



Supporting young people
to build positive futures



Gracebridge Care

Statement of Purpose

This document provides a description of what we offer, how we intend to achieve the very best outcomes for the children and young people we support and the ways in which we do this.

This document is intended to be user friendly and written in a style that can be easily understood. It provides the information specified in Regulation 16 Schedule 1 of the Children's Homes Regulations 2015.



Our Aims and Objectives

Malvern House aims to provide a warm, homely, loving, caring and nurturing environment for each child to live in and make their home. We provide child centred individualised care to meet the needs for the children and young people who live here, where they can grow to reach their full potential. Our children and young people are treated with dignity and respect. We believe children and young people need to feel safe and secure first and foremost before they can begin to blossom into their true selves.

We want our children and young people to build positive relationships within the home and in the wider community. They are supported and encouraged to keep and develop ties and links with family and friends. We aim to ensure children and young people are happy content and ready have positive transitions when leaving our care.

We want our children and young people to build resilience through independence and being allowed to take calculated risks within their own life, as we believe making mistakes and learning from these will ultimately help them to transition into adulthood with more life skills.

The Quality and Purpose of Care

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

We provide care for children and young people who display social, emotional, and behavioural difficulties and some young people with learning difficulties, who require a residential alternative to a family placement.

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

We aim to provide stability and security through the development of warm and nurturing relationships which help children and young people develop resilience and realise their potential.

We believe every child and young person has the right to live in a home where they feel loved, happy, are healthy, safe from harm, able to develop, thrive and fulfil their potential.

Our home offers warmth, stability, consistency, structure and boundaries. We believe every conversation with a child or young person is an intervention and as such the cornerstone of our approach is the development of genuine caring relationships. Our work is underpinned by a restorative approach where staff support children and young people to understand how to communicate their emotions in a safe environment.

We provide structured key-worker sessions and support for individual identified needs to aid progression and positive outcomes.



Accommodation

We provide care for up to 3 children from 10-18 across all genders. There have been several adaptations to the home in order to meet the needs of the young people. We have installed patio doors in the back lounge so there is natural light coming in and easy access to the garden. The kitchen/diner has been made open plan so there is room for a spacious table and chairs where children, young people and staff can eat together.

The home is a beautiful semi-detached 3 storey house which has been fully refurbished throughout. When arriving at the home there is a driveway to the front of the property with conifer trees to the front. Upon entering the property, we have an open plan porch with beautiful stained-glass windows. To the left is the manager's office and to the right we have two lounges adjacent to each other which have been beautifully decorated and dressed with quality soft furnishings.

We have an open plan kitchen/diner which has fully fitted kitchen and an 8 seated table to accommodate all young people and staff to dine together.

To the rear of the property through the kitchen/diner is a utility area with a toilet. Through the utility area is the rear door which leads out onto the patio area of the rear garden. The rear garden is well laid out with a large turfed area and shrubbery surrounding the edges of the garden. The garden has fencing which separates the patio area from the lawn and also secures the bottom end of the garden. There is a gate that leads out onto the tarmacked rear car park with censored lighting which will house 5 to 6 vehicles.

On the first floor of the house there is a large double bedroom to the left which is located on the front of the house. There is a large bathroom which boasts a large shower, a bath, toilet and wash basin. Next to the bathroom is a large staff office. Leading off of the staff office is a double bedroom with on-suite shower room with toilet and wash basin which is utilised as a staff sleeping in room.

There is a third double bedroom next to the office which is on the rear of the house.

On the second floor there is another double bedroom with fitted wardrobe on the front of the house. There is a single bedroom with storage space on the rear of the house and a shower room with toilet and hand basin.



Location of the home

The home is situated in Acock's Green a residential and multicultural suburb of Birmingham which is approximately 5 miles from the city centre.

There are local amenities nearby such as shops, supermarkets, leisure centres, library, parks, and Health facilities including GP, dental surgeries, and hospitals, cafes coffee shops.

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.

Birmingham City centre and its surroundings provide a vast number and variety of activities for young people to enjoy from museums such as the Think Tank and the Birmingham museum and art gallery, to theatres such as the Hippodrome in the Alexandra, all providing different opportunities and experiences for young people to enjoy.



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

At Malvern house we are committed to the principles of equality and valuing religious beliefs.

