

# Haresfield

## Statement of Purpose



**Registration Number: 1263124**

**HARESFIELD**

**Telephone: 01249 730177**

**This statement has been prepared in accordance with the requirements of Regulation 16 and Schedule 1 of the Children's Homes (England) Regulations 2015 and The Quality Standards**

**Valid from: 23<sup>rd</sup> February 2023**

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### Quality and purpose of care

1. *A statement of the range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.*

#### **Haresfield:**

Provides residential care for up to five children and young people aged between 8 – 18 years old of all genders (cis, trans and non-binary, gender fluid) with learning disabilities who may also have physical disabilities and/ or complex needs. Children and young people may have a diagnosis such as Autism, Downs Syndrome or Cerebral Palsy. Equally there may be uncertainty around diagnosis. Most of our children and young people will be able to stay with us for 52 weeks but there will be occasions when other arrangements will be considered and agreed if appropriate (e.g 39-week placements). The Manager will use a matching and impact assessment to ensure that we can provide the support required to meet the needs of the children and young people, taking into consideration the environment, location and support required for the other young people who live with us.

The children and young people who we care for might have experienced significant trauma in their lives resulting in a range of needs. These may form part of a wider spectrum of needs centred around previous life experiences. We believe that children and young people can thrive in safe, loving and reparative relationships within a therapeutic environment.

Children and young people can communicate their needs in a range of different ways. We often experience the child showing us their internal world of thoughts and feelings *through* their behaviour. This may present as behaviours that challenge. We have worked with children with neuro-diversity identities (medical diagnosis) and SEMH (Social Emotional Mental Health) needs. There are experienced adults in Haresfield who have worked and are currently working with children and young people presenting numerous complexities.

Autonomy Plus is committed to providing additional training and resources required to support the adults to meet the needs of the children and young people.

Comprehensive care plans detail how the children and young people are supported in relation to their social, emotional, and individual needs. The children and young people's safety plan provides the adults with guidance and strategies that enables children and young people to feel safe, supported and respected regardless of their age, gender (including gender reassignment), sexual orientation, race, religion or belief, disability, or culture.

2. *Details of the home's ethos, the outcomes that the home seeks to achieve and its approach to achieving them.*

We aim to create a safe and nurturing environment; enabling children and young people to recover from any past trauma and grow to achieve their full potential. We provide an outstanding quality of care for all children and young people, who, for whatever reason, are unable to live with their own families.

We aim to provide the highest quality of care which allows children and young people to feel safe and valued. We will support children and young people to develop their sense of self, whilst also supporting them to identify goals and prepare them for the future. We help the children and young people to develop their physical, emotional and psychological well-being.

**Our primary aim is enabling young people to build a future through reparative nurturing and trusting relationships. We will support the children and young people to step across into foster care, return to their family home, or be able to live more independently.**

Our children and young people are supported to communicate their views, wishes and feelings using methods most suited to their age and level of development. We use PECS (Picture Exchange Communication System), objects of reference and Makaton as well as verbal communication to help children communicate their views wishes and feelings in a way, they feel comfortable. We provide a homely atmosphere where adults genuinely care. The children and young people can expect to be provided with a safe environment with clear and thoughtful boundaries, which are reliable without being rigid.

**Harefield's ethos and values:**

- help build positive attachments and relationships with the children and young people.
- provide the children and young people with a wide range of positive experiences in line with those available to peers in wider society.
- provide a culture of open and honest discussion between all stakeholders.
- help develop living skills, giving children and young people transferable skills and strategies that they can use in their adult lives.
- assist us in consulting with children and young people and respect their views, wishes and feelings and encourage children and young people to respect the views of those around them.
- supports the adults to consider the importance of maintaining high levels of professionalism.
- create an environment and atmosphere that is welcoming and homely for young people.
- promote a culture whereby children and young people and adults value and respect each other and the home.
- promote the value of education and encourage young people to reach their potential.

- to work holistically as part of a multi-disciplinary team, including young people's families, to meet individual needs.

**To complement our ethos and values we are committed to delivering the Principles for Residential Care, as detailed in the Quality Standards (2015) and taken from the draft principles of the National Centre for Excellence in Residential Childcare.**

### **Principles of Residential Care**

- Children in residential childcare should be loved, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Residential childcare should value and nurture each child as an individual with talents, strengths and capabilities that can develop over time.
- Residential childcare should foster positive relationships, encouraging strong bonds between children and adults in the home on the basis of jointly undertaken activities, shared daily life, domestic and non-domestic routines and established boundaries of acceptable behaviour.
- Residential childcare should be ambitious, nurturing children's school learning and out-of-school learning and their ambitions for their future.
- Residential childcare should be attentive to children's need, supporting emotional, mental and physical health needs, including repairing earlier damage to self-esteem and encouraging friendships.
- Residential childcare should be outward facing, working with the wider system of professionals for each child, and with children's families and communities of origin to sustain links and understand past problems.
- Residential childcare should have high expectations of adults as committed members of a team, as decision makers and as activity leaders. In support of this, children's homes should ensure all adults and managers are engaged in on-going learning about their role and the children and families they work with.
- Residential childcare should provide a safe and stimulating environment in high-quality buildings, with spaces that support nurture and allow privacy as well as common spaces and spaces to be active.

3. *A description of the accommodation offered by the home, including:*
- (a) how accommodation has been adapted to the needs of children.*
  - (b) the age range, number, and sex of children for whom it is intended that accommodation is to be provided; and*
  - (c) the type of accommodation, including sleeping accommodation.*

Haresfield can accommodate up to five children and young people of all genders aged between 8 - 18 years. (cis, trans and non-binary, gender fluid), with learning disabilities who may also have physical disabilities and/ or complex needs. Children and young people may have a diagnosis such as Autism, Downs Syndrome or Cerebral Palsy. Children and young people with a SEMH diagnosis will be supported to develop strong routine and relationships while living at Haresfield. Equally there may be uncertainty around diagnosis.

