



Statement of Purpose DECEMBER 2024

1/07/2024

This Statement of Purpose Relates to:

Yani Care Solutions Telephone: 07930279889

Email:

**Ofsted
URN**

Author

Yani Care Solutions Children Services Registered
Manager

Regulation 18

The Children's Homes (England) Regulations 2015

This Statement of purpose is guided by the following:

- The Children's Homes (England) Regulations 2015
- The Quality Care Standards
- The Children Act 1989
- Working Together
- Every Child Matters



Last Inspection Date	
The overall experiences and progress of children and young people living in the home are	
How well children and young people are helped and protected	
The impact and effectiveness of leaders and managers	
Ofsted Inspector	

Our Overall Aims and Objectives:

Our Mission Statement

Yani Care Solutions Children Services provides therapeutic support and residential care 24 hours a day 365 days a year, for some of the most vulnerable children and young people in our care system.

Our aim is to ensure that each child and or young person's residential experience at Yani Care Solutions Children Services is bespoke, positive and highly beneficial to the individuals identified needs and pathway plans.

We will provide high quality therapeutic care in a warm, nurturing and caring and conducive environment where the young people feel safe, secure and most importantly they feel wanted and valued. We will seek to promote the well-being of the children and young people in our care by providing a family orientated atmosphere where positive relationships are built on mutual respect, trust and understanding.

We will endeavour to incorporate all feedback to ensure that our service develops to highly competitive, consistent and safe standards.

When a child or young person walks through the door, our motto is to provide them with the best life chances and opportunities possible and help them remove barriers that hinder their development and progress in life and the amazing team at Yani Care Solutions Children Services are committed to achieving that.

Our Objectives

- We listen to children and young people and encourage them to be involved in all aspects of their care planning.
- We respect and promote people's diversity, challenge oppressive and discriminatory practice and behaviour and actively encourage children and young people to develop the ability to live and positively participate in a diverse changing society.
- We will ensure that each child and young person living at Yani Care Solutions Children Services has a personal Key worker who takes an added interest and passion in their care and their progress.
- We will ensure that each child and young person has a robust education programme which supports their individual needs so they are encouraged and supported to reach their fullest potential.
- We will ensure that each child and young person is fully involved in drawing up, implementation and review of their care plans. The care plans will have clear and SMART objectives for children and young people.
- The Management Team will actively support staff team members in their day to day tasks through ongoing training, supervision and appraisal. The team will receive the best training opportunities possible in order for them to provide the best care.
- We will ensure that each young person's well-being and health needs are properly assessed, met and reviewed.
- We will ensure children and young people' health care needs are effectively provided for in conjunction with the relevant health professionals.
- Safeguarding interventions
 - Therapeutic interventions
- We will encourage children and young people to engage in appropriate community-based activities and projects to enhance their social interaction skills if it is safe to do so.
- We will aim to achieve a balance of care and control that enables our children and young people to grow and develop as individuals due to clearly defined structure and boundaries allowing us to be-able to promote desired, acceptable behaviour through the setting of individual incentives, goals, targets and sometimes all is required is a simple "well done".

Philosophy and Ethos of the Home

Yani Care Solutions Children Services operates within the frameworks of the Children Act 1989, Children Act 2004, Children and Young Person's bill, Care Matters and Every Child Matters agenda, and aims to provide a safe, caring and nurturing environment for all children and young people. The policy and framework for working with children and young people within the home is in accordance with the Care Standards and The Children's Home (England) Regulations 2015. Yani Care Solutions Children Services is committed to ensuring that all staff, visitors, children and young people and their families have equality of opportunity and freedom from discrimination. We recognise and respect diversity in our society and will provide a consistent quality of service without discriminating on grounds of gender, ethnic origin, sexual orientation, age, social class, disability or religious beliefs.

We respect and promote people's differences, challenge oppressive discriminatory attitudes and behaviour and actively encourage children and young people to develop the ability to live and positively participate in a diverse society. Children and Young People are encouraged to believe in themselves and to make positive change and choices.

Priority is given to the rights of the children and young people; from admission they are involved in planning for their futures. We aim to ensure that children and young people leave Yani Care Solutions Children Services is adequately equipped to manage their behaviour more effectively and enable them to positively participate in today's society.

Through working together with parents, family members and the wider community we endeavour to boost children and young people's self-esteem by providing opportunities for them to take responsibility for their actions relating to behaviour, risk taking and interpersonal skills.

We will also provide opportunities for children and young people to share their views on the way the home is run. The over-riding philosophy of Yani Care Solutions Children Services is that it should be child centred in its approach, the way it works, and for children and young people to grow physically, emotionally and spiritually. They need positive role models who can protect them, guide them and help plan for their futures. We seek to provide the children and young people with positive and engaging relationships with adults. This be in through clear and consistent rules, routines and boundaries that are set by the Unit and young people and have to be adhered to. Yani Care Solutions, we believe that children should be children first and foremost therefore we create an environment that fosters this.

Facilities and Services Provided

Yani Care Solutions Children Services is a 2 bedded mixed gender therapeutic residential provision for young people aged between 11-18 years on admission who

have difficulty living within a family environment. Young people will be able to remain at Yani Care Solutions Children Services until completion of their full-time education and any further education they are pursuing up to the age of 18 years.

Yani Care Solutions Children Services works with young people for as long as necessary to meet their identified care needs. We offer a flexible approach to the needs of young people and can provide a range of services from short term intervention leading to re-integration back home, to foster care or to longer term stays where a return home is not achievable.

The team at Yani Care Solutions Children Services work with children and young people for as long as required to meet their identified care needs and it is expected that the children and young people will stay within the placement on a long term basis where possible. We offer a flexible approach to the needs of the children and young people and we can provide a range of services from short term support that will hopefully lead to the young person returning home, to foster care or to longer term stays where a return home is not achievable.

There is an expectation that children and young people will be willing to engage in the process of their own care at Yani Care Solutions. Each young person and child living within the home will have their individual needs met to ensure the best possible outcome.

