



Statement of Purpose

We support young people to
build positive futures

The Quality and Purpose of Care

The range of needs of the children for whom it is intended that the home is to provide care and accommodation.

Grace House provides residential care for 4 young people with social, emotional and behaviour difficulties aged between 10 and 18 years as identified in their personal Care Plans. The home caters for children that also have or who are experiencing developmental difficulties and problematic early life experiences, including attachment disorder, emotional behaviours and moderate to low learning difficulties. Registered to support the primary care need of (EBD).

Aims and objectives of the homes

- To work in partnership with children young people and all those with parental responsibility to achieve the best outcomes and ensure all are involved in the process.
- Wherever possible we aim to help and support young people to return to live with their families on either a full time or on a shared care basis.
- If the aim is not for the young person to return home, we will provide longer term care for the young people until they are ready to move on to live with another family or to live independently providing support to the individual during the transition.
- In accordance with the Children Act 1989/2004, and the Quality Standards and Regulations 2015, wherever possible contact with families and carer's will be encouraged and maintained. We will also aim to maintain and strengthen any links the young person may have with the community.
- We provide a structured, stimulating, caring and safe environment that is free from any prejudices and which offers young people the opportunity to be listened to and express their wishes, feelings and needs. We will use an open person centred approach in all settings.
- We aim to encourage a positive sense of self-image through responding to young people's individuality by treating them with dignity and focusing on reinforcing positive behaviour.
- We will continually improve the quality of care we provide to children and young people through rigorous monitoring of, and evaluation of, our practices and procedures.

- We will actively listen to and take account of, the views, wishes and feelings of the children and young people we care for as well as significant others in the young person's life.
- We will recognise the uniqueness in each young person and respect their rights, wishes, feelings and needs and work to enhance the skills of young people to better cope later in life.
- We will work with and advocate for access to education, health and needs of the individual child are identified and met through well thought out and detailed placement plans and involving all significant professionals to support the placement plan and identified needs, taking into account the young person's wishes and feelings.
- Provide opportunities for activities and participation in experiences, which will enhance the quality of life of the young person, to enable them to build stronger social networks and reduce social isolation. We will want to use local provisions and bring in the skills of others groups to help young people gain the confidence by way of sport and music and team days so they gain the abilities to enhance their chances of overcoming life's obstacles.
- We will identify a Primary Care worker for the young person within 24 hours of being placed at the home. The Primary Care Worker will be supported by the Manager and all members of the team will share their own skills to ensure all young people have the opportunity to gain the most from key working and be supported in the whole process.
- We will regularly monitor and review the young person's progress and success within the placement. By use of checks by the RI / Registered Provider to ensure the home is aiming high for each young person's care to help them excel in care.
- Promote the welfare and safety of children and young people by ensuring our policies reflect how we will address and enforce anti – bullying, equal opportunities, safeguarding and complaints. Each young person will have a welcome pack given and will be taken through the homes guide for each young person to be aware of what they can aim for and strive for while in The Home.
- We will provide individual tailored person centred support to young people to effectively and sensitively manage any complex behaviours where a multi -agency approach is supportive and included in the plan to provide care and support.

Our Purpose

The care team will work hard to ensure that the following ethos and values are an integral part of life at Grace House.

The team will use a person-centred approach and will concentrate on the individual issues.

The issues will not be seen as defining the young person and will not be the absolute focus of all our attention. Emphasis will be on:

- Grace House believes that high quality residential care has a vital role to play in achieving positive outcomes for looked after children. We believe that quality must be paramount.
- Our approach is summarised in the Statement of Values that follows:
- An affirmation of the positive value of residential care focused on meeting the individual need of each child living within a group setting.
- To ensure Grace House take an individualised approach to each young person residing within Grace House.
- An acceptance of the worth and dignity of each child, and a commitment to acknowledge and maximise each child's potential for growth and development.
- That children, their parents and other significant adults and external professionals within their circle of support should be involved in decisions made about their future, in such a way as to reduce their dependence at the same time empowering them to take responsibility for their own lives, and to achieve the fullest independence in preparation for adulthood.
- A child's family and community links should be maintained, and no child should be placed at such a distance from their home, that it inhibits maintaining these links, unless there are compelling reasons to justify such a placement as being in the best interests of the child.

Helping young people, their families and carers to address issues and to be solution focused can lead to residential care being a positive experience at an important stage of the young person's life.

We believe that children and young people respond better to a calm environment and respond to staff that are genuine and care about their welfare. We will provide a skilled service from committed team in a safe, appropriately structured and caring environment.

The care team will be carefully selected and recruited to address gender, age and ethnic balance in order to reflect diversity and positive role models.

With a strong staff value base, positive role models and strong work ethics we will ensure a individualised approach that will help to bring the staff team together in terms of encouraging consistency in relation to behaviour and responses. Providing coherent and reassuring experiences for the children and young people and creating opportunities for positive experiences.