The home meets all health and safety regulatory requirements and offers a variety of communal and private spaces for children and young people to be supported with social and educational needs.

Haresfield is a Dorma Bungalow style house, set back off the road with a clear boundary fence and gate. There is a large garden to the rear of the home which is fully enclosed to allow for space to play safely, there is a range of outdoor toys and activities for young people to use.



The house is equipped with a domestic kitchen which enable the children and young people the opportunity to be part of preparing, making meals and baking cakes.

We have a large dining room that also has a second space for the children and young people to sit on the sofa in a light and spacious room. There is also a lounge with an entertainment unit built in to allow for the children and young people to enjoy watching TV and films on Netflix or Disney+.





Haresfield has five bedrooms, all with an en-suite-bath/shower which are individually decorated to personal taste. Each room is fitted with a secure safe for personal possessions and children have the option of locking their door for privacy with a thumb lock on the inside.

One of our bedrooms has a ceiling track hoist so we can provide specialised support for a child or young person with complex physical needs.

#### 4. A description of the location of the home.

Haresfield is located in the village of Lacock, Wiltshire set within 3 acres of grounds. We are within close proximity of the local town, leisure centres and three SEN (Special Educational Schools).

Chippenham is around 4.5 miles away. Chippenham has a sports centre with good rail and bus links with Bristol, Bath and Swindon. It is also very well serviced with access to restaurants, cinemas, bowling alleys and shopping centers.

The Royal United Hospital, which has a 24hr Accident and Emergency department, is within 13 miles of Haresfield.

The children and young people attend Atworth Youth Centre which has a SEN session on a Monday or Tuesday evenings. This allows the children and young people to engage in recreational activities and provide opportunities to meet peers and make new friends.

Haresfield has a location assessment (Reg 46) which considers each individual person's needs in relation to the location of the home.

#### *5. The arrangements for supporting the cultural, linguistic, and religious needs of children.*

We recognise and respect our children and young people's religious beliefs, customs, rituals and culture. The adults set a culture of inclusion, understanding around diversity and an acceptance of people's individuality. Haresfield promotes themes in the house looking at different cultures and beliefs, which the children and young people are encouraged to contribute to and participate in.

We must also recognise the sense of self identity and pride that one's culture, race and religion can provide. We must acknowledge that a children and young people from an ethnic minority group is likely to be in the minority in both the home environment and in other community settings. At the beginning of any potential match, we will look at the ethnicity, religious and cultural background of the child or young person. The home has a range of equality, diversity and inclusivity policies.

Children and young people at the home are offered the opportunity to attend their place of worship and adults will provide whatever support is necessary to ensure this happens. We embrace the celebration of a wide range of special days and key traditional celebrations for a wide range of cultures. We respect any celebration day that a young person wishes to acknowledge but also understand that they may choose not to celebrate.

#### *6. Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.*

The Autonomy Group has a complaints policy which is used in Haresfield.

A copy of the policy can be accessed at any time by contacting the home or head office directly to make a request. At the informal stage, the complainant should speak to a member of the Haresfield Management team.

For formal complaints contact Mike Evans the Registered Manager on [mike@autonomygroup.net](mailto:mike@autonomygroup.net) of the home. However, if the complaint is regarding the Registered Manager, complainants may contact Nicholas Faulkner-Elliott, Responsible Individual on [nic@autonomygroup.net](mailto:nic@autonomygroup.net)

If a child or young people needs to make a complaint:

Haresfield ensures that a copy of the complaint's procedure is included in the children's guide, which is given to and explained to children and young people on their first day at the home or, if possible, prior to the placement commencing. We have also developed our own "widget" 'How to make a complaint' which is explained to each child.

The adults and Registered Manager are available to the children and young people to discuss any issues they may have, so it can be resolved quickly and sufficiently. If the child or young



person is non-verbal or has communication needs there are accessible formats in Widget which help them to be able to communicate their concerns.

Children and young people also have opportunities to speak privately with relevant visitors to the home such as their Social Worker, Reg 44 visitors, Independent Reviewing Officers, Responsible Individual and Ofsted. These forums and avenues of communication can also be used to discuss and acknowledged positive aspects of the young people's lives and are used frequently to celebrate their achievements and progress though the use of social stories created in widget which helps the children and young people understand.

The child or young person will be consulted about what they would like to happen with the complaint and then all necessary action will be taken without delay.

A resolution will be reached that the children and young person is happy with and any action needed from the complaint will be implemented. Complaints are dealt with immediately and in line with statutory requirements and company policy. This process is the same whether this is an external or internal complaint.

Children and young people receive a written reply from the Registered Manager to ensure there is a resolution to the complaint and that they are happy with the outcome.

Children and Young People are given the following contact information:

**CIE Team**  
Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
MANCHESTER M1 2WD

**The office of the Children's Commissioner**  
Dame Rachel de Souza  
The Office of the Children's Commissioner  
Sanctuary Buildings  
20 Great Smith Street  
LONDON SW1P 3BT

Tel No: 0300 123 4666  
Website: [www.offsed.gov.uk](http://www.offsed.gov.uk)

Tel: 0800 528 0731  
[advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)  
Website: [www.rights4me.org](http://www.rights4me.org)

*7. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.*

Autonomy policies can be accessed at any time by contacting the registered manager or head office directly to make a request.

### Safeguarding

The home's adults are trained and regularly refreshed in safeguarding and child sexual exploitation as well as criminal exploitation. Each young person is cared for differently in accordance with their needs in terms of safeguarding and CSE. Wiltshire Safeguarding Vulnerable Young People Partnership CSE risk assessment toolkit is completed for every young person, this is reviewed frequently or if a concern is raised.

