



Heaton House



Statement of Purpose

Heaton House
Tel No:

URN – NOT YET REGISTERED

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Invigor Adolescent Care

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Organisational Overview:-

Invigor Adolescent Care aims to provide support and care for young people with challenging behaviours that will enable them to have positive experiences and give them opportunities to learn, grow and engage in a healthy, safe lifestyle which will empower individuals to progress towards a better life and in doing so prepare them for independent living.

Our service aims to meet the needs of children across the continuum of care and to focus on each individual young person as an individual and therefore meet their needs on this basis.

1. The Quality and Purpose of care standard (see regulation 6)

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

Heaton House provides long, medium and short-term residential care and accommodation for up to 3 young people of any gender, with complex social, emotional and behavioural difficulties up to age 17. However, should the needs of a young person dictate a need for extension of placement after the age of eighteen, and providing the needs of the other residents are not compromised in any way, then this could be considered. Children and young people living in the home may have a range of emotional and behavioural difficulties. This could mean, but is not limited to, children and young people who are in crisis, whom present with Special Educational Needs (SEN), self-harm, mental health issues, children who have experienced or are at risk of CSE, sexualised behaviours, violence and aggression.

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

The home's ethos is to be more than just a 'residential setting.' Heaton House aims to be a 'home from home' for the children and young people living there: a place in which they can feel safe, secure, comfortable and cared for. The home will focus upon establishing a place of safety, building meaningful and lasting relationships and supporting young people to access the support they require in order to become the best possible version of themselves. The home endeavours to achieve excellent outcomes for children and young people in all aspects of their care, from their starting points. The home will have infinite aspirations for children and young people and those who work alongside them. We believe that no goal is too big and that all children and young people regardless of their gender, race, ethnicity, social status and ability deserve to have equal access to opportunities.

Heaton House will strive to provide these opportunities by offering a warm, homely environment where our young people can feel safe to learn and experiment, supported by a qualified, stable and committed staff team and by ensuring access to educational opportunities, access to medical professionals and Therapies, by promoting and maintaining (where appropriate) relationships with families and home communities, embracing cultural and religious requirements and providing a diverse range of opportunities for enrichment. The staff and management team of Heaton House will challenge services, and professionals alike who do not share the same commitment or deliver a less than adequate service.

1.3 A description of the accommodation offered by the home, including—

- (a) how accommodation has been adapted to the needs of children;**
- (b) the age range, number and sex of children for whom it is intended that accommodation is to be provided; and**

(c) the type of accommodation, including sleeping accommodation:-

Heaton House is a detached home which can provide accommodation for a maximum of 3 children at any one time. The home is registered with Ofsted to provide residential care for children looked after (CLA) from the ages of 8 to 17 of any gender. Heaton House is maintained to high standard both internally and externally. It is well decorated and comfortably furnished and contains all the amenities associated with modern life – central heating; fitted kitchen with fridge/freezer and washer/dryer; adequate bathing/shower facilities etc. Heaton House has a comfortable communal lounge equipped with Flat screen TV.

Young people who will each have their own spacious bedroom, furnished to a high standard with adequate drawer and wardrobe space and with workspace. Young people are encouraged to make their rooms their own through their choice of bedding, posters, pictures, books and personal possessions. They are able to bring their own TV and music devices but if they do not have these things they will be provided. Young people will share toilet and bathing facilities.

There are 2 bathrooms on the first floor. The first floor also has 3 young people's bedrooms and a staff sleep room, the second staff sleep room is on the ground floor.

The ground floor consists of the lounge, staff/managers office, kitchen/dining room, toilet and a staff sleep room.

The external grounds consist of a front lawn with side access through a gate to the back garden which is a good size and can be used for outside activities in the summer.

1.4 A description of the location of the home:-

Heaton House is situated in Higher Blackley which is a suburb of North Manchester and the home is near to the main Middleton Road which is a regular bus route for public transport going in and out of Manchester City Centre and there are also Metrolink tram Stations nearby at Crumpsall, Heaton Park and Prestwich which are all in walking distance of the home and provide routes to The Trafford Centre and Bury Shopping Centre as well as access to the local shopping areas of Cheetham Hill and Middleton.

In the City Centre itself young people will have access to cinemas, theatres, art galleries, museums, shopping facilities and they can also access two Premiership Football Teams.

Heaton House is within a short drive from a number of churches, mosques, synagogues and temples and there are several doctors, dentists and opticians nearby from which young people can choose.

