



HORTON  N

EDUCATION AND CARE

# Statement of Purpose

## Southlands Hall & Lodge

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### Table of Contents

	Statement of Purpose and Function	
1	Overall aims and objectives	3
2	Facilities and services	3
3	Staff consultations	4
4	Supervision, training and the development of the employees	5
5	The organisational structure of the home	5
6	Age range, sex and number of children and young people	6
7	Criteria used for admission to the home	6
8	A description of the homes underlying ethos and philosophy	6
8.1	General	7
9	Protect and promote the health of the children and young people at the home	7
9.1	Medicine Storage	7
9.2	Medicine Usage	7
9.3	Medication Recording	8
10	Promoting the children and young people 's education and facilities for private study	8
11	The children and young people 's participation in recreational/sporting/cultural activities	8
11.1	Recreational and community activity	8
11.2	Consultation with the children and young people about the operation of the home	9
11.3	Promoting appropriate behaviour and for the control, restraint and discipline of the children and young people	9
11.4	Reasons for sanctions	9
12	Policy on control and restraint	9
13	Child protection and counter bullying	10
13.1	Bullying	11
14	Missing Child Procedure	12
15	Electronic or mechanical means of child surveillance used within the home	12
16	Fire precautions and associated emergency procedures	13
17	Arrangements for the children and young people 's religious instruction and observance	13
18	Arranging contact between a child and his/her parents, relatives and friends	14
19	Dealing with complaints	14
20	Accommodation	15
21	Anti-discriminatory practice policy	15
22	The name and address of the registered providers and the registered manager	15
23	Qualifications and experience of the registered manager	15
24	Qualifications and experience of employees working at the home	16

## **STATEMENT OF PURPOSE AND FUNCTION**

### **1. OVERALL AIMS AND OBJECTIVES**

Southlands Hall and Lodge is a residential home registered for eight boys or girls who have learning disabilities and associated emotional and behaviour difficulties. We offer a fifty-two or thirty-eight week placements with inclusive education and a holistic approach to care.

It is our belief that all children and young people are entitled to a high standard of care and a plethora of positive childhood memories. We facilitate this by providing a physically and emotionally safe environment, which is child-friendly and homely. This environment also contains consistency and stability, structure and clear boundaries, allowing children and young people to form a sense of who they are, confidence and self-worth, all from a safe and secure base. It is our aim to support and encourage children and young people to achieve their full potential in all areas and if appropriate, return to live in a family setting to continue their childhood.

Southlands Hall and Lodge can provide therapeutic input where needed if this has been identified in the young person's care profile, as well as staff trained to QCF Level 3 and above in Children and Young People's Residential Pathway.

All placement and care plans will be tailored to meet the individual's needs and encourage positive progress; we work closely with each placing local authority to achieve this. An established key worker/link worker system is in operation at Southlands and Lodge which provides children and young people with an allocated member of staff who becomes a primary contact for outside agencies, and is responsible for all relevant paperwork. The key worker supports and assists the young person with any issues, together with the rest of the staff team. We are committed to working in a creative and flexible manner, in partnership with other professionals and families to ensure every child receives the highest standard of care possible, responding to the changing needs of emotionally damaged children and young people.

### **2. FACILITIES AND SERVICES**

Southlands Hall and Lodge are set in large grounds surrounded by trees and greenery. There is a dedicated area for the playing of ball games and other outdoor activities.

The site is close to local amenities such as shops, hairdressers and a doctor's surgery. There is a regular bus route as well as a nearby train station. Horton Education and Care has a number of company vehicles to transport children and young people to and from school, facilitate contacts with family and significant others and various other appointments. However, young people, where appropriate, are encouraged to make use of public transport as a means of developing a sense of independence.

We endeavour to integrate all young people into the wider community through activities and clubs, as well as using the local library. This aids the sense of belonging required to give a child the opportunity to heal. The location also allows us to enjoy country walks, bike rides and other outdoor pursuits.

