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Sunflower House



Registration Number:



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1. Introduction

To comply with the Children's Homes Regulations 2015, each home is required to have a Statement of Purpose. The Children's Homes Regulations 2015 specifies that the Statement of Purpose is clear and available to staff and children, it is reflected in any policies procedures and guidance. It is available to the responsible authority and any parent or person with parental responsibility. The standard also advises that the Statement of Purpose is child focussed and is updated along with the homes Children's Guide every year in line with the Children's Homes Regulations Schedule 1, which refers to Schedule 1 *Matters to be included in the Statement of Purpose*.

At Almond Care Children's Services, we aim to provide children and young people with sustained care that will help them to overcome traumatic life experiences, so that they can grow and learn to value themselves, fulfil inherent potential, and sustain positive relationships. Almond Care Children's Services also aims to provide bespoke support packages for children with and Emotional Behavioural Difficulties (EBD), learning disabilities and health needs.

Our main objective is to work towards meeting the holistic welfare needs of each child and young person. We will provide a child centred package of support that contributes to their overall personal, emotional, social, physical needs and preferences. We will co-operate with other services and professionals to help to maximise each person's independence, health, and wellbeing. Staff will encourage where possible for the child's or young person's participation in the community, and to help them each achieve a full potential and positive outcomes.

Quality & Purpose of Care

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

Sunflower House provides an integrated residential children's home for children and young people between 8 – 18 years who experience medical and health related issues as an addition to accommodating complex social, emotional, and behavioural difficulties and learning difficulties.

The home would not accommodate a new placement for an adult of 18 years, however, pending admission before this age they are able to remain in the home until they are 18. The home provides accommodation for two young people.

Sunflower House provides a caring, structured, and homely environment. The young people will receive daily support from the care team and together will create an individual care plan to meet their individual needs; with focus placed on achievements and positive development. The young people will follow their own programme in an atmosphere of high expectations where they are valued for being themselves. The overall objective is to create the ideal conditions for the young people to succeed to the maximum of their potential and to prepare for a fulfilling, independent adult life.

Vulnerable children and young people will often be in a position of multiple disadvantages, and some or all of issues such as poor emotional well-being and mental health, substance misuse, social isolation and disengagement from education may be present. Almond Care Children's Services will offer support, educational awareness and coping strategies to prevent young people from being exploited.

Sunflower House offers a welcoming environment where our young people can thrive and grow. We will



encourage bed-time routines reasonable to age, to ensure that each young person has sufficient rest, we will provide advice around and offer healthy eating options. We will support the development of routines for personal care skills, education etc. There is a strong emphasis upon establishing a secure base from which young people can experience a close relationship with their identified keyworker and care team members. Our home offers a safe environment where the young people can test authority and have appropriate boundaries and controls in place to challenge their behaviour.

Sunflower House provides a stable and nurturing environment to give a child the opportunity to heal and to experience or rediscover a sense of their own self-worth. Care and placement plan alongside individual behaviour support plans will be implemented for each child.

All management plans are compiled in consultation with the child and care team, with the aim of providing individualised and personalised care for each child. Our care considers of the child's sex, religious persuasion, racial origin, and cultural linguistic background, any disability, and previous experiences. Almond Care Children's Services will ensure each children's overall progress will constantly monitored and evaluated and any decisions made will be through a multi-agency agreement and with the child in question.

Learning disability can result in a reduced ability to understand information, to communicate and complete independent tasks. We are committed to supporting children that struggle establishing set routines and helping them to build on their independence, looking to tailor the care around the child with what works for them and their identified level of need.

2. The homes underlying ethos and the outcomes that the home seeks to achieve and its approach to achieving them.

The Ethos of the Almond Care Children's Services is to create the ideal conditions for each child to reach their full potential and prepare for a fulfilling life.

We believe that children and young people can recover from traumatic and painful life experiences. To do so, they can rely on the people around them having the expertise and support to help them through their healing process. We appreciate the complexities of this work and our responsibilities to ensure that once a child/young person is placed with us, the resources to reach planned objectives are available. Such as gaining access to CAMHS, Youth support projects etc.

Our work with Children with Emotional Behavioural Difficulties and Learning Disabilities is focussed around supporting everyone to achieve positive outcomes and promote their active participation through:

- Putting children at the centre of everything we do
- Understanding and working with the impact such has on the individual.
- Commitment to Person Centred Planning and Approaches.
- Commitment to involve children in decision making.
- We will adopt a partnership and community development approach to our work so that we can share our ideas and knowledge as well as learning from others.
- Promoting and supporting positive risk taking.
- Enabling individual to develop skills to enhance their personal lives.
- Promoting independence and choices by providing people appropriate support with daily living, employment, and leisure pursuits.
- Ensuring peoples individuality, sexual orientation, spiritual, cultural, and emotional needs are met and respected by the care team.
- Ensuring peoples dignity, respect and rights to privacy is upheld always.



- Providing support always.
- Providing support to make decisions.
- Planning a routine and keeping this consistent considering the child's views,

We recognise the complexity of the task and the skills required to support the young people. Our supporting team have experience and qualifications that enables us to be specific about the needs of each child or young person. We can make accurate assessments and tailor specific 'placement Plans' seeking well defined behavioural outcomes. This allows us to offer the young people opportunities to change unhappy internal feelings, confusion, and unhealthy thought processes.

It is also the philosophy of Sunflower House that many of the children who we care for who are on the autistic spectrum or are diagnosed with ADHD etc. may well have also experienced traumatic and painful life experiences. Therefore, our objectives and values are fully committed to ensuring that we support these young people through this by:

- Provide residential care for young people in need of short, medium, and long-term care.
- Providing and managing young person-centred services, where young people come first, through open and honest communication.
- Manage and apply appropriate care and health plans, which will enable us to follow through with well designed, tried and tested interventions, that develop empowerment and responsibility.
- Providing expert advice, education and support within the team and outside agencies.
- Promoting the awareness and understanding of EBD and ensuring respect for the individual.
- Provide guidance, support and advice on health and personal care issues to young people according to their needs. The expectation of high-performance standards from all employees and a willingness to recognise and reward achievements young people make.
- Provide for the needs of young people within an efficient, cost-effective business strategy, without any compromises in the scale and quality of service delivery.
- Promoting equality and diversity through valuing the uniqueness of individuals.
- Supporting team members to understand and attain the required knowledge in relation to working with young people who identify as being on the autistic spectrum or have emotional or behaviour disorders.

All Sunflower supporting team will work in partnership within a multi-disciplinary setting to ensure the welfare and best interest of young people within our care are being met.

3. A description of the accommodation offered by the home including-

- a) Accommodation that has been adapted for young people's needs
- b) The age range, number, and sex of young people for whom it is intended that the accommodation is to be provided
- c) Type of accommodation including sleeping accommodation.

The house has the appearance of being a large, spacious, and comfortable home, and has nothing on the inside or outside to distinguish it from other properties in the area, or to suggest it is in anyway institutionalised.

The Home is semi- detached and has plenty of communal spaces, including two lounges two give young people opportunities to have their own space if they would like it, enclosed with a lawn and patio. The home is modern and has a homely feel to it.



The whole ambiance of the Home (décor, furniture and accessories) is designed to encourage warmth and stability, within a carefully planned structure, where clear boundaries will be respectively set to ensure all young people can live in a safe environment and to experience and discover a sense of their own growth.

The young people have their own spacious bedrooms that can be secured allowing for both privacy and security. Bedrooms are fully equipped and provide a space to relax and study privately.

