage 2 complaint.

### Stage 3

If the matter is still unresolved the complaint should be made in writing to the Chief Operating Officer Nicki Stadames who will investigate the matter and will respond formally to complainant within 28 days of the receipt of the stage 3 complaint

#### Time scales for complaint resolutions

Stage	Type	Timescales
1	Local resolution	14 days from receipt of complaint
2	Formal consideration	28 days from receipt of stage 2 complaint
3	Review panel	28 days from receipt of stage 3 complaint

**Child line** also offer support and advice to young people choosing to use this service Telephone number **0800 1111**.

In addition, each young person, parent or member of the public can make a complaint known to, **Ofsted**, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone number **0300 123 1231**. All complaints are taken seriously and we will resolve problems internally, within recognised time scales when and where appropriate.



**The responsible authority will also monitor all complaints made against the home. A complaints log book is available at the home and is reviewed and inspected on a monthly basis.**

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

Potens 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 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 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 Director of Children and Young People service, who is the Designated Safeguarding Officer who will report the matter to the Local Authority Designated Officer and the Chief Operating Officer.

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

The Manager/Senior Manager 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 + Quality Standards

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 practice.

**The Designated Safeguarding Children Officer will ensure that appropriate contact is made with the Local Authority (social care/police) to promote partnership working and good practice.**

All relevant staff and volunteers will be informed who the Designated Safeguarding Children Officer is and how to contact him/her as part of their induction.

**The Safeguarding Children Officer designated for Potens and Bay House is:**

**Lisa Alcorn (RI)**

**Tel: 07866-922-967**

**Email: [lisa.alcorn@potens-uk.com](mailto:lisa.alcorn@potens-uk.com)**

## **Preventing Bullying**

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

The Home seeks to follow the **Dorset children and young people's plan** (<https://www.dorsetforyou.com/anti-bullying>), which Dorset County Council are currently developing an anti-bullying strategy and as this develops we will align our policy to it:

We seek to follow the **Dorset children and young people's plan** (<https://www.dorsetforyou.com/anti-bullying>), Dorset County Council are currently developing an anti-bullying strategy and as this develops we align our policy to it:

- the home has a detailed safeguarding policy and follows the local safeguarding board protocols on child protection referrals
- all staff receive training in child protection/safeguarding procedures and related

areas.

- the Designated Safeguarding Children's Officer for Bay House is on-call to staff, though staff may take initial contact information related to safeguarding/child protection issues as required and inform the DSCO immediately.
- information regarding Child Line and what to do if you have a worry or cause for concern is displayed in the home, including the use of a private telephone
- the child's key worker also acts as an advocate for that child
- cause for concern forms are used by staff to report issues related to the child's well-being and welfare
- where appropriate children are given support with understanding and using self-protection strategies
- children can request access to the appointed visitor and can contact Ofsted.

**In the case of a young person going missing from the home or whilst out in the community** without authorisation the following procedures would be followed (see full policy for details, available upon request in the home):

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

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

- c) Staff will ensure that all other children are safe and properly supervised, in accordance with individual risk assessment.
- d) The responsible individual /Director of children and young people will be notified as soon as possible.
- e) A member of the senior leadership team will inform parents and significant

others and responsible authority.

- f) Individual children have individual missing person plans details relating to going missing, and staff should be familiar with these when working with that child.
- g) Where children are placed out of county and go missing, the Registered Manager/Director should follow the local protocol - for children's services this is the Runaway and Missing From Home and Care (RMFHC) protocol - and also comply with any other processes required by the placing authority that are specified in the individuals care plan and their RMFHC.
- h) If the child is MISPERED a written notification of the incident should be submitted to Ofsted as required

**A copy of the missing from care policy is located in the home, and can be accessed upon request.**

**We have consulted with Dorset Police on the location of the home and that the young people who will use this service are very vulnerable. The police are familiar with our missing from care policy and the actions we will take when a young person goes missing. They are aware that due to the vulnerable nature of the young people we will immediately report the incident to them**

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

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

Each young person has their own key worker at the home who agrees with the young person objectives to be achieved during the short break as part of the short placement plan agreement.