Heaton House is close to the M60/M66/M62 network to facilitate easy access for visitors, either social workers or family and friends making contact.

Heaton House is close to Heaton Park which has facilities for sports such as basketball courts, football, tennis and rowing boats, the park is often used for large

events and will have concerts and fairs throughout the year including seasonal events such as bonfire night.

There is a gym close to the home and a library a short distance away, there is also a youth club called Factory Youth Zone which is a modern purpose built community centre focussed on keeping young people off the streets and taking part in activities.

Young people can also access 5 a side football pitches based close to Manchester City Football stadium as well as the Manchester Velodrome Cycling centre.

The home has in place a Safe Area Report which is regularly updated and highlights any risks in the local area.

1.5 The arrangements for supporting the cultural, linguistic and religious needs of children:-

The home can support children and young people with their cultural, linguistic and religious needs. Heaton House is located close to areas where there are a number of different ethnic communities who are diverse and follow different beliefs and use different languages from English.

The home can support children and young people from a range of religious background's and we would do this by encouraging and supporting them to access places of worship and people of interest in order to maintain their cultural and religious beliefs. Our staff team are fully committed to providing equality of opportunity for all children and young people resident in the home and will endeavour to support young people to maintain strong links with their families (where safe and appropriate to do so.) Children and young people will be supported to access books, resources and specific foods that they may require in order to promote and embrace their beliefs. The home has identified places in which children and young people can meet with those from similar groups in order to facilitate opportunities to socialise within their own cultural and religious backgrounds. Those working in the home are predominantly English speaking and as such the linguistic needs of children and young people would need to be carefully assessed in order to establish whether the home could fully meet and promote their needs to a high standard.

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

We have a clear policy and procedure for managing complaints. Our complaints policy can be found at the home and is displayed in our office.

Where a child or young person may feel unhappy with the support or service that they are receiving, they will be encouraged and fully supported to make a complaint. All complaints are taken seriously and all complaints made will be acknowledged, investigated and responded to within a short, set time period- **AS PER POLICY**

Upon admission to the home, all children and young people, their families and their social worker are given a copy of the Children's Guide to Heaton House, and this includes details of how to make a complaint. All information in the guide is presented in an easy to read and understand format.

Complaints can be made to the Registered manager, in the first instance.

Anjum Khan can be contacted on mobile –

Or via email:- anjum.khan@invigorcare.com

If the complaint is about the Registered manager, or children would prefer to address their complaint to someone outside of the home, contact Responsible Individual, Barry Cotterill.

Barry can be contacted on mobile:-

Or via email:- barry.cotterill@invigorcare.com

If Young people choose to they may have access to an advocate or supporter and they will be informed of their right to access the placing authority's complaints procedure and to contact OFSTED if they wish. They are also informed of the option to speak to the Regulation 44 visitor and are provided with the number of Childline and the local police and have access to a private telephone which they can use.

All complaints are recorded and regularly reviewed to ensure proper implementation of the policy and to address any general issues or concerns which emerge.

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

The home has a Safeguarding policy and Behaviour Management Policy in place. This is accessible in 2 formats, the home has a hardback copy of the Company policies and procedures and they will also be available online for staff members to access. The policies can be sent to all professionals/parents that are involved in the care or protection of the young people residing in the home upon their request.

2 The children's views, wishes and feelings standard (see regulation 7)

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

At Heaton House we believe that children have the right to expect high quality care and this includes the right to express their views and feelings about the care that they receive with us. These rights are protected through the policies and procedures that we have in place and follow. We take a creative approach in seeking and capturing the views and feelings of all of our young people in order to further develop our home and our levels of care.

We consult with our young people in a variety of ways:-

- by spending time with them during everyday activities, and planned enrichment activities – listening and taking time to understand their needs, views and concerns through individual placement sessions.
- in weekly children's meetings – where we consult about what is going well, any grumbles or concerns, menus, activities
- at team meetings where all our young people have the opportunity to have items put on the agenda for discussion
- by promoting the use of independent advocates for our young people
- Children and young people living at Heaton House are always encouraged to discuss any aspect of their care, any time, with a staff member of their choice.

2.2 A description of the home's policy and approach in relation to-

(a) anti-discriminatory practice in respect of children and their families; and

(b) children's rights:-

Invigor have a strong Equality and Diversity policy embedded, all staff understand this and strive to promote it.

At Heaton House we are fully committed to promoting equality of opportunity and in supporting inclusion for all. We take positive action to prevent any form of prejudice, direct or indirect discrimination against any of our young people and their families, based on their culture, ethnicity, gender, religious beliefs, disability or sexual orientation.