Yani Care Solutions Children Services will always provide the following for every single young person or child who comes through our doors

- Extremely homely environment that will encourage pride, physical and emotional investment in their environment.
- Highly motivated carefully selected genuine friendly, happy, caring professional staff team members, with strong effective relationship building skills with a commitment to the welfare of the young people in their care above and beyond all expectations.
- Close supervision by our professional and trained staff.
- Collation, monitoring and reviewing of placement plan and risk assessments
- Robust daily record keeping
- Independent visitors / advocates service
- Access to a wide range of local and national leisure facilities □ Modern facilities throughout the home.
- Support for young people who require same day emergency placements

Staffing Matters

Meet the Team ***“Team work makes the dream work”***

Registered Provider Company Director		Chelsea Mathe
Company Managing Director		

The Management Team

Registered Manager		Daniella Hill
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Residential Support Worker Arrangements for Supervision, Training and Development of Staff.

The team at Yani Care Solutions Children Services comprises of the following:

1 x Registered Manager

1 x Deputy Manager

2 X Senior Residential Support Workers

6 Residential Support Workers

The Registered Manager and the Deputy Manager do not feature as part of the weekly rota, this enables them to provide support throughout the day when required for staff members and the young people. Both Managers have a friendly flexible approach that the staff team and young people respond well too.

All staff undergo an induction training programme receiving training in all areas such as safeguarding, health and safety, first aid, fire safety and any other relevant training courses required to fulfil and enhance their role within the home. Staff will continue training on a rolling programme in order to refresh skills and knowledge.

The structure of the staff team will be tailored to meet the individual need of the young people. If there are two or more young people in the Home, there will be 2 members of staff present each day and night. If there is only one young person in the Home, (dependent on risk assessment) 1- member staff will be on duty to offer support to the young person. If 2:1 staffing is required for a young person, there will be 2 members of staff throughout the day and sleeping in during the night.

Waking night staff can be arranged if necessary however this is not our usual policy. There will always be a senior member of staff on call 24 hours a day, 7 days a week.

The Registered Manager will be in charge of overseeing the running of the home working together with the Deputy Manager and senior support workers to ensure the smooth running and safety of all young people in the home. All employees work together and communicate effectively with each other through staff handovers, staff meetings, communication books and telephone contact. During the handovers information is exchanged and decisions are made, the handovers take place during each change of shift. Staff meetings take place fortnightly along with individual staff member's supervision.

All staff working at Yani Care Solutions Children Services undertake a comprehensive induction package that runs for the duration of their probationary period. This covers all health and safety aspects of working in the children's home, policies and procedures, administration and recording.

All new staff will be placed on a probationary period of 1 month to 6 months, and this will be reduced or extended if necessary. During the induction period new staff will receive supervision on a fortnightly basis until the end of their probation. Following

this staff will receive formal supervision on a monthly basis, however informal supervision will be carried out as and when required. The probationary period will be reduced or extended at the discretion of the Registered Manager, if reduced the member of staff will be able to work alone.

During the induction period staff will be trained in: Child Protection and Safeguarding, First Aid, Fire Safety, Food Safety, Health and Safety, TEAM TEACH and Administration of Medicines, Policies and Practices with in the home.

After the induction stage, staff that are not qualified in working with Children and Young People will be expected to enrol onto the Level 3 Diploma in Children and Young People's Workforce.

A description of the area and environment in which the premises are located

The home is set within a community. It has good public transport links to Birmingham and Birmingham City. It is also close to train and motorway links, which means access to a wide range of leisure pursuits and countryside. It has a front and back garden, a garage and it also, the home is within walking distance of the local shops.

is a relatively quiet area and during the time Yani Care Solutions Children Services has been situated there we have not experienced or being involved with issues such as anti-social behaviour, gang culture or sexual exploitation. The home has formed and maintained positive relationships with neighbours to both sides of the home never having any problems within the extended community.

The home has a robust "Location Risk Assessment" in place that informs investors and relevant professionals.

Accommodation

The home is a small, homely environment that I would describe as a cross between a foster provision and a small residential setting. There is a strong feeling of family throughout and the young people that will thrive and respond well to this alternative.

The unit has three bedrooms for the young people, all three are of good size and 1 therapy room and there are two further bed rooms that double up as staff offices and sleep rooms.

On the middle landing there is a bathroom and an ensuite bedroom shower room on the upper landing.

On the ground floor there is a spacious lounge and dining, kitchen downstairs toilet, and and an office and utility room.

The home is beautifully decorated throughout in warm calming colours. The walls will be covered in smiley happy photos of the young people and staff members providing a sense of warmth and belonging.

Yani Care Solutions Children Services is fully central heated and double glazed.

Encouraging and Supporting Change

Young people who live at Yani Care Solutions Children Services often display challenging behaviour including emotional and behavioural difficulties, attachment and mental health issues.

The staff at Yani Care Solutions Children Services will ensure that the home feels a safe and secure place to live where the safety and welfare of the children will always be always paramount.

We offer a flexible and tailored approach to support the needs of the children and young people in our care. We can provide a range of services from short term intervention with a view to a return back home with their family, to longer term stays where a return home may not be achievable, however long term stays are preferable to achieve a more positive outcome for both the young person and their child.

Many young people suffer from low self-esteem and will have very little confidence.

During their stay with us, work will be carried out with each individual in developing their confidence and promoting self-esteem. Skills of each young people will be respected and built on.

All children and young people will have the opportunity to take part in social activities and will help develop individual's social skills which are vitally important for family life and social interaction. Young people can access education and training and will be given support to do so by the staff.

The young people will be encouraged to develop independent living skills by managing money, doing laundry, developing cooking skills by experimenting with new ideas. The young people will have the opportunity to attend social activities and have time with their peer group which we feel is extremely important.