# HORTON



## EDUCATION AND CARE



Southlands Hall and Lodge is registered with Ofsted and our two schools, Horton House School in Wawne and Horton School Beverley are registered with both Ofsted and the Department for Education. The school in Beverley opened in September 2016. It benefits from fully equipped classrooms, staffed by qualified staff and has a large court area for ball games etc. The schools at Wawne and Beverley are a separate provision; there are clear definitions between the home and the schools.

Southlands Hall is a six bedroom Victorian house set in large grounds. It also has a smaller home adjacent, which we call The Lodge and it supports two young people. All together, the home can accommodate eight young people with various needs and levels of support.

The communal areas of the house include a lounge area with a TV, a games room, which includes an Xbox, a pool table and a table tennis. There is a large dining room, a large kitchen next to the dining room and a staff office. The large gardens give room for football and other games to be played and for the young people to have a sense of space around them when needed.



### 3. Staff Consultations

Weekly staff meetings and handovers provide regular opportunities for staff to discuss each young person's progress and health needs, together with wider issues of care. Reflective supervision sessions take place at least every six weeks, to help the staff teams discuss issues and help

develop a united approach to the care we provide. A weekly or monthly report is sent to each Social Worker regarding the child's progress during the week.

Our care package aims to provide a safe and nurturing home for the young person including:

- Full board and lodging
- Detailed observations of a young person's needs during the assessment period collated into a report for the case review
- Participation in all activities organised by the home
- Holidays will be arranged throughout the year
- Everyday clothing
- All personal needs, including pocket money, toiletries etc.
- Education in our school
- Psychological assessment, both Clinical and Educational (if required)
- Full in-house assessment

#### **4. SUPERVISION, TRAINING AND DEVELOPMENT OF THE EMPLOYEES**

All staff receive supervisions with their line manager at least every six weeks, to discuss the performance of the individual, key working issues and any child protection concerns. Supervision is regarded as a valuable two way process which supports positive development. Southlands Hall and Lodge has a comprehensive training schedule which covers a range of mandatory courses as well as courses relating directly to the client group.

New staff members follow a detailed induction programme. An appraisal is carried out annually, during which training needs are identified and a plan formulated, together with a review of progress to date.

#### **5. THE ORGANISATIONAL STRUCTURE OF THE HOME**

Southlands Hall and Lodge is part of Horton Education and Care. Joseph Appleby and Andrea Kissenisky are the Directors of the Company. Harriet Appleby (formally known as Joan Appleby) is the Proprietor and the responsible individual for Southlands Hall and Lodge. Michael Wren is the Registered Manager of Southlands Hall and Lodge. They can be contacted at the following address:

Horton Education and Care  
Southlands Hall and Lodge  
75 Thwaite Street  
Cottingham  
HU16 4RB

We believe that stability and consistency are an important factor in the lives of our children and young people and this is reflected in our shift pattern.

In order to ensure a consistent approach to the care we provide, our rotas allow our team managers to work across all teams which creates a shared approach. The teams attend a full handover on each day as do the managers. During the shifts all staff are entitled to a time out break.

Waking Night Staff and Residential Support Workers, work across both shifts.

### **6. AGE RANGE, SEX AND NUMBER OF CHILDREN AND YOUNG PEOPLE**

Southlands Hall and Lodge can cater for both girls and boys aged between ten and eighteen. We are registered for eight children and young people and provide a fifty-two/thirty-eight week service. Southlands Hall and Lodge can support youngsters with learning disabilities, but is not equipped to support youngsters with mobility difficulties.

### **7. CRITERIA USED FOR ADMISSION TO THE HOME**

The admission of a new resident, whether planned or unplanned is a difficult time and we aim to make any transition as smooth as possible. During the referral process, consideration will be given to how the young person would adapt to the new environment, placing emphasis on how the service can meet the needs of the young person. We use a pre- placement impact assessment to ensure this. We also ask placing authorities to complete a risk assessment, highlighting the presenting issues.

Southlands Hall and Lodge accepts emergency placements. Following an emergency admission statutory, review will be initiated as soon as possible and never more than 72 hours after the admission. This meeting will expressly address whether the child or young person should remain at the placement or whether it is in their best interests to be moved to another placement.