In addition we have a robust anti-bullying policy in place and staff take a zero tolerance approach to bullying behaviours, working hard to ensure that victims are supported and perpetrators are educated to understand the impact of their behaviours upon others, and supported to make positive changes. Our staff, role model non-judgemental and tolerant behaviour and all young people in our care are encouraged to learn to become tolerant of all others.

The home ensures that all young people are made aware that there are a number of independent advocates that can be commissioned to assist young people to have a voice and to ensure that their rights are met, equally they are encouraged to complete feedback forms and have discussions with the Regulation 44 independent visitors, on their monthly visit – in order that they have opportunity to express their views on the running of the home, and to be able to express any frustrations and raise concerns to somebody who is independent of the provider. Our young people are also made aware of the local Children In Care Council (CICC) and know that staff will facilitate their engagement in this which is also mentioned in the Children's Guide.

3 The Education standard (see regulation 8)

3.1 Details of provision to support children with special educational needs:

At Heaton House there is a strong belief that education provides the foundation for future success and achievement, and great emphasis is placed upon our children having excellent attendance and punctuality at school, and the staff team functioning as any good parent would – by promoting a positive attitude to learning, keeping in close contact with school staff, sharing all relevant information, attending all parents evenings and encouraging and supporting all out of school learning. There is a home PC for young people to use to complete research and out of hours study and this is accessed in the lounge though young people can also do private study in their rooms. Transport to and from school is facilitated by the staff team either by using the home vehicle or by using public transport, independent travel will be promoted where appropriate and staff will ensure that young people have had the support to access transport safely. We work closely with local schools and colleges, with guidance from the Virtual school, in order to ensure that our young people get the most appropriate placement for them and that any EHC plans are identified at the earliest opportunity as educational provision for CLA is a priority and we will work with the placing authorities to ensure that CLA's are not disadvantaged either academically or socially. The registered manager will proactively work with the LA placement team to identify and secure the most appropriate provision taking into account any EHC plan. The registered manager will seek all historical educational information utilising information from past school reports, previous placements and PEPs prior to the young person being admitted to the home, to effect as smooth a transition as possible. It is recognised that very often CLA have had negative experiences of learning due to often having to move placement/being out of the Home authority area, and often that EHC can go undetected due to numerous moves and issues often remain under the radar. As such, regular attendance at school can be challenging, and self-esteem can be low due to having to constantly get to know new school staff, adapt to new rules and make, what may prove to be more short-term friendships. This often manifests as

challenging behaviours/refusal to attend. Following an initial assessment, and whilst the correct school/education placement is being sought, an interim education program will be put in place in order to introduce a pattern of learning to aid successful re-integration into school/learning. The home will work closely with the social worker, Virtual school, school and other professionals, and the young person's family, where appropriate, to ensure that all young people receive their full entitlement of 25 hours per week, or if not, are on a formal plan to increase the amount of education incrementally.

3.2 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:-

Heaton House is not dually registered as a school.

3.3 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:-

The staff team at the home will work closely with school staff to minimise the risk of a school placement breakdown and to provide the support and encouragement usually provided by family. The Home staff team will support all young people as they reach the final year in school, in identifying post-16 opportunities whether that is continuing education/training or employment and will work closely with the local careers service to facilitate this. Additional support will be provided through keywork sessions to consider the available local colleges, resources, plan visits and complete applications.

4. The Enjoyment and Achievement standard (see regulation 9)

4.1 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:-

At Heaton House, we recognise the benefit, both physically and emotionally to children and young people of regular exercise, taking part in fun activities and having the opportunity to socialise and be part of their community through membership at local clubs and groups. These same hobbies/interests also provide opportunity for enrichment and extended learning. Our children and young people identify, with staff support if needed, their choice of weekly activities which are then built into the weekly activity planner. These may be individual or group activities, and can include gym, ice skating, cinema, bowling, trampolining, dance classes, swimming lessons/clubs, music lessons, visits to restaurants, go karting etc. All children and young people are encouraged to get involved should they wish in a local

club/group for example; cadets, guides, sports and athletic clubs, Duke of Edinburgh award schemes etc. In addition to paid and group activities the staff team also plan in visits to local attractions, places of interest – for example; Blackpool Pleasure Beach, Alton Towers and local museums ie. Museum of Science and Industry. Some of our young people, however, are reluctant to join clubs and go out in groups, preferring instead to complete activities in the home – for example cooking, baking, board games, games consoles. With this in mind at Heaton House, we have a wide range of materials, books, games and baking utensils. Upon admission to the home our young people are supported and encouraged to register at the local library and their local gym (age dependent.) All children and young people will have the opportunity to have at least one holiday per year – these could include holidays in the UK, cultural city breaks, holidays abroad, individual PGL adventure holidays. At Heaton House we are very committed to making records of our young people making friends, having fun and new opportunities and we take photos, and memorabilia and encourage our young people to keep a memory box where they can save all their souvenirs and photos to keep for a future date. These can be shared with their families and social workers, as they wish.