Criteria for Admission to the Home, Including Emergency Admissions

The process for admissions to Yani Care Solutions Children Services is as follows:

- Social Worker / Placement Officer phones to enquire about vacancies
- Discussion follows regarding the appropriateness of referral with regard to the needs of the referral and compatibility with regards to the current resident group.
- Social Worker / Placement Officer agrees to complete referral form and supporting information (history, recent reports) if the referral is appropriate.
- On receipt of the referral form and relevant paperwork, further discussion will take place with the placing authority should new information regarding the

placement be identified. A preliminary visit will be organised. A Children's Guide will be sent out to all potential admissions.

- An initial visit will take place and further discussions will take place between Yani Care Solutions, the placing authority and with the young person being referred.
- Assuming everything is satisfactory a Placement Meeting will be called to confirm funding for the placement and to determine further introductions and timescales. This may involve overnight stays or an emergency move depending on the needs of the young person and the stability of the current group.
- To avoid building false hope and expectation no further visits to Yani Care Solutions Children Services will take place after the initial visit, unless confirmation of funding has been received.
- A bedroom will be prepared with posters, décor that reflect the interest of the new young person e.g. football team / pop stars' duvet covers and posters. The favourite meal of the new young person will be prepared on the day they arrive. A Review will be held within the first month of placement (72 hours if an emergency placement), then within the next three months.

Commitment to visit will be agreed with the Social Worker and reviews of placement will then follow no less than six monthly.

Yani Care Solutions Children Services is permitted to take emergency and respite care admissions. In these cases, as far as is practical, as much preparatory work as possible (as above) will be put in place for young person to ensure the best possible start to the placement.

In the event of an emergency admission the following strategies have been developed to best meet the settling-in needs of the young person in these circumstances. Measures to meet these needs include:

- Meeting the new admission on neutral ground. Where possible and where advised, staff may attempt to meet the child and social worker at some point outside of Yani Care Solutions Children Services and come to Yani Care Solutions Children Services together.
- On arrival the new admission is given the opportunity to unpack with a member of staff, or where preferable, the staff member will pop back to check the young person is managing their move ok and explain the rules and conduct of the Home.
- Making the new admission feel welcome. Where possible staff will attempt to utilise their knowledge of the emergency admission and include this in the first few hours of placement by e.g. cooking the new resident's favourite meal,

having a duvet cover in the new person's favourite colours, putting up a poster of their favourite footballer/pop group/film star.

- Individual time will be provided during the first few days to assess how the new resident is managing their feeling of leaving their past placement, coping with their new placement, acclimatising to the new geographical area, managing their feelings towards previous carers etc. This work will lead to identifying a key worker for the young person.

Support for Individual Children

Each child or young person has a designated keyworker who will provide individualised support on a daily basis. They will work with the young person in line with their Placement Plans, ensuring that all the identified needs are met. Although the young people have identified Keyworkers they will always be encouraged to form positive relationships with the rest of the team members.

Children and young people will have at least one person (who is independent of the Placing Authority or Yani Care Solutions Children Services with whom they can discuss issues that may arise. They will also have contact numbers (e.g. Child line, Ofsted, Placing Authority, and Children's Rights Director) and the use of a telephone should they feel the need to seek support and advice from other agencies.

Placement Plans

Each young person will have a placement plan in place that will have been collated by their local authority (social Worker). This plan will have guided the homes decision with regards to Yani Care Solutions Children Services being the right placement for the young person.

It is important that the young person is very much involved with including their wishes thought and feelings when the in "House Care Plan" is developed. Therefore, the young person will complete our "Young Person's Care Plan consultation Book". This book is a child friendly replica of the "In House Placement Plan" and each young person is supported in completing the document that will then be included within the main body of the plan.

In order for the young people to be involved and remain interested in their in-house care plans. They are designed in a way that allows the young people to design the format and tell their own story. This allows the team to carry out a quality piece of ongoing care planning throughout the young person's stay at Yani Care Solutions Children Services.

Arrangement for Contact

A child or young person's parents and/or other family members, legal guardians and significant others will be encouraged to participate in all aspects of the general welfare of the young person (where appropriate). The suitability or otherwise of contact will be written into the Placement

Plan at the time of admission. The degree of involvement will obviously vary from individual to individual and there will be varying degrees of difficulty in each case, for example:

It is Yani Care Solutions Children Services's policy to actively facilitate contact arrangements. The young person's key workers will make the necessary arrangements, and the team will transport and supervise if deemed necessary. In appropriate cases the young people's family members are encouraged to visit the home for meals etc.

Planning Meetings and Reviews

It would be expected that within 72 hours of a child or young person being placed at Yani Care Solutions Children Services planning meeting would be arranged. The purpose of this meeting is to draw up and consolidate the young person's Placement Plan. This plan will then be reviewed in line with national guidelines.

Young people will be encouraged to attend their Review Meetings; staff members will ensure that the young people are informed in relation to the importance of their presence at the meetings.

The young person's Key-worker will submit a report for any meeting that is held regarding one of the young people in our care.

Promotion of Health

The staff team at Yani Care Solutions Children Services are committed to promoting primary health care by monitoring emotional health, physical wellbeing, and we will identify and maintain specialist health needs. The staff team take an active role in promoting all aspects of healthy living ensuring that young people are supported in

attending all health appointments. On admission an individual health plan will be written for each child/young person this will be updated on a regular.

We are proactive in ensuring that the young people eat healthy and regular, develop and maintain a good standard of hygiene and they exercise regularly by taking part in physical activities such as swimming, ice skating, horse riding, football, gym sessions etc.

The team provide support, advice and guidance on health and personal care issues appropriate to their needs and wishes. Some issues may include smoking, substance and alcohol abuse, sexual health etc.

Arrangements will be made to ensure that the young people are registered with a local GP, Dentist, optician, and other specialist services such as CAMHS and anger management where necessary. The young person's keyworker will be responsible for compiling a history of health and developing their health care plan.

Treatment & administration of medicines within the home

All medicines will be kept in the locked medical cabinet within a secure cupboard. All medication is recorded on a medication sheet by trained staff administering the medication; this will include a clear account of refusal and self-administration.