For safety reasons, the supporting team within the home can gain access to bedrooms and bathrooms if necessary. Young people are encouraged and will be supported to personalise their own rooms once they move into Sunflower home.

4. A description of the location of the home

We are within easy access of a range of facilities within the parish of Braunstone, including a post office/newsagents and village 'tuck' shop. All recreational facilities: shops, swimming pool, leisure centre, library and other amenities are very close by.

One of the most important factors when accommodating young people who have suffered from any form of trauma or abuse is to provide them with an environment, which will make them feel safe and secure.

Young people will be encouraged, in accordance with their care plan and assessment, to join in with local activities.

An annual Premises Review is performed to ensure the safety of the local environment and area; this is available upon request.

5. The arrangements for supporting the cultural linguistic and religious needs of young people

Sunflower House supporting team members will consider religions, cultural and linguistic issues by ensuring that the feelings of the child and their family are fully respected during the young person's stay. We recognise that young people may wish to participate in their chosen religion and that this can mean involvement at all levels, from attendance at a place of worship to daily observance and dietary needs. The young person's key worker will gather information on religious and cultural needs prior to admission and how these needs can be met within the immediate area.

Information on different religions and cultures will be available to all children, and supporting team members will support in whatever needs are requested. All cultural, religious, language and racial needs are identified on induction and met throughout the organisation. This practice is enhanced with a broad mix of cultures within our supporting team and by exploring diversity and cultures within the home in the form of projects on a regular basis.

Sunflower House is situated near Leicester town and is within reach by walking, driving and public transport; this allows us to access several culturally diverse religious amenities. Any young person placed within the home who wishes to participate in their relevant places of worship, can be easily provided for due to the proximity of the relevant towns and Cities.



6. The details of who to contact if a young person has a complaint about the home and how the young person can access the complaints policy.

Almond Care Children's Services complies with the Children Act 1989 and Department of Health Guidance and Quality Standards Act 2015, in providing the required complaint and representation procedures for children, their parents, and/or such other persons deemed to have sufficient interest in the welfare of the children.

All parents, carers and Local Authority representatives have access to a written description of Sunflower House complaints procedure on request. This information is also summarised below and within the Children's Guide, copies of which will be given to significant people on admission. Our service regards all complaints as an inherent part of our aim to continuously improve service user satisfaction. At Sunflower House the home Manager has the responsibility to ensure that all young people are aware of their rights and choices regarding making a complaint and such is done during admission and then reviewed during key-work sessions and as issues arise.

Internal Complaints Procedure:

All complaints must be directed towards Suzannah the manager of Sunflower home; however, should the complaint be regarding the home's manager the complaint will be directed to the HR manager Maria Baltazar or the Director Mrs Julia Senah.

Initially Sunflower House attempts to resolve dissatisfaction and concerns by encouraging an informal problem-solving process:

1. A designated manager of Almond Care Children's Services will interview the complainant and provide support and advice.
2. The complainant will also be told of their right to seek independent advice from their Union, ACAS or a solicitor or other relevant advisory bodies.

If the matter is not resolved

1. An independent senior or operations manager will be assigned to investigate the complaint.
2. The local authority will also be informed so that it can carry out its own investigation.

The independent officer will have the authority to carry out the necessary interviews of young people and supporting team of Sunflower House. They will also have access to the relevant documents and records held by Sunflower House. They will then provide a written report of their findings to the complainant and home manager as soon as practicable and in any event within 28 days.

If the complainant is still dissatisfied, they will be able to make an appeal in writing to the responsible individual.

The complainant and the independent officer will be permitted to make representations to the responsible individual.

All representation and complaints will be recorded in writing and made available to the relevant local authority, who may then wish to invoke the external complaints procedure – a copy of which is available on request.



SUMMARY FOR CHILDREN - WHAT IS A COMPLAINT

If you are not happy about something, then this might be a complaint. A complaint may be a 'problem that has not been sorted out. Young people can put forward ideas about changes they think would be good without this being treated as a complaint.

Young people do not have to put a complaint in writing although if they want to, they can speak to a member of the supporting team or the manager. Young people are also able to voice their complaints either individually or by means of a group meeting.

This can either be via completion of a complaint form, discussing such with a member of the care team, raising the issues during community meetings or to an independent person outside of Sunflower House. On arrival all young people are informed of the complaint's procedure and where the complaints forms are kept providing the opportunity to create a written complaint.

The young person will have access to a telephone and may contact their social worker, parents, Ofsted or the NSPCC Young person line.

Young people are also aware of the role of the children's commissioner for England and are also given the relevant information on how to complain to them. At any stage in the complaints process young people have the right to support from an external advocate and they will be assisted by the supporting team with accessing such service.

COMPLAINTS PROCEDURE

All young people, their parents, carers and social workers and advocates can have, on request a copy of the full Sunflower House Complaint procedure in line with Almond Care Children's Services complaints policy.

The complaints procedure is also explained in the Statement of Purpose and in the Children's Guide of Sunflower House

MAKING A COMPLAINT

Complaints can be made in different ways. Young people or their parents, carers and social worker can contact the home to talk about the problem.

Young people can tell their key worker or member of the supporting team. Young people as a group might talk about their complaint in the house's meetings or during keyworks.

Young people can choose to complain to their social worker, Ofsted or the Children's Commissioner. The contact details for all these people can be found in the home.

If the young person wishes to make a complaint regarding the home or the management of the home, they can contact the Operations Manager / safeguarding lead information is available in the home and in the Welcome Book for the young people.

Young people who make a complaint will never be punished or told off for making the complaint.

INVESTIGATION OF COMPLAINTS

Most complaints are sorted out quickly by someone in the home, usually the manager. The person making the



complaint will be asked about what the problem is and what they want done about it. They will get a letter explaining what is going to happen about their complaint. They will be asked if they are happy with what is going to happen.

In some cases, a complaint maybe looked at by somebody outside of the home, this is likely to happen if the person making the complaint isn't happy with what the home has done about the problem so far. The person investigating the complaint will be independent and investigate the complaint and will write to the young person to explain what they think should be done.

At any time, children can also complain to Ofsted or their social worker as well. They can also ask for an advocate, an independent person, to help them sort things out.

RECORDING COMPLAINTS

We must keep a record of any complaint. Young people's complaints are recorded on our Sue Solution system and the young people can see a copy of this if they want to. Young people will be asked if they are happy with the outcome of their complaint.

MAKING A COMPLAINT ABOUT YOUR PLACING AUTHORITY

Young people can complain about their social worker or their placing authority. All local authorities have a complaints procedure, and any problem young people have about what their social worker or the placing authority is doing then they can make a complaint using the placing authorities' complaints procedures.

All young people will be given a copy of their local authority complaints procedure and the key worker will go through it with them and explain it, if children need help to make the complaint.

WHAT IS AN ADVOCATE AND HOW CAN THEY HELP YOU MAKE A COMPLAINT?

An advocate is someone, who can help a young person: Sunflower House will use Advocate services depending on which Local Authority they are from. An advocate will help young people:

- express their views, wishes and feelings, or by speaking for them.
- help sort out the problem.
- Support the young person to take the complaint to the end.

Young people can also contact:

Ofsted
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD
T. 0300 123 1231

Young people are also referred in their young person's guide to the:

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street



London
SW1P 3BT
Tel: 020 7783 8330
Email: info.request@childrenscommissioner.gsi.gov.uk

Or for Almond Care Children's Services Contact:
Responsible individual/ Director: Julia Senah

Sunflower House uses an internal whistle blowing policy that all supporting team members will be trained about and encouraged to use if they feel the need to report concerns.