The home's adults work closely with local authorities and public services to formulate personalised plans to protect each child and young person. Our organisation can access specialist services that the home can call upon in cases where intensive support is required. This can come in the form of a CAMHS referral (children, adolescent, mental, health service) who can work with young people and adults in promoting the psychological wellbeing of the children and young people.

The home ensures adults are familiar with the company's whistle blowing policy and the home emphasises the ethos that all concerns, no matter how small they seem, must be reported whether they concern colleagues or others outside of the home. Our priority is to always safeguard our children.

An organisation called PACE (Parents Against Criminal Exploitation) that support parents and carers where CSE is of particular concern. They have produced a document called "The Relational Safeguarding Model", which includes best practice guidance in working with families affected by child sexual exploitation.

All adults complete the Prevent Awareness module online training which provides information around duties and responsibilities of preventing people from being drawn into radical extremism. Prevent guidance and referral forms are available online on the Wiltshire Safeguarding vulnerable people partnership website: [Wiltshire Safeguarding Vulnerable People Partnership \(SVPP\) - About safeguarding children \(wiltshiresvpp.org.uk\)](http://wiltshiresvpp.org.uk)

**At Haresfield, we believe that at the centre of safeguarding is creating an environment where children and young people feel comfortable, feel safe and have good relationships with adults which would mean a child or young person is more likely to open up to the adults about any situations that worry, upset or concern them.**

Haresfield, Designated Safeguarding Lead is Mike Evans, he is to be contacted in the first instance should you have a safeguarding concern on [mike@autonomygroup.net](mailto:mike@autonomygroup.net)

The Responsible Individual is Nicholas Faulkner-Elliott he can be contacted on [nic@autonomygroup.net](mailto:nic@autonomygroup.net)

**The Local Authority Duty Officer (LADO) Team can be contacted on 01225 718825.**

#### Lone Working

To build positive, reparative relationships with children and young people adults in Haresfield engage with them in a range of activities and experiences. These will sometimes involve adults lone working alongside the children and young people.

Autonomy Plus has comprehensive policies in place relating to Safeguarding and Lone Working.

The Registered Manager ensures that individual safety plans are completed as appropriate. These may be relating to extended periods of lone working, (for example when only one child or young person is first placed in the home) or periods of potentially increased risk (for example contact visits, activities away from the home or if a child or young person is experiencing difficulties in their relationships or interactions with adults).

The Lone Working arrangements for individuals are reviewed regularly to ensure that they remain relevant and suitable for the needs of individual children or young person and adults.

#### Missing from home

Haresfield has a Missing from Home Policy that provides guidance for the adults. Each child or young person has an individual missing from care risk assessment which includes a guide to procedures to be followed by the adults supporting the child or young person. These risk assessments are shared and agreed with placing authorities. The home obtains the details about where the young people like to spend time and where friends and family members live.

Following the return of a child or young person to Haresfield, adults will request a welfare check from an independent person as soon as possible and in line with local authorities' policies, within 72 hours of their return. The independent person will complete a welfare check form, feedback information to the adults and where necessary, changes/actions will be made to the safety plan.

If a child or young person is missing more than three times in one month or has been missing for a long duration (over 3 days), the registered manager will arrange a strategy meeting with the child or young person's social worker and all relevant parties involved in safeguarding the young person. This allows an opportunity for everyone to discuss and agree strategies to make an action plan for the child or young person's safe return.

Police Involvement - The home has established good links with the local Police. The local Police officer shares information with the Police inspector and team and will discuss any strategies necessary and will then feed this information back to the manager of the home.

### Anti-Bullying

Bullying, including verbal, physical and cyber bullying is not tolerated at Haresfield. We create a culture of anti-bullying and inform/educate children so that they gain an understanding of the impact such behaviours have on others and themselves. We work hard to create positive, healthy relationships and support the children and young to resolve conflict with restorative work and resolution.

Haresfield takes any incident of bullying seriously and adults address any issues promptly and sensitively with the children and young people involved. The children and young people are educated about the effects of bullying and are encouraged to support each other and feel able to voice any concerns they have about bullying. Adults in Haresfield inform all young people of the expectations regarding bullying, and this is referred to in the children and young people's guide.

If a bullying incident occurs, it is thoroughly documented and investigated by adults. The adults work hard to ensure that a suitable consequence is delivered, and the right support is put in place to help both the perpetrator and the child or young person affected to explore why it happened and how to prevent it happening again.

At Haresfield relationships between the children and young people is set as an agenda item on the young person's meeting so it is always discussed openly, and young people have a forum in which to safely raise any issues they may have.

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

*8. A description of the home's policy and approach to consulting children about the quality of their care.*

We fully recognise that children and young people have their own views, wishes and feelings, and that we must promote each child or young person's right to have their say.

### Involvement In their own care

- The children and young people who live at Haresfield will be consulted about every aspect of their care. This will be done both formally and informally using a variety of different means. No child or young person is assumed unable to communicate their views; therefore, appropriate methods for gaining views will be sought and provided. For example, children or young person's views are sought during Link Worker, reviews and planning meetings. PECS / Social Stories / all documents adapted and bespoke for each child or young person's communication needs etc.
- Children and young people will be actively encouraged to participate in the development of their individual care plans, reviews and any other key meetings and will be supported and encouraged to ensure their views are heard.

- The children and young people will have opportunity to discuss, debrief and comment following any incident, sanction, or use of restrictive physical intervention. This will consider how we can prevent this from happening again. They will also have the opportunity to read and comment on their review reports, care and health plans.
- The children and young people will have regular one to one sessions with their Linkworker to discuss continued needs, progress, any issues and to set targets for the next meeting.
- The Registered Manager is available for the children and young people to speak to both openly and in private about anything that is troubling them.