Key workers 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 issue's that may affect them within the

home. The young people are encouraged to discuss relationships and forward planning for future placements. Young people's thoughts are used to influence their life and well-being in the home environment.

As a short breaks service Bay House supports Young people's meetings to take place each month 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. We keep a record of which young people have attended and their views, wishes and feelings. Some of their views wishes and feelings we then turn into actions so we can develop and improve our service delivery.

Appropriate communication aids are used depending on the young person's level of communication skills. The Director of Children and Young People Services 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 in to account.

When review meetings take place a key worker session then takes place, 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 takes 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's with severe and profound learning difficulties, the staff establish the young person's likes and dislikes through observation and discussion with significant people and advocate on their behalf, enabling them to achieve their full potential in life.

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

- Individual communication tools
- choice boards
- suggestion box
- group meetings
- individual meetings with their Key Worker
- child evaluation of activities and provision.
- child contribution to Annual Review when possible.
- a home meeting.

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

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

Potens is 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. Potens and its employees must act to establish anti-discriminatory practice.

At Bay House we have a staff team that reflects the diversity within society. Whilst it is impossible to legislate for people's attitudes, we have an expectation that they conform to this policy and all other policies whilst on duty.

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

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

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

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

and religious heritage. Bay 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 short breaks placement for young people at Bay House to ensuring that we receive detailed and accurate information regarding the disability, sex, ethnicity, culture and religion of all young people being considered for a short breaks placement.

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

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

At Bay House we encourage helping a child prepare and cook a meal that reflects their heritage or culture believing that this can be a very positive way of demonstrating that their identity is valued within the home.

Similarly we always encouraged the young people to choose their own clothes and personal items. This approach has the additional advantage of promoting their financial competence and working towards the Person Centered Planning.

Additionally staff promotes and encourages any hobbies, interests and talents a child may have. Young people are provided with education and information regarding relationships during 1:1 key worker sessions.

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

At Bay House young people's meetings are held regularly, which are supported and documented by the team

Young people are encouraged to set the agenda to express their wishes and future activities and menus and are also encouraged to invite independent visitors or representatives, through their placing authority. The forum aim 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 future placements. Young people's thoughts will be 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 establishes 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.

Bay 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.

### **2.3) Children's rights**

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

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

The Commissioner is supported in her work by a team of staff at the Office of the Children's Commissioner. Together, they are responsible for the rights of all children and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability.

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

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

- All staff are familiar with and adhere to Bay House's policy for Equal Opportunities
- All young people are given the opportunity to fulfil any personal religious and cultural observances
- All young people are encouraged to express views on all matters affecting them; freedom of expression; conscience and religion; on health care; education; care etc.
- We believe that all staff have a responsibility to challenge discrimination in all its



forms, whether it is direct or indirect.

- Staff receive anti-discriminatory training as part of their induction and supervision. This also involves looking at their values and culture.
- As a young person staying at Bay House, they should enjoy the same rights and freedom of any young person of the same age.

### Children have the fundamental right:

To be valued as an individual
To be treated with dignity and respect
To be cared for as a child first
To interact using their established method of communication
To be offered the opportunity of independence and choice
To be treated according to spiritual / social / cultural needs
To be able to maintain & develop friendships and interests
To develop responsibility for their own actions
To have their questions answered (unbiased)
To feel comfortable
To know about their body and the changes (puberty)
To know what sex they are and that there are others of that sex
To know that sexual feelings are OKAY
To know what is acceptable and is not (to be given reasons)
To know it's okay to say NO
To have an advocate
To form relationships
To have the opportunity to learn social skills
<b>To be protected from abuse</b>
Listened to

Being aware of other forms of communications

Staff keep information confidential; , except for situations where the child may be in danger

### 3.0) Education

#### 3.1) Provision to support children with special educational needs

If any of the young people using the short breaks facility at Bay House have a statement of educational needs or an Education, Health and Care Plan, this is kept on file and will have school name in their statement. Support is delivered as for any young person as detailed below

#### 3.2) Details of the management structure where the home is dually registered

Bay House will not be dually registered

#### 3.3) The promotion children's education

As a matter of good practice , we request each young person's personal educational plan (PEPS) is kept on file

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

Young people have access to a computer and any other essential equipment that is necessary to enhance their educational achievements.