7. The details of how a person, body or organisation involved in the care or protection of a young person can access the homes protection policies or the behaviour management policy.

Young person Protection Policy Statement:

The young people that are referred to Almond Care Children's Services may have experienced a difficult past, often including family disruptions, moves, institutional care and abuse. Many of our young people demonstrate their distress through challenging and difficult behaviour. Our supporting team are prepared, trained, and supported by: -

An experienced and highly qualified management team to enable them to work closely with young people and give them a positive experience of residential living.

When abuse of a young person is suspected, or has occurred, the protection of the young person will be the primary focus and other practice principles, whilst important, are secondary. Priority over all other work is given to protecting young people when there is possible or clear evidence of abuse.

On cases where Sunflower House supporting team suspect child abuse either physical, sexual, emotional or in the form of neglect, they have a duty to report this to the local authority in whose area the young person resides. The local authority in partnership with the police will then carry out any investigation or protective duties which may be required.

Sunflower House has no power to investigate child abuse, but the supporting team members do have a responsibility to take immediate steps to protect young people from abuse. Any suspected abuse is reported immediately to social Care teams. All discussions and actions taken must be recorded fully by our team members. Out of hours the local authority emergency duty team can be contacted either by the team leader on duty or the homes manager.

All supporting team members working at Sunflower House will be provided with training opportunities to enable them to recognise and act appropriately when they encounter instances of child abuse.

The home's policies regarding protection and safeguarding of young people have been assessed and amended in co-operation with the home's local safeguarding children's board and the multi-agency safeguarding hub (MASH). Any professional involved with the care of the young people placed at Sunflower House may have access to the homes and Almond Care Children services company policies on child protection and safeguarding with the consent of the registered manager.

This statement should be read in conjunction with the Behaviour Support Policy:



Almond Care Children's Services firmly believes in protecting young people and to this end will ensure that all members of our team are adequately checked and screened.

The home has clear guidelines in accordance with Local Safeguarding Board/Safeguarding and Ofsted. Team members will receive Local Safeguarding Board / Safeguarding training as part of their induction process and are assessed regularly to determine their understanding of the appropriate procedure.

Young people should be protected from bullying. Bullying is abuse and/or intimidation by a person, a group of people or an organisation against others. On a young person's arrival at Sunflower house, our supporting team members will introduce the young person's guide, clear boundaries, and expectations of acceptable behaviour, particular attention will be drawn to the organisations policies that operate zero tolerance on bullying. Sunflower House will not tolerate bullying and fully support the standard that young people should be protected from bullying as a matter of policy.

Both the Safeguarding and Complaints policies can be obtained and shared if requested.

Where a safeguarding concern is raised, all supporting team are trained to record accurately and clearly and to pass on their concerns to the Manager or Senior supporting team in their absence, there is a manager available 24/7 via the on-call system that the supporting team have access to. All Sunflower House procedures will be followed, and the concerns passed on to the relevant persons.

In the event of any suspicion or the initiation of a safeguarding alert being raised the following people are notified:

The Local Area Designated Safeguarding is:

Area: Leicester City Council

Tel: 0116 454 2440

Email: Lado-allegations-referrals@leicester.gov.uk

Area: Leicestershire Country Council

Tel: 0116 305 4141

Email: CFS-LADO@leics.gov.uk

The Local Safeguarding Board is:

Name: Leicestershire and Rutland Safeguarding Board

Tel: 0116 305 0005

Email: LSCP@leicester.gov.uk

Local Safeguarding Team

Ofsted 08001313126 (enquiries@ofsted.gov.uk)

Almond Care Children's Services

Designated organisational Safeguarding Officer: Ano Senah

Email: ano.senah@almondcare.co.uk

Responsible Individual: Julia Senah

Email: Juliasenah@almondcare.co.uk

Children's Homes Manager DSL: Suzannah Dukes

Email: Suzannah@almondcare.co.uk

The young people at Sunflower House are entitled to the same standard of protection from harm that is provided to any other young person. Sunflower House has clear guidelines, in accordance with local (Leicester



Details of the homes missing children procedure and contact details for local contacts are available upon request, each young people have their own protocol which is agreed by the home and placing authority in line with Leicester's police protocol and considering the placing authorities' procedures also.

Views, Wishes and Feelings

8. Description of the homes policy and approach to consulting young people about the quality of their care

Sunflower House supporting team will involve the young people in the day-to-day decision making of the home, including decisions on issues such as food, décor, recreation, rules and responsibilities. There are many avenues where the young person's wishes and feelings are sought, depending on the young person's choice, a house meeting is held fortnightly. Using this forum, the young people can contribute to:

- Menu choice
- Activities choice
- Their views of how they have been.
- Their comments, compliments, or complaints
- Anything else they would like to say or share such as good news.

Each young person has weekly planned Key working sessions; this is a format where their thoughts and feelings are heard based on a particular subject.

On return from school each afternoon, a meeting can be held to discuss their day and to make decisions on what is to be planned for the evening, any announcements will be made at this point, or post and messages given to the young person. The young people will also be aware they can at any time approach the Registered Manager of the home, to talk about any issues or concerns they may have, including the operation of the home.

The fortnightly house meeting is the appropriate forum for the young people to have the opportunity to have input into other issues relating to the home: weekly menus, activities etc. The young person's views can also be aired via the key working system.

The young people can give feedback on their care by formal questionnaires, these are completed three times a year. The outcomes from these are used to inform and improve our practice. Also, at each LAC review a questionnaire is given to the child or /parents/carer's/significant others as well as the placing authority to ascertain their views of the home and the care of their individual young person.

To comply with Regulations an Independent Person (Regulation 44 Visitor) will monitor the home monthly. Access to the young people's files with their consent will be sought from the young people through agreed written permission.

Sunflower House has no legal duties to convene statutory reviews, this being the responsibility of the placing authority. Following placement of a child Sunflower House requires that a statutory review takes place within 28 days. Another review will be held in 3 months from the first, then at subsequent intervals of 6 months. Sunflower House supporting team will attend with any reports identified and assist in preparing the young person for their review.



The placement plan where possible, and as a minimum periodic requirement, is reviewed alongside statutory reviews.

House Meetings:

Young people are actively consulted on the overall running of the home through House Meetings which are fortnightly throughout living at Sunflower house. Minutes are taken and recorded for each house meeting, following an agenda compiled by the young people and supporting team. It is the young person who would take the lead if they chose to do so. The Supporting team members are present to answer questions, consult with the children and represent the team and the home. The home manager will also give feedback and actions any issues raised by the young people. Young people who are on the autistic spectrum or communication difficulties will have this information conveyed to them in a manner that is conducive to their individual developmental learning. As part of best practice and transparency Sunflower House welcomes key professionals to take part in this service as part of our key commitment to the young people within our care who are always at the centre of everything we do.

9. A description of the homes policy and approach in relation to: -

- a) anti-discriminatory practice in respect of young people and their families; and
- b) Children's rights

Sunflower House is part of Almond Care Children's Services who as an organisation are committed to equal opportunities and anti-discriminatory practice for the supporting team it employs and the young people we look after.

The young person's welfare and needs are of paramount concern to our supporting team. Any issues relating to skin colour, disability, gender, class, religion, or any other human diversity which could impact on the young people through discrimination or prejudice, will be addressed to ensure that the young people can take full advantage of opportunities available to them. We encourage open discussion through processes such as individual and group supervisions to provide and check that we are progressing in practice. The supporting team members will help the young people to understand how to treat others with respect and fairness. The supporting team will use plain, jargon free language appropriate to the age and culture of the young people. The young people are actively encouraged to contribute ideas or participate in all aspects of the running of the home, where their wishes and feelings are continually considered.