### In the running of the home

- The home will have regular meetings to discuss and consult with the children and young people about developments. Children and young people will contribute to these meetings and all children and young people are invited to take part. These are child friendly and are age appropriate. Minutes are kept as a record of discussions and outcomes.
- The children and young people are consulted and can participate in the recruitment process of adults.
- Children and young people are encouraged to personalise their bedrooms with individual tastes and interests. They are consulted about the décor of the home and purchasing new items.
- The children and young people will also have regular opportunity to share their views with the Regulation 44 visitor and the Responsible Individual (who they know well and see often) any concerns or issues they may have. Any comments or concerns are raised and discussed with the Manager and appropriate action will be taken.
- The children and young people are consulted throughout the year and a record of the views of children and young people becomes the children's development plan. The children receive feedback from the consultation. This will also inform the home's development plan.

We will ensure that Children and young people are provided with information about how to contact the [Children's Commissioner](#), have access to a Children's Rights Officers (within the Placing Authority) and/or an Independent Advocate;

### Consultation with others

- The Registered Manager has regular consultation with professionals, families and significant others relating to the care of the child or young person and operational running of the home as part of the Regulation 45 process.
- The home will ensure that any professionals and significant others including family where appropriate are kept informed of incidents, achievements and any concerns relating to the child or young person.
- Formal consultation about the care and operational running of the home forms part of the monthly Regulation 44 visit.

- The Manager, as part of the annual review of the home will ensure consultation with children and young people,
- Social Workers, Placing Authorities, families, significant others, and other professionals inform the continued development of the service.

In Haresfield, all young people and children are consulted with and participate in the recruitment process of adults. The children and young people will be asked their opinions and views on potential adults when they are completing the practical element of the recruitment process.

In Haresfield we value the views and opinions of our children and young people regarding potential new adults and feel it is very important when selecting new adults to join the Haresfield team. In addition to this the Registered Manager consults with the young people on existing adults, gaining their views and constructive feedback to help adults improve on performance or to 'iron out' any difficulties that the children and young people may be having with any members of adults.

Children and young people are encouraged to participate in the home's events and activities. In addition to this the young people can contribute to the home by helping each other and help to keep the home clean and tidy and looking good. They are asked to take ownership of the home contributing to decoration ideas both in their bedrooms and communal spaces.



9. A description of the home's policy and approach in relation to—  
 (a) anti-discriminatory practice in respect of children and their families; and  
 (b) children's rights.

At Haresfield, we believe that all children and young people are equally entitled to have their needs met and to be free from harm. Each child and young person will have a link worker who will explain to them their rights as a child or young person in our care and consistently ensure that these are being met.

There will be regular meetings between adults and young people where the issue of children's rights will be addressed to ensure that children and young people feel that they are being consulted, listened to, and treated equally and fairly. This will be evidenced in the "My Views" consultations and link worker sessions. All young people living at Haresfield will have equal access to the benefits and opportunities available.

## **ARTICLE 12:**

***“Any child or young person has the right to express their views and have them given due weight in decisions affecting them in accordance with their age and maturity”***

One of the things the UNCRC (United Nations Conference on the Rights of the Child) does is to make it clear that human rights apply to children and young people as much they do to adults.

Children and young people don't have as much power as adults. They can't vote, and they don't have as much money. Article 12 says they still have the human right to have opinions and for these opinions to be heard and taken seriously.

Article 12 also says children and young people should be given the information they need to make good decisions.

Haresfield is part of Autonomy Plus which is an organisation committed to equal opportunities and anti-discriminatory practice both in terms of the adults it employs and the children and young people it cares for. We believe that all people – colleagues, young people and visitors should be treated with respect. Disruptive or offensive language or behaviour will not be tolerated and will always be challenged. When such incidents are perpetrated by young people, they will be dealt with in a way that promotes better understanding and encourages a change of attitude and behaviour. If children and young people are subjected to discrimination, they will be offered protection, comfort and support.

All adults will have equal access to training, supervision, support and promotional opportunities. We do not accept any negative attitudes in relation to age, gender, sexual orientation, and able-bodied status will be challenged. Opportunities for professional development are available for all.

### **Education**

#### *10. Details of provision to support children with special educational needs.*

The children and young people who live at Haresfield will attend the best school or provision that can meet their specific educational needs. This will ideally be an SEN school or provision within the local community. For children and young people aged 16+ this may include a local college of further education. The adults encourage the children and young people in all educational activities and endeavour to ensure that all children and young people have their individual educational needs fully met. This could include working with virtual school / EHCP (Education Health Care Plan)/ SENCO (Special Educational Need Coordinator) divisions (Additional Educational Need) / Personal Assistant Education / LIFT (Local Inclusion Forum Teams) Process / Ofsted.

We are aware that accessing a school can be daunting and challenging for some children and young people. We support our children and young people to manage their anxieties; help build a relationship with their Tutor and then aid a slow integration into the educational provision.

For all new children and young people, the home request information from the social worker and the previous school, the child and young person's educational needs. Information requested includes whether they have a Statement of Special Educational needs/ EHCP, their current attainment levels, their educational needs and their future short- and long-term targets.

Haresfield adults team, work closely with the class teacher of the education provision to ensure that activities and opportunities are provided which complement and enhance the current curriculum. Where there are opportunities for extracurricular activities (clubs, excursions, residential trips etc.) the children and young people will be supported to access these wherever possible and appropriate.

Haresfield considers education to be very important to a young person's future and therefore place great emphasis on supporting the children and young people in attending school and engaging with the social and educative aspects of this. In addition to this the adults regularly use opportunities outside the school day to increase learning; this may be talking about the news/current affairs, work experience or informal learning around social/independence skills. Adults will also offer appropriate support to children and young people when completing homework or self-guided study.

We recognise and praise children and young people who are striving to reach their potential in education. Individualised timetables are put together with the Haresfield team, school, placing authority to ensure that it is child centred and ensures that the children and young people can engage in activities dependent on their own hobbies and interests.