Medication administered is that which their G.P. and / or a registered medical practitioner have prescribed following a visit to the surgery, hospital or walk in centre. However, the home also carries medication in respect of household minor illnesses which will be administered in consultation with the GP and Yani Care Solutions Children Services medication policy and procedures. Consent forms are required for staff to administer household remedies.

A record of visits and the outcome of all medical, dental and other health appointments are clearly and concisely recorded on the young person's health plan.

There is a recognition that many of the children and young people in our care may suffer from enuresis. In these instances, strategies for dealing with the practicalities e.g. bedding will be built into their individual care plan and medical advice will be sought as appropriate.

The management of this problem will take into account the need for sensitivity and understanding of the causes and the stress entailed.

Promotion of Education

Staff at Yani Care Solutions Children Services work closely with the young person's schools / colleges to ensure that they attend school and complete homework. With the support of the placing officer and school a personal education plan (PEP) will be completed. Where appropriate, staff will work with the school or tutor in the development of a differential timetable that enables the young person to work from home. The keyworker will act in 'loco parentis' (if needed) to ensure that the young person is supported in school meeting and parent's evenings.

Some young people may have suffered significant difficulties during their time in the education system and may find it difficult to be reintegrated back into education after long gaps.

Integration will be based on the young person's ability to cope and feel realistically confident about attending school and whether they are able to cope within a group setting.

If it is not possible to attend mainstream school specialist provision will be explored such as a specialist school provision, Pupil Referral Unit or home school tuition. Staff in the home will work closely with the young person's social worker and the education team to reach the best possible outcome for the individual.

When the young person is post 16 the staff will work together with the young person to find a suitable college placement and /or apprenticeship.

Past experience in regards to education has found that the young people in the care system can be seriously disadvantaged. Therefore, we feel it is paramount that we provide the young people with a voice during difficult times and "fight their corner". The team at Yani Care Solutions Children Services are passionate in achieving the best possible outcomes in this area and micro managing the young people's time in education.

Promotion of Recreational, Sporting and Cultural Activities

Children and Young People living at Yani Care Solutions Children Services are encouraged to take part in a wide variety of activities. During the admission process the young person will be asked about their interests, in the early stages of the young person's stay. Activities will be based around what they like to do and what they may have been successful in before moving into the home. Any special interests will be catered for, especially if these have been a feature in their lives prior to admission.

The policy of Yani Care Solutions Children Services is to support and encourage the children and young people to participate in constructive and structured leisure activities. When staff accompany the young people on activities there is an expectation that they will actively participate as appropriate. As the placement develops the young person will be encouraged to undertake new, different and challenging pursuits in order to extend their skills and experiences and to give them confidence to try new things in all aspects of their life. Activities include ice skating, swimming, bowling, football clubs, horse riding, music lessons, youth clubs, army cadets the list is endless.

We will always encourage the young people's external friendships; therefore, they are welcome in the home by prior arrangement under staff member's supervision as long as it does not lead to overcrowding or behaviour management problems. We also encourage the young people's friends to join us during activities and the occasional short break away.

Boredom will never be an option for a young person living in the home. We are aware that a bored child accelerates behavioural issues and criminality if they are left to wander the streets. We like to keep our young people close to us and off the streets. That is why we pay so much attention to involving their friends, and keeping them busy at all times. This also helps the staff team members to build strong relationships with the young people. Childhood should be a fun time and we pride ourselves on ensuring that this will always be the case at Yani Care Solutions Children Services

We also focus on the childhood experiences that the young people at Yani Care Solutions Children Services may have missed out on in the early years. Therefore, we run a programme called “100 things to do before I leave Yani Care Solutions Children Services”. The programme takes them on a childhood journey of simple experience. Such as blowing bubbles, rolling down hills, building dens, paddling in the sea, write and send a post card, growing and eating a vegetable etc.

This will be a tool to use with the children and young people, encouraging and allowing them to be children again. Then hopefully they will take these experiences into adult life ending the cycle of negative childhood experiences with their own children.

The young people are also included in “Team Building” experiences attended by the whole team. This again gives the young people the chance to experience staff team members in a totally different environment. We feel that it is really important that the young people to feel part of the team that forms Yani Care Solutions .

Consultation with the Children and Young People (How the home listens to children and acts on their views)

It is vitally important the children and young people – who have often been marginalised – can develop ‘self-agency’ through the decision making process. If possible (dependent on variables’ age, understanding etc.) they should be central to decisions that affect them. Therefore, and in line with legislation, our policy is to work as closely as possible with the young people in this area. This will be facilitated via progress reports, focused one-one sessions, resident’s meetings, inclusion in their own care planning process and group work, questionnaires, compliments and comments box. All of which will take account of the individual needs of each young person.

The children and young people will also have consultation time on a weekly basis with the homes Managers.

Staff will always be aware of religious, cultural and linguistic backgrounds of children and young people and their families when they are working with them and endeavour to promote these.

Additionally, their parents and / or other family members, legal guardians and significant others will be encouraged to participate in all aspects of the general welfare of the young person (where appropriate).

The degree of involvement will obviously vary from individual to individual and there will be varying degrees of difficulty in each case, for Example:

- (a) The young person may refuse to make contact with their parents
- (b) Alternatively, parents may refuse to have contact with the young person

The prime objective in both these cases is to establish the root cause of the issue. Hopefully work can then be undertaken rebuild these broken relationships and restore contact and home visits where applicable. It is Yani Care Solutions Children Services' policy to actively facilitate these contacts. In appropriate cases parents or significant others are encouraged to attend reviews and all relevant parties are informed of any decisions or developments, which may have occurred. Parents and significant others are always welcome to visit, however it is advisable to notify staff of intended visits, thus allowing for appropriate planning within the home.

The children and young people have access to children's rights workers, independent visitors and the homes regulation 44 visitor () along with regular inspections from Ofsted. The young people can talk to all visitors privately to discuss any issues they may have.