5. The health and well-being standard (see regulation 10)

5.1 Details of any healthcare or therapy provided, including — a) details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and

(b) information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed:-

At Heaton House all aspects of residents' health and wellbeing is promoted, their physical, emotional, social and sexual health needs are of paramount importance – we recognise that for many of our residents, throughout their childhood, their health needs have often been ignored or neglected.

Upon admission to the home the registered manager and staff team seek prior health records such as medical reports and immunisation records and these will start to form the basis of our Health plan – which is a comprehensive document that details all aspects of health and how we as a home are ensuring that our young people have these needs met. All young people are registered with a local GP, Dentist and Optician appointments will be made and attended within three days of admission and regular appointments will be made throughout their stay at the home. Records of attendance at appointments, and any advice given, will be held in the Health plan and Medical Administration records will detail any medication used – whether prescribed or non-prescribed, and separate records for Controlled

medication will be held. All medications are kept in a locked cabinet, in a locked room, and in the case of Controlled medications are kept in a lockable container, in a locked drawer in a locked room. Staff will undertake weekly medication audits and this will be checked by the registered manager also.

Consent for medical treatment must be in place as soon as the young person is admitted. The young person will have an assigned LAC health Nurse who will undertake yearly assessments and share these with the Social worker and home staff. All young people will be given targets that promote good personal hygiene, dental health and physical safety, although these will be specific to the child and their level of need.

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.

Therapeutic needs are met in the home through providing a therapeutic environment in the shape of having 1-1 staffing which supports young people in being able to have someone always on hand that they can talk to and support young people to build relations and open up about any concerns they may have. If a young person requires further input to support them with their emotional needs or requires clinical input referrals will be made on their behalf to external agencies who can provide the relevant support, this will then be reflected in both the Placing authority Care Plan and the homes own Placement Plan.

Healthy eating is promoted by the home, and all staff will have completed Health and Nutrition training and will work within 'Safer food, Better business' standards for safer storage of food. Although our young people will help to choose menus, staff will ensure that vegetables and fruit are incorporated into the menus wherever possible and that there are always fruit and healthy snacks available for young people.

All aspects of a young person's health will be discussed in regular planned keywork sessions and home staff will work closely with providers of specialist services, for example, smoking cessation clinics, sexual health services, drug and alcohol misuse services to ensure that all young people get any help required. Staff work closely with providers of these services in order to maintain up to date and relevant knowledge so that we can properly educate and guide our young people to remain safe and healthy.

6. The positive relationships standard (see regulation 11)

6.1 The arrangements for promoting contact between children and their families and friends:-

The staff team at Heaton House aim to keep parents and families as involved as is practically possible in the care of our young people.

We encourage parents to visit the home, attend school meetings, attend parents evenings and, whenever possible, accompany young people to medical appointments and on shopping trips. We consult parents and other significant adults (where appropriate) about all major decisions concerning their young person. Family and sibling contact is promoted where directed by the LA Care Plan whether it be direct, telephone or by letter. All children and young people in the home have access to a landline phone and letter writing materials and all contact is supervised as outlined in the young persons' care plan. Parents and siblings are welcome to attend the home to visit the young person but visits are co-ordinated by the home staff team with parents to ensure that they can be fully facilitated. Children and young people are also encouraged to spend time with friends (from their home area) and within the home locality. Young people are invited to bring friends to the home to meet staff and to spend time at the home if appropriate or at their friends – arrangements to spend time at the home of their friends – will be checked first with the social worker, and where appropriate overnight stays at their family and friends homes may be appropriate and will be facilitated. Staff will keep in touch with young people when they are away from the home, in order to ensure that they are safe and happy. Staff from the home will introduce themselves to the parents of our young people's friends and exchange contact details in order to maintain contact as any good parent would do. Our young people are encouraged to contact their social worker by phone or email, whenever they wish to and are fully encouraged to take part in all of their meetings. Copies of reports and any incidents are shared with social workers and our staff team provide a weekly report that is shared with social workers, and families where appropriate and this highlights all activities undertaken, engagement in education, areas of progress and rewards given, with a brief overview of any incidents.