Haresfield work closely with education providers and offer case managements to help explore why a young person may be having difficulties in accessing education, the team will then look at various strategies to support and encourage the children and young person to feel safe, secure, and able to engage in education.

Where appropriate, Haresfield and their education partners have informal and formal handovers to evaluate how the child or young person is managing academically, what progress they have made and what difficulties they may be experiencing. On occasions, where it is deemed in the best interest of the child or young person the home's adults may act as a 1 to 1, providing additional support at school to help young people manage their behaviour at school. The home also pays for school lunches where applicable.

Where necessary to promote the safe use of the internet and educate child or young people in how to keep themselves safe. The staff will support them with the internet usage.

Chippenham Library is 10 minutes distance from the home and all children and young people are encouraged to join. This provides a safe place for children and young people to research and learn using books or get away from the distractions that can sometimes be present in the residential home.

The home will ensure that positive encouragement is given to the children and young people to attend school, where the child or young person is struggling with attendance then discussions with them and the school will be implemented, and an action plan put in place to support the young person. This will be a strength led approach to build on any positives that may be identified. If the issue persists the home will organise meetings with the school and placing authority to review any plans in place and to fully assess the suitability of the education placement.

The number of absences a child or young person has are logged in the children and young people's daily diary and the children and young person's monthly summary. The summary is used to update the social workers and to track the children and young person's progress in both education and all other areas. This allows any patterns or problems to be highlighted early and tackled before they escalate. It also allows any achievements to be celebrated both in terms of attendance and progress at school.

Whenever a child or young person achieves something within education the home will acknowledge and celebrate this. Children and young people will be given the opportunity to

share this progress and, where relevant, display certificates, schoolwork etc. Within the home. If children and young people are reluctant for this to happen, then certificates will be kept forming part of their ongoing Work in Progress file. The way that the certificate is treated as precious by adults increases the pride the child or young person has for achieving it. Adults also make sure that positive feedback is passed onto parents, social workers, and other important people in the child or young person's life.

Haresfield will also support our children and young people in further education, this may be to support them in accessing secondary school, college, Post 16 education or Apprenticeships in the community. The children and young people will be encouraged and supported every step of the way when reaching these goals to ensure that their anxieties are explored, and specific measures are implemented to make sure that this transfer can be as smooth as possible. The adult's team will communicate with colleges and school directly to ensure bespoke packages of support can be constructed to best meet the needs of the individual child or young person.

### **Enjoyment and achievement**

*11. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical, and social interests and skills.*

Haresfield offers a diverse range of opportunities for all the children and young people to participate in leisure, cultural and recreational activities. The preferences of the young people will be taken fully into account in deciding on activities and, through house meetings and sessions with Linkworkers, young people ideas are welcomed and suggestions about activities or hobbies they would like to pursue. The local area offers a range of opportunities well as being only a short drive from the coast.

Young people can access local activity groups and social clubs of their choosing. For example, scouts or guides, dance/performing arts clubs, or youth clubs as to support their social development and to enable them to actively participate in community living. The adults team think creatively to try to increase a child and young person's ability to engage in community groups or by providing individual opportunities which could be a stepping stone to the bigger goal of integration.

The children and young people are regularly consulted about what toys, games, DVDs and magazines they would like available in the home. Haresfield also has a subscription to Disney+ Netflix enabling children and young people to explore a range of areas including the national geographical society content. Haresfield also has a PlayStation which children have access to.

Haresfield has an annual holiday during the summer holidays. This is done in consultation with the children and young people's views, wishes and feelings and the children and young people are kept involved in the planning of the holiday activities and events, great care is taken by the adults to ensure that all children and young people's views are heard. Where it is felt appropriate separate holidays can be undertaken to try to ensure every child or young person gets opportunities to access positive experiences.

All children and young people living in Haresfield will be encouraged to participate in these activities to help build on their own self confidence and self-esteem.



## **Health**

### **12. Details of any healthcare or therapy provided, including**

- (a) details of the qualifications and professional supervision of the adults involved in providing any healthcare or therapy; and*
- (b) information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.*

All adults are trained in the administration of Emergency First Aid and have appropriate refresher training.

The home's procedure is that all health problems, no matter how small, should be checked out by a professional and adults should support children and young people to access a health service. Every health concern is recorded in the children and young people's health plans and where appropriate incident/ accident forms and link work sessions. Where a child or young person refuses to seek medical attention, health professional, parents, social are informed this is also clearly logged.

When children and young people move into Haresfield they are registered with local health professionals to ensure that all aspects of their health care are monitored, reviewed and managed. This will include opticians, dentist, and doctors as standard. The home will take guidance from medical professionals in relation to any other health care support that the young person needs and ensure that these appointments are managed to enable their health care needs are met. The adults are confident in reviewing the quality of health care provided.

In terms of promoting the children and young people to lead a healthy lifestyle the home is highly proactive. Children and young people are encouraged to partake in a range of different types of exercise. Adults ensure that children and young people are educated in how to lead a healthy balanced lifestyle; this is done through consultations and key working sessions. Each young person has an individualised health plan that covers their medical history, allergies, diet, exercise, personal hygiene, and physical and emotional health. This is developed and shaped by the children and young person's views and needs and considers the views and health information provided by parents and the local authority.

The underlying principle in our work is that a child or young person's social, emotional, intellectual, and psychological functioning and the behaviours they exhibit can be understood in the context of their early childhood experiences and their life history. We view mental health as more than the absence of mental illness and adopt a holistic view which privileges the social inclusion, achievement, quality of life, and developmental stage of the young person and the promotion of positive relationships with the people who care for them.

Haresfield aims to improve children and young people's emotional wellbeing, through enabling them to access psychological and related assessment, intervention and therapy where clinically indicated. We recognise the primary importance of the support system in eliciting and maintaining change for children and provide significant indirect support to children and young people through consultation with adult's teams and workforce training and development.