*Horton Education and Care/Policies and Procedures/Southlands Hall/Statement of Purpose/July 2015*

In emergency admission contexts, the Care Plan and the essential written information will be provide to the home by the social worker or, in the absence of a social worker, by the team manager as soon as possible but no later than 72 hours after the placement began. In the absence of written information being available at the time of the emergency placement, the social worker or team manager will give essential information verbally to the staff at the home. Such essential information would include any child protection, welfare or safety issues concerning the individual child or young person as well as any issues that may compromise the safety or welfare of other children and young people. In emergency admission situations, a Placement Plan will begin to be drawn up with the involvement of the young person and, where appropriate, his/her family as soon as the young person moves into the home.

### **8. A DESCRIPTION OF THE HOME'S UNDERLYING ETHOS AND PHILOSOPHY**

It is our belief that children and young people need to feel safe to allow them to move on both socially and educationally. Our staff teams are robust and persistent and they have the expertise to 'hold' a young person who is both emotionally and physically in crisis.

Once a young person feels safe, they tend to 'act out', part of a process of beginning to let go and make some sense of their internal and external worlds. Children and young people also use this time to test the adults involved in their lives. This is usually because they have been let down by significant adults many times before. Trust, self-confidence and self-esteem are built when children and young people recognise that the adults caring for them will not let them down.

Staff will always show unconditional positive regard for the children and young people, even at times of crisis.

### **8.1 General**

Below is a brief and simplified insight into the type of approaches we use at Southlands and Lodge:

- Staff recruitment is not just based on qualifications. Life experience plays a part. We actively recruit staff of different ages, gender, cultures and religious backgrounds. Positive social role modelling is a vital part of our work.
- We are mindful of children and young people's rights and promote this in all of our interactions. We also encourage all children and young people to complete consultation documents sent from Ofsted and The Children and Young People's Commissioner.
- Therapeutic elements to our practice - Children and young people often require a more therapeutic approach to help them come to terms with their past life experiences. The first task is to make children and young people feel safe. A designated life story worker will be involved with each child in turn and create a life story book with the child to enable children and young people to understand their past life events. This work is only started when we feel that young person is ready to fully partake in the process.

External consultation will be sought from Child Psychologists, Child Psychiatrists and Educational Psychologists to gain further insight into a young person's needs if necessary.

## **9. PROTECT AND PROMOTE THE HEALTH OF THE CHILDREN AND YOUNG PEOPLE AT THE HOME**

All children and young people placed at Southlands and Lodge will have the statutory boarding out medical, and will be registered with a local GP. Children and young people will also be registered with a local dentist and if appropriate, an opticians.

Individual health care and medical needs are identified on admission to Southlands and are recorded in the young person's care plan and health record.

Staff will monitor any changes in the state of the child's health and arrange appropriate care or treatment after obtaining, if appropriate, the young person's consent. All staff regularly encourage children and young people to maintain good personal hygiene at all times, bathe daily and wash their hair regularly. They have access to a range of toiletries to meet their needs.

### **9.1 Medication Storage**

All medicines are kept in a locked room and locked in the medical cabinet.

### **9.2 Medication Usage**

Prescribed drugs are to be given in accordance with the instructions provided. When a young person is to take prescribed medication during the school day, e.g. penicillin, the senior staff member on duty is responsible for informing the school and identifying someone responsible to supervise the drug.

All staff have been fully trained in the Safe Administration of Medication.

### **9.3 Medication Recording**

Staff member on duty are responsible for ensuring that an accurate record is kept in the medication folder. All drugs are double signed for, as per the protocol issued by The Royal Pharmaceutical Society of Great Britain.