A key worker or named person at Bay House establishes a Bay House/home/school liaison, and a daily diary process to develop effective communication with school and their home.

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

Bay House works closely with education and a multi-agency team to identify and support all the individual needs.

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

## 4.0 | Enjoyment and achievement

### 4.1) Arrangements for enabling children to enjoy and achieve, and how we promotes their participation in cultural, recreational and sporting activities

- At Bay House we are committed to ensuring that all children actively participate in social and leisure activities, as part of our short break service provision. These must be accessible and culturally appropriate, meeting individual needs.
- All Young people who use the short break facility at Bay House have access to a wide range of local resources within their community. These may include youth clubs, disco's, 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 young person individually and their families through their key worker allowing for personal preference At Bay 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.
- Bay 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 and there are some areas nice parks and walks close by to Bay House.
- All the young people are supported and encouraged to attend the school settings whilst attending a short break placement and we work very closely with parents and the school to ensure consistency, boundaries and good communication. All young people are encouraged to bring work home from school during their stay and are supported by staff in its completion.
- The staff team take pride in supporting children and young people with their families to attend events which take place with local authorities or the school and staff/key workers support parents evening/plays/sport days if requested.
- We encourage our young people, where appropriate to learn daily living skills in line with the short term care plan and agreed communication with parents/carers

## 5.0 ) Health and well-being

### 5.1) Details of any health care or therapy provided, including: Details of the qualifications and clinical supervision of the staff involved

We currently do not have any staff who provide healthcare or therapies

**5.2) Details of professionals involved in health care**

None currently

**5.3) Provision of health care and therapy**

Bay House offers children and young people outstanding care and support at all times. This is 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 trained members of staff witness and sign the administration of all children and young people medication,

As a staff team we are very committed to meeting the individual health care needs of children for young people with complex needs; it is 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.

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

Prior to initial short break placement an appropriately qualified healthcare professional undertakes necessary training with the staff and undertake assessments based on local competencies during their direct involvement with the young person. All staff working with the young person are trained and have been deemed competent by the said health care professional.

Due to the nature of the children attending the short break at Bay House it maybe, on occasion, it may be necessary to use a monitor in the bedroom e.g. for epileptic or asthmatic children etc. to safeguard from any potential health risk, this is identified and recorded in the child's placement plan in agreement with placing authority and parents/carers.

**Therapy**

At Bay House we may work with other professionals to offer therapies such as aromatherapy and external consultants. Additional training for the staff team is available and sought as and when required, for example bereavement training may be

accessed. Each Young person also has access to an advocate if deemed appropriate.

Other specialist input such as Occupational Therapy, would be arranged and agreed with the responsible local authority. All staff providing therapeutic support undergo normal vetting procedures, and are suitably qualified to undertake such treatments and undergo supervision by a reputable practitioner.

The young people who use the short breaks service live at home with parents/carers and are already signed up and receiving services from a local GP, dentist and optician. We ensure that we have these details on the young person's file in case we need to access these services, and always do this in partnership with parents/carers and professionals involved in the young person's short term placement.

**All Young People's health is be monitored by regulation 44 and 45 reports and clear recording within the placement plan**

## **6.0) Positive relationships**

### **6.1) Our arrangements for promoting contact between children and their family and friends**

At Bay House we aim to work hard in building positive relationships with parents, carers and significant others. The majority of young people live at home with parents or carer. However there maybe occasions where we need to work alongside the placing authority to encourage and promote contact as agreed with the placing authority and detailed in the short term care plan.

Whilst staying at Bay House for a short break the staff team promote and encourage all forms of contact to parents/carers or significant others this can include telephone calls (speaker phones available), letter writing home, photographs home of the child participating in activities, school photographs, drawings and paints, postcards, religious festival cards and birthday cards.

