

iCare

STATEMENT OF PURPOSE

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England and Wales Company Registration No 10402138
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Manchester:

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England and Wales Company Registration No 10402138
Tel: 0161 376 3530
Web : www.icare-solutions.co.uk
Email : admin@icare-stockport.org

1) Quality and Purpose of Care

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

Queenhill Haven will be classed as C2 residential institution providing care and accommodation for up to 4 young people of mixed gender, race and ethnicity between the ages 7–17 years who identify as being in need of residential care due their vulnerabilities and difficulties with behaviours.

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

Home's manager and the staff team at Queenhill Haven aim to Provide a warm, safe, stable & nurturing environment where each child is able to develop & have their individual needs addressed; cultural, emotional, spiritual, educational & social – In a positive & progressive manner.

Safety: We will educate our children the importance of safety and equip them with the skills on how to keep themselves safe. We will carry out comprehensive risk assessments and will keep them under review, we will ensure that everybody involved in the care of the individual child is aware of these assessments and understand their roles in keeping them safe. We will keep our policies under review and will update them with the changes to the legislation. We will use sensible approach to safeguarding and child protection by taking calculated risks.

Health: We will prioritise the health of children by registration them with the local medical professionals, ensuring their physical and mental health needs are met, we will educate our children about the importance of healthy living and equip them with the skills to look after their health and wellbeing.

Learning: We will prioritize education and training for our children, we will work with the professionals to ensure that our children receive the education they are entitled to. Where children do not have an education placement, we will support them through informal learning (Educational activities).

Independence: We will promote independence at every step, this could be as simple as making a cup of tea to booking and attending health appointments. We will ensure that every child receive appropriate independence training specified in their independence plan.

Family: We understand the importance of family in our children lives. Where appropriate we will encourage and facilitate family time weather it is to do with transporting our children to and from their family homes or keeping in contact with their families for important things.

Community: We will educate our young people the importance of belonging to the community. Where appropriate we will encourage them to take part in community events. We will regularly use the local services for leisure and community events.

Diversity: Our staff team reflect the culturally and ethnically diverse community and provide care and support to young people who may have experienced abuse, neglect and exclusion in the past or may still be deemed to be at risk. Additional services will be accessed to support a young person's communication need-this may take the form of interpreters and extra training. Staff will provide support for the young people for any cultural or religious needs. Queenhill Haven will ensure that young people can engage in diverse activities & festivals to increase their awareness of equality and diversity issue.

1.3 : (a,b,c) A description of the accommodation offered by the home including –

- There are 4 separate bedrooms for children
- One ground floor room has been converted into staff office; this room will also be used for one staff member to sleep at night. An extra office is located on the 2nd floor.
- Both front and rear doors have an alarm that will be activated during staff sleeping hours to alert staff of any entry or exit from the home
- Evacuation route lights are in the ceiling so that in the event of a fire young people, staff and visitors can be guided to the nearest exit
- Bedroom doors have alarms as an option should this be required to help safeguard children
- All doors are fire rated to meet the current legislation
- Staff office has a secure medication cabinet to safely store medication for young people
- Communal areas consist of kitchen/diner, lounge, and games room/ conservatory
- 1 x Bathroom on the first floor 1 x bathroom on second floor
- 1 x bathroom on ground floor
- Garden to the side and rear
- Parking facility to the side of the property for up to 4 cars if necessary, or 2 cars comfortably.

Each child bedroom comprises of:

- Bed and appropriate furniture with lockable storage
- Decorated room with bed linen and blinds
- Each bedroom is lockable from the outside with a key and with a thumb lock from the inside
- Each young person will be provided with their own key where appropriate. However, staff will have keys for each room and will be able to access the room in emergencies.

1.4 : A description of the location of the home:

2 Queenhill Road in Northenden is a fantastic place for families with children, offering plenty of nearby schools, parks, and friendly spots to enjoy together. Parents will love the selection of schools close by, where children can learn and grow in safe, welcoming environments. Northenden Community School and St. Wilfrid's Primary School are both nearby and have great reputations for helping kids thrive. Older children can attend Manchester Health Academy, which has all sorts of interesting classes and activities to keep them engaged.