Sunflower House works within all requirements and regulations; this is supported by relevant policies in place by Almond Care Children's Services which can be requested and be printed on request. This includes all policies for anti-discriminatory practice, children's rights, missing from home, complaints etc.

Almond Care Children's Services upholds the values set out in The United Nation's Convention on the Rights of the Child (UNCRC), which is a comprehensive, internationally binding agreement on the rights of children. The UNCRC is the most widely ratified international human rights. Since the treaty came into force in 1991, every child in the UK has been entitled to over 40 specific rights. The different rights are not ranked in order of importance; instead, they interact with one another to form dynamic parts of an integrated unit.

These include:

- The right to life, survival, and development.
- The right to have their views always respected and to have their best interests considered.
- The right to a name and nationality, freedom of expression and access to information concerning them.
- The right to live in a family environment or alternative care and to have contact with both parents if possible.



- Health and welfare rights - including rights for disabled children - the right to health and health care and social security.
- The right to education, leisure, culture, and the arts.
- special protection for refugee children, children in the juvenile justice system, children deprived of their liberty and children suffering economic, sexual, or other forms of exploitation.

Equal Opportunities Policy:

We are committed to be an equal opportunities employer. This means that all the job applicants, supporting team members and young people will receive equal treatment regardless of religion, sex, sexual orientation, marital status, race, colour, nationality, cultural or national origins, or disability etc.

It is unlawful to discriminate against individuals directly or indirectly in respect of their race, sex, or disability. Sunflower House within Almond Care Children’s Services fully complies with the provisions of the Equality Act 2010 and other relevant statutory requirements.

Although it is unlawful and against Almond Care Children’s Services’ policies to positively discriminate in favour of certain groups on the grounds of their race or sex, positive action to enable greater integration and representation of under-represented groups is permitted by law and encouraged by Almond Care Children’s Services.

Almond Care Children’s Services ensures that applications for employment are attracted from different genders, all races and from disabled people and will ensure that there are equal opportunities in all stages of the recruitment and selection processes. Promotion within Almond Care Children’s Services is based solely on merit, and without regard to race, sex or disability.

This policy is monitored by Almond Care Children’s Services to judge its effectiveness. Almond Care Children’s Services monitors the cultural and sexual composition of its existing supporting team and will review its equal opportunities policy in accordance with the results shown by the monitoring.

Almond Care Children’s Services treats discrimination seriously and acts when any employee, or young person has a grievance because of discrimination or harassment on sexual or racial grounds or on grounds of disability. Any such grievance or complaint should be made in writing to the HR manager Maria Baltazar

Managing Diversity Statement:

Diversity in the population, the workforce and the marketplace are a fact of life within British society today. Valuing diversity by welcoming, recognising, and cultivating differences among people so they can develop their unique talents and be effective organisational members are paramount considerations within Almond Care Children’s Services. Almond Care Children’s Services aims to recruit, train, and fully utilise employees who reflect the broad spectrum of British society in all areas - gender, race, age, disability, culture, religion, education and economic level.

Almond Care Childrens Services values diversity and will enforce this value in our day-to-day decisions.

Children’s Rights:

The views of children are that children *“may have little influence because they have less power than adults”*.



The idea of the National society for the prevention of cruelty to children (NSPCC) children's rights is one way of trying to acknowledge this lack of power. It gives adults the responsibility to protect children and not exploit or abuse them.

Sunflower House believes in a pro-active approach to children's rights. Supporting team members fully understand the concept of children's rights and the relationship of these rights to their responsibilities. This underpins the development of trusting relationships between children and care team to develop safe and trusting relationships.

Supporting team's responsibility in relation to children's rights

Children's rights are paramount within residential care. The rights of children to be treated with respect, to be asked for their views and to be listened to and to be involved with decisions about their future and about how they are cared for are fundamental to positive experience in residential care.

Sunflower House will ensure that the supporting team caring for young people do not feel disempowered by this concept of children's rights, but actively encourage young people to:

- Have their wishes and feelings considered in respect of their care.
- Express what they think and feel.
- To be consulted
- To have access to information
- To not be unjustly punished
- To be protected from abuse
- To have personal privacy
- Access to health care
- Access to education
- Access to leisure activities
- Make a complaint.
- Have or refuse family time.

The supporting team working with the young people in our care, whilst encouraging children's rights, must have a clear understanding that they have a responsibility to protect the young people from taking on too much responsibility at a young age. It is our philosophy that good parenting skills will gradually allow young people to make more decisions for themselves. Therefore, the issue of children's rights is an ever evolving one.

The supporting team working with the young people placed at Sunflower House will if requested or feel necessary support the young people in seeking the aid of an independent advocate so they can have the support needed in having their views heard independently and without prejudice.

Responsibility of the young people

Young people at Sunflower House will be encouraged to develop positive views about their rights. This will include:

- That with rights, come responsibilities.
- They must respect the rights and responsibilities of others, both peers and supporting team, members of the community.

By providing a positive environment, which encourages children's rights can learn to exercise their rights and understand their responsibilities. It is important that our supporting team educate our young people through their relationships and conversations about issues concerning rights. These issues can come from everyday



situations such as through young people's guide, television programmes, social media, school, newspaper articles, etc.

Education

10. Details of the provision to support young people with special educational needs.

Sunflower House is part of Almond Care Children's Services, and the young people will attend a local school in Leicester or where possible continue at the school they are at prior to coming to Sunflower House. All children where appropriate will be encouraged and supported by our team to attend mainstream school.

Each young person has either an EHCP, IEP, PEP, or personal attainment on their file, this is regularly updated in line with statutory reviews, also Educational Statement reviews are held annually or as and when details change.

Key workers are identified to support each young person, this will include attending meetings on a regular basis with teachers to discuss their development within the school. Young people will be encouraged to attend school on a full-time basis, and support them through an introductory period, where required.

Sunflower House will provide and ensure they have access to relevant learning tools to enable them to complete homework set to enhance their learning. The young people within the home will have access to a computer with monitored Internet use by supporting team supervision as per the individual risk assessment if required.

In caring for young people, looked after, or accommodated, it may be the case that obtaining a suitable and continuous educational placement could be difficult to find. We have resources in Leicester and Leicestershire and will work in partnership to find a positive outcome for all the young people who come into our home.

We do not believe it is in the best interest of any young person to suffer long gaps between school places, or that the young people should be expected to have to cope with an inappropriate educational experience due to the lack of suitable resources.

The home will work with the Local Authorities to ensure each young person is receiving appropriate education to prevent drift and delay.

Most of the young people who come to Sunflower House will have experienced a sense of failure in their education. The education system may not have worked for them - either by exclusion or their desire to opt out. We can ensure that the young people of Sunflower House are provided with the standard of education that will reinstate their sense of self-esteem, provide them with learning opportunities according to their needs, and teach them how to conduct themselves so that they may relate to others in a socially acceptable way, thereby enabling them to enjoy a full and satisfying life.

Many see the word 'education' as being closely allied to 'failure' and their inability to conform, or to perform, to adult expectation. Emotional trauma is a huge block to the use and development of talent and resources, as education is seldom high on their list of personal priorities. Our greatest challenge in caring for young people away from home is to try and reverse negative attitudes and habits to enable the young people to begin to enjoy the process of learning.