We have also developed the "Parent Pack". This is a folder that is sent out to parents (where appropriate). The pack includes a Parent's Guide to Yani Care Solutions Children Services, Parent's Guide to the Care Standards and Regulations, Parents Consultation Plan (in order to gatherer information that may be useful towards the completion of the young person's care plan), a list of useful contact names and telephone numbers and the homes consultation questionnaire to be completed by parents or carers in relation to progress, support and quality of care and relationships.

Privacy & confidentiality

The staff team members appreciate that all information received in respect of accommodated young people should be treated with the utmost confidentiality. As such it will not be divulged to unauthorised personnel. If a staff member is unsure about who is authorised they will always consult with the line manager. Any person who breaches this requirement will be liable to disciplinary action.

In respect of direct work with the young people, staff members will be open and honest at all times. They will inform the young people that today confidentiality is not always possible. However, they will assure them that only people who are in a position to offer help to either them or other young people implicated would be allowed access to the information.

Staff members will only enter a young person's room if invited. If staff need to enter the room when not invited they should knock first, informing the young person that they will be entering the bedroom.

The bathrooms will not be entered by staff members unless there is an emergency or serious concern. Bedrooms and possessions will only be searched in extreme circumstances. Searches will only be carried out by two staff members. The young person involved must be told why a search is deemed necessary and invited to be present while it is being conducted. Such circumstances will be logged giving reasons

and recordings of anything that is found. The room search policy will be followed on every occasion.

Provision and preparation of meals

Young people are encouraged to eat healthily, research their own menus and shop for food (with staff) developing independent living skills. Where possible – dependent on age etc. – they will be able with staff help to prepare their own meals. Menus will be kept and the staff team will discuss with residents which menus they prefer; the discussions will include the importance of healthy eating. Meal times are an important social occasion which will help develop social skills. Fruit and snacks will always be available, and suitable quantities maintained.

Personal appearance, clothing, requisites and personal money

As far as possible all purchases are made locally or in the surrounding district. As far as it is practicable children and young people will be involved in doing their own shopping. In respect of personal needs, the young person is able to choose their own brand of toiletries, thus allowing for cultural needs to be met.

On admission the young people are expected to have a reasonable amount of clothing. After initial clothing has been provided a monthly allowance for each young person is made from Yani Care Solutions. This will be spent at the discretion of the young person, depending on their clothing needs at the time. This system encourages children and young people to budget and save for items that exceed their monthly allowance. The young person is encouraged to buy clothes that are suitable and this allows for cultural, religious and ethnic expectations. Where it is practicable and possible the children and young people will be encouraged to shop on their own. For those who need a little guidance, staff will provide support with this initially until the individual has gained the confidence and ability to undertake this task for themselves. For younger resident's staff will take them out shopping to buy new clothes

Clothing is very much up to the individual and provided there is enough money in his/her clothing account they are able to choose with appropriate guidance what they want and where they wish to buy it. All staff will be involved in this process, with key workers having particular responsibility with regard to clothing.

Positive relationships with young people

Children and young people who come into care can often be vulnerable and confused. For this reason, the staff team at Yani Care Solutions Children Services always work within clear boundaries and guideline about their professional and personal relationships with the children and young people in their care.

The staff at Yani Care Solutions Children Services are committed to providing high quality care for young people resident and the development of strong, trusting, relationships. Staff develop relationships that will be warm, friendly and informal with staff authority built upon mutual respect, as experienced within a family environment.

The team will always be consistent and fair in their approach. Decisions made by staff will take into account several factors including; individual children and young people's wishes, needs of the individual, needs of the group and the protection of all others from harm.

The staff team work hard to build positive relationships with the young people at Yani Care Solutions Children Services It is important that the children and young people view the team members as positive role models.

Whom the young people can respect and eventually form trusting and meaningful relationships.

Yani Care Solutions Children Services has very strict policies in place that provide support, guidance and advise to staff members in relation to staff team conduct and appearance. The team are never allowed to smoke in front of a young person, use inappropriate language or dress inappropriately.

Encouraging Positive Behaviour

The Yani Care Solutions Children Services staff team are extremely creative when it comes to the promotion of positive behaviour with the young people in their care.

They pride themselves in their ability to talk to young people on their level of understanding, exploring possible solutions and discussing compromise. The team are firm, fair and consistent in their approach towards addressing the young people's behaviours, thus far proving effective in achieving positive changes and outcomes. The majority of the time our young people respond to a "well done", "Thankyou" and a pat on the back! Sometimes the simple things are the most effective.

Key workers engage the young people with weekly "Goal Incentive Charts". We are big believer's in short achievable goals in line with care plan requirements. The young people respond well, showing gradual improvement in short spaces of time.

We try our best to avoid financial reward for the young people as this method would be viewed as unrealistic with regards for preparing the young people for independence and adult life. Therefore, we have introduced the "incentive surprise box", where the young people will receive a small gift to acknowledge achievement.

The home has a certain amount of house rules in place, in order to encourage the young people to take pride in their environment and display respect and consideration towards each other, the staff team members, the neighbours and the local community.

Each young person has a “Behaviour Management Plan” in place. The plan will be developed by the Key-workers, Social Workers and external practitioners if required such as CAHMS. The young person is also involved, advising staff members of the reasons why they may behave in a negative way on occasions and providing methods that may help to calm them down. The plans are updated on a regular basis highlighting decline or improvement.

The home also uses the TEAMTEACH approach to behaviour management, the staff team members are all trained in this area. The method of restraint will ONLY ever be used if a young person is in total crisis and at risk of harming themselves or others, and when all other techniques of de-escalation have been explored and exhausted.

As some of our young people have specific emotional issues, Yani Care Solutions Children Services will engage an external therapist / counsellor (who visits the young people on a weekly basis. The involvement of the therapist will be requested at the referral stages but the need for their involvement may also be identified further into the young person’s placement.