## **10. PROMOTING THE CHILDREN AND YOUNG PEOPLE'S EDUCATION AND FACILITIES FOR PRIVATE STUDY**

The educational aims of Horton Education and Care are as follows:

- To provide an environment that is conducive to learning where every pupil is given the support and encouragement to meet the demands of educational and personal development.
- To provide a relevant curriculum, this is appropriately broad, and balanced.
- To establish the individual needs of all pupils and to devise a programme which targets those needs and develops core literacy, numeracy and computing skills within Key Stages 2,3 &4.
- To develop social and living skills as well as moral and cultural understanding, this will assist in preparation for adult life.
- To foster in pupils the value of education as a life-long process and to assist them in acquiring the necessary skills to develop and adapt as individuals in a changing society.
- To work in partnership with parents where appropriate and with all relevant external agencies, to give pupils specialist provision of the highest quality

All children and young people who have a Statement of Special Educational Needs or Education, Health and Care Plans (EHCP) will be supported as per recommendations and the statements are reviewed annually.

At Southlands and Lodge all young people have a desk with a chair where they can carry out homework, with support available from the staff team if necessary.

## **11. THE CHILDREN AND YOUNG PEOPLE 'S PARTICIPATION IN RECREATIONAL/ SPORTING/CULTURAL ACTIVITIES**

### **11.1 Recreation and Community Activity**

Southlands Hall and Lodge offers a wide range of activities on and off site. Staff plan recreational activities with young people as part of daily living. Weekly children and young people 's meetings allow them to discuss their preferences and feed them into a weekly plan of activities. Activities need to be carefully planned to balance realistic activities and leisure pursuits in line with those a young person would normally receive in a family or foster care environment.

It is important for staff to be aware that young people in care can easily become isolated from the local community. Key-workers actively encourage community involvement for young people if they are emotionally able to cope with the activities offered within the locality. Key-workers investigate and develop links with all potential activity providers within the community setting, i.e. scout's, brownies, swimming club etc. All children and young people will be asked to join the local library on arrival.

### **11.2 Consultation with the children and young people about the operation of the home**

The weekly meeting focuses on menu choices, activity planning, and household issues. These meetings are recorded. Staff regularly review these with all young people, the fire and complaints procedures, along with the house rules for existing and new items. The children and young people are consulted each month about the service they receive at Southlands and Lodge. We also involve all young people in the development plan for the service.

The young people have a notice board with relevant information, including a complaints form and comment form for suggestions and ideas.

### **11.3 Promoting appropriate behaviour and for the control, restraint and discipline of the children and young people**

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.

Staff are expected to help and support young people to manage and control their own behaviour. The need for sanctions is reduced by clearly setting boundaries of acceptable behaviour and achieving high levels of supervision and consistent care practice. High standards of behaviour should always be encouraged as a normal part of day-to-day living.

Sanctions will only be used sparingly and after all other alternatives have been considered. If the need is felt to impose a sanction, the child will be informed and the matter discussed with the Team Manager before deciding an appropriate sanction. Consideration will be given to the young person's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships. Rewards also form an important part of our behaviour management and are designed to encourage good behaviour in the short and long term.

### **11.4 Reasons for sanctions**

- Criminal damage such as damage to windows, furniture and decoration of the home.
- Damage caused outside the home.
- An assault on an individual.
- If a child refuses to go to bed or disrupts other children and young people when they are trying to sleep.
- Constant disruptive behaviour within the home or school.

## **12. POLICY ON CONTROL AND RESTRAINT**

The ethos of the home is that control should be based upon good personal and professional relationships between staff and residents. Any guidelines suggested are not intended to cover every eventuality.

Southlands Hall and Lodge policy on restraint and control is in accordance with the Department of Health's Guidance on Permissible Forms of Control in Residential care.

All staff are CALM (Crisis, Aggression, Limitation and Management) trained, having completed the CALM accredited two-day 'Understanding and Responding to Challenging Behaviour' course. This training is refreshed every year.

The principles relating to the use of physical restraint may be summarised as follows:

- Staff should have grounds for believing that immediate action is necessary to prevent a young person from significant harm to him/herself or others.
- Staff should take steps in advance to avoid the need for physical restraint, e.g. through dialogue and diversion and the young person should be warned orally that physical restraint will be used unless he or she desists.
- Only the minimum force should be applied to prevent injury or damage.
- Every effort should be made to secure the presence of other staff before applying restraint. These staff can act as assistants and witnesses.
- As soon as it is safe, restraint should be gradually relaxed to allow the young person to regain self-control.
- Restraint should be an act of care and control, not punishment.