Children are supported to ensure their cultural, linguistic and religious needs are being met. We consider cultural, religious and spiritual needs as being central to identity and welfare and are proactive in supporting their fulfilment. We support children and young people to explore their religion and culture and work towards increasing their understanding and acceptance of other cultures, communities and religions.

Birmingham itself is a multicultural diverse city where numerous religious venues situated throughout the city children and young people are supported to attend religious ceremonies cultural events. We will have cultural evenings on the home to help promote acceptance and different cultures, norms and values of the wider society.

We provide culturally specific care and support for children and young people which meets their cultural, religious, racial, gender and linguistic needs.

As part of our admissions process, we will make enquiries about a child or young person's religious beliefs (if any) and discuss with them the arrangements which need to be made to enable them to follow their religion or receive instruction appropriate to their beliefs. We also ensure that necessary arrangements are in place to meet cultural and religious needs (e.g. adjustments to menus, facilitating attendance at religious festivities etc.).

Equally children and young people are entitled to have no belief and to be free from any compulsion to observe any religion or attend any place of worship. No matter what their personal beliefs, care staff will not seek to influence those they care for in relation to the issue or religious observance.

A photograph of a young man in profile, wearing a black cap, looking towards a man with a beard and a blue hoodie. They appear to be in an outdoor setting with trees in the background.

Views, Wishes and Feelings

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

We actively promote and maintain a culture which respects the views, wishes and feelings of our children and young people. We help guide and support them in a way which has their best interests at heart. We consult and encourage young people on a regular basis to find out how they feel about the quality of their care.

At Malvern house we work in partnership with children and young people to develop an ethos which balances everyone's rights and needs with the needs of the group. We believe the more involved children and young people are in influencing the day-to-day running of their home and the organisation of their care, the more they feel heard and respected.

We maintain a culture of openness with opinions being valued and respected. Children and young people are supported to value and respect one another and themselves. We look to explain all decisions to children and young people in a way they can understand and comprehend.

We consult by:

- Using key-worker and individual sessions to help understand children and young people's needs, views and concerns.
- Holding regular meetings where everyone can contribute and make suggestions either as a group or as an individual dependent on preferences.
- Seeking views either through one-to-one consultations or through questionnaires and quality audits
- The manager having regular conversations with children and young people either individually or as a group

Children will also be supported the access an advocate if they wish to. Children are also encouraged to speak with their IRO at any point or prior to any reviews so that they can have someone independent if they wish. Each child will have at least one Key worker who they can voice and views wishes or feeling they may have. We actively encourage children and young people to be involved in the running of their home as they have valuable opinions which need to be considered.



Children's Rights

Every child or young person placed at Malvern House is entitled to have their rights protected.

Our children and young people have the right to:

- To be protected from harm.
- To be able to express their wishes and feelings in the knowledge that the concerns will be considered and their complaints will be dealt with fairly
- To be provided with information about their family, and other important people, and have contact with them, or an explanation of why this is not possible.
- To be advised clearly of what they can do and what boundaries are in place.
- Not to be discriminated against for any reason.
- To be provided with education and healthcare that suits their needs.
- To be provided with opportunities to develop their skills and interests.
- To be encouraged to participate in making decisions and plans for the future.
- To be prepared for life as an adult with the necessary help available to them while they do this.

Education

Details of provision to support children with special educational needs.

We have access to additional support from Spring Hill High School, our sister company, which is a DFE Registered Independent Special School for SEMH Education Provision. This support is generally in the form of advice and guidance. In addition, we work in partnership with various educational providers in the area to so ensure the educational needs of our children and young people are met.

1. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.

Malvern House is not a registered school

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

We know that education is vital to a child or young person's health and wellbeing and as such actively promote its importance. We firmly believe attending education enables children and young people to and make measurable progress towards achieving their educational goals and realising their potential.

Our educational approach is based on the values and principles inherent in holistic education which aims to raise self-awareness, build self-esteem, equip, and enable each young person to maximise their potential and lead a satisfying and purposeful life.

At Malvern House we encourage and support children and young people to have high aspirations and gain the appropriate level of education in relation to their individual capabilities.

Our care staff support children and young people to travel to and from school and give any additional support that may be required.

Rewards and incentives can be linked to attendance, behaviour, and achievements in school to encourage progression. We always celebrate achievements in education with care staff noticing and praising children and young people for effort.