Our Values

We believe that looked after children should be offered the same choices, chances and opportunities as other children and that we should work together with them and others involved in their care and welfare to diminish as far as possible the impact of their past experiences of abuse, neglect, exploitation and exclusion. To enable us to achieve this we will deliver an individualised approach from care teams that will be consistent with their approaches and responses, providing coherent and reassuring experiences for the children and young people, and creating opportunities for positive interactions.

We believe that all children and young people should be able to maintain high levels of hygiene, which could require some support from the care team. If any young people do require low level personal care support from the care team will ensure that this is agreed with the placing authority and consent of person's having parental responsible. Risk assessments will be completed alongside one to one discussions held with young people. The staff team play high priority on maintaining personal dignity.

An individual care approach helps to bring care teams together in terms of encouraging consistent staff behaviour and responses, providing coherent and reassuring experiences for the young people, and creating opportunities for positive interactions. Workers are more likely to understand their part in the young person's recovery and crucially play their part in constructing and maintaining a caring environment conducive to progress and positive development.

A comprehensive assessment and review will be looked at for every young person when they arrive at Grace House to ensure they have the right support package put in place centred on their needs and how we can help them grow from within as a young person in care. The reviews will help the young person and Primary Care Worker develop plans which will meet their needs and also look at the areas they need more support if needed.

Meeting the mental health needs of young people in the care system continues to be a prominent driver of government policy and practice guidance. Grace House will work collaboratively with local CAMHS services and other specialist teams to help those young people who are struggling with mental health issues. This will be written into the care plans for them and they will have full encouragement from the care team to gain the help needed to gain recovery for their mental health, we will be promoting at all times a range of treatment options for them which they have the right to access while living at Grace House.

We believe it is essential to undertake an assessment at referral, intake and at strategic points during the placement. The initial assessment will incorporate key domains of the young person's function and development needs including educational, emotional/behavioural, social and learning skills. The initial assessment period's findings will inform the placement plan, treatment goals and educational needs and crucially, will begin to define parameters for outcome.

Childhood and adolescence is characterised by development and change; placement plans must reflect and accommodate these changes in the light all information available and with access and support from staff from external agencies like BTF/CAMHS to support Children on a 1:1 basis when needed. Young People will be supported to attend any appointments with these professional services.

We are always going to be working towards positive outcomes for all parties involved in the home when a young person is struggling to adjust to the new environment this will be monitored and the team will help them adjust to the new home. Our ethos is to build on the relationship of the young person, so they are able to see the growth of their time at Grace House and progress into life as equipped confident young people. Over time the young person's view of life might change and they need other objectives set for them by their Primary Care Workers, this will then give them the direction they need to move forward.

Our Expectations

The Child

- Achieving appropriate levels of self-esteem
- Increased level of security in relationships
- Engagement within Education
- Look to learn from mistakes made through reflection and support
- Achieve independence
- Plan for a fruitful future

Placing Authorities

- Have relevant and regular feedback on progress through weekly updates, monthly reports and LAC reviews held.
- Are informed of the evolving care & management plan
- Placement exit strategy is held in mind

Our Care Team

- Understand the task for the young person ensure they are working in a person-centred way
- Work together as a team communicating with all members and social workers
- Have strategies to move forward with individual young people
- Have satisfaction in their job and the team and see the growth of young people reaching their goals and aspirations.
- Can be authoritative in role
- Develop their skills and sensitivity



3b. The age range, number and sex of children for whom it is intended that accommodation that is to be provided.

Grace House is registered to accommodate young people's ages ranging from ten to eighteen years, it is recognised that the respective ages of the young people is considered in the pre-admission compatibility risk assessment. The home will offer its services to mix gender.

3c. The type of accommodation including sleeping accommodation.

Grace House has 3 bedrooms located on the first floor, which will be used for children, the children have access to one shared bathroom. One bedroom is to be used for sleep in staff on the ground floor. Door alarms have been fitted to all of young people's bedroom doors (these will only be used to safeguard young people with permissions and consents), they can be turned on / off at any time and are under consistent review. Grace House also have a transition site that is attached to the main house, the transition suite is designed to support young people becoming more independent. The transition suite has its own bedroom, dressing room, bathroom, kitchen and lounge. Staff will support the young person in the transition to semi/full independents in line with their pathway plan.



The home will provide a safe and homely environment for children between the ages of 10 and up to their 18th birthday.

The home is a four bedded home situated in Sutton Coldfield, this is a desirable residential and multicultural suburb of Birmingham. The home is approximately 3 miles from the town of Sutton Coldfield and approximately 7 miles from the city centre.

The children have their own bedrooms, shared toilet and bath/shower facilities.

The Home is within easy access to local bus routes, and other local transportation. There are local amenities nearby such as shops, supermarkets, leisure centres, library, parks, (Sutton Park being one of the largest in the UK), and Health facilities including GP, dental surgeries, and hospitals.