Appropriate notes should be recorded in relation to all restraint incidents and the incident communicated to management as well as other relevant members of staff. A record of the restraint must be recorded in the homes restraint book. All restraint reports must be co-signed by the Manager.

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

Support workers are trained and assessed in CALM. This process involves a two-day course within the worker's probationary period. Support workers go through an assessment process which involves monitoring the individual's attitude and skill set in de-escalation and prevention of the use of physical intervention.

Each restrictive physical intervention is taught and assessed on an individual basis. Each worker is assessed as competent or not competent in each technique. If a worker is judged as not competent in a certain technique, a development plan is put in place and monitored by the Home Manager and the local CALM trainer to ensure the individual receives the necessary support to develop and reach a level of competence. All workers attend an annual refresher course in CALMS to ensure continual development and assessment. As part of the Southlands and Lodge induction and probationary period, a support worker must successfully be judged as competent in all elements of the assessment process.

Further information is contained in the Southlands and Lodge Operations manual for CALM.

### **13. CHILD PROTECTION AND COUNTERING BULLYING**

Southlands Hall and Lodge is committed to the principle that the welfare of the young person is paramount (Children Act 1989) any suspicion or allegation that a young person has been abused while in Southlands and Lodges care, will be dealt with in accordance with this principle. This means that the Company will seek to work with placing authorities and investigating authorities collaboratively and swiftly to progress investigations. At Southlands and Lodge, the 'designated person' with lead responsibility for child protection is Michael Wren.

Any member of staff under suspicion of having abused a child will be immediately suspended while investigations are carried out.

Residential Support Workers who are told of allegations of child abuse or have reason to suspect that abuse has taken place must report details immediately to the home's designated person. In the absence of the designated person, concerns must be reported straight away to the deputy manager or to the Executive Manager. There must be no delay in reporting caused by the unavailability of the designated person.

Telephone numbers:

<b>Southlands Hall and Lodge</b>	<b>01482 875191</b>
<b>Michael Wren, Registered Manager</b>	<b>01482 845950</b>
<b>Eka Fallon, Executive Manager</b>	<b>01482 330696</b>
<b>East Riding, Safeguarding Team-Social Worker/Placing Authority</b>	<b>01482 880066</b>
<b>Ofsted</b>	<b>0300 123 1231</b>

All matters relating to child protection issues or concerns must be reported as soon as possible to the Executive Manager.

Child abuse is not always clear cut and the uncertainty about it can cause anxiety. The important messages are:

- Do not panic
- Share concerns with a more senior member of staff and approach the Registered Manager for an initial discussion.
- Always err on the side of caution and report concerns quickly rather than adopt a policy of wait and see. This is crucial where there are allegations against or suspicions about a member of staff or where there may be abuse of one young person by another. Failure to report such concerns promptly can lead to suspicion of collusion or cover up.

Further guidance on Child Protection and Safeguarding is contained in the Child Protection policy which is available through contacting the home or looking on the Company website.

### **13.1 Bullying**

We see our staff as being the main resource we have in ensuring that children and young people are not bullied in any way. We see bullying as an infringement of a person's human rights.

We expect staff to do the following:

- Report incidents of bullying to their line Manager/Senior.
- Ensure they record incidents of bullying on the young person's file and what action has been taken to counter the bullying.
- Work with children and young people in a way that enables/empowers them to complain about being bullied, by ensuring they know about the complaints procedure and who they can complain to.
- Work with children and young people who are bullies to enable/encourage them to alter their behaviour.
- Take time to be with children and young people who have been the victims of bullying.

- Work with children and young people to enable them to report serious incidents to the police.
- In cases of serious and persistent bullying, managers, in consultation with social workers, parents and the bully, may decide to move the young person in order to protect those being bullied.