As a home we work collaboratively with each child or young person's education provision and ensure excellent communication links are developed. We attend carer/teacher meetings, Personal Education Planning meetings or Educational Health Care Planning meetings and will advocate and challenge on behalf of our children and young people.





Enjoyment and Achievement

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

We support children and young people with the activities they enjoy, the interests they have and the areas they want to develop in line with their individual needs and risk profile. We encourage children and young people to keep and maintain the hobbies and interests they had prior to coming to us in order to support and foster a sense of continuity.

Children and young people are encouraged to experience and try a variety of hobbies to develop that self-confidence and self-esteem. We understand the importance of peer relationships and that belonging to groups can help a child or young person to find their own identity. As such we encourage integration with clubs in the local area or at school.



Health

Details of any healthcare or therapy provided, including—

Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and

Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

We do not provide additional healthcare or therapy; we work in partnership with local healthcare providers to ensure children & young people's healthcare needs are met

Positive Relationships

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

We work in partnership with the child or young person, their parents/carers and social workers regarding contact arrangements in line with legal status and restrictions. Arrangements for contact are understood and supported by our care staff.

The parents of children and young people, other family members, legal guardians and significant others are encouraged to participate in all aspects of their general welfare (where appropriate).

Where appropriate, parents and significant others are welcome to visit. Visits need be planned and agreed in advance to ensure effective support.

Children and young people have access to a house telephone to maintain verbal contact with family and friends unless this is contra-indicated, requested and authorised by the placing authority as necessary to protect the child or young person.

Any request by a child or young person for a friend to visit the home will be carefully considered and risk assessed by the homes manager in conjunction with the child or young person, their parents/carers and social worker as appropriate.



Protection of Children

A description of the home's approach to the monitoring and surveillance of children. We have an electronic bedroom alarm system which advises care staff if a child or young person comes out of their bedroom at night.

All placements are admitted on the basis that we may use this system when we believe it is necessary and an individual risk assessment justifies the need. Full consultation, agreement and written consent with the placing authority, the child or young person, parents (where applicable) will be obtained prior to the alarm being used.

Malvern House has 4 security cameras, all of which are on the exterior of the building, this is used for security purposes for the home against theft or vandalism. We have one camera to the front drive, rear parking area, side of the house, and at the back door.

We promote practices which contribute to high quality care, these include respect for the child being looked after; positive reinforcement and reward of good behaviour and the development of self-esteem.

Care staff will demonstrate explicit, fair, consistent and reasonable rules for conduct and behaviour. Staff will have an awareness of relevant histories of the child or young person being looked after and will offer a flexible approach to managing behaviour, taking into account their age, competence and ability to recognise and understand danger to themselves, others and property.

Children and young people need to be rewarded for positive behaviour. A major determinate of good behaviour and positive ethos of or home is the quality of the relationships between the staff and the child/young person. In the normal circumstances, children and young people should be encouraged to behave well by the frequent expression of approval by staff and by the generous use of encouragement.

One of the principal purposes of managing behaviour is to enable the child to develop self-control and establish feelings of worth and self-respect.

Where physical intervention is likely to be necessary, for example, if it has been used in the recent past or there is an indication from a risk assessment that it may be necessary, the circumstances that give rise to such risks and the strategies for managing it should be outlined in the child or young person's behaviour management plan and care/placement plan.

There are different criteria for the use of restraint and other forms of physical intervention, such as holding, touching and physical presence:

- Restraint - Regulation 20 sets out the only purposes for which restraint can be used:
 - Preventing injury to any person (including the child who is being restrained);
 - Preventing serious damage to the property of any person (including the child who is being restrained); or
 - Preventing a child who is accommodated in a secure children's home from absconding from the home.
- Other forms of Physical Intervention, such as holding, touching or presence, are less forceful and restrictive than restraint, and may be used to protect children or others from less serious injury or damage to property;
- Restraint may not be used to force compliance or as a punishment where Significant Harm or serious damage to property are not otherwise likely;
- A child/young person can be prevented from the leaving the home if it is felt they are at risk of Significant Harm due to:
 - Child Sexual Exploitation;
 - Gang Related Activities;
 - Misuse of drugs.

Details of the home's approach to behavioural support

Injury could include physical injury or harm or psychological injury or harm.