## **Positive relationships**

### **13. *The arrangements for promoting contact between children and their families and friends.***

In most cases it is beneficial for the children and young people who live at Haresfield to maintain contact with the important people in their lives. On arrival a family time plan will be drawn up in conjunction with the child or young person, family and social worker which will ensure any court order stipulations are met, that the child and young person's views are considered and that everybody is aware of what is agreed and for what purpose. This means the child or young person is aware of what has been agreed as uncertainty around family time can cause anxieties for the child or young person.

Haresfield supports children and young people to build appropriate friendships outside of the home and will support these positive relationship. Where children and young people's friends wish to visit the home adults can arrange this, provide it is safe for all children and young people. When friends or family members visit the home refreshments are always provided and young people given their privacy where appropriate.

For children and young person who it is not considered appropriate for their family to visit the home then arrangements will be made. Adults ensure that these family times are well supported, and every effort is made for them to feel positive and to enjoy meaningful experiences together.

For those children and young people who do not have time with family members the home will ensure that the young person has access to an independent visitor. All appropriate checks will be made and agreements from the placing authority gained.

## **Protection of children**

### **14. *A description of the home's approach to the monitoring and surveillance of children.***

Haresfield does not use surveillance systems for any purpose. If there is a need for any form of surveillance be that for health or for safety, then this will only be done with the permissions from the child or young person's placing authority.

### **15. *Details of the home's approach to behavioural support, including information about—***

- (a) the home's approach to restraint in relation to children; and*
- (b) How persons working in the home are trained in restraint and how their competence is assessed.*

The organisational policy relating to behaviour management, sanctions, positive behaviour and the use of restraint can be accessed at any time by contacting the home or head office directly to make a request.

The referral process, matching and impact assessment and moving in planning meeting will help to identify the aims for Haresfield to achieve under each standard for the child or young person.

The aims will then be reviewed frequently throughout (at least at 6 monthly intervals) to ensure they accurately reflect the needs and strengths of the child or young person. We also develop a range of strategies, both proactive and reactive, which adults will use. Haresfield aims to promote a proactive, relationship-based approach which reduces the need for restrictive practices. It is acknowledged that, for some children and young people, some behaviours may have been highly effective means of communicating their needs or feelings in the past and, as such, these behaviours may continue to be displayed following their arrival at Haresfield. This is achieved through the adult's commitment and ability to build positive relationships with children and young people that facilitates more open and appropriate communication of their needs.

Adults ensure that the boundaries are made clear from when the child or young person arrives, the adults are consistent with their expectations of the child and young person. Due to every individual being different the adults regularly share their experiences of what worked well and what did not. This is reflected upon in team meetings, supervisions, case management and incident debrief.

All adults' members receive PBM training (Positive Behaviour Management). This training enables staff to look at the reasons behind why children and young people behave the way that they do, and how their life history, experiences and disabilities etc. can impact/influence upon them, enabling staff to act accordingly. Staff are taught approaches of de-escalation and some physical interventions which promote the aim of keeping children and young people safe. During this training, individual competence is assessed by a trained assessor. Staff are required to participate in annual refresher training. Adults are not permitted to utilise restraint/ interventions which they have not been trained to use and do not form an agreed and written plan as the best ways of supporting an individual.

Adults will attend annual refresher training which covers the legal and legislative aspects of restraint, the risks related to restraint and relevant physical intervention techniques, this training is assessed as previously described. The registered manager also ensures that adult's knowledge and practice in de-escalation techniques and post incident support is of good quality. These areas are covered during the introductory training and any identified areas of need are addressed through further bespoke workshop training and refreshers, delivered by the PBM instructor.

All physical Interventions used are recorded in line with legislation and organisational policy, and the report sent to the child or young person's social worker. The report is monitored in house by a member of the management team and may also form part of the report from Regulation 44 visits. The use of restraint will be regularly assessed, reviewed, and evaluated in consultation with the child or young person. Following any use of restraint adults debrief the child or young person involved. This takes the form of a Childrens Debrief. The process is designed to help make sense of the incident and identify strategies and approaches to reduce future occurrences.

**Haresfield builds its foundation on positive relationships with the child or young person and encourages them to achieve and develop through positive role modelling, interaction and building self-esteem through positive praise and acknowledgement.**

Haresfield adults will do everything in their power to not use physical interventions, predominately using more proactive and de-escalatory approaches to minimise or, where necessary, address challenging behaviour. Our approach is based on enabling the child or young person to develop self-management of their behaviours with an emphasis on the use of proactive behaviour management strategies. This underpins the ethos of the home in enabling our children and young people to manage their own behaviours by developing the relevant strategies, with the support of adults.

It is acknowledged that such an environment and working model may, on occasion, result in an allegation against others. In these circumstances, child protection procedures apply and are followed accordingly with adults following the 'allegation protocol'. Both adults and the child or young person involved in the use and application of any physical intervention are debriefed following the incident and are offered medical attention. The child or young person will be closely monitored by adults following any physical intervention.

Haresfield operates a policy of acknowledging and rewarding positive behaviour and encouraging children and young people to build on these areas of strength. However, it is also acknowledged that it may sometimes be necessary to impose clear and concise boundaries that children and young people are able to understand, to keep them safe and provide good quality care. If the child or young person repeatedly challenges or breaks these boundaries, then a consequence may be imposed. These are rare and exceptional circumstances that mainly are driven by safeguarding factors. Any consequence is given on the basis that it is within the comprehension of the child or young person and reasonable to the behaviour. The child or young person will be given the opportunity to discuss any consequence imposed to offset feelings of isolation or victimisation. All consequences are monitored by the Manager/ Assistant Manager who will look at the effectiveness of the consequence, and any patterns of behaviour relating to when and why consequences are imposed. The child or young person will be always encouraged to make reparation.