7. The protection of children standard (see regulation 12)

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

The safety and protection of our residents and staff is of paramount importance at Heaton House. There are several policies in place in order to ensure that the health, safety and protection of all in the home, is managed and monitored closely. The over-arching Policy in place to manage the safeguarding of our children and young people is the Safeguarding Children and Young People Policy, this will be shared with for consideration by Manchester Safeguarding Children Board. The CSE, MFC, Anti-bullying, Behaviour management and Physical Intervention policies all link with the Safeguarding Children and Young People policy and staff follow the policies

and protocols associated with these policies in order to keep our children safe and free from harm.

We work closely and collaboratively with several external agencies involved in safeguarding our young people; Social workers, Police, LADO, etc. The role of an Independent Advocate and the benefits of having one, is explained to all our residents and they are encouraged to use this service, in order to protect and promote their rights as a Looked after Child. Prior to the admission of any young person, the Home Location Risk Assessment is shared with the social worker, and an Impact assessment is undertaken by the registered manager in order to consider the risk management plans and the missing from home protocol that will be required to ensure the safety and wellbeing of our young person. The Location Risk assessment is also shared with our local PCSO/Police and MISPER coordinator whenever updated, in order to ensure that we remain fully aware of local intelligence and to ensure that all known risks have been taken into consideration when planning any admissions to the home. Upon admission to the home risk management plans are completed to identify potential risks, where there are high risk behaviours and concerns that a young person may have been exploited in any way, or be associating with others suspected of being victims or perpetrators of exploitation, these concerns will be shared with the PPU, CSE coordinator and MISPER in the placing area. All incidents of a safeguarding nature are reviewed and monitored by the Registered manager, the Registered manager consults with the Responsible Individual, and Social workers are notified in a timely manner. Referrals to external support services will be made by the homes staff and requests for strategy meetings where required.

The organisation has an Electronic Monitoring Policy which is reviewed annually. This covers guidance and company expectation on the use of CCTV, door alarms and any other use of electronic monitoring used by our homes. The main theme of the policy outlines that where CCTV is used it is only on external grounds and for security purposes, there are no CCTV cameras internally. Internal door alarms are used for safeguarding reasons and young people are made aware of them, the policy makes clear how they should be used and how privacy and protection will be promoted at all times.

The young people's bedroom doors at Heaton House are equipped with sensors. These sensors sound when the door is opened, the staff on duty will be aware that this has happened though these are only used should they be required and can be omitted. It may be necessary for the young people's movements to be monitored as they may be very vulnerable and prone to putting themselves at risk or a risk to others when there is less staff supervision. The reasons for the door sensors being in place will be detailed in the young person's placement plan if required and will be outlined to the young person on admission to the home.

Consent from placing social workers is sought for the use of door alarms, upon admission to the home. Window restrictors are in place as standard on all windows in

order to safeguard residents. At Heaton House we strive to make the home as homely and welcoming as possible, but balance this with the need for safety.

7.2 Details of the home's approach to behavioural support, including information about—

(a) the home's approach to restraint in relation to children; and

(b) how persons working in the home are trained in restraint and how their competence is assessed:-

At Heaton House we recognise that behaviours are often driven by feelings and the emotions that they evoke. These feelings are often a result of past experiences. Many of our young people have experienced trauma, abuse and neglect and these experiences have impacted upon how they feel about themselves and how they view the world around them. Experiences change feelings and feelings drive behaviours and this results in a reaction from others. We cannot control others' behaviour, but we can influence it by controlling our own.

Our "TBI" Behaviour management training programme focuses in the first instance upon establishing positive relationships with our residents; we do this by being honest, caring, compassionate and consistent and in building links through shared experiences and positive handling. Positive handling is a holistic approach involving effective policies and processes, management of the environment, guidance and deployment of staff and also involves personal behaviour, diversion and defusing, and de-escalation. Restraint and physical intervention is a very small part of this framework and will only ever be used in the best interest of the child – to keep them safe/prevent harm to others/prevent serious criminal damage. The positive behaviour support plan in place for each young person will focus upon the best ways to help them to manage their behaviours, with our support, by identifying their triggers and will have a strong focus upon the strategies that they have identified as being helpful to them. In this way the staff and the young person will work together to help them to learn to manage their own behaviours. Being able to do this brings feelings of self-control and increases confidence, supporting future independence.