The Home is within easy reach of a number of schools, churches, mosques, and temples. There are also other facilities the home can utilise for activities, such as cinemas, youth clubs, theatres, social clubs, beauty and spa facilities bowling alleys, parks, community activities, dancing, track and field athletics. The city two football teams, Aston Villa and Birmingham City, both within a short car/bus ride allowing the children the opportunity to watch top level football games. Within walking distance there is a large shopping area, which consists of small shops and some high street retailers, as well as a post office and banks. The home has perimeter fencing and gates to secure the grounds and ensure that the children can safely make use of the rear garden.

There is a bricked paved drive to the front of the building for staff and visitor's cars, this area has security lighting. The lighting extends the perimeter of the building. The ground floor consists of lounge, kitchen, WC, there is a second lounge, dining area to the rear of the building, which has an adjacent bedroom, office with staff ensuite bedroom. The first floor comprises of three double bedrooms and with a landing and bathroom.

All bedrooms are of reasonable size and safe storage will be made available for the children to keep their personal property, such as desks and chairs to encourage homework and independent learning.



How we Promote Equal Opportunities and Diversity

Gracebridge Care is an organisation committed to promoting equal opportunities and anti-discriminatory practice both in terms of the staff it employs the children and young people it looks after.

All staff at Grace House will have equal access to training, supervision, support and promotional opportunities. Any inappropriate comments or behaviours relating to sexual orientation, gender, age and able-bodied status will be challenged and the relevant action taken (if needed). This will not affect the individuals' position within the home.

Similarly, all children and young people looked after at Grace House will have equal access to the benefits and opportunities available. It is recognised that on occasion, children and young people will behave in a way that attracts consequences. If so, these will be applied consistently and fairly and in line with the guidelines provided by the Department of Health. The care team at Grace House are clear that the purpose of the use of consequences with children and young people is to promote change not to punish.

Our staff believe that all people – colleagues, children and 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 children and young people they will be dealt with in a way that promotes better understanding and encourage a change of attitude and behaviour. If children and young people are subjected to discrimination they will be offered protection, comfort and support.

We believe that all children and young people are equally entitled to have their needs met and to be free from abuse and exploitation. Each young person will have a Primary Care Worker who will explain to him or her, their rights as a looked after child and consistently ensure that these are being met.

There will be regular meetings between the care team, children 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. Children and young people will also have access to information related to their rights as a child.

Providing a family environment giving all children and young people the opportunity to address the dilemmas associated with the differences they will have experienced in the past:

- Providing culturally specific care and support for children and young people in line with the Quality Care Standards, meeting their cultural, religious, racial, gender and linguistic needs.
- Empowering children and young people to have knowledge of, access to, and respect for their community.
- Supporting self-identity by recognising that a young person's ethnicity religion, culture, sexuality and language are crucial to their self-image and self-esteem.
- The provision of education, after school activities, group holidays and staffing, our services will ensure positive integration of all community groups whilst respecting and maintaining a functional family setting.
- Recruiting an appropriate mix of ethnic minority staffing reflecting children and young people's gender and ethnic background to overcome cultural, religious and linguistic barriers and providing on going diversity training to staff to promote and maintain multi-cultural awareness.

Complaints

In the first instant the young person or a friend or family member can talk with any staff member. They are also able to talk with any member of the Management Team. We are committed to providing the best care we can for the children and young people who live at Grace House and we want them to feel safe and well looked after. We believe it is important that children and young people are able to talk freely about their care and to complain if they are unhappy about anything while living at the home. It is important also that others who have an interest in a young person's welfare - parents, friends, advocates etc. have an opportunity to make comments or complaints about any aspect of the young person's care.

Grace House has a Complaints Policy (in which all the care team has received training) which is provided to each young person on their arrival and which the Primary Care Worker explains at an early stage of their stay. It is also available in a form, which can be understood by the young person. The complaints forms can also be made available in different languages upon request.

We have a positive attitude to complaints and see them as an opportunity to improve the quality of care we provide for children and young people. All complaints, whether major or minor are taken seriously and responded to in a timely fashion in line with our policy. The young person, or the person making a complaint on his/her behalf, is kept informed on the progress of the investigation throughout. Children and young people are reassured that they are free to complain at any time about anything without fear of reprisals.

The Home has a clear Safeguarding / Child protection policy and training is provided regarding procedures. The care team at Grace House attends regular supervision and clinical reviews regarding the young people. The staff are vigilant in relation to the young person's on-going safety and protection and is aware of the indicators, signs and symptoms, when abuse is taking place. They are aware of the Local Children's Safeguarding Board procedures for managing suspected safeguarding concerns and are clear about the lines of responsibility and accountability within the home. In addition to concerns that arise in the community staff are aware of the danger of professional abuse and exercise caution and vigilance in relation to the professionals who have access to young people. The home has a Whistle Blowing Policy where staff are encouraged to speak to their Senior Managers if they have concerns about their colleagues' conduct towards young people. In addition, through the Child Sexual Exploitation Policy adopted by Grace House staff are aware of issues in relation to child exploitation and are trained to monitor and report any issues.

Grace House has an internal Safeguarding policy and information on how to make a safeguarding referral to the local safeguarding board. You will see this displayed on the notice board in the home.