The involvement of Police being called to the home is always a last resort and where all other options have been exhausted. Haresfield would ordinarily want to undertake work, including consequences, and restorative justice, such as writing a letter of apology or repairing damage caused where this is appropriate, prior to any Police involvement. All Police involvement is carefully considered on an individual basis. The social worker would be informed should it be necessary. The manager would share the information with senior management, and it may be necessary to convene a strategy meeting in response including a multi-disciplinary meeting to explore any additional resources.

## Leadership and management

16. The name and work address of—

- (a) the registered provider.
- (b) the responsible individual (if one is nominated); and
- (c) the registered manager (if one is appointed).



17. Details of the experience and qualifications of adults, including any adults commissioned to provide education or health care.

### **Responsible Individual:**

The Responsible Individual is Nicholas Faulkner-Elliott. Nicholas has over 20 years experience of working with children and adults in care. He was a registered manager of a childrens home for over 10 years caring for children with complex needs that include SEMH, Autism and Learning Difficulties. His commitment, passion and dedication to his role has enabled many children to return home or to live more independly.

As a PRICE (Protecting Rights in a Caring Environment) instructor for a number of years, Nic was able to support adults and teams to develop strategies that reduced behaviours that challenge and improved the care experience for both adults and children.

Nic advocates for a child centered approach and believes that with the right training and support adults can turn lives around. He works closely with the registered manager at Haresfield to ensure that the children and young people receive the outstanding care they deserve.

Nicholas has worked as a senior manager at Autonomy Care group since 2020 and was appointed to the board of directors in 2023.

### **Registered Manager:**

The Registered manager is Michael Evans. Mike has over 12 years experience of supporting children and adults in care. He is committed to providing an outstanding environment that enables the children to thrive. Mike is passionate and determined to give the children a voice and for them to make choices.

Mike has a degree in Care, Community and Citizenship which he studied at The University of Central Lancashire. He is currently completing a Level 5 Leadership and Management for Residential Childcare.

Mike has developed the homes training and ensures that all adults receive high quality supervision and support. The children and young people living at Haresfield have made fantastic progress in all aspects of their care plans. The home is very welcoming and nurturing; this can be felt as soon as you walk through the door, this is testament to the dedication of the adults who care for the children and young people.

### **Training and Qualifications**

All adults receive an in-house induction over the first 4 weeks within Haresfield which helps familiarise them with house routines, structures, and boundaries. They are given specified time to read the online policy manual. Adults also have competency-based performance management at 3 months, 6 months, and 12 months. This is recorded on a tracker system and shared with all relevant departments within the organisation.

The following list is a non-exhaustive idea of the training available to adults: -  
All staff undertake mandatory training as specified by the Quality Standards. Examples of these are as follows:

- Positive behaviour management
- Administration of medication with competency assessment
- Fire training
- Child protection training (including children with SEND)
- Child sexual exploitation
- Health and safety training
- Food hygiene
- Safer handling
- Level 3 diploma in caring for children and young people
- Emergency Paediatric First Aid
- Epilepsy and rescue medication
- Infection control
- Equality and diversity
- Data protection

All these courses are updated at the specified frequencies or when it is felt necessary for individual staff members.

Support workers will have the opportunity to undertake further specialised training programmes, which are linked to the assessment of the needs of the children and young people, the staff and the tasks assigned to them, as well as the purpose and function of the home. These may include:

- Makaton
- Attachment
- ADHD
- Autism
- Communication
- Record keeping
- Teamwork
- Behaviour support
- Attachment theory
- Mental health awareness

- Sexual health

The Manager will also facilitate or ask for bespoke training to meet the individual needs of the children, young people and adults.

All full-time contracted adults are expected to complete the Level 3 Diploma for Children and Young People's workforce within their first two years of employment.

**18. Details of the management and adults' structure of the home, including arrangements for the professional supervision of adults, including adults that provide education or health care.**

Haresfield staffing structure at the home comprises of:

**Registered Manager**

**Assistant Manager**

**Senior Residential Childcare Workers**

**Residential Childcare Workers- Bank staff**

**Waking Night Residential Childcare Workers**

Staffing numbers are dependent on the number of children and young people in the service and their assessed needs. Actual numbers of adults on duty will be determined by the number of children and young people according to their assessed needs. Haresfield is flexible and well equipped to increase the numbers of adults to accommodate children who may require 1 to 1 support which is identified within their care plans. Adults may also work with the children on a 1:1 basis.

Assistant Manager, Senior and Residential Care Workers will undertake the direct care and supervision of the children and young people living at Haresfield. They will conduct their role in line with good practice, organisational policies and procedures and the individual plans for each child or young person. They will be allocated working roles with individual children and delegated organisational responsibilities for the home as part of their personal development. A senior member or experienced adult will lead the shift. There is an on-call system within the management team that covers Monday to Friday that offers additional support to the adults working within Haresfield. Weekend on-call is covered by the senior management team on a rotational basis.

### **Supervision of adults:**

Haresfield ensures that:

- All contracted adults have regular supervision and care is taken to match up supervisors and supervisees to maximise the development of the adults.
- Supervisors are encouraged to create an open and relaxed environment during supervision so that strengths and areas for development can be addressed in the right way.
- Supervisions are planned to ensure they are not disturbed and without impacting on the care provided.

- Managers ensure that supervisees are aware of their role can raise queries and concerns and know who they are accountable to.

Time is spent to reflect on meeting the children or young person's needs, safeguarding and contributing to the functioning of the team. These values are consistently role modelled by the Registered Manager in interactions and discussions with the adults.

**19. If the adults are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes**

Haresfield prides itself on having a homely, relaxed and nurturing environment. Adults acknowledge that they are providing support and nurture to the children and young people within their home. We ensure that adults offer the children and young people the opportunities to interact with a diverse range of people, adults and other children and young people.

Recruitment processes ensure that the home has the required skills, experiences and interests and talents to meet the individual and characteristic of the children and young people.