Sanctions (Positive and Negative Consequence)

Our policies and procedures are set within the framework of the Children’s Home (Control & Discipline) Regulations 1990. As such we strive to provide an atmosphere based on sound management and professional childcare skills, where because of the ethos and good staff ratio, staff and young people are able to develop relationships based mutual respect for each other and the home.

Our aim is to increase a young person's self-esteem and belief in themselves as a positive member of society, thereby encouraging them to assert self-discipline and control.

We base this on a system of positive re-enforcement for acceptable behaviour and an encouragement to strive for attainable goals and achievements.

On the occasions when there is no alternative other than to impose a sanction these will follow the guidelines laid down in the Regulations, some of which are as follows:

Permitted Sanctions

Reparation - To repair or replace damaged property

Restitution - To repay, makes good or return damaged/lost property. No more than two thirds of their pocket money would be withheld

It is permitted for a person to take the necessary physical action when any other course of action is likely to fail to avert an immediate danger of personal injury to the child, another person or excess damage to property. This may also be applied if a

young person is attempting to leave the house when we have serious concerns in relation to sexual exploitation.

Any sanction used should be relevant, just and appropriate to the child's age and/or ability and should reflect the inappropriate behaviour.

- (a) Corporal punishment in any form
- (b) Deprivation of food or drink
- (c) Restriction or refusal of visits/communication with any appropriate person as defined within the Regulations.
- (d) Any requirement for the young person to wear distinctive/inappropriate clothing (unless it is connected with his/her education or an organisation that customarily wear uniform)
- (e) The use of or withholding of medication or medical/dental treatment (unless it is on the instructions of a registered practitioner or where it is necessary to protect their health)
- (f) The intentional deprivation of sleep
- (g) Imposition of fines (unless by way of reparation)
- (h) Any intimate physical examination of the child
- (i) Any punishment that demeans the young person or undermines their self-esteem, thereby conflicts with our prime aims and objectives.

Recording

All sanctions should be recorded in the appropriate log books i.e. in the Incident & Sanctions Book and they must include the following details:

- Name Date and specific details of sanction
- Details of behaviour occasioning the sanction
- Signature of the person imposing the sanction and a witness
- The manager or deputy will countersign all entries
- The record will be available for inspection at all times

Holistic Approach to Care and Control

As stated in our sanctions policy and above physical intervention will only be used as a last resort when a young person has lost total control and are at risk of causing personal injury to themselves staff or other residents or are likely to cause excessive physical damage to the building. In these circumstances staff may use physical intervention, they would however be expected to apply the safe training techniques

taught in Team Teach Intervention, in which all staff will receive training. In the event of criminal charges being brought a staff member will act as appropriate adult in this capacity; they will be advised that it is in their best interests for a solicitor to be present during any police interview.

These techniques include a range of single person holds, a range of gradual and graded escorting/guiding techniques, and two-person de-escalation techniques. These should only be undertaken if the staff feel confident in the safe and controlled application of the holds. Staff must also ensure that every effort is made to secure the presence of a colleague before entering into any physical intervention. Any physical intervention should follow the good practice guidelines of Team Teach Intervention that is a maximum amount of caring with a minimum amount of force. The objectives of physical intervention are to reduce excessive stimulation at a time of extreme crisis. The goals are short term to assist the young person to regain self-control, long term to teach the young person better ways of coping with difficult situations and uncomfortable painful feelings, maintaining the young person's self-esteem and building up the relationship between the child and the adult. This latter goal is achieved through the use of Life Space Interview. This is a non-blaming supportive interview that helps the young person understand what happened and identifies a set of coping skills for the future. The goals of the Life Space Interview during the young person's recovery are to return the young person to a functional emotional level, clarify underlying causes of the issues which have led to the restraint and to develop strategies for change which will lead to strengthened self-control.

The main points to remember which relate to the use of physical intervention are as follows:

- There will be clear evidence that if the young person were not physically held they would cause significant injury to themselves or others or cause serious damage to property.
- Staff will be able to show that alternative strategies of intervention have previously been taken (e.g. talking to the young person or attempting to divert the young person). The young person will receive a verbal warning that they will be physically held unless they stop whatever behaviour is causing the crisis to occur.
- Once the decision has been made to physically intervene, staff will act swiftly and decisively. Using a gradual and graded approach.
- The minimum amount of force with the maximum amount of caring is the underlying principle and it must not develop into a test of strength. It must be undertaken as an act of care and control not as a punishment.
- The hold will be gradually relaxed as soon as it is safe and the young person has begun to regain some self-control.

Wherever possible other colleagues must be present and other children and young people must be cleared from the immediate vicinity in a calm quiet manner. Management must be notified as soon as is practicable after the event and a full incident report must be written including the build-up to the crisis and the follow up work undertaken with the young person as soon as possible after the incident.

- Any physical intervention should also be recorded accurately in the Incident & Sanction Book, the physical intervention book and recorded in the communication book.
- Staff involved in a crisis situation involving physical intervention will be offered a supportive counselling session as soon as practicable following the event.

There are several points, which should be avoided at all times:

- Do not use a method of physical intervention other than those taught under the Team Teach Method as these could provoke further aggression and lay you open to charges of assault.
- Never use physical intervention if you do not feel confident that you can see it through.
- Avoid placing excessive weight on any area especially the neck and stomach; if the correct techniques are used this will not occur.

There are **no circumstances** that allow staff to slap, kick, punch, pull hair or bend back fingers in a controlling situation. Staff will be shown permissible breakaway techniques which they can employ if they are being bitten, attempted strangle hold or having their own hair pulled by a young person in an aggressive situation.

Each young person will have a specific part of his/her Placement Plan that looks at; 'diffusers' triggers, distraction and Team Teach holds that are thought to be applicable to them personally.

Arrangements for Safeguarding Young People

Training

The staff team members at Yani Care Solutions Children Services all receive robust safeguarding training as part of their initial Induction Programme. This training is then refreshed annually in order to ensure that staff members remain confident and well informed of any changes to procedures and legislation.