There is a safeguarding referrals log in situ, this serves to identify risks and behaviours pertaining to individuals - it will ensure the allocation of resources is appropriate to the highlighted needs and concerns. Furthermore, this will enable Grace House and the company, to monitor progress and outcomes more effectively and where applicable, adapt policies as needed.

Gracebridge Care will provide a copy of the behaviour management policy and safeguarding policy upon request to the home's manager.

Safeguarding



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Grace House Manager Richard Perry and Deputy Manager Joanne Carroll are appointed as the homes designated safeguarding officers.

They are contactable 24/7 either by Phone: 07851245294

or

Email: Richard.perry@gracebridgecare.co.uk / Joanne.carroll@gracebridgecare.co.uk

The children's views, wishes and feelings



DREAM
BIG.

The care team, children and young people are actively encouraged to be involved in the development and running of the home. This is evident through a number of participation and involvement activities within the home such as children and young people's meetings, primary discussions, individual sessions, written and verbal feedback from the children and young people, questionnaires. We will also seek the views of family members/significant others through regular consultation within managers monthly audits and Regulation 45 reports.

Our role is to assist children and young people to deal successfully with significant changes and challenges, develop positive relationships and display positive behaviour. With staff members as role models, children and young people learn to behave towards each other and within the local community in a non-discriminative manner. Children and young people are encouraged to understand the diversity of cultures and beliefs that exist within the home, local and wider communities. To ensure that these outcomes are achieved we will:

- Staff at the home will ensure that they identify and consider the child's views, wishes and feelings. Decisions have to be balanced and judged as to the child's best interest when making decisions about the child's care and welfare.
- Staff to support children so as they can understand as to why it is important that their views, wishes and feelings are considered. Provide each child with reasons to decisions made in relation to their care.
- Encourage children to provide feedback as to the quality of care, supporting the children in regular review. Supporting children with preparing for review of the child's placement plans, so as the child's wishes, views and feelings communicated for the purpose of the review.
- Ensure each child is provided with an explanation as soon as possible as to the home's Children's Guide. To provide guidance as to how to make a complaint about the home or their care, explain how the complaint will be managed.
- The manager will ensure that the children's comments are sought when reviewing both the children's guide and the complaints procedure.
- Provide information and explain about advocacy services, how the child can access advocacy services.
- To ascertain the views of all relevant persons are considered, so far as reasonably practicable, before deciding about the care and welfare of a child.

Grace House provide child friendly folders that contain placement plans, education plans, positive behaviours support plans and child friendly risk assessments, this is to ensure that young people have their input to their documents.

Grace House work alongside an external mentoring service, that can be provided to an individual need. Designated keyworkers are provided with regular key workings session conducted.

There will also be weekly resident's meetings facilitated by staff where there will be set items on the agenda, such as bullying, Restorative Justice, Equality and Diversity, menu choices and activities. There is also the opportunity for the children and young people to add their own items to the agenda for discussion. Children and young people are encouraged to chair these meetings with support from staff if they wish.

Anti-discriminatory practise in respect of children, their families; and children's rights

Professionals at Grace House believe in equality of opportunity for all children regardless of their race, age, gender, ethnicity, religion, culture, language, sexuality, impairment or disability. The staff team are committed to ensuring all children have their rights upheld. Staff endeavor to be good role models for children / young people by themselves behaving in a manner, which is non-oppressive, and by challenging any discriminatory attitudes or practices. We believe with rights come responsibilities and where possible, children / young people are encouraged to take as much responsibility for their behaviour as they can. Behaviour from children / young people, which is discriminatory or oppressive and creates victims is not condoned and will be managed in an appropriate manner. In addition, please refer to the homes Equality Policy.

The care team at Grace House will be proactive in their approach to fully understanding the concept of Children's Rights and the relationships of these Rights with their Responsibilities:

- The right not to be ill-treated but the responsibility not to ill-treat others.
- The right to be cared for and the responsibility to care about others.
- The right not to be put at risk and the responsibility not to put others at risk.
- The right to be heard and the responsibility to listen to others.
- The right not to be discriminated against and the responsibility not to make discriminatory remarks, or take discriminatory action.

Grace House is committed in ensuring that all staff are aware of the issues of inequality and adhere to the principles of the Equality Act 2010 and that staff also undertake Equality and Diversity training.

A photograph of two young men in a classroom. The man on the left has curly brown hair and is wearing a white t-shirt with a graphic of a building. The man on the right has dark hair and is wearing a black and grey jacket. They are both smiling at the camera. In the background, other students and classroom equipment are visible but out of focus.

Education

Our aim at Grace House is to make everyone aware of the things children and young people need to help them to be happy, successful, healthy and safe, actively encouraging learning and development.