**Care planning**

**20. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.**

Following an initial request from a placing authority, Education Department or Health Department the following procedure will apply: -

The information is received by, and an initial review is undertaken by the registered manager. The Registered Manager and / or assistant manager will assess each child or young person, which will require a variety of reports. An initial matching & impact assessment will be undertaken to determine whether to progress. Any missing or further information is requested at this stage.

Times and dates are arranged for visits to gather information about the child or young person's background, history, likes and dislikes. It is also an opportunity to provide information on Haresfield. A copy of the Children's Guide will be given to the child or young person.

Link work session will be completed with the children and young people already living at Haresfield to gain their views, this will be taken in to consideration when any decision is made.

Following this process, a decision will be made and an offer to move to Haresfield is sent to the placing authority.

Following placing authority agreement to the transition, it will be arranged for the child or young person to visit the home, supported by their current carer/ parent/ social worker. This is an opportunity to introduce them to the home, adults and other children and young people. This will include an overnight stay if appropriate/possible. Haresfield' routines, activities and opportunities will be discussed during this visit. This will also include the use of bedroom door alarms and fire procedures.

A Link worker is identified, information gathered is disseminated to the team and a case management meeting is held to inform the team of the needs to the child and initial strategies to aid the child or young person.



The Link worker, in consultation with the child or young person, will prepare the child's bedroom.

A moving in planning meeting will be held whereby those who have parental responsibility will be requested to complete and sign all documentation such as assessments, delegated authority, and consent forms. Time with family, friends and Social Worker will be set out. Statutory reviews take place within 20 days post arrival, four months post arrival and every six months thereafter. The statutory reviews will focus on the needs of the child or young person.

Haresfield has an on-going commitment to working in partnership with placing authorities (both care and education), parents and other agencies in the best interest of the child or young person.

### **Emergency moves**

Haresfield will consider emergency admission following a comprehensive matching an impact assessment.

### **Regulation 41 notification**

When a child or young person moves to Haresfield from outside the local authority, the Registered Manager completes an online notification to the designated person at (Access to Resources Team). This also occurs whenever a child moves on from the Haresfield.

The written notification includes the following information:

- Child's Name and Date of Birth
- Under which legal Section the child is placed under
- Contact details of the placing authority and IRO
- Details of any educational needs for the child

Appendix A: Complaint form



# Complaints Form

**Please describe your complaint giving as much detail as possible (including full names, job roles, and dates if known)**

<b>Name of person raising complaint:</b>	
<b>Job role (where relevant):</b>	
<b>Signature:</b>	
<b>Name of person helping to raise this complaint (where relevant)</b>	
<b>Date:</b>	

Please give this form to Michael Evans (Service Manager). You will receive an initial response within 2 working days and your complaint will be thoroughly investigated.

## Appendix B: Qualifications, Experience, and Supervisions for Staff

Initials	Post held	Qualifications and Residential Child Care Experience	Start date & Child Care Experience
ME	Registered Manager	QCF Level 3 Residential Childcare  BA Hons Care, Community and Citizenship  Undertaking QFC Level 5 Diploma in Leadership and Management for Residential Childcare	Joined Haresfield 11 <sup>th</sup> November 2019  First Job in Child Care 18 <sup>th</sup> May 2015  Started in care on 10 <sup>th</sup> May 2010
JB	Acting Assistant Manager	BSc hons Health and Social Care  Level 3 Health and Social Care	Joined Haresfield 9 <sup>th</sup> June 2021  Joined Autonomy 26 <sup>th</sup> October 2020  Started in care on 15 <sup>th</sup> July 2017
SF	Senior Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 24 <sup>th</sup> July 2019
RY	Support Worker	NVQ Level 4 in Health and Social Care (Adults)  NVQ Level 3 in Health and Social Care  EDI Level 2 Health and Social Care	Joined Haresfield. 10 <sup>th</sup> March 2022  Started in care on 8 <sup>th</sup> July 2017
DO	Night Support Worker	NVQ Level 3 in Health and Social Care	Joined Haresfield 25 <sup>th</sup> September 2019  First Job in care April 1982
LH	Night Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 6 <sup>th</sup> August 2021
EE	Support Worker	NVQ Level 2 Health and Social Care	Joined Haresfield 8 <sup>th</sup> November 2021  First Job in Care 14 <sup>th</sup> September 2019
JM	Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 18 <sup>th</sup> November 2020  First Job in Care 4 <sup>th</sup> March 2019
MM	Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 27 <sup>th</sup> September 2021  Started in care on 23 <sup>rd</sup> November 2009
MI	Bank Support Worker		Joined Haresfield 9 <sup>th</sup> December 2021

			First Job in child care 11 <sup>th</sup> February 2019
CF	Bank Support Worker	QCF Level 3 Residential Childcare	Joined Haresfield 15 <sup>th</sup> June 2021  First Job in child care 5 <sup>th</sup> May 2008
EP	Bank Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 1 <sup>st</sup> March 2022
GC	Support Worker	Undertaking QCF Level 3 Residential Childcare	Joined Haresfield 26 <sup>th</sup> May 2022. Gemma has worked as a Learning support assistant for two years and as a nursery for about a year.
LH	Bank Support Worker	BTEC first diploma in caring (2001-2002)  NVQ level 2 in early years care & education (2004-2006)  Level 2 in supporting reaching & learning in schools (2012)	Joined Haresfield from 27/08/2021 to 15/03/2022. Came back to Haresfield on 31 <sup>st</sup> May 2022. Has 17 years child care experience,
CP	Bank Support Worker	Undertaking a Physiology and Criminology Degree.	Joined Haresfield 22 <sup>nd</sup> April 2022
LD	Support Worker	In probation	Joined Haresfield on 31 <sup>st</sup> January 2023
EA	Support Worker	In probation	Joined Haresfield 21 <sup>st</sup> February 2023