We recognise that young people, their parents, relatives, friends and carers may have different views on contact, but our aim is that our experience, patience and understanding will be powerful influences on the successful outcomes.

## **7.0) Protection of children**

### **7.1) Our approach to the surveillance and monitoring of children accommodated**

Electronic keypads and magnetic devices, all of which unlock when the fire alarm is activated, are fitted to all external front doors. This is to stop intruders entering the building. The children have access to all areas of the building except the admin areas

unless accompanied by staff. The garden and grounds are accessible and children are actively encouraged to ask or use communication aids to go outside using the external doors.

The bedroom windows are fitted with window restrictors to ensure safety of the children living at the home and this is risk assessed on a periodic basis.

We have consulted and discussed these arrangements with parents, carers and the children's social workers who have agreed to these security measures in order to keep the children safe.

Due to the nature of the children attending short breaks at Bay House it may be, 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 is identified and recorded in the young person's placement plan and is in agreement with placing authority and parents/carers where necessary.

## **7.2) Our approach to behavioural support**

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

Positive reinforcement is used to influence individual behaviours; this can be just recognising and praising positive actions through to the use of individually designed reward charts, and the aim is that sanctions will not be used.

Staff train staff in safe and positive behaviour support which may include the use of safe holding procedures on the children and young people. We aim to 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 always consider the use of alternative behaviour support strategies based upon the child/young person's level of understanding, before resorting to the use of any form of physical contact. Any strategies used are evidenced in appropriate professional documentation.

If a child/young person needs additional therapeutic requirements then the social worker is responsible for supporting this requirement and will work with us to gain access to this.

Any short breaks placement of a child/young person that may require the use of safe holding procedures must be discussed with the placing authority and parent/carer. The proposed procedure must be appropriate for the individual and outlined and agreed in the care plan. 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 make adjustments to the plans for the children/young people's care.

Parents/carers and professionals are encouraged to actively participate in the care planning process by attendance or feedback via the key worker.

All staff are required to follow our policies and procedures for guidance and the manager is responsible for ensuring all physical intervention and any sanction is clearly recorded and evaluated on the effectiveness

### **7.3) Staff training and competency in behavioural support and positive handling**

Through the implementation of PBS programme Bay House seeks to keep to a minimum the occasions on which physical controls and restraint are used. Nevertheless, methods of physical control and restraint are required in order to protect the child, other children and staff from harm. The PBS programme gives staff the ability to:

- Establishes emotional contact and bonding between staff and the children through the use of verbal and physical interaction.
- Allows the expression of anger, frustration, anxiety, and emotional turmoil in a safe and controlled environment.
- Enables staff to explore issues of threat and confrontation with the children.
- Enables children to recognise their feelings and to learn to express themselves in meaningful and constructive ways.
- Help children identify and adopt alternative coping strategies

Restrictive physical intervention is used as a last resort and approaches used are in line with the BILD (British Institute for Learning Disabilities)/Potens guidelines and policies. All staff receive training in understanding behaviour and the use of restrictive physical intervention. The use of restrictive physical intervention is recorded on incident forms and in the use of restrictive physical intervention books, both of which are monitored by designated staff.

The behavioural policies are located at Bay House and are accessible upon request. The policies are reviewed annually or when

Initially staff receive two days training in PBS techniques, this includes assessment at the end of the two days. Staff receive a refresher day every 12 months and this also includes assessment at the end of the day.

The Manager and senior staff assess staff as part of the supervision process to ensure that their day to day practice is competent.

Behavioural policies and individual strategies for children are reviewed with staff in

team meetings and discussed in supervision with staff.