- To provide a variety of learning experiences and opportunities e.g. work experience, group discussions, educational outings, research and projects.
- To provide opportunity for young people to reach their full academic potential
- To provide opportunity for young people to achieve recognised qualifications
- To introduce structure to daily living routines
- To encourage young people to socialise safely both in house and within the community

All Children must have an agreement from the placing authority to provide education at the initial placement planning meeting. Grace House aims to re-engage young people in education if they are currently not engaging. For those in education, we aim to support this and where young people are progressing, we will support the Pathway Planning process. Grace House provides project work which is individualised to each young person and their needs regarding educational support. This is completed once a week, as well as education.

Gracebridge Care are not a registered provider of education. However, we do provide a team of staff to support the young people in order to maximise inclusion, opportunity and individual potential.

Education support staff can work in partnership with placing authorities to support and identify mainstream education plans. Wherever possible we will provide transport and equipment such as pens and books etc. We will also provide supervised access to computers.

At the end of year 11 we will have a Pathway Plan and this must involve potential employment, a college placement, modern apprenticeship programme or further education.



Enjoyment and Achievement

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

In order to promote participation and equality of opportunity, the care team at Grace House endeavour to maximize young peoples' opportunity to participate in their choice of activities. At the onset of the placement staff will aim to obtain the views of the young people regarding hobbies and interests. Each home has a budget specifically for recreation and each young person will have weekly planners detailing their choice of activity.

Where a young person expresses a particular interest in a specific activity this will, if appropriate, be promoted by the staff and additional money made available to pursue this where possible.

Gracebridge Care has ever-growing links within the local community and readily accesses culturally appropriate activities for young people. All activities are encouraged as a strategy to develop and enhance individuals' confidence, physical and emotional well-being, team building and inclusion.

The religious beliefs and individual forms of worship of the young person will be taken into consideration within the Care Plan and where necessary arrangements will be made to facilitate this area. This may include transportation to and from a place of worship, providing religious articles such as books, clothing or specific food items. If required a member of the care team will accompany the young person to the place of worship or to a place for formal religious instruction.

The Home will actively promote the involvement of young people and their families (where appropriate) in the development and running of the home. Not only do we accept the principle of the young person's involvement but it can be seen in practice through a variety of participation and consultation activities within and outside of the home and school environment.

Our role is to assist young people to deal successfully with significant changes and challenges, develop positive relationships and display positive behaviour. With staff members as role models, young people learn to behave towards each other and within the local community in a non-discriminative manner. Young people are encouraged to understand the diversity of cultures and beliefs that exist within the home, local and wider communities.

- Consider the young person's wishes and feelings, having regard to their understanding in relation to decision making.
- To ensure full participation of both young person and parents in the decision-making process.
- To encourage full participation in young people's meetings and activity meetings.
- Hold weekly Primary Discussion/Young People's Meetings sessions with the young person covering areas identified in their individual Care/Pathway Plans.
- To take into consideration, and actively provide for religious and cultural differences.
- Encourage and support young people to identify and follow appropriate activities and interests within the community.
- To give the young person continuous feedback on his/her progress. To praise at every opportunity no matter how small the achievement.
- To ensure that positive encouragement is given at all times, particularly if, and when, the young person is facing difficulties.
- To help young people develop into positive members of the community, cultivating intrinsic boundaries and values with the help of outside agencies.

Health and Wellbeing

The health and well-being need's for Children are met and that they receive guidance and advice to lead a Healthy lifestyle.

The health and well-being of children and young people looked after is of prime importance. We will work alongside parents, Community Nurses, Social Workers, Behavioural Therapists, Teachers and other professionals involved with the health and welfare of the young person in order to ensure that children and young people live in a healthy environment, their health needs are identified and services are provided to meet them.

Each young person has a written health plan and the care team are vigilant in, health needs and ensures that each young person receives any medical or dental assistance, which they require. In addition, they provide the comfort and support, which children and young people need when they are ill.

Wherever possible children and young people visit their own doctor and dentist; if this is not possible arrangements will be made for a new doctor or dentist in line with the young person's needs and preferences. Emergency health needs will be met by either the use of the local accident and emergency department or the on-call GP.

Prior to admission the Manager or the young person's Primary Care Worker will liaise with parents, carers, Social Workers and other agencies involved in the young person's health care in order to establish a clear written health plan (within their Placement Plan) covering:

- Medical history.

- Any specific medical or other health interventions, which may be required.

- Any necessary preventative measures.

- Allergies or known adverse reactions to medication.

- Dental, hearing or optical needs.

- Specific treatments, therapies or remedial programmes needed in relation to physical, emotional or mental health.

- Health monitoring required of staff.

Staff receive training in first aid, the administration of medication and the treatment of minor accidents or illnesses. All treatment and administration of medication will be given in line with our written policy and guidelines to the team which includes instructions on statutory notifications to OFSTED, written records kept within the home and the safe storage and disposal of medications.

In addition to attending to current health needs, the care team ensure that children and young people receive age and culturally appropriate advice on health-related matters in order for them to make considered choices and take appropriate action in relation to their own health needs. Such advice would cover issues related to smoking, alcohol, the use of drugs, sexually transmitted diseases, Hep C, HIV and AIDS. This advice will be in the form of one to one Primary Discussion sessions, group meetings, the supply of literature and information, and referrals to specialist services if required.