We ensure that our training programmes are planned in advance taking into account current issues that may place our young people at risk. Issues such as Radicalisation, gang culture and child sexual exploitation. We also invite guest speakers and professionals to our staff meetings in order enhance staff knowledge and understanding of numerous topical areas.

The young people at Yani Care Solutions Children Services have always stated that they feel safe and secure when asked by Ofsted inspectors, social workers and our independent regulation 44 inspector.

Risk Assessments

During the referral process the homes manager carries out an in depth “Impact Risk Assessment. This is designed to ensure that the decision to accept a referral has been well thought out taking into consideration the safety of the young people currently living at Stepping Ladders. It is important that the young people are matched appropriately in order to avoid compromising the care of all involved.

Each child or young person has a risk assessment file in place that clearly identifies the current risks the young people may pose. The assessments include a robust guide on how to appropriately manage and reduce the identified risk. The assessments are reviewed on a regular basis, when significant improvement has been made the assessment risk level will be reduced or increased if further concerns have been identified.

Sexual Exploitation

There are growing concerns that children and young people in residential care are being targeted in relation to sexual exploitation. Prostitution is usually the most common form of exploitation; it exposes children to abuse, assault and may even threaten their lives and in doing so robs them of their childhood, self-esteem and opportunities for good health, education and training. It is our role to:

- recognise the problem
- treat the child primarily as a victim of abuse
- work together with other agencies to prevent the abuse and provide the young person with opportunities and strategies to exit from such exploitation.

Any suspicion of a child being sexually exploited will be passed onto SMT/Safeguarding Lead who report it to social care and police child protection unit urgently, and Ofsted.

The team are committed to ensuring that the young people in our care are protected against any form of exploitation.

The relationships that we form with the young people and their friends enhance our ability to know who the young people are hanging around with and where they are going. When free time is permitted we have firm boundaries in relation to returning home times and communication during the period of time the young people may be unsupervised.

The team are trained in recognising signs that a young person may be at risk and immediate action is taken in order to disrupt the grooming process. This action can be taken in the slightest concern, its far better to be safe than sorry.

Whistle Blowing

There may also be occasions when children and young people make an allegation of abuse about the staff responsible for their care. The following procedures will then be initiated:

Once a young person has made an allegation of abuse by either a member of staff or another resident the following steps **will** be taken.

- Contact the manager with details of the allegation, they will immediately inform the directors. If your manager is not available, you **must** contact the relevant director (one of whom will be the designated on-call director for that shift) as appropriate.
 - In consultation with them the following actions will then be put into effect
 - Failure to report any abuse or suspected abuse of any service user may result in disciplinary procedures being instigated.
- a) The LADO will be notified. An inquiry under local Safeguarding Board procedures will then be instigated. Others to be notified are the relevant Ofsted Inspector. The young person's social worker, Placing Authority's child protection team.
- b) The young person's social worker will be informed immediately; if the incident occurs out-of-hours then the responsible Authority's "Emergency Duty Team" will be notified.
- c) The local Police will be informed and brought up to date in respect of the allegation
- and notified personnel

Countering Bullying

Yani Care Solutions Children Services has a zero-tolerance approach towards bullying. Staff team members have received training on how to spot any signs that may indicate that bullying is taking place within the home or outside.

Bullying will always be dealt with immediately and sensitively ensuring both parties receive the necessary support.

The home has a robust complaints procedure in place that the Young people are supported and encouraged to use.

Risk assessments are in place in relation to "bullying" and "hot spots" are clearly identified within the home and grounds where bullying may take place.

It is important that the children and young people who live at Yani Care Solutions Children Services get along therefore the staff team work tirelessly to achieve this end goal.

Procedures for a Child Missing from the Home

Definitions

1, A child is/will be classed as unauthorised absence where it is believed that the child has absented themselves for a short time and are not necessarily considered at risk (some children test boundaries).

2, A child will be classed as missing if their location or reason for absence is unknown and there is a cause for concern because of their vulnerability or their potential danger to the public.

Both the categories should be reported to the Police, in respect of missing from home, time scales will be agreed and documented in the young person's individual "Missing from Home Plan".

When a young person has been identified as missing, the staff team will always actively look for them throughout the time they are absent from the home. The staff team at Yani Care Solutions Children Services are committed to our young people in this area above and beyond expectations. When the team members are made aware that a young person is missing they will come to join the search on their days off, a reaction like this makes the young people feel that they are genuinely worried about and cared for.

Return to home interview

On returning to the home staff will ensure the young person is safe and comfortable before talking to them about the reasons for their absence.

The young person should be interviewed within 24 hours of their return to the home if possible.

While talking to the young person staff should try to discover the reasons for the young person-leaving the home. At this meeting the young person should be supported and reassured that any issues arising (e.g. bullying, sexual exploitation) will be dealt with sensitively and immediately.

A member of the senior management team will be informed and they will make decisions regarding the contacting of outside agencies etc. In the case of Child Protection issues the relevant guidelines will be followed. A full report of the incident will be kept in the missing from care file. The incident will be reflected in risk assessments and care plan updates and the staff team will work with the young person on looking at alternatives to minimise the risk of being missing in the future. All parties identified will be contacted regarding the young person's return. The police and social care will be contacted with a view to visiting the young person as soon as possible after the return. All young people will have access to an independent visitor if they are reluctant to discuss any concerns with staff members at the home.

Working With Local Services (Regulation 5 engaging the wider community)

The home will ensure it maintains relationships with outside agencies in the surrounding area.

- **Safeguarding Team**
- **(LADO)**
- **Youth Offending Team**
- **CAMHS**
- **(Children's Rights Service)**
- **Addaction (Young People's outreach service for support in relation to alcohol and drug use)**
- **Missing Persons Co-ordinator**
- **Relevant Education Services**
- **Police**
- **Ofsted**
- **Social Workers**

- **Therapy Professionals**

These relationships allow the team to adopt a multi-agency approach when dealing with issues relating to the young people's behaviours and Care Planning support.