Due to the location of the home, the young people who come to live at Sunflower will be offered the opportunity to visit and enrol within an education provision which is set up to cater for young people with varying educational needs, which offer alternative education to young people unable to access mainstream education for whatever reason.



The information below, are details relating to educational provisions varying from Mainstream to alternative Education.

- Ravenhurst Primary School
- Kingsway Primary School
- Caledecote Primary School
- Milford Academy
- Ellesmere College
- Leicester College
- South Leicester College
- Goldhills education provision
- Magpie Learning Centre

11. If the home is not registered as a school, the arrangements for young people to attend schools and the provision made by the home to promote young people's educational achievement.

Every young person that comes to stay at Sunflower House will access education through a provision that meets their individual needs. Whilst young people are out of education an individual programme of full-time education tailored to their specific needs; bespoke packages of education will be developed for each young person.

Each young person will follow the National Curriculum at their own level and pace, in a culture that sets realistic, yet high expectations of everyone. Supporting team are trained to recognise the types of challenges that young people face in achieving their full educational potential. All young people will have the opportunity to aspire to and obtain qualifications and certificates of attainment at GCSE and NVQ's and certificates from social care training hub.

Young people living at Sunflower House who attend an education provision are supported in this by the supporting team within the home; attend regular meetings, parents evening and feedback sessions to gain knowledge of the young person's attainment. This in turn filters into the care provided in the home which supports any type of education being undertaken by the young people, for example mainstream schools and colleges, apprentices, and work-based learning to external educational provisions such as Duke of Edinburgh awards, Princes Trust. Supporting team within the home will support young people with their homework, also planning and where needed support for educational trips.

Young people can be supported to study for A Level and/or vocational qualifications, as appropriate, in conjunction with the local Sixth Form and Further Education Colleges. There are extensive educational resources and facilities for young people to undertake private study.

In the event a young people can attend mainstream school, supporting team will transport the young people to and from school, or when possible, the young people may use the school bus or public transport. The use of mainstream schools in the local area offers positive facilities for the young people and promote development, further opportunities to socialise and independence.

Enjoyment and Achievement

12. The arrangements for enabling young people 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.



Each of the young people will be encouraged to participate in recreational activities of their choice, each week they will plan with the supporting team what they wish to attend, and which supporting team member will support which young person. The supporting team will support the children in accessing local clubs and groups to promote self-esteem and inclusion. However, this may prove difficult for some young people who live at the home, and in this event, alternative local activities will be accessed to aid in the young person's development of social skills and self-esteem with the support from the team.

We offer a wide range of recreational opportunities and support the young people to participate as fully as possible. Considering their creative, intellectual, physical, and social interests. As well as being enjoyed for themselves it is recognised that these activities also have a therapeutic value.

Activities to support social skills and development of inclusion are chosen around each of the individual young person's skills, likes and abilities, to expand their interests and hobbies, where they can also contribute to the home and wider community. These are fully risk assessed prior to any activity taking place. Activity planners are encouraged weekly to support the young person to have an active and enjoyable childhood and learn and achieve new skills.

Due to the position of the home, activities are easily accessible throughout the East Midlands, these include swimming, bowling, cinema, football clubs, skateboard parks, cycling tracks, nature reserves and ice skating, trampoline clubs, the list is endless, but any interests held by each young person can be developed and nurtured at a local level. Sunflower House provides an endless list of in-house activities which can include football, arts and crafts sessions, games consoles, this also includes each young person having the choice of watching their TV in the privacy of their own room should they wish.

Life Skills:

Where possible the child will be encouraged and supervised on a 1-1 or 2:1 ratio depending on their individual care plan, supporting team will support the child to learn to cook and clean up after themselves, so they learn the basic living skills in preparation for future independence. If possible, they will also manage their own pocket money and, depending on age, their own clothing allowance to help prepare them for Adulthood.

Health

13. Details of care support therapy provided, including CAMHS, LAC Health assessments: -

- a) details of the qualifications and professional supervision of the supporting team involved in providing care and
- b) Information about how the effectiveness of any healthcare or therapy provided is attended and measured, the evidence demonstrating effectiveness and details of how the information, or the evidence can be accessed.

All young people who come to Sunflower House will be registered with a local general practitioner who will complete the initial health assessment and 6-month check-ups etc. young people will also be registered with a local dentist and optician who will carry out checks for any treatment they may need.

It is important that a comprehensive medical history is given on the appropriate part of the Application Form to enable and to ensure that any appropriate medication or treatment is maintained, and to advise the G.P. of a young person's medical background in the event of sickness.



All our supporting team are trained in Medication handling and emergency first aid, an accident form (online) is completed even for minor cuts of both the supporting team and young people to comply with statutory requirements.

Where the young people have long term health conditions supporting team will be suitably trained in clinical skills providing the means to safely deliver care. Where further support may be required from professionals their credentials and identity will be checked, ensuring that they are able to provide the level of support required. Some young people may require specialist equipment or treatment and to follow specialist designed programmes. Supporting team will liaise with professionals to provide this where required and ensure that they are trained to use and signed off as competent by a suitably trained professional on any specialist equipment.

Young people are not allowed to smoke on the premises and are challenged as to the negative health issues involved. If they do need to smoke, they will be able to take part in a reduction program.

Every young person has an initial plan which is person centre to them this is devised within the first 5 working days of the young person moving into Sunflower House, this outlines an initial formulation of the young person. Intervention strategies and identified supporting needs which are then reviewed, amended, and addressed in subsequent team meetings and training sessions. Our Supporting team are experienced, trained and supported on an on-going basis to help them work with young people with a variety of presenting difficulties. Young people will have access to psychologist and psychiatrists if required.

Initially when a young person moves into Sunflower House the priority is on establishing a sense of safety and containment for the young person in a nurturing environment. The supporting team in the home are encouraged to consider how the young person may view themselves, the world and those around them, to interpret, manage and contain behaviours that may emerge.

Positive Relationships

14. The arrangements for promoting contact between young people and their families and friends

We are committed to promoting family time were agreed and specified by the placing Authority between the young person and their parents or any other significant person/s. Based on trust and mutual respect, to encourage to understand acceptable behaviour, and respond positively, to become self-aware. Young people develop resilience and practice to learn skills to resolve conflicts. Young people are supported to understand relationships of personal, sexual and social and to these can be supportive or harmful. To spot young people at risk or to help the young person to stay safe and reduce the risk of harm our supporting team are familiar and know how to act in accordance with the homes protection policies.

Our supporting team are always available to family members for support and discussion. The lounges are available for visitors at Sunflower House. If family time is at a venue and it is requested from the placing authority that it is supervised, supporting team at the house will attend and support the young person during the family time.

Family time is integral to the placement process and there is a requirement for this to be specified at the outset in the placement plan for each young person. Sunflower House will also encourage the young people in our care to develop positive friendships and social groups and where appropriate facilitate time with friends either in the home or in the community.

Protection of the young people



15. A description of the homes approach to the monitoring and surveillance of young people.

Door alarms are not currently fitted to the young people's bedroom doors but if they are fitted, this will only be used with the permission of the responsible Social Care Department and endorsed at a review meeting. The young people will always be informed of the use of such an alarm, the purpose and their agreement sought where possible and other alternatives may be explored that are less intrusive. These alarms will only be used to ensure the safety and welfare of each young person. There would be written permission and risk assessment for the use of door alarms on the young person's file.

Sunflower House recognises the risks to the young people around radicalisation and have developed a policy which outlines how the organisation will minimise those risks for the young people we support and care for.