If a young person has therapeutic needs, then these will be addressed in the course of Looked After Children reviews and arrangements made to provide appropriate assistance in consultation with all interested parties and consistent with the young person's Care Plan.

All medications are stored and administered in accordance with the home's Medication Policy. Medication will only be administered by staff that are trained in the Safe Handling of Medicines. Homely remedies will only be administered when a consent form is signed by the parent / carer, GP or consultant or if the remedy has been prescribed.

No specialist healthcare or therapy will be provided in the service unless provide be the young person placing authority.

Positive Relationships

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

It is usually beneficial for the children and young people who live at Grace House to maintain constructive contact with the important people in their lives, either directly or by phone or letter. The care team encourages children and young people to keep in contact with their family and friends and offer support to allow them to do so.

The care team do not place any restrictions on a young person's contact with their family or friends unless it is specifically stipulated within the Care Plan. Care staff can support or supervise contact visits if this is identified within the Care Plan or requested by the visitor. Alternatively, a private place can also be arranged for contact if this is needed. A written contact agreement must be completed by the Social Worker prior to admission.

Taken and received at convenient and appropriate times.

No calls are allowed during mealtimes or after the young person has retired for the night, unless an emergency and this will be closely monitored by staff. Other than when directed by the placing authority, children and young people can send and receive mail, which will not be opened or read by staff.

Within the Children's Guide children and young people are provided with the procedures for visitors to the home. No young person is made to see a visitor that they do not wish any contact with.

Family or visitors to the home are provided with privacy and refreshments.

Where a young person does not have contact with any family or friends Grace House will request from the Placing Authority permission for an Independent visitor.

Grace House recognises the importance of attachment related issues for our children and young people in a care environment and the subsequent separation from their families. Continuity of relationships is important and attachments will be respected, sustained where possible, and developed. We feel it is important to show an interest in how visits have gone, for some children and young people specific strategies may need to be developed to manage their behaviour and give additional support at these times. Partnerships with parents and relatives are crucial to ensuring that children and young people retain and build their identity.

The Protection of Children

The service ensures that Children are protected from harm and enabled to keep themselves safe.

In response to the Children Act 2004 and the recommendations of the Safeguarding Review 2005, the care team at Grace House remain committed to practices which protect children and young people from harm; are clear about how to recognise the signs of abuse or neglect; have a full understanding about the thresholds that apply to safeguarding; and know to whom they should refer concerns or safeguarding issues.

To ensure that the young people live in safe and comfortable surroundings.

To ensure the recruitment and selection process for staff is rigorous. (Schedule 2 – Regulations 26, 28 and 32)

For staff to receive comprehensive training in Child Protection and ensure clear policies and procedures are in place.

To ensure on going risk assessments are undertaken to meet all Health and Safety requirements.

To promote a culture of openness and one that is free from any form of prejudice or discrimination.

That clear guidelines for staff and young people are in place to address any signs of bullying or intimidation. Staff are very aware of cyber-bullying

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

No internal surveillances are in situ. We have door monitor alarms fitted to all bedrooms and are monitored by staff through the night. These alarms can be deactivated if no risk is presented and if in agreement with the placing authority of young people resident.

It is accepted that consistent guidelines and controls form an integral part of a child's development. As a child develops they gradually internalise these controls and reduce the need for external reinforcement. The children and young people, who are looked after at Grace House, will be made aware of their rights and responsibilities and the expectation that they will behave in ways which are acceptable and conducive to living harmoniously with other people.

Details of the homes approach to behavioural support.

The young people who are looked after at Grace House are cared for within an ethos in which they are treated with unconditional positive regard, where they are aware of their rights and responsibilities and where there is an expectation that they will behave in ways which are acceptable and conducive to living harmoniously with other people. Grace House has a policy based on the Children's Homes Quality Standards. The care team will create an environment where young people are valued, respected and care for each other:

Always address the anti-social behaviour not the young person. Young people should never be labelled as 'bad' or 'naughty' directly to them or within ear shot. A young person will usually live up to what they think is expected of them.

Correction and direction should be given in a positive manner.

Praise and encouragement should be given as often as possible, especially when behaviour is positive or modified. Play down negative behaviour as long as it does not impact on another individual or put anyone in danger.

Set realistic boundaries with explanations to provide a feeling of security.

Appropriate behaviour is reinforced through consistency and reaction for the boundaries set. Grace House implement a positive behaviour support plan.

When speaking to young people about their behaviour, remain calm and positive.

Young people should be made aware of how the expression of their own feelings may affect other peoples. Young people need a platform to safely express how they are feeling.

All incidents will include a reflective practice with the young person and the staff members involved, this will be a Primary Discussion session where reengagement is essential and young people feel valued and respected from expressing their opinions and feelings.

All incidents will be reflected upon the risk management plan and critical information will be shared accordingly.