Any staff member who is seen to be bullying children and young people will be disciplined. Any allegations made against staff by a young person would be referred to the LADO (Local Authority Designated Officer). Bullying will be seen as gross misconduct and a staff member could be dismissed if found guilty at a disciplinary hearing.

Further information and our policy on bullying are contained in the Anti-bullying policy which is available through contacting the home or looking on the Company website.

### **14. MISSING CHILD PROCEDURE**

Any young person who is at large in the community without permission is deemed to be at risk. Our policy on unauthorised absence is available from the home on request. The procedures followed are compatible with the local authority Runaway and Missing from Home and Care Protocol.

As general guidelines, all absences will be reported to the police and the senior on duty immediately, given the age and vulnerability of the children and young people in our care. When a young person goes missing the following information will be given to the police:

- The young person's physical description, including age, weight, height, clothing, distinguishing marks etc.
- All relevant details of behaviour that is likely to increase the risk to the child.
- Possible address of known associates.
- Home address and telephone number.
- Missing Risk Assessment.

We encourage a positive relationship between children and young people and our local community support officer, who visits regularly and talks to the children and young people about road safety, respecting each other and other relevant topics. The aim is to develop a healthy relationship with the police and ensure that the young people understand their role.

The field social worker or out of hours EDT and the child's parents will be notified at the earliest opportunity, where appropriate.

All unauthorised absences must be recorded in the Young Person's individual Missing Person's Log.

### **15. ELECTRONIC OR MECHANICAL MEANS OF CHILD SURVEILLANCE USED WITHIN THE HOME**

We have an external door alarm system which is used during the hours of 22.00 – 07.30 which will alert the waking night staff if any of the external doors are open from inside or outside. We maintain high levels of supervision and interaction between adults and young people at all times, to ensure their safety.

### **16. FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES**

It is the responsibility of the Home's Manager to ensure the day-to-day safety of all persons residing at, employed in or in any way using the premises.

It is the responsibility of the Home's Manager to ensure that:

- The fire alarm is operational at all times.
- The necessary checks of the fire system and extinguishers are carried out weekly or monthly as appropriate.
- A record is kept of the tests.
- If a fault that cannot be rectified is found it must be reported to the service engineer immediately.
- All staff receive fire training and are made aware of their responsibilities and duties regarding the prevention of fire and understand the procedure for evacuation of the building in case of fire.
- Any equipment that is deemed as dangerous or a fire hazard is taken out of use, immediately labelled as such and is repaired or replaced.
- Maintain on a daily basis a register of visitors to the home.

General duties and responsibilities of all staff:

- Know the location of all fire exits and fire alarm key points.
- Know the location of fire fighting equipment.
- Be aware of the areas in the home that are high risk in relation to fire.
- Keep fire doors closed at all times.
- Keep fire exits clear.
- Ensure that the children and young people are supervised at all times in the kitchen.
- Ensure the children and young people are aware and understand the dangers of fire.
- Report immediately any faulty equipment and take it out of use and label as such.
- Ensure that all children and young people are aware of the procedures in the event of a fire.

In the event of a fire:

- Evacuate everyone from the building.
- Raise the alarm by activating the nearest call point.
- Ring the fire brigade. Do not assume that someone else has done so.
- Check all rooms to discover the source of the fire, if not known ensure all the rooms have been vacated. If it is safe to do so tackle the fire with the fire fighting equipment.
- Shut all doors and windows.
- Go to the fire assembly point.
- Ensure that all children and young people, staff and visitors are accounted for.

### **17. ARRANGEMENTS FOR THE CHILDREN AND YOUNG PEOPLE 'S RELIGIOUS INSTRUCTION AND OBSERVANCE**

Upon admission, enquiries are made into the religious background of each child. Careful consideration is given with respect to the practice of religion. If requested, arrangements are made to ensure that the child can maintain ties to his/her religious heritage, for example, by helping them connect with local religious groups, providing for special dietary or clothing needs etc. Specific

research is undertaken to ensure any child who resides at Southlands and Lodge has their cultural and religious needs met. Religious education forms part of the curriculum at our schools.