Staff will put in place safe, fair and consistent boundaries for young people in relation to appropriate behaviour. At Heaton House we prefer to place the emphasis upon rewarding positive behaviour and each young person will have individual incentives agreed with them. Through this they will be able to earn extra rewards by achieving their agreed behavioural aims.

Where behaviour is inappropriate and young people have not stayed within the boundaries in place to keep them and others safe, a negative consequence may be put into place. This will be a consequence in line with behaviour wherever possible and will be implemented with immediate effect – so that the young person is able to recognise the link and understand the reason for the negative consequence.

Fire Safety, Health and Safety Risk assessments are completed annually by external agencies who have the experience and are qualified to carry these out effectively. Any concerns identified are addressed by the home management through a specialist tradesman with the relevant skill set.

Daily and weekly checks are carried out by the staff in the home and these checks are audited by the home management team on a weekly/monthly basis. Checks carried out by the home staff team include; bedroom checks, window restrictor checks, smoke alarms, emergency lighting, water temperature checks, vehicle checks and fridge and freezer temperature checks. Gas certificate and hard wire electrical checks, PAT testing, Fire equipment and Legionella testing checks are completed annually by specially contracted tradespeople who provide authenticated certification of the successful checks – these are held on site. Fire drills are carried out on a monthly basis and alternate between day-time, early morning and late evening in order to ensure that all residents and staff in the home are fully aware of what to do in the event that there is a fire in the home. The Home management team will invite the local community Fire Service into the home to speak with residents and educate them on the dangers of fire, how quickly it can spread and how best to stay safe in the event of a fire in the home. The staff team are all to be Fire Safety trained.

Staff induction training includes; Safeguarding, Behaviour management and Restraint, First Aid, Medication, there are also mandatory training courses provided on line for Health and Safety, Fire Safety training, Food hygiene which are part of the staff development training.

Behaviour Management and Restraint Training is refreshed annually, however, if the Registered manager feels that it is required, refresher training can take place at any time. All staff are aware of the three legal reasons for use of Restraint/Physical intervention(R/PI). Any incidents of restraint are recorded in the Physical Intervention file and this is reviewed and signed by the manager, signed by all staff involved, and the young person and staff are de-briefed after any incident.

All staff complete e-safety training as it is recognised that many of the safeguarding risks to children are encountered online, staff need to be aware of the sites that young people visit and what happens on these sites, in order to educate our young people about potential dangers and how to keep safe online. There is a wide variety of online training for all staff to complete in order to maintain updated knowledge and maintain the health of our residents; Responding to emergencies, Infection control, Health and Safety, COSHH, Health and Nutrition etc.

The management team are fully committed to ensuring that the staff at Heaton House are fully equipped with the knowledge and training to complete their duties to the highest standards, to maximise the safety of all our residents and are always striving to seek opportunities to improve our own practice and the experience for

our young people, we therefore will always strive to improve and develop via other training and services available.

8. The leadership and management standard (see regulation 13)

8.1 The name and work address of—

a) the registered provider;-

(b) the responsible individual; and

(c) the registered manager:-

8.4 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:-

Registered Provider:-

Invigor Adolescent Care
Warren Bruce Court
Warren Bruce Road
Trafford Park
Manchester M17 1LB

Telephone:

Website:

Responsible Individual:-

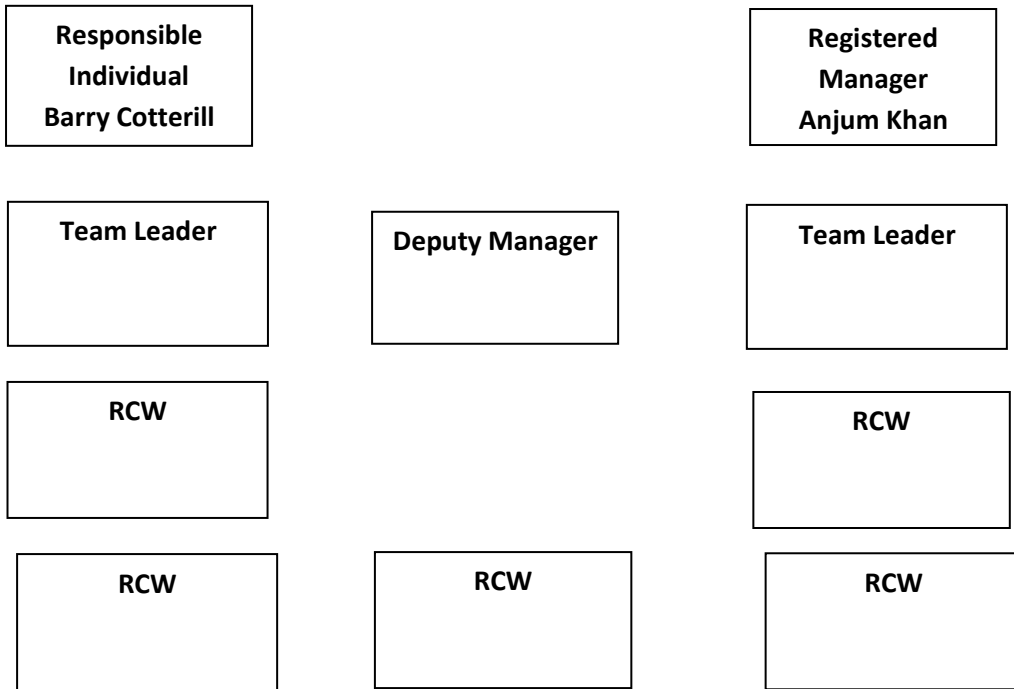
Barry Cotterill
Mobile:
Email: barry.cotterill@invigorcare.com