Initially, care staff are trained in a 2-day PRICE course. Their competencies are demonstrated throughout the 2 days where the trainer evaluates each learner based on observations and assessment of their theoretical understanding and physical techniques. Care staff are refreshed yearly, however if additional support is required Gracebridge care has its own PRICE instructor who is the available to offer support and can arrange a refresher at any time.

PRICE (Protecting Rights In A Caring Environment) and certified through the BILD ACT UKAS scheme. PRICE Training is certified for use in the social care, education, and health sectors across a range of populations; children, adults, learning disabilities, mental health, autism, dementia and those with acquired brain injuries.

PRICE Training:

- Is provided within the context of an explicit commitment to the reduction of all restrictive practices
 - Ensures it protects people's fundamental Human Rights
 - Improves the understanding of root causes of behaviour
 - Makes adaptations to the curricula in relation to individuals and specific populations
 - Recognises and value the importance of people with 'lived experience'
 - Promotes a collective commitment that the use of coercive and restrictive practice can be minimised, and that the misuse of restraint can be prevented
 - Only includes non-harmful techniques that have been independently risk assessed by a biomechanics expert
- Details of the home's approach to behavioural support, including information about—
- The home's approach to restraint in relation to children; and
 - How persons working in the home are trained in restraint and how their competence is assessed.

Complaints

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

We have a clear policy and procedure for managing comments and complaints and actively encourage its use for anyone who is not happy with the care or support we provide.

All complaints are taken seriously and are dealt with according to our complaints policy. We treat any complaint as a clear expression of dissatisfaction with its service which calls for an immediate response. The home will deal with any complaint promptly, politely and confidentially. It will respond in the correct way with an explanation, or an apology where things have gone wrong, and will provide information on any action taken. The home will seek to learn from complaints and will use them to improve its service.

When children and young people come to live with us they are given a 'Children's Guide' which has guidance on how to raise a complaint. Our care staff understand the importance of, and how to support children and young people in making a complaint.

A copy of our home's complaints procedure can be obtained directly from the home's manager in person, by contacting our head office Hr@lindale-homes.co.uk or alternatively call them on: 0121 706 1132

In addition complainants can contact:

Angela Griffiths -Responsible Individual

Gracebridge Care

Email: Angela.Griffiths@gracebridgecare.co.uk

Complaints may also be raised externally with external bodies such as:

Ofsted

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

The Children's Commissioner

Telephone: 0800 528 0731

Email: help.team@childrenscommissioner.gov.uk

Leadership and Management

Gracebridge Care

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Responsible individual

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Homes Manager

Care Planning

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

We strive to create a family-like, homely, and welcoming group-living environment in which children and young people can feel secure and safe without feeling institutionalised.

All admissions to Malvern House must be in line with this statement of purpose. We recognise the importance of having a robust and clear enquiries, referrals, and admissions procedure in order to ensure the delivery of high-quality services appropriate to the individual needs.

Throughout the referral and admission process, there is a strong emphasis on establishing honest and open communication between Malvern House and the referring authority. This is to ensure the needs of the child or young person remain the focus of discussion. There is an expectation that all relevant information or documentation is shared in order to ensure an accurate compatibility impact risk assessment is carried out prior to and informing any final decision to offer a placement. This process is aimed at ensuring any decision to offer a placement at Malvern House remains the right one for the child or young person and those already placed at the home.

When deciding whether to offer a placement, we work with the referring authority on how the child or young person's contact with family and significant others will be supported, particularly in regard to the distance between the home being considered, and the family and significant others. Similarly, the child or young person's need for, and the availability of, services such as health agencies including specialist services such as CAMHS and other health services, is also considered when deciding.

Our commitment to maintaining the principles and ethos which underpins the practice approach adopted by Malvern House means that where possible we refrain from accepting emergency admissions. We are mindful of guidance that states emergency admissions should not be taken unless the home's statement of purpose and its capacity and support systems mean that it has the capability to care for children or young people admitted at very short notice while continuing to offer high quality care to children already living in the home.

However, we are also aware of the increasing pressures placed on referring authorities to find suitable placements with very limited or little notice. We therefore have to accept that on occasion it is in the best interest of the referred child to offer a placement at Malvern House at short notice. In this situation we would endeavour to follow a minimum 72-hour process from first contact to admission.