### **18. ARRANGING CONTACT BETWEEN A YOUNG PERSON AND HIS/HER PARENTS, RELATIVES AND FRIENDS**

Contact between a child and his/her family is seen as an important factor in a young person's residential experience and will be actively encouraged and welcomed, unless directions from the placing authority/court dictate otherwise.

We will facilitate and encourage contacts, be that through providing support and supervision, arranging transport or providing access to a separate meeting room in the home where contact visits can take place. Telephone contact can be made with the children and young people after school times and before bed times; children and young people also have the use of the telephone at the home to call friends, relatives or family. Staff will support young people before and after contact, as this can be a very challenging time emotionally for them. Young people are encouraged to make and maintain friendships through the community-based clubs and activities they attend. Friends are welcome to visit Southlands and Lodge and children and young people who live at Southlands and Lodge are able to visit friend's houses when invited.

### **19. DEALING WITH COMPLAINTS**

Children and young people are able to voice their complaints either individually or together through a group meeting. This can be on the agenda of the weekly house meeting or by talking directly to the key worker if they wish to do so.

Any matter that cannot be resolved by either of these means must be taken to the senior staff member or to the Home's Manager. The Manager will give the child a private interview and make a written statement about the core issues of the complaint. The interview will take place no more than 24 hours after the initial complaint. The manager may decide with the young person's consent to involve other members of staff in an attempt to resolve the matter by negotiation.

If the young person remains dissatisfied with the outcome, the Home Manager will contact the young person's social worker at the earliest opportunity, inform them of the young person's complaint and request a visit. If the social worker is unable to resolve the matter then it is expected that their own department's Complaints Procedure will be invoked.

At any stage the child may wish to short circuit the above procedure and contact his social worker directly.

Alternatively, the child can contact **Ofsted: 0300 1231231**

If a person acting on behalf of the young person wishes to make a representation, they will be given an interview with either the Manager or the Supervisor after the child has been given the opportunity to express his/her views. If, following the interview the young person's representative remains dissatisfied with the outcome, the social worker will be contacted and asked to visit. As before, the representative can short circuit these procedures and contact the social worker directly. Alternatively, they too can contact Ofsted to voice their complaint.

All complaints are recorded in the complaints book which is reviewed by the Manager and through the Regulation 44 monitoring procedure.

### **20. ACCOMMODATION**

A description of the home is contained in the section Facilities and Services. All bedrooms are single occupancy. This explains the sleeping arrangements provided and where applicable how the children and young people are to be grouped and in what circumstances they are to share rooms.

### **21. ANTI-DISCRIMINATORY PRACTICE POLICY**

The anti-discriminatory practice policy aims to respect the children and young people and their rights.

At Southlands and Lodge we are committed to providing a safe and respectful environment for the children and young people in our care. They are encouraged to take an active part in life at Southlands and Lodge, through our daily meetings. We actively encourage the children and young people's involvement in OFSTED run participation events.

Bullying is actively discouraged in the home by all staff.

We regularly acknowledge festivals and celebrations from other cultures and religions as well as those that represent the culture of the UK.

The children and young people are aware of the complaints procedure within the home, and the staff regularly remind them of the process. The forms are easily accessible on the children and young people's notice boards. We also hold complaints leaflets for Local Authorities, if children and young people have an issue.

All children and young people are treated fairly and equally and their individuality respected.

### **22. THE NAME AND ADDRESS OF THE REGISTERED PROVIDERS AND THE REGISTERED MANAGER IF APPLICABLE**

**Harriet Appleby** (Responsible Individual)

Horton Education and Care, Southlands and Lodge, 75 Thwaite Street, Cottingham, HU16 4RB

**Michael Wren** (Registered Manager)

Horton Education and Care, Southlands and Lodge, 75 Thwaite Street, Cottingham, HU16 4RB