Registered Manager:-

Anjum Khan
Mobile:
Email: Anjum.Khan@invigorcare.com

8.2 Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care:- See Appendix A

8.3 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:-



Responsible Individual – Barry Cotterill

Barry has over 16 years working in childrens residential settings, He has experience working in small residential homes, large homes and specialised / therapeutic environments. Barry's experience has seen him in managerial roles throughout Education, Semi - Independence, Residential and Adult Services. Barry has been involved in both Ofsted and CQC registrations along with inspections achieving high standards throughout. Barry's qualifications include LMC, NVQ 3 in caring for children and young people, and HND in sports Coaching and Development.

Anjum Khan – Homes Manager

Anjum has worked with young people in residential care since February 2005 beginning his career with Advanced Childcare. In the time working in Residential Childcare Anjum has built up his knowledge and understanding of young people which has led to him continuing his career with Invigor. In the 15 years Anjum has worked with young people he has spent 12 years as a manager working in a variety of homes from originally starting as an RCW in a 12 bed to running a three home multi-site dual bed service. Anjum has completed all the mandatory training over the years and has an NVQ 3 and an RMCC in with Children and Young People, Anjum has also completed Safer Recruitment, Train the Trainer and Team Leading amongst the training he has received.

Deputy Manager

Team Leader

Team Leader

RCW

RCW

RCW

RCW

RCW

At Heaton House there are three staff on shift in ratio with a 1-1 setting - At any given time there will be a dedicated and identified shift leader on shift to run the home and support staff where required. Two members of staff will sleep in the home but are on call to provide waking night duties if required. There is always a senior member of staff available to give advice and support and an on call manager to provide further support should it be required.

All staff are recruited following the NSPCC safer recruitment guidelines and are subject to an enhanced DBS check prior to commencing employment. All new staff will attend a robust one week induction prior to working with young people and will be subject to a six monthly probation period, probationary reviews will take place with the registered manager at months 1, 3 and 6, and during this time staff will be supervised fortnightly by their line manager. By month 3, staff that do not already hold the QCF Residential Childcare diploma level 3 will commence this qualification. Staff who have successfully completed their probationary period will be supervised by their line managers in a planned and well-organised manner on a monthly basis. All staff will be expected to keep their knowledge and skills current by completing a series of mandatory training courses, which are classroom and online. A wide range of developmental training courses are also available in order to further enhance and develop staff skill-set and in an effort to ensure that we are able to provide an ongoing service that is fully fit for purpose in line with all legislation and can recognise and meet the needs of all our residents. Continuous professional development will be encouraged and monitored during monthly supervisions and annual appraisals, this will be documented in staff's individual Personal Development Plan.

8.4 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:-

Invigor abide by the Equality Act 2010, and applications from both male and female staff are welcomed and encouraged. We aim to have a workforce of people from a variety of cultures, of either gender, a range of ages etc. however our emphasis is always on being able to provide the highest quality care to our residents. We recognise that staff teams can be female/male weighted and when this is the case we endeavour to provide role models of both sexes, we always aim to have a mixed staff team and this will be reflected in our recruitment process.

9. The care planning standard (see regulation 14)

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

Referrals for placements at Heaton House should be made through the Invigor referral's portal who will screen the referral criteria and forward the referral to the home for the Home Manager and Responsible Individual to assess suitability.