In the event of a child being admitted to Malvern house as an emergency placement, the first placement planning meeting should be convened 72 hours after admission to the home (or very shortly after this where there are extenuating circumstances beyond our control). The meeting should also consider whether the home is indeed able to offer the child or young person an appropriate placement without impacting too greatly on the home's ability to continue caring for the children already in placement, or if it is in that child or young person's and/or the other children or young people's best interests to consider recommending an alternative placement is found which can better meet their needs.

Management and Staffing Structure

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

Malvern House management team consists of a manager, deputy and 3 seniors and currently 2 Care staff ratios are based the needs of the children and young people who live at Malvern House in line with their needs and risk assessments.

New care staff are supervised every two weeks to support their induction and integration into the home and the team. After the probationary period care staff will receive at least 10 supervisions per year with one of these being an appraisal. further support being provided through regular team meetings. Following probation and yearly appraisals care staff are provided with a personal development plan, which continually enhances their skills and knowledge

Care staff have their performance and fitness to carry out their role formally appraised annually. As part of the performance management process, poor performance is addressed through positive performance management or the disciplinary process, if appropriate.

Malvern House may use our own bank care staff who are supervised, trained and appraised in the same manner as permanent care staff. Supervision levels for bank care staff is proportionate to the shifts they cover.

On occasions Malvern House may utilise care staff from other homes within the organisation. These care staff will be inducted into the home as required.

See Appendix 1 for details of staffing experience and qualification.

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

The home employs both male and female care staff. If there is an imbalance, efforts will be made to ensure that children and young people have access to positive role models from both sexes externally to the home through school, clubs or other services as appropriate.

Experience and Qualifications

Angela Griffiths. Responsible Individual

Experience: Angela is a professional senior manager with 30 years' experience of working in social care with over 12 years of direct work and management of children's residential services, extensive experience of improvement work within social care particularly children's residential services and over 10 years' experience of effective complex multi-agency partnership development in terms of strategy development, service design and effective operational delivery of a variety of different services.

Qualifications:

- Msc Public Sector Management
- Diploma in Social Work
- Diploma in HE
- Advanced Mgt Care City & Guilds
- Diploma in Welfare Studies
- Accredited Action Learning Set Facilitator
- NLP Master Practitioner (Business)
- Diploma in Coaching
- Certificate in Coaching

Conor McLaughlin. Manager

Experience: I have worked in the care sector for 12 years, working as an RSW up to manager. In this time I have worked with some of the most vulnerable young people in the UK. I have also assisted within PRU school settings as a teaching assistant. I have managed homes previously and worked in all positions from manager down where I have gained valuable experience.

Qualifications:

- Diploma Level 3 in children and young peoples workforce
- Diploma 5 in leadership and management
- Diploma in social pedagogy
- Lead safeguarding officer
- Therapeutically trained

Donna Bradley. Deputy Manager

Experience: I have worked in childcare for the last 10 years working as an RSW, senior RSW, therapeutic lead and now a deputy. I have worked as part of multi-agency multi-disciplinary teams providing the best possible outcomes for the young people I have worked with.

Qualifications:

- Diploma level 3 in children and young peoples workforce
- Diploma level 2 in mental health awareness
- Various physical intervention courses
- Designated safeguarding lead

Louise Mellor. Senior Residential Support Worker

Experience: I have worked in the care sector for 6 years, starting as an RSW and working my way to an SRW. I have worked with a variety of young people with complex needs.

Qualifications:

- Currently completing my diploma level 4

Sophena Johnson. Senior Residential Support Worker

Experience: I have worked with young people in care for over the past 5 years. I have worked within the 16+ sector, Mental Health and residential. I have now developed the skills and experience to now undertake the role of a Senior within Malvern House.

Qualifications:

- Level 4 in Children and Young People workforce – ongoing

Anthony Barron-Exall. Residential Support Worker

Experience: I have previously worked with children and young people in a coaching capacity through football, This is my first role within children's care.

Qualifications:

- Trained in P.R.I.C.E
- Safeguarding level 1 & 2
- Training Hub Online courses
- Currently enrolled on my level 4 Diploma

Savannah Melville. Residential Support Worker

Experience: I previously worked with adults with learning disabilities. I studied Psychology at University and I have a keen interest in how we think and behave, this has given me a passion to work with and understand how children who have experienced adversities develop and grow.

Qualifications:

- BA Hons Degree Psychology 2.1



 Gracebridge Care