When it comes to family health, having Wythenshawe Hospital nearby is a big plus. For check-ups and minor health needs, Northenden Group Practice is close and ready to help, giving parents peace of mind knowing quality care is just around the corner.

For a bit of fun or grabbing something to eat, Northenden's Palatine Road has lots of options. Here, families can explore local shops, stop for a treat at cozy cafes, or enjoy meals together at nearby restaurants. Northenden Retail Park is also nearby, so getting all your essentials is easy and quick.

The neighborhood is packed with wonderful outdoor spots perfect for kids to play and explore. Wythenshawe Park is nearby, with big green spaces, gardens, and even some sports areas, where kids can run around, have picnics, and enjoy a sunny day. Northenden Riverside Park along the River Mersey offers peaceful walking paths and beautiful scenery, ideal for family strolls, bike rides, or a quiet afternoon by the river.

Living at 2 Queenhill Road brings families into a warm and friendly community with everything needed to enjoy a happy, healthy life, with great schools, parks for outdoor fun, convenient shops, and welcoming neighbors. It's a place where kids can grow, play, and feel right at home

We have a location risk assessment which explores this further.

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

Queenhill Haven staff will support young people to attend religious services in response to their needs and wishes, given their age and understanding.

Care Plans will always clearly state what, if any religion, the young person has an association with. Any specific religious or cultural issues will always be incorporated into their written care plan and consideration will be given to such issues, including any specific dietary, dress requirements or worship facilities.

Arrangements will be made for young people to meet their linguistic needs (interpreters etc). Staff have access to the internet that can be used to translate documents.

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

Young people will be made aware of the home's complaints procedure as part of their admission to the home.

Any professionals working with young people, their parents or any other persons can make a complaint directly to the homes manager using the information below, they can also request a copy of the complaints policy from any staff members working at the home or directly from the homes manager.

Victoria Gallagher – 0161 376 3530

Victoria.gallagherl@icare-stockport.org

If a person is not happy with the outcome or if the complaint is about the home's manager, then they can make their complaint directly to the responsible individual on the details below:

Bahisa Khojani – 0161 376 3530 bee@icare-stockport.org

Any person wanting to make their complaint to an external party can report their concerns directly to:

Ofsted or children commissioner see details below. OFSTED
03001231231
Piccadilly Gate, Store Street Manchester M1 2WD

Anna Longfield, Children's Commissioner for England on Free Phone: 0800 528 0731
http://www.childrenscommissioner.gov.uk/
or by post at: -
The Office of the Children's Commissioner
Sanctuary Buildings, 20 Great Smith Street, London. SW1P 3BT info.request@childrenscommissioner.gov.uk

Young people also have access to other services such as *child line on 0800 1111*.

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

All the company policy's including the Safeguarding and child protection policy and Behaviour support policy are available upon request from either the registered manager or the responsible individual. All staff have access to these on the staff computer where these are placed on the desktop PC.

2: Views, wishes and feelings

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

Within Queenhill Haven there are many ways the staff team may consult with our young people placed at the home with regards to their day-to-day routine. Examples include:

- House meeting
- Key working sessions
- LAC Review Reports / consultation papers
- Multi-agency working i.e. Community Support Officers
- Clothing / toiletry purchasing
- Menu planning
- Obtaining wish lists for special events
- Working with families
- Day-to-day conversations with the young people
- Visits by independent person
- Consequence book / Rewards

Staff will aim to complete House meeting fortnightly in order to get young people input on quality of care, home décor, food menu and activities. They will also be given a chance to give indirect feedback to the home's manager through these meetings.

These meetings will be normally held on the same day of the week to encourage all young people to attend. The registered Manager /Deputy will leave their feedback and action any tasks/requests made. During the next meeting, the young people are given feedback to the previous issues raised, ensuring that issues are addressed and dealt with accordingly.