The home will consider the referral and where it is felt that needs may be able to be met a placement will be offered. If it is agreed that the needs of the young person can be met at the home, without impacting negatively upon any other resident already placed, and an offer of a placement is made, the offer is subject to a detailed conversation with the social worker/placing Authority and any other relevant professional with knowledge of the child. A comprehensive Impact assessment is then completed by the team, led by the Registered manager prior to a formal offer being made. In the absence of the registered manager, decision to place any young person at the home would be via the deputy manager, in consultation with the Responsible Individual.

A copy of the Children's Guide will be sent to the social worker, for the young person prior to their admission. In knowing more about the home they will be living in, and the team that will care for them, the young person will feel less apprehensive about the impending move and this will assist them in settling more quickly, and they may wish to identify the staff member that they would like to be their Keyworker. The Registered manager will seek copies of the latest school and medical reports, in order to learn more about the young person and how Heaton House can support them.

Upon admission to the home, the young person will be shown around and be made to feel welcome, and a further copy of the Children's Guide can be given, if required. The team will have prepared the bedroom, and there will be a selection of toiletries and other items that the young person may need to settle in. The keyworker will spend time looking through the Children's Guide with the young person and ensuring that they understand how to make a complaint. The local authority / designated social worker will be assigned to provide all the relevant documents and information required for the placement, if not done so prior to the young person arriving. The staff team will support the young person to settle in, discuss plans to personalise their bedroom and start to complete 'My Plan' with the young person – this will help to form the basis of the home's detailed Placement, Health, Contact and Education plans, in addition to the Positive Behaviour Support plan. It is always preferable that admissions to Heaton House are made in a carefully planned manner so that the young person has had an opportunity to consider where they will be living, whom they will be living with and how the home is organised. Wherever possible planned visits to the home will take place prior to admission and proper

consideration can then be given to likes/dislikes, preferred menus and activities, meeting other residents, personalisation of bedrooms and the young person can have chance to ask questions about what is important to them. An admission date that suits the young person and their social worker, can then be set. At times it may be necessary to admit the young person in an emergency situation, emergency admissions are avoided as much as possible but on occasions are necessary, in order to meet the immediate needs of the young person. The Registered manager will consult with the social worker and other relevant professionals in order to gather as much information as possible.

However, if the home does not feel that it can fully meet the needs of the young person, a placement will not be offered.

The home will always be faced with 2 types of discharges, planned and emergency. The process for planned discharges is self-explanatory. Young people will be involved in the process and exit lac reviews will be held to finalise all arrangements which is explained further below.

In the situation of emergency discharges, the company have an internal process where placements at risk are discussed on a weekly basis. At the point where the homes manager feels all resources have been utilised a conference call is held with the home's manager and the Responsible Individual to discuss all options.

Throughout their time at Heaton House young people will have been working towards increasing their ability to keep themselves safe and towards becoming independent. In order to achieve this the team will have been supporting them to establish good habits, healthy choices, through education and rewarding positive behaviours, in order to reinforce the value of safe and appropriate behaviours. The detailed Care plan, which will involve all stakeholders working together collaboratively, will deliver the required outcomes. The young person will have a transition plan in place that identifies their own goals, what they want to achieve and where and how they want to live. They will be supported to achieve this wherever possible, however, some choices are not safe and in this case they will be supported to identify a further plan to work towards.

Preparing to leave the home is an essential part of the Care plan, and so the keyworker will include independence skills, strategies to support emotional wellbeing, for example, tasks to improve self-image and self-esteem in their key work session planner as soon as young people are admitted, regardless of their age. Being at Heaton House is a part of their journey towards independence and this ensures that children and young people are taught life skills on an ongoing basis and that they have the opportunity to develop the skills they will need for when they leave the home and move into semi-independence/their own accommodation, including the physical and emotional resilience to cope without the homes' support. Young people will be supported to keep their bedrooms tidy and change their bedding regularly, to do their laundry on a regular basis, to help with shopping and

cooking meals, help with domestic chores in the home, learning to travel safely using public transport and making medical appointments for themselves.

When young people approach age 16 a formal Independence Plan will be put into place that will direct guidance and support to specific tasks for example; completing a CV, applying to colleges/employment, budgeting skills, learning to drive, understanding and applying for benefits, rental property applications, how to access services that can help and support/advocate for them.

During the transition to semi-independent accommodation, young people will be supported by their current staff team to furnish and purchase items that they will need for their new home and to visit the new location, in order to familiarise themselves with their new locality.