Fire Precautions:

Sunflower House has been fully inspected and approved by an authorised fire safety company. The home operates a fire system with detectors in every room and bedrooms. The system is checked weekly and serviced annual or if an issue arises. Full evacuation drills occur monthly including night times, with additional drills being completed following the joining of new supporting team members and upon arrival of the young person. All our team members are trained in the company's standard operating procedures. Upon arrival the young person is informed of all aspects of the homes fire precautions and evacuation policy. They are expected to participate in all scheduled drills. All electrical and gas appliances have been extensively tested with full safety certificates available.

16. The homes approach to behavioural support including information about: -

- a) the homes approach in relation to young people and
- b) How persons working in the home are trained in physical intervention and how their competence is assessed

Behaviour Support:

Almond Care Children's Services aims to provide a high standard of individualised behaviour support within all homes. Our young people are encouraged to actively participate within their behaviour support plans, respecting their choices wishes and experiences. The 'young person's Guide' clearly identifies the behavioural expectations of young people living within the homes, alongside a range of appropriate and proportionate consequences. This plan reflects positive behaviours, rewards and support for the young people alongside positive intervention strategies which work for the individual young person. Intervention from the Youth Justice Service will be included within this plan if appropriate for the young person.

When caring for young people there are times that there are extreme behaviours displayed by young people that can pose a risk to the safety to themselves or others around them at these times the supporting team in the home may use physical intervention as a last resort.

All our supporting team are trained in physical invention procedures using Team Teach technique's during a two-day BILD, ICM and CPD accredited course and are re-assessed each year at the most to ensure the supporting team remain competent in all aspects of the behavioural support.

Sunflower House will also utilise external consultants for advice and guidance as well as showing a firm commitment to holistic work practice and ensuring any consequences a young person receives are in line with the young person's developmental learning curve.



Sunflower House method for care and control emphasise communication, distraction, and de-escalation. Supporting team members are taught to safely hold the young person whilst continually communicating and supporting them. Physical intervention is recognised as a tool of last resort and carried out for the shortest amount of time possible and technique used will be the very least intrusive, using minimum force necessary to prevent injury or damage should be applied at any given time.

The placing authority will have been notified of the incident by email (copy of incident report). Any incident or physical intervention is recorded formally and is signed and commented upon by the manager. The young person is also asked to read, comment, and sign the report to discuss the incident. The report is then sent to the placing authority.

Each physical intervention is taught and assessed on an individual basis. Each supporting team member is assessed as competent or not competent in each technique. If a supporting team member is judged as not competent in a certain technique, a development plan is put in place and monitored by the Home Manager in combination with the in-house Team Teach trainer to ensure the individual receives the necessary support to develop and reach a level of competence.

As part of the Sunflower induction and probation period, a supporting team member must successfully be judged as competent in all elements of the assessment process. All team members will attend Annual refresher courses to ensure continual development and assessment.

The principles relating to the use of Physical Intervention may be summarised as follows:

- Supporting team members should have grounds for believing that immediate action is necessary to prevent a young person from significantly injuring himself or others or significant property damage.
- The force used must be reasonable in the circumstances and proportionate to the level of risk.
- No more force than necessary should be used.
- Supporting team members should take steps in advance to avoid the need for Physical Intervention, e.g., through dialogue and diversion and the young person should be warned verbally that Physical Intervention will be used unless they desist.
- Every effort should be made to secure the presence of other supporting team members before conducting Physical Intervention. These supporting team members then can act as assistants and/or witnesses.
- As soon as it is safe, Physical Intervention should be gradually relaxed to allow the young person to regain self-control.
- Physical Intervention should be an act of care and support, not punishment.

A record of the Physical Intervention are recorded on Sue Solution system and copy in young person's file. All Physical Intervention reports are signed and commented by the Manager unless the manger has been involved in the PI in this case the Operations Manager will sign off the report. The young person will be offered medical support or assistance after a physical intervention or serious incident.

After a suitable period, the young person's key worker should seek privacy with the young person to discuss the incident and explore possible ways of this being avoided in the future. A record of any Physical Intervention occurring is sent to the young person's social worker.

MONITORING OF BEHAVIOUR AND INCIDENTS



The Registered Manager, & Team leaders monitor all incidents of behaviour support and physical intervention to identifying trends and patterns that will assist with improving practice. The information from the analysis helps to inform our care planning, risk assessing and individual behaviour support plans.

Missing from home:

If a young person was to go missing, the surroundings of the home would be searched. Depending on the protocol for that young person, the placing authority would be informed, followed by the Parent/Guardian and the Police. Relevant people would be asked if they knew the whereabouts of the young person. Should the young person be at a great risk whilst missing, the police would be immediately contacted, and all relevant details given. Parents or other people who are deemed to have an appropriate interest or Parental Responsibility are also informed.

Upon a young person's return, all contacted persons are notified. The young person is welcomed back, and priority given to their need for sustenance, comfort, and possibly medical attention. An incident report for the missing from home period is completed, and a copy sent to the placing authority. A safe return interview is then carried out and this is normally carried out by an independent social worker or identified advocate from the young person's local authority.

In relation to an absence without authority, the placing authority would be informed, followed by the Parent/Guardian. Should all options be exhausted in aid of supporting the young person to be returned home, their individual protocol would be followed, and the Police would be contacted. The home will contact with the local authority to arrange a independent officer to visit the child young person to complete return to home interview.

In certain extraordinary circumstances physical intervention may be used where the danger of leaving the home may be serious and action will be required to prevent it. In all such cases the young person's social worker would be involved at the outset and clear boundaries to the supporting team intervention defined. Where supporting team members are having to resort to frequent physical intervention a review will be convened to examine the young person's reasons, the appropriateness of the placement and the views of the parents and those with parental responsibilities. The use of physical intervention will never be used as a substitute for secure accommodation.

Anti-bullying policy:

No young person should have to put up with being bullied and no young person should be allowed to bully others without this being formally addressed. All bullying behaviour will be challenged by the supporting team and brought to the attention of the home's manager. A record will be made on the young person's files.

The young people responsible may need support or counselling or firm boundaries to reduce bullying. In such cases, key work sessions are held, to educate and reduce the bullying.

The victim of bullying may need support to empower them to challenge bullying behaviour. Again, key work sessions supported by our supporting team is conducted.

Where there is persistent bullying behaviour a placement stability meeting may need to be arranged with the placing authority to agree a plan of action and obtain support.

Some of the young people within our care who have been diagnosed with certain disabilities would be deemed as highly vulnerable, therefore Sunflower House is highly committed to safeguarding and protecting vulnerable young people across the spectrum of abuse and bullying.



Young people living at Sunflower House will have a discussion with the team upon admittance surrounding the home's anti-bullying policy.

Leadership and Management

17. The name and work address of: -

- a) The registered provider
- b) The responsible individual
- c) The registered manager

Sunflower House is owned by Almond Care Childrens Services Limited

Registered Provider address is: Almond Care Childrens Services

The Responsible Individual is Julia Senah

Email: JuliaSenah@almondcare.co.uk

The Manager is:

Name: Suzannah Dukes

Tel: 07760516660

Email: suzannah@almondcare.co.uk

18. Details of the experience and qualifications of the team, including any team members commissioned to provide education or healthcare.