Where the admission is planned young people will be allocated with a key worker before their admission to the home who can discuss the likes and dislikes with the young person. Key working sessions are held regularly, and these are opportunities for the young people to discuss their wishes and feelings.

Through building successful strong and stable relationships with young people, the team will be consulting with young people on a day-to-day basis through working practices. All young people will be reminded that they are listened to and that their views, issues or concerns are listened to, and action is taken.

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

a) anti-discriminatory practice in respect of children and their families / b) Children's Rights:

Everyone at Queenhill Haven will be treated fairly and with respect, no matter what their gender, race, religious views, sexuality, age, disability, or nationality as required by the Equalities Act 2010. This is applied to staff and young people. Should any issues arise, they will be dealt with appropriately and immediately. Work with young people will be completed in relation to what constitutes an ant discriminatory issue and the consequences of such behaviours, should they display this.

Company equality policy on staff computer which all staff have access to.

3: Education

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

Staff at Queenhill Haven will work closely with the schools and professionals to meet the educational needs of children living at the home. Where a child has an education and health plan (EHCP), we will obtain a copy of this plan from the responsible authority and will update the inhouse plans accordingly, all actions set out in the EHCP plan will be transferred onto home inhouse plans. We will also ensure that this plan remains relevant and updated by asking the responsible authority to undertake regular reviews.

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

The home is not registered as a school provision, however, will support and facilitate on home education if required.

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

Queenhill Haven has sourced education material such as reading books, young people computer with a working station for children to do their homework. Where appropriate children will be provided with a computer desk in their bedroom. Staff will support young people to attend their education placement weather it done by transporting them to and from school in the home's car, providing them with the bus fare or taking them on public transport.

Queenhill Haven will work in collaboration with Local authorities, schools and colleges, designated teachers, placing authorities, other key partners, parents and the young person, in the construction of an active Personal Education Plan (PEP) and Education, health and care Plan.
Where professionals have failed to respond to the educational needs of our young people, we will appropriately challenge the professionals to ensure that your children receive the education/training facilities they are entitled to.

4: Enjoyment and achievement

4:1: The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

Queenhill Haven is equipped with books, board games, computers, and televisions.

This list is not intended to be prescriptive or finite.

- Voluntary/Community action groups
- Weekend, holiday & evening outdoor education
- Health & fitness access
- Personal leisure pursuits
- Participation in local sports clubs
- Festival support & participation
- Youth clubs
-

Each young person has the opportunity to select an activity they want to concentrate more upon, which helps us to understand the individual interest of the young person. Staff support the young person with researching such activities and making necessary contact to commence the activity. All

young people are encouraged to engage in activities that promote happiness, comfort, security, effective citizenship, and their general well-being, including fitness, sports clubs and teams, outdoor pursuits, personal health, community links, cultural connections, education and learning, work experience, training, the arts, leisure, spiritual worship & holidays.

Activities:

We provide a range of experiences, opportunities, and activities to meet individual physical, emotional, social, behavioural and educational needs of our young people in placement. Birthdays, cultural and religious festivals are also celebrated where appropriate. All our young people are encouraged to plan their own weekly activity program with support and guidance from staff. Where required support staff will research activities requested by the young people and organize such activities if deemed appropriate and subject to risk assessment.

Trips out to events for enjoyment or interest are also promoted and encouraged and are organized by staff and young people when necessary.

All activities are planned by the young people and staff encourage any hobbies or to attempt new activities.

5: Health

5.1: Details of any healthcare or therapy provided, including –

a) **Details of the qualifications and professional supervision of those involved in providing any healthcare or therapy.**

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

Staff at Queenhill Haven do not provide health care or therapy, but we will make appropriate referrals to the health care providers depending upon the need of our children.

We have identified local health services and staff will register young people with the local dentist, opticians and GP as soon as possible but within 2 weeks of admission. Some children may wish to remain with the existing services they are registered with before coming to Queenhill, staff at Queenhill Haven will respect and support this but decision will have to be made by the child's social worker who may consider the distance and appropriateness of the young person visiting the area they moved from.

Staff at the home will transport children if required to attend health appointments.