## 8.0 ) Leadership and management

### 8.1) Our contact details

Bay House is fully owned and managed by Potensial Ltd t/a Potens

#### **Potens Registered office**

Potensial t/a Potens Ltd  
68 Grange Rd West  
Birkenhead  
Merseyside  
CH41 4DB

#### **Potens -Chief Operating Officer**

Nicki Stadames – Chief Operating Officer  
Tel: 0151-651-3384  
Email: [nicki.stadames@potens-uk.com](mailto:nicki.stadames@potens-uk.com)

#### **Potens –Director of Children and Young People services /Responsible Individual**

Lisa Alcorn  
Tel: 07866-922967  
Email: [lisa.alcorn@potens-uk.com](mailto:lisa.alcorn@potens-uk.com)

#### **Bay House-Registered Manager**

Sarah Kington  
Tel 01305 779979  
Email: [sarah.kington@potens-uk.com](mailto:sarah.kington@potens-uk.com)

### 8.2) Experience and qualifications of staff at Bay House

Staff Position	Qualification Achieved	Dates achieved	Staff experience
Director of Operations (RI) Lisa Alcorn	Prof Doc in Autism & Positive Behaviour Support MSc in Strategic Management BSc in Psychology		Head of Children's Services overseeing the leadership of 10 children's residential homes, two 8-19 years independent schools, family support and community outreach



			<p>services. Designated Child Protection Lead Officer 25 years working in autism and learning disabilities (9 years at senior leadership level)</p>
Area Manager	<p>BA honours in Children and Families, a Diploma in Social Work, a HNC in Managing Social Care and Health services, an Advanced Certificate in Learning Support and a NEB's Certificate in Management.</p> <p>.</p>		<p>Over 35 years' experience of working with young people within the educational, residential and Social work field. Over 25 of these has been working with young people who have learning and or physical disabilities. She have been a Team Manager within residential care services of a residential school. She have also managed a Children who are disabled Team within the local authority for 10 years</p>
Registered Manager Sarah Kington Full Time	<p>NVQ 4 in Leadership and Management NVQ 3 Assessor in Health and Social Care Managing People in the Workplace Child Protection Train the trainer PTTLS, L3 in</p>	<p>2005  1996  2013 2013  2014</p>	<p>Sarah is an Experienced Manager who has worked within the care sector for the last 29 years working with young people and adults with learning, physical disabilities and</p>

	<p>Education and Development IOSH Fire Awareness trainer Team Teach Manual Handling/Hoist Epilepsy Awareness Autism Awareness Medication Emergency first aid Signalong MAPA Currently studying QCF level 5 Safeguarding Level 3</p>	<p>2010  2013  2014 2014  2014 2014 2014  2015 2016  2017</p>	<p>challenging behaviour. Sarah continues to extend her knowledge base and is always keen to learn.</p> <p>Sarah has most recently been a Registered Manager for a short break children's respite unit.</p>
Deputy Manager Full Time	<p>Attachment Disorder Minibus Driver Nutrition Medication MCA Drugs awareness Move Training(practitioner) Manual Handling Team Teach Epilepsy awareness First aid at work Gastro Pump feeding Fire Awareness Child Protection Signalong MAPA PBS QCF Level 3 in Child Development Safeguarding Level 3 Diabetes Awareness</p>	<p>2015  2012 2013 2013 2013  2013  2012 2013 2012 2012 2014  2013 2014 2015 2016 2015  2016  2017</p>	<p>The Deputy has worked with children for the last three years during which time she has gained a lot of experience and knowledge including qualifications which amongst others a Move Practitioner (using aids and equipment to support children enjoy activities). She also has children and has a lot of practical experience which has proved invaluable. She Lauren is a good mentor and supportive to the team.</p>
Senior Support Worker Full Time	<p>Hoist/manual handling Attachment Disorder Team Teach Autism Awareness Gastro Pump</p>	<p>2012  2015  2013 2014</p>	<p>SSW has worked with children in a respite unit for the last three years during which time she has gained</p>