The quality and reliability of our workers are crucial to the success of Almond Care Children's Services. The minimum standard for a Registered Manager at the home is an QCF level 5, or working towards, and for Residential Support Workers NVQ/QCF Diploma Level 3 as a minimum qualification. To achieve both standards we actively support our supporting team through a personal development plan (PDP). The home management team ensures formal supervision of each supporting team member as well as structured one to one supervision, informal one to one supervision and group supervision within team meetings are undertaken. The supporting team has full access to ongoing training both internally and by agreement to short term mandatory external courses. There are also clear policy and procedure guidelines in place to which team members have access and are trained. Applicants who are successfully employed at the home can work in partnership within a multi-disciplinary setting as well as with the young person's family.

Our supporting team are profiled to ensure 24-hour cover is maintained always with a staff group of 12, if both young people are 2:1 this being according to occupancy level and the needs of the young people, whilst providing for sick leave and holidays. We will provide a high staff to resident ratio according to their needs; the minimum day staffing ratio will be 1:1 and 2:1 or 3:1 where either the child is placed within the home on their own, or their needs require this. We will have a minimum of 2 x sleep-in members, or 1 waking night and 1 sleep in, depending on the needs of the children, with an on call available for the home. We also aim to have several bank staff who can cover any shifts that require covering. We will avoid the use of agency staff where possible, however, accept there may be times when they may be required and have good relationships with these agencies where cover is required.



Our supporting team will have acquired skills from a wide variety of training and have benefited from ongoing professional support in applying this information in a practical way. They are recruited based on their past skills, life experiences and their personal, emotional, and temperamental suitability to the task.

Our dedicated management team brings to the organisation vast experiences from different backgrounds and theoretical perspectives. The team values diversity, inclusion and equality and is enthusiastic and committed to providing the best possible services.

It is a requirement that all our team place their personal mobile phones in the office safe at the beginning of each shift and will only collect it at the end of the shift. To help safeguard the child we have 2x home mobile phone designated for each young person we care for. These are assigned to a team member each time a young person attends education, family time with family or friends or an activity of choice or in a behaviour happens and need to update the home or professionals.

Our collective experiences and shared commitment to the young people will be combined to assist us in the process of continually reassessing and developing our services for the benefit of young people at Sunflower House

The Responsible Individual: Julia Senah

Almond Children's Services was founded by Julia Senah. Julia is Almond Children's Services Managing Director and Responsible Individual. Her extensive career in healthcare and children's services saw her first qualify as a general nurse, spending over a decade in the NHS and private sector. She went on to specialise in paediatric complex care. She is registered with the NMC and is a member of the RCN, BABICM, CMSUK and Paediatric Palliative Care Forum, RCN Children & Young People Specialist Care Forum and RCN Children and Young People Continuing & Community Care forum.

The Manager: Suzannah Dukes

NVQ Level 3 caring for children and young people. QCF Level 5 leadership and management in Children and young people. Suzannah has also completed numerous training courses which include Safeguarding level 3 DSL training, Report Writing, Child Protection, Cultural Diversity, Supervision and Management of Staff and working within the National Minimum Standards. Suzannah has 12+ years of experience working within the residential setting from being a support worker, team leader, deputy and manager. Suzannah has been a registered manager with both CQC and OFSTED previously. Suzannah is a care leaver herself and uses her knowledge and experience of the system to gain better understanding to how the young people may feel with experiencing trauma and neglect. Suzannah is passionate about the lives of the young people and wants to make a positive difference to them.

Learning & Development

Sunflower House in co-operation with the Almond Care Children's Services are committed to deliver training of the highest standard and in line with best practice. All training courses are current and meet all essential legislation and regulatory reforms. Almond Care Children's pride themselves of going above and beyond the mandatory training with most of our courses accredited.



Our training is bespoke in order to meet the needs and that of the young people. Our supporting team will engage in a two-week initial induction programme prior to first supporting with the young people. We take exceptional steps to ensure that their training meets the needs of the young people and is safe, relevant, proportionate and engaging.

Upon commencing their employment within the Almond Care Children's Services, the following training will be covered as part of the comprehensive induction:

Mandatory Training Online

Safeguarding Children, Children's Homes Online Course
Risk Management and Safer Caring Children's Homes Online Course
Managers Only Advanced Safeguarding Children Children's Homes Online Course
General Data Protection Regulation Children's Homes Online Course
Self-harming behaviours Children's home online course
Food Safety and Hygiene Children's Homes Online Course
Health and Safety Advanced Level Children's Homes Online Course
Infection Control Children's Homes Online Course
Manual Handling Children's Homes Online Course
Fire Safety Children's Homes Online Course
COSHH Children's Homes Online Course
Medication Advanced Children's Homes Online Course
Equality and Diversity Children's Homes Online Course
Health and Nutrition Children's Homes Online Course
Radicalisation and Extremism Children's Homes Online Course
Reporting and Recording Children's Homes Online Course
Reporting and Recording Advanced Level Children's Homes Online Course
Female Genital Mutilation Children's Home Online Course
CSE/CCE/County Lines Children's Home Online Course
PREVENT
Missing from home Children's Home Online Course
Anti-bullying Children's Home Online Course

Face to Face

Safeguarding and Safer Caring
Team Teach Physical Intervention Training 2 Years
Team Teach Physical Intervention Refresh annually
First Aid
Fire Marshall



Pace

Specialist Training

This is bespoke depending on the young person's needs and risks

Mandatory Qualification's

QCF Children's & Young People Level 3 and 4

QCF Children's & Young People Level 5 leadership and Management (For those holding management positions)

Sunflower House Supporting team members will be supported and encouraged to participate in the Induction process upon commencing their employment. All Supporting team members will be enrolled on the QCF Level 3/4 Diploma for Residential Childcare (previously the NVQ 3 Health and Social Care Children and Young People / Level 3 Diploma for the Children and Young Peoples Workforce) upon reaching 3 months of employment. All our team are expected to have achieved this qualification within two years of employment in line with the Children's Home Regulations 2015. This will ensure Supporting team members are competent and qualified within their role. Supporting team members will have the necessary skills and knowledge to apply to their everyday practice to ensure the care for the young people is sufficient and meets a high standard practice.

19. Details of the management and staffing structure of the home, including arrangements for the professional supervision of supporting team members, including team members that provide education of healthcare.

Sunflower House will be staffed as follows when occupancy is full: 1 x Registered Manager, 3 x Team Leaders, and 9 x Support Workers. This standard model provides 4 team members on shift per day to support the two young people in residence on a 2:1 basis. The team looks at a balance of both sexes where possible helping give the young people positive role models to assist in their individual growth through nurturing, positive interaction, and care.

We believe that young people need continuity of care, and this is reflected in our rota system. Our care staff are on duty between 07.00hrs – 23.00hrs and then we will have three sleep-in team members. Waking night members will be implemented depending on the needs of the young people. Each individual shift consists of up to 4 supporting members being on duty at any one time (5 including the manager Monday-Friday or depending on the needs of the home). The staffing ratio can change to reflect the care package for the young people. Each member of the team works in the home for on average 173 hours per month, which is incorporated into the rota, thus allowing the young people to develop meaningful relationships with each individual member of the supporting team. Further to this, the manager is present throughout the day, and a manager is also contactable out of hours through our on-call support service.

In order to manage staffing shortfalls within the Rota the home operates the following local policy; pre booked shortfalls such as annual leave/training are generally covered within the homes Rota allocation without falling below the minimum staffing levels.