In house health plans will be updated regularly (at least monthly) and any appointments/meetings young people have attended will be recorded to this plan.

Health appointments booked/attended will be recorded onto individual health booklets.

6) Positive Relationships

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

Queenhill Haven fully understands the importance of family for young people in our care and we will support this where appropriate. Contact arrangements will be discussed prior to admission so that all parties (including family) are aware of arrangements. At all times possible, family time will be a 'good' experience for both young person and the family member/friend to form positive relationships. In the cases where the family time needs to be supervised then arrangements of how this will be best met will be detailed fully in the young person's care plan.

Where obvious issues arise in relation to the family contact the relevant people will be notified and action will be taken to reduce further disruption.

All young people have access to emailing and private telephone contact via a computer and telephone where appropriate.

Enhanced Allowance monies are made available to enable purchase of birthday and Christmas presents for immediate family.

7) Protection of Children

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

The home will be supervised 24 hours a day. All young people bedrooms have a door alarm in place however the decision to activate these will be made via a risk assessment and only used for safeguarding purposes. Use of this surveillance will be kept under review by the home's manager. Final exit doors are also fitted with alarms, which will be used when staff commences sleep in shifts.

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

a) the homes to approach to restraint in relation to children:

Young people have the right to be treated with dignity and respect, even when the need arises to be supported with regulating and controlling their emotions or receive a consequence for behaviours

which they have chosen to partake in, which have a negative result. This reinforces that everyone within Queenhill Haven has the right to feel safe always.

Each young person will have a comprehensive behaviour support plan that is reviewed regularly, and this will demonstrate to all, how risky behaviours will be managed appropriately, thus hoping a reduction in such behaviours. Behaviour support plan details the triggers and what to do should the behaviour continue if such behaviours escalate. This will also be discussed in the team meetings when the young people's progress is spoken about amongst the team.

Consequences will be discussed with the young person, and they will be asked to make comments in relation to the consequence they have received. It is important to note that at Queenhill Haven, we are firm believers in praise and rewarding young people for positive behaviours. The theory behind this is that if a young person constantly receives praise and reward for positive behaviour this builds their self-esteem and leads to a reduction of unwanted behaviour.
We offer the chance for young people to redeem their unwanted behaviours by offering them restorative practice options where possible.

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

All staff undertake training in the management of aggressive and threatening behaviour, and this focuses upon de-escalation techniques as well as safe ways to physically, intervene where necessary. Within the organization, we utilize the ARC and BEACON model with is accredited through RRN. Staff will use a range of interventions to diffuse a potentially violent and risky situation before it can escalate, beyond control. These include strategies such as diversion, calming techniques, negotiation, problem solving techniques, consideration of alternatives and the costs of each option, attention to non-threatening body language. ARC has a holistic approach as a course that focuses on an Behaviour model.

- Trust
- Honesty
- Integrity
- Necessity
- Kindness
- Inclusive
- Negotiation
- Guidance

DSKL8 a two/three-day training course aimed at assisting carers to keep the young people and others as safe as possible. It includes fully risk assessed low level safety intervention skills to promote welfare of all involved.

The aim of the course is to help carers to gain an understanding of how development and experience can shape children's behaviour and to assist carers to guide empathy to create active compassion. DSKL8 will facilitate carers to develop or enhance knowledge & skills to help promote positive behaviour support.

DSKL8 also offers post course support service to assist teams to promote restraint reduction with follow on training if required and an annual refresher to embed care practices.

8) Leadership and

Management

8.1: The name and work address of:

a) **The registered Provider**

iCare Solutions Stockport LTD: 101 Wellington Road North, Heaton Norris, Stockport, SK4 2LP.

b) **: Responsible Person:** Bahisa Khojani – Contact Number: 0161 376 3530, **Email:** bee@icarestockport.org

c) **: Home Manager:** Victoria Gallagher – Contact Number: 0161 376 3530 **Email:** Victoria.Gallagher@icarestockport.org

8.2: **Details of the experience and qualifications of staff, including any staff commissioned to provide education or Healthcare:**