Details of the homes approach to Restorative Justice

Restorative practice and ways of thinking are now developing and growing in many Primary, Secondary schools and Residential care homes. Experience and evidence at local and national levels has shown that Restorative processes have a positive impact in changing schools and Residential Care homes cultures, especially with regard to attendance and behaviour, when embedded in a wider restorative milieu, and within clear strategies. Grace House have a fundamental drive to implement restorative work to build relationships and community amongst the staff and not just the young people. Restorative processes also make challenges and support explicit in everything that happens in a young person's life.

Grace House made a conscious decision to provide Restorative Practices within our organisation. We believe it also opens a door to a new mindset and culture within our development and the young people's development. It focuses on positive relationships and collaborative teaching and learning. It means that staff and the young people within our setting, commit to looking at positive alternatives to reactive punitive behaviour solutions, because they are confident that the matter is being dealt with in a clear and explicit way, understood and endorsed by all. Grace House believe that sanctions do not provide positive outcomes and does not provide the young people with learning and guidance experiences. Our culture is providing the young people with the skills and knowledge to develop their behaviours positively and learn from Restorative Justice, asking questions such as, what went wrong? how can we do better? Adapting how can staff support the young person to make appropriate decisions, learning from their decision-making abilities and behaviour solutions.

Never impose physical punishment on a child. Never deprive a child of food, sleep or medical help. Never deprive a child of your care and consultation. All staff should be aware that disciplinary action will be taken against them for the imposition of any of the above

The Home's approach to restraint in relation to children.

How persons working in the home are trained in restraint and how their competence is assessed.

Whilst strongly believing that all children/young people should have the main responsibility for their own behaviours, Gracebridge care recognises and understands that the children/young people in our care may sometimes demonstrate difficult or challenging behaviours which could require support or as a last resort, physical intervention. Subsequently all the care teams undertake training with regular refreshers which offers a framework for dealing with challenging behaviours through theoretical and practical based training. The emphasis of training focuses on de-escalation of situations and the avoidance of situations, which could potentially lead to flash points.

Physical Intervention will only be used if all methods of dealing with a specific situation have been deemed unsafe and will only be actioned by the care team as a very last resort. The time period of any Physical Intervention should be as short as is possible, and all details of the intervention, fully recorded within the Physical Intervention Log. The child/young person involved will be afforded a debrief period following any intervention and the opportunity to discuss the situation, whilst considering the appropriateness/inappropriateness of the actions taken and any complaints which may result from the actions taken.

The homes Manager will conduct their own post incident de-briefs with the care team involved as well as the young person.

Physical Intervention can only legally be used where there is belief that immediate action is required to prevent injury or prevent serious damage to property. The following criteria for restraint would therefore apply:

When the child/young person is attempting to harm him/her self

Where this is substantial risk of physical injury to another child/young person

Where there is substantial risk of physical injury to a member of the public or a staff member

Where there is likely to be serious damage to property

Where serious damage is occurring

Grace House has a Behaviour Management and Physical Intervention Policy and guidance document that goes into significant depth outlining good practice and our response to challenging situations. Our approach is individualised and we intend to embrace an approved and recognised provider to deliver on-going training and a good model of intervention.

In certain situations, that is, when a child / young person is causing harm to himself / herself or others, or causing excessive damage, staff, as a last resort will use physical methods of intervention. Initially, staff will try to manage the situation and prevent further harm/damage by guiding a child / young person away from a harmful situation by the use of PRICE de-escalation and diversion techniques. In extreme circumstances full restraint may have to be used. In such circumstances the degree of force used will be proportionate and for the shortest period of time necessary. The care team receive training for PRICE (Protecting Rights In A Caring Environment) to manage challenging behaviour and in the use of safe restraint. Once staff are PRICE they can access all training materials within the office of Grace House. The Care Team can practice these within team meetings and are provided with refresher training every 12 months. Any incidents staff have been involved in will be discussed in supervision to assess competence and compliance with the behaviour management policy.

The training provider and pregame used for staff training is delivered by Mr Richard Perry

PRICE Training

White Lodge,

Bevere Lane

Bevere

Worcester

WR3 7RQ

Details of the management and staffing structure of the home, including arrangements for professional supervision of staff, including staff that provide education or healthcare

The Home recognises the need for appropriate, supportive staffing levels, not only in terms of health and safety requirements but also in relation to quality, purposeful, supportive and proactive childcare practices. With this in mind we aim to have a team of 8 staff which will consist of a 1x Registered Manager, 1x Deputy Manager, 3 Senior Residential Support Workers 3 Residential Support Workers will be provided on a 24/7 basis. The company is exploring a team of bank staff for Grace House. The staff team will increase to the needs of each young person, as the home develops to full capacity.

Grace House operates on a minimum staffing ratio to children of (1-1). This level of cover will be constant from the point of the children rising in the morning until bedtime. Staff sleep in at all times, staffing levels will be determined by individual support requirements of the young people in our care. All bank workers will be subject to the same rigorous selection processes and will be provided with the same levels of supervision and training as full-time team members.

Staffing cover during the night will consist of 2 Residential Workers providing sleep in cover per Child (a minimum of 2 staff). The staff will sleep in during the night and have access to an on-call system which will be either the Manager or a Deputy on a rotational basis.