### **23. QUALIFICATIONS AND EXPERIENCE OF THE REGISTERED MANAGER**

**Michael Wren** (Registered Manager) has the following professional and academic credentials:

-NVQ3 & 4 in Health and Social Care

-A1 Assessor's Award

-Level 5 in Health and Social Care Management

-Level 7 in Strategic Management and Business

-18 years' experience with children and young people with emotional and behavioural difficulties, 15 years in the local authority and 3 years at Southlands Hall and Lodge

- 9 years experience in fostering children and young people

### 24. QUALIFICATIONS AND EXPERIENCE OF EMPLOYEES WORKING AT THE HOME

There are a total of twenty two full-time Residential Support Workers employed at Southlands and Lodge. They are divided into four teams of five, with each team working a rota pattern of days on shift, followed by scheduled days off. The home also carries 6 Residential support workers for nights.

Name	Position	Experience/Qualifications
Michael Wren	Registered Manager	NVQ Level 3 & 4 In Health and Social Care Level 5 Management Level 7 Strategic and Business Management
Clare Thompson	Deputy Manager	NVQ level 2 in Health and Social Care NVQ level 3 in Health and Social Care Diploma level 5 – Leadership for Health and Social Care (adult management) NVQ level 2 Administration Train the Trainer in Risk Assessment Outcome Based Learning
Danny Fox	Senior Residential Support Worker	QCF Level 3 in Health and Social Care
Kadie Winstanley	Senior Residential Support Worker	QCF Level 3 in Health and Social Care QCF Level 5 in Leadership and Management
Ross Everington	Senior Residential Support Worker	Qualified Social Worker
Marlie Willerton	Senior Residential Support Worker	QCF Level 3 Health and Social Care QCF Level 5 Leadership and Management Sports Coach
Mary Dinu	Residential Support Worker	QCF Level 3 in Health & Social Care
Lindsey Jones	Residential Support Worker	QCF Level 3 in Health and Social Care

Michelle Cone

Residential Support Worker  
Bank Staff

QCF Level 3 in Health  
and Social Care

# HORTON

## EDUCATION AND CARE

Lauren Hirst	Residential Support Worker	QCF Level 3 in Health and Social Care
Tammie Ward	Residential Support Worker	QCF Level 3 in Health and Social Care
Jason Young	Residential Support Worker	Undertaking QCF 3 Health & Social Care
Lisa Moverley	Residential Support Worker	QCF Level 3 in Health and Social Care
Mark Morton	Residential Support Worker	QCF Level 3 in Health and Social Care
Mary Thomas	Residential Support Worker	QCF Level 3 Health and Social Care
Alex Beardshaw	Residential Support Worker	QCF Level 3 in Health and Social Care
Rod Bateman	Residential Support Worker	QCF Level 3 in Health and Social Care

Jamie Annis	Residential Support Worker	QCF Level 3 in Health and Social Care
Becky Scott	Residential Support Worker	QCF Level 3 in Health and Social Care
Becky Geering	Residential Support Worker Admin	QCF Level 3 in Health and Social Care
Tom Eastwood	Residential Support Worker	Undertaking QCF Level 3 in Health And Social care
Jasmin Broadhead	Residential Support Worker	Undertaking QCF Level 3 in Health and Social Care

Jamie Fridlington	Residential Support Worker	Undertaking QCF Level 3 in Health and Social Care
Emma Mitchell	Residential Support Worker	QCF Level 3 in Health and Social Care
Sarah Lockett	Residential Support Worker	Undertaking QCF Level 3 in Health and Social Care
Stacey Sugden	Residential Support Worker	Undertaking QCF Level 3 in Health and Social Care
Mary Dinu	Residential Support Worker – Waking Night	Undertaking QCF Level 3 in Health and Social Care
Becky Stone	Residential Support Worker – Waking Night	Undertaking QCF Level 3 in Health and Social Care
<b>Mandatory training for all staff</b>	All staff have mandatory training which includes the following:	Health and Safety, Fire Training, First Aid, Food Hygiene, Mental Capacity, Deprivation of Liberty Safeguards, Safeguarding, Safe Administration of Medication, Prevent Training, Attachment Training

**Reviewed: March 2018**  
**Michael Wren, Registered Manager**  
**Horton Education & Care**