Arrangements for religious instruction

The staff team at Yani Care Solutions Children Services acknowledge and value diversity. They are committed to promoting each child and young person's needs in this area.

We will support and encourage the children and young people to maintain their religious / cultural observances. All staff will base their work practice on anti-discriminatory practice with regard to race, gender, sexual orientation, disability, cultural and religious needs, etc.

Complaints & Representation

Internal complaints procedure:

1. If a young person at Yani Care Solutions Children Services (or any representative of a young person, the young person's family or any involved agency) has a complaint about any aspect of home life or any individual within the home:
 - we will endeavour to address the complaint without delay
 - the young person will be kept informed of progress in the consideration of their complaint

2. A young person may make a complaint to any appropriate member of staff, but in the first instance we would anticipate that the young person would opt to complain to his/her key worker.
3. Where a complaint is made, the home will record:
 - The name of the person(s) making the complaint
 - The date of the complaint
 - The nature of the complaint
 - The action taken
 - The outcome of the complaint

A copy of the complaint will be kept in complaint file.

4. Individual complainants external to the home should (unless in emergency) make an appointment (by telephone) to speak to an appropriate adult within the home.
5. Any member of staff who is the subject of a complaint, or involved in the subject matter of a complaint, shall be precluded from taking part in considering or responding to a complaint.
6. A complainant will be assisted in making a complaint *if* The complainant asks for assistance
 - A representative of the complainant asks for assistance
 - The complainant evidently requires assistance
7. The representative of the complainant where the complainant is a young person of this home will generally be the young person's key worker if this is acceptable to the complainant and the key worker is not an involved party.
8. The adult receiving the complaint will make a written record of this complaint, and may choose to refer the complaint to his/her line manager or a member of the senior management team, depending on the nature and seriousness of the complaint. (In the case that a complainant wishes for independent arbitration of a complaint by a member of the SMT this shall be made available promptly - on the day of the complaint if at all possible, certainly within two working days even where the complaint is deemed non-urgent by the complainant.)
9. A written record of any complaint (and steps taken to address it, if appropriate) will be made by the young person's key worker and stored on the young person's confidential file. This will also be made available to the complainant if requested.
10. Where complaints are dealt with internally, the ultimate arbiter should generally be the Registered Manager if no satisfactory conclusion is reached before the complaint reaches this point.
11. In the event that the complaint is against the Registered Manager, or the complainant is unsatisfied with the home's response to the complaint, the complaint may be forwarded to the Placing Authority involved and Ofsted Inspection.
12. Facilities will be made available for a young person to make a complaint either in person or by telephone to any relevant person or agency in privacy if this is

requested or deemed necessary by the home's representatives or the representatives of the complainant.

Ensuring a Right of Access to Independent Advice or Representation.

The home will make a telephone available to a young person in a place, which guarantees privacy when a young person declares a wish to make a complaint about the home or any individual(s) within it. The home will also ensure that the contact details are available for agencies (such as Child line, Children's Rights Director, Ofsted, Banardos)

The home will make the telephone numbers of any relevant agencies available in the event that the guardians or representatives of the young person do not have the number readily available.

This policy shall be included in the 'young persons' handbook in a form that is clear and concise. A full copy of the policy is available to parents/guardians, staff and representatives of the Placing Authority.

Notification of Significant Events

All significant events will be notified to Ofsted within twenty-four hours of the incident. Written records will be remaining in the home.

Preparation for leaving care

Throughout their placement the children and young people will have received opportunities for the development of skills and knowledge required for future independent living appropriate to their age and understanding. If their transition from Yani Care Solutions Children Services is proposed to involve independent living a Pathway Plan will be compiled in partnership with their Placing Authority – Leaving Care Team when they reach eligible age, a copy of which will be given to all relevant parties. Prior to their move, staff will work with an agent of the Placing Authority to provide a comprehensive outreach support package.

The home will introduce the "Yani Care Independence Training" pack (YCIT). This is a programme of independence development designed to assess ability and knowledge. The young people will be supported in completing tasks and scenarios related to preparation for eventually leaving Yani Care Solutions Children Services and living independently or semi independently.

Electronic or mechanical means of surveillance with the home

The young people's bedroom doors are fitted with an audible alarm that will alert staff members that are sleeping in the house that a young person has left their bedroom. The external doors are also fitted with the same audible alarms.

The home is also fitted with outside surveillance in order to help keep the home safe; cameras are situated in the back garden, front garden, and the drive. Consent is received from placing authorities prior to admission of a young person.

Fire

Fire prevention is taken very seriously within Yani Care Solutions Children Services. All staff undertake fire training as part of their induction and do not start their role until the fire training is complete. Visitors and residents are given clear instruction of the emergency evacuations procedures. Emergency fire drills are done regularly and are usually unannounced. Doors within the home are to be kept closed at all times to ensure fire does not spread in the event of an emergency.

Fire Policy

Yani Care Solutions Children Services takes the fire procedure very seriously and we ensure fire precautions are followed daily. Yani Care Solutions Children Services operates a no smoking policy in the house and outside and individuals and staff have a designated smoking area which is away from the house.

We ensure that:

The fire exits are kept clear at ALL times. This includes the staircase and landing. The main fire exit at Yani Care Solutions Children Services is out of the front door.

All doors must be kept closed when not in use.

Each room has a smoke alarm fitted and there is a fire extinguisher and fire blanket in case a fire breaks out.

All staff do fire training as part of their induction before commencing their role in the home.

Extra care should be taken in the kitchen when cooking and nothing should be left unattended when cooking on the hob. There is strictly no chip pan allowed within the provision at any time.

All Electrical items should be switched off when not in use.

Visitors and residents are explained the fire procedure when they arrive at the home

Fire checks are carried out weekly as well random checks with the smoke alarms.

A carbon monoxide test is located in the home.

Weekly checks are done on smoke alarms, carbon monoxide detector and fire extinguishers. These are recorded in the fire log book.

Author: Yani Care Solutions Children Services Registered Manager)

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