Immediate shortfalls such as short-term sickness is covered by the following means: -

- Overtime in the shape of part/full shifts is offered to the internal staff team. Alternatively, the same offer can also be presented to supporting team members working within other Almond Care Children's Services and effective temporary relocation of members from homes is regularly and an effective way of meeting emergency shortfalls as well as longer term vacancies or absences.
- Almond Care Children's Services also has a bank staff system in place these supporting team members



have completed a condensed Induction Training Plan with the relevant checks needed to be suitable to work with young people. This is in place to cover staffing shortfalls within our Homes.

- The home will seek to use temporary staff from a registered staffing agency commissioned by the company. Full checks in line with national minimum standards are undertaken on any team members used within the home under these circumstances.
- There may also be occasions when to cover a long-term absence the home may seek to temporarily employ, via the agency a suitably qualified and experienced member their team in order to offer stability and a consistent approach to running the home.

All our team, prior to being employed in the service, are subject to an extensive selection and vetting process. Checks are carried out with the Disclosure and Barring Service and previous employers to ensure that there are no aspects of their background that would make them unsuitable for work involving the care support of young people.

All our team receive professional support and supervision. For supporting team members completing their probation period they receive formal supervision which can include practical work-based learning of no less than 1 hour each supervision each month or when needed. Following completion of their probationary period Sunflower House will provide a minimum of one-hour supervision each month. Supervisors/line managers are competent in delivering high quality supervisions through training in this area.

An on-call system is in place regarding support to the team. This is the following Monday – Sunday 5:00p.m to 7: 00a.m the appointed Home Manager covers the home along with the other residential services in Almond Care Children’s services. An appointed Senior DSL On-Call covers the same hours to offer additional support to the Service.

20. If the supporting team are all one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes

We are committed to providing a service which promotes appropriate role models of both sexes. The home has both male and female supporting members of different age, culture and background which provides positive role models for the young people. We promote both role models by having a culture where we discuss and present influential people around the world both past and present to celebrate achievements. Gender roles are not stereo-typed and young people are promoted to achieve their set goals.

Care Planning

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

Sunflower house will provide care for two young people, male or female, aged from 8 years to 18 years old. The home location is in Braunstone, Leicester. The homes have a clear referrals and admissions process that available at the home and briefly outlined below:

We will consider young people who:

- Exhibit verbal/physical aggression
- Expose themselves to risk of harm.
- Are victims of abuse
- Self-harm
- Learning Difficulties



We are unable to offer placements to young people who have:

- Severe mental health disorders
- Severe physical disabilities
- Severe learning disabilities
- Made serious suicide attempts.
- Fire Setting
- Known risk around knives.
- County lines due to location

Planned Admission Procedure:

- Enquiry
- Referral Papers
- Impact assessment completed and agreed.
- Discussion with team and young people
- Initial Assessment visit to the young people and Assessment
- Placement Agreement Meeting held.
- Visit to the Home which will include overnight stays.
- Room prepared.
- Admission

Emergency Admission Procedure:

It is anticipated that some referrals will be emergency admissions, however, this will be avoided if possible. In these circumstances the Manager will obtain the fullest information possible from the referrer to allow a decision to be made and ensure the following conditions are agreed / met.

- Emergency admissions will be on a trial basis.
- Planning meeting arranged within 72 hours.
- There must be a named social worker with case responsibility.
- All appropriate paperwork is provided and a full history.
- Impact assessment completed and agreed by Manager and LA
- Initial Assessment

On arrival, each young person receives a Welcome Pack. The Pack includes everything the young person needs to know about the home and their rights whilst in care.

The bedroom is fully refurbished and furnished to a high standard and all relevant requirements are in place to meet the young person's needs.

Aftercare:



At Almond Care Children's Services preparation for future independence begins at the point of arrival to Sunflower House. When it is time for a young person to move on to independent living we can, by agreement with the placing authority, provide an aftercare plan which involves:

- An outreach support worker from Almond Care Children's Services.
- Any additional support required with shopping, cooking, completing forms, attending work programmes or further education, and any other requisite skills area for living independently, can be undertaken through a comprehensive leaving care toolkit and direct one to one work.

Contracting:

Given that we are providing care on behalf of the young person's local authority it is our policy to have clear contractual agreements which reflects this partnership. In the absence of block purchasing agreements the following defines the contractual basis of any partnership between Almond Care Children's Services and the referring agency:

- A completed Application Form
- Signed financial agreement.
- Individual Care Plan
- Individual Placement Plan

From the outset, we need to be clear that a management decision has been made supporting the appropriateness of an approach to Almond Care Children's Services A signed financial agreement is the only notification of such a decision we can accept, as it informs us that the referral to Almond Care Children's Services is one which has been carefully thought out and has everything in place for the application to progress without delay. We believe this to be good practice and in the best interest of all concerned. All applications received without a financial agreement are placed on our waiting list at the request of the referring authority.



Current Staffing Structure

Initials	Role	Qualifications	Background
SD	Home manager	NVQ level 3 children's and young people QCF level 5 leadership and management children and young people Enrolled on to business management	12+ year in residential settings, been a registered manager in CQC and OFSTED.
JR	Team Leader	Access to Higher Education in Health and social Studies-Level 3. Child and Family Health and Wellbeing BSc (with Hons) level 4,5 and 6. Enrolled on QCF level 5 leadership and management residential	I have worked in EBD residential settings and in a residential Crisis Unit as a Team lead I have also worked in the community as a family support worker.
DH	Team Leader	Children and young people residential level 3 &4	Previous experience as a midwifery care assistant and is very aware of safeguarding issues and childcare regulations. DH has worked in children's residential since May 2020.
TA	Senior	Psychology BSc Enrolled on QCF Level 4 Children and young people workforce	I have worked in EBD residential setting with children who have SEMH and SH concerns. I have also worked in behaviour schools/units. Working closely with SEN children who have SEMH needs, EBD concerns.
SN	Support Worker	B A Gen (English & History) PGDE (English & History)	High school teacher with 22 years experience. I have been working with children with different behavioural challenges;



		<p>M. Ed (Curriculum and Instruction-ESOL)</p> <p>Enrolled on QCF Level 4 Children and young people workforce</p>	<p>including, ADHD and some with self-harming behaviours due to abuse.</p>
CW	Support worker	<p>BSc Psychology</p> <p>Enrolled on QCF Level 4 Children and young people workforce</p>	<p>I have worked in schools with children with SEN and SEMH difficulties for over a year.</p> <p>I also took part in leading a mental health project in Fiji, working with children and young people on mental health conditions and empowering young women in the community.</p>
LH	Support worker	<p>Level 3 Assisting Teaching and Learning</p> <p>Level 3 Counselling Diploma</p> <p>Enrolled on QCF level 4 children and young people's workforce</p>	<p>I have worked in a primary school for ten years five of which were working 1:1 with a child with autism. I have worked closely with children who have unstable home lives, challenging behaviours, spectrum disorders and trauma. I ran Lego therapy groups and small social interaction groups.</p>
TN	Support Worker	<p>Care certificates</p> <p>Enrolled on QCF level 4</p>	<p>I grew up with a young sister who had disabilities and that's when I acquired my knowledge and passion for caring and safeguarding.</p> <p>I have worked in a surgery working with patients that have different needs.</p> <p>I worked in an orphanage where I looked after</p>



			different children that required various needs
BG	Support Worker	Care Certificate for Health and social care Enrolled on to level 4 QCF Children and young people workforce	I have worked in care homes for adults with challenging behaviour and ASD I have been a team leader in a supported living setting for young people/ adults with ASD and Mental health issues.
FDM	Support worker	Enrolled on to level 4 QCF Children and young people workforce	Have previously work in Children's residential settings support young people with Emotional and behavioural difficulties