	feeding Bolus feeding Epilepsy awareness Fire Awareness Drugs awareness Child Protection Diet and Nutrition Lifeguarding RLSS UK Signalong MAPA PBS QCF Level 3 in Child Development Safeguarding Level 3	2012  2012 2012 2013 2013 2014 2013 2013 2014 2015 2016 2015 2016	knowledge and experience, working with children with learning, physical disabilities and challenging behaviour. She had previously been involved with children with a variety of levels and needs this was a result of her parents being foster parents since 2002.
Child Support Worker - bank	Manual Handling Attachment Disorder Epilepsy awareness Team Teach Gastro Pump feeding Bolus feeding Medication Fire Awareness Mandatory Training Child Protection Emergency First Aid Signalong QCF level 3 in child development PBS	2015 2015  2014 2014 2014  2014 2014 2014  2014 2014 2016 2016	Staff member has worked in the care sector for a number of years and since having her own children has decided to work with ye short young people. Staff member has worked at the short break respite unit for the last 20 months and has gained further knowledge and experience of working with young people with learning, physical and challenging behaviours. She is a good role model.
Child Support Worker Full Time	Medication Attachment Disorder Drug awareness Manual Handling Team Teach Gastro Pump feeding Bolus feeding Epilepsy awareness Fire Awareness Child Protection	2013 2015  2013 2013 2013 2014  2014 2013 2013	Staff member has experience both academically andr through the workplace She has worked in the respite unit for 2and a half years previous to this she worked in a nursery setting for a year

	<p>Mental Health Awareness. Signalong MAPA PBS QCF level 3 in child development Safeguarding Level 3 Diabetes awareness</p>	<p>2014 2013 2014 2015 2016 2016 2017 2016</p>	<p>working with children one of whom had a learning disability. She continues to gain knowledge and experience and is a valued member of the team. She has also completed a college accredited course in health and social care.</p>
<p>Child Support Worker Full Time</p>	<p>Level 3 Health and Social Care diploma Attachment Disorder Manual Handling Team Teach Epilepsy awareness including rectal diazepam and Buccal PBS Fire Awareness Child Protection Diet and Nutrition Medication Safeguarding Level 3</p>	<p>2014 2015 2015 2014 2014 2016 2014 2014 2014 2014 2014 2017</p>	<p>Staff member has previously worked in two different educational settings one of which was working with young people with learning and physical disabilities, during this time she gained knowledge and experience whilst at the same time studying for her level 3 diploma. She has also worked at the short break respite unit for young people for the last 18 months.</p>
<p>Child Support Worker Full Time</p>	<p>Attachment Disorder Manual Handling Team Teach Epilepsy awareness including rectal diazepam and Buccal Fire Awareness Child Protection Diet and Nutrition Medication Emergency first aid Autism Awareness PBS Currently studying for his QCF level 3</p>	<p>2015 2015 2014 2014 2014 2014 2014 2014 2014 2014 2016 2015</p>	<p>Staff member previously worked in a residential home supporting elderly people before working in the short break respite service for young people with learning and physical disabilities and challenging behaviour. He has been part of the team for the past year and has gained and continues to gain</p>

	in child development Safeguarding Level 3	2016	knowledge and experience. He is a valued member of the team
Child Support Worker Full Time	Epilepsy awareness including rectal diazepam and Buccal Child Protection Medication Emergency first aid Autism Awareness PBS Gastro Pump feeding Bolus feeding Currently studying for her QCF level 3 in child development Safeguarding Level 3	2016  2016 2016 2016 2016 2016 2016 2016 2016 2016 2016 2017	She joined Bay House when she left college, she has gained confidence and knowledge since joining the team, and she is currently being mentored by one of the seniors from Bay House. She has signed up to complete her QCF level 3.
Child Support Worker Full Time	Epilepsy awareness including rectal diazepam and Buccal Child Protection Medication Emergency first aid Autism Awareness PBS Currently studying for his QCF level 3 in child development Safeguarding Level 3	2016  2016 2016 2016 2016 2016 2016 2017	Staff member joined Bay House with some experience of working with younger people in the sporting field. He has become a strong member of the team who has grown in confidence and is extremely enthusiastic. He has also signed up for his QCF level 3.
Child Support Worker Full Time	Epilepsy awareness including rectal diazepam and Buccal Medication Emergency first aid Autism Awareness PBS Gastro Pump feeding Bolus feeding Safeguarding Level	2016  2016 2016 2016 2016 2016 2016 2016 2016 2017	Staff member transferred to Bay House from holiday club, she wanted to become full time and learn as much as she could about the young people. She over the months has gained confidence and knowledge since

	3	joining the team, and she is currently being mentored by the Deputy from Bay House. She is due to sign up for her QCF level 3 in March 2017
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### 8.3 ) Management, staffing structure and our arrangements for supervision

Bay House as a manager who is supported by a Deputy Manager and 2 senior support workers and additional full time support workers. As best practice the staff must rotate and also complete sleep in's and waking nights to ensure the safety of the young people at all times of the day.

<b>Registered Manager</b>				
Deputy Manager				
Senior Support Worker			Senior Support Worker – Currently Vacant	
FT Support Worker	FT Support Worker	FT Support Worker	FT Support Worker	FT Support Worker
PT	PT	PT	PT	PT

The home is managed by Sarah Kington Manager who is responsible for the daily running of the Home. The Registered Manager and the Deputy Manager work 40 hours a week on a flexible rota to meet the needs of the home.

There are two senior support workers and a deputy responsible for managing and leading the staff and the children's programs. The senior support workers work on 40 hours per week either 07:00-10:00 am or 15:00-21.00 pm (Mon- Fri term time) and 7:00-15:00 and 15:00-21:00 (non-term time and weekends during the term time). The senior support worker is responsible for running the shift. The shift comprises, when the home is full, of 7 full time staff made up of deputy manager, senior support workers and support workers. The staff team work both night and day shifts, they have access to on-call, this is either be the Deputy Manager, the Registered Manager of Bay House or one of the other children's services or the Director of children and young people services.

There is a detailed staff development procedure available, to summarise:

**a) Supervision**

All staff receive formal supervision in line with organisational policy every month. New staff receive supervision more frequently as required. No one receives professional supervision at the home.

**b) Appraisal**

This takes place on an annual basis. Detailed guidance and procedures are provided for appraisal from Potens HR policies

**c) Training**

Initial induction training is undertaken within the induction period (12 weeks); this includes training in child protection, health and safety, medication and an introduction to autism as well as familiarisation with locations and systems. Staff complete the organisational induction work book and are enrolled for their level 3 Diploma for the Children and Young People's Workforce through the local further educational provider if they do not already hold this or an equivalent qualification.

There is also a range of core training which staff undertake to comply with The Quality Standards this includes certificated PBS (de-escalation and restraint) and, food hygiene and first aid amongst others. This is followed by job specific training as staff progress into senior posts, and includes staff supervision, appraisals, finance procedures and IT.

**8.4) Appropriate role modelling**

Bay House have a staff team representing both genders, of different ages and different cultures. Young people are matched with staff with suitable key workers who act as a positive role model for that young person. We provide a caring, homely and safe environment where young people are able to progress in all aspects of their lives

**9.0) Care Planning****9.1) Our Criteria used for the residential short breaks admission of young people aged between 5-18 years to Bay House**

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

We ask social workers for a selection of the following documents:

- a detailed social history
- a history of previous placements (including an assessment of their successes/areas to work on)
- Social Services care plan
- A history of all behavioural concerns, including levels of incidents/accidents and

any physical intervention and current strategies used

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.

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

Prior to admission of any young person with complex health needs, the following is required: all looked after children's documentation, detailed health assessment and written confirmation from the placing authority's CCG that they are responsible for the health costs incurred. In order to safeguard young people, there will be no negotiation of this.

Full details of admissions are given in the Admissions Policy which is available at Bay House and accessible upon request. Staff are required to follow the admissions process set out in our policies and procedures.

**If any young person from a different local authority to Dorset County Council stays at Bay House for a short break or leaves Bay House, the Registered Manager will notify the local authority, as set out in Regulation 12B**

### **9.2) Emergency admissions policy**

Bay House may be able to accept same day placements. A detailed assessment of need is required prior to placement. For same day placements, all necessary documentation is required within 48 hours of placement. For any placement made on a Friday an allowance of 72 hours will be made for the completion of paperwork.

Bay House does cater for emergency admissions but will not admit those with complex health needs on an emergency basis as we believe that it is important to ensure all health related protocols are in place to safeguard the young person prior to admission,

The emergency admissions policy for the organisation is located in the home, and can be accessed upon request.