The Manager and Deputy Manager will usually work 9am-5pm Monday to Friday.

Grace House has a rota dependent upon the needs of the children/young people which ensures that there is a minimum of one staff per young person, excluding the Registered Manager and Deputy Manager, on duty at all times. Grace House will operate a shift system where young people are supported on a 1-1 basis at all times. (Unless otherwise stated within any request made for 2-1 staffing from placing authorities).

Where there is a high level of risk associated with individual young people a third member of staff may be required to undertake waking night duty. Where this is required, starting and finishing times will be arranged according to the need. The Manager will ensure that the staff rota reflects the needs of the young people, and where young people need to be taken/collected from school, engage in extra curricular activities, or have family contact, there will be staff available to facilitate.

There will always be a Senior on duty and access to a senior member of staff for support both day and night via an on-call system.

Gracebridge care as an organisation recognises the need for a structured and focussed process of supervision for all staff. All full-time workers will be expected to receive supervision on a regular basis this will allow them to focus upon their own personal practice, the practices within the home as a whole as well as identifying training and support needs on an individual and collective basis. The process will be used by management to assess work performance and the effectiveness of the service in meeting the needs of the young people in their care. Learning objectives and effective practice objectives will be set and fed into a wider personal development process.

Grace House employ staff of both sexes.

The need for a well-trained, well-motivated care team is extremely important in the relation to positive outcomes for children and young people. The development of a clear, and focussed process, which aims to promote staff development and ensure that the aims and objectives of the home, and organisation as a whole are achieved, is imperative.

Through the process of supervision, it is possible to begin to develop a personal development strategy for each individual (Reflection & development Reviews). This process will be on going and allow the team to continuously develop a range of skills and abilities that enhances their practice and help them to work with and support children and young people more effectively, whilst also helping themselves to develop a career path that will allow them to experience a range of roles and situations that lead to progression should they wish to do so. This overall process will then allow for a situation where an appraisal system becomes part of the annual evaluation of the individual and the service as a whole. Jointly agreed aims and objectives become useful tools and make the service more responsive to the support needs of children and young people, through continuous development of staff and service.

Care Planning

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

Grace House provides placement for young people aged between 10 and 18 years old in the care of the Local Authority. Due to the nature of the home, we accommodate young people who have complex needs arising from past experiences and who now display behavioural and emotional difficulties, which is their primary care need.

Where possible, prior to the commencement of the placement, we would require as much relevant statutory documents as possible that describe the historical experiences of the young person, the family dynamics and current relationships. All the current concerns must be highlighted and the risk posed to the young person from themselves and/or the risks they may pose to others. A matching considerations risk assessment is undertaken regarding the new placement and the young people already resident. The Manager and the relevant members of the care team will discuss the placement and determine whether or not the placement is suitable for Grace House.

Once the placement has been agreed, an Initial Risk Assessment and Behaviour Management Plan will be undertaken.

We believe that any move for a young person is a traumatic experience and therefore, whenever possible, should be managed in a planned way. However, this does not preclude emergency referrals in some instances.

Grace House will require as much detailed information as possible - this will include details of the reason for the placement, historical experiences of the young person, the family dynamics and current relationships. All the current concerns must be highlighted and the risk posed to the young person from themselves and/or the risks they may pose to others. This information may be taken over the telephone. The placement may be refused at this point. If the placement is accepted, this will be for an initial two-week period only.

Upon arrival at the home the relevant placement objectives and Looked After paperwork must be provided. A Post-Placement meeting will be held within 72 hours of the commencement of the placement. Thereafter an Initial Risk Assessment and Behaviour Management Plan shall be undertaken.

Grace House will undertake a risk assessment prior to the placement being offered. The placing authority will be required to provide all relevant completed LAC (Looked After Children) documentation, a face-to-face or telephone discussion with a Senior Manager, together with relevant care or referral orders.

We work with the young people to help them understand their behaviour and its effect on others and themselves, whilst providing an environment that provides a secure base for young people to develop emotionally and mentally to enable them to form positive attachment relationships in the future.

Risk Management Plans inform our work with all young people placed with us. These are formulated together with a young person and ensure that all situations are safe and managed in the young person's best interest.

Upon arrival, young people will be welcomed and reassured and we will ensure the following:

That the young person is welcomed and introduced by the Manager, Senior Shift Leader or the Shift Leader for that day.

That the young person's bedroom has been prepared for their arrival – with a blank canvas as the young people can personalise their space with their own unique style.

That their immediate physical needs will be met.

That they are shown around the building.

That time is taken to explain what will happen next.

That the young person has received a copy of the Children's Guide and a member of staff spends time explaining it.

That particular attention is paid to the building evacuation and complaints section.

Care is taken that this process is both informal and young person-centred. It is designed to offer reassurance and to minimise the anxieties and worries that young people experience when arriving at a new place.

A full fire drill/evacuation of the building routine will be carried out within 48 hours of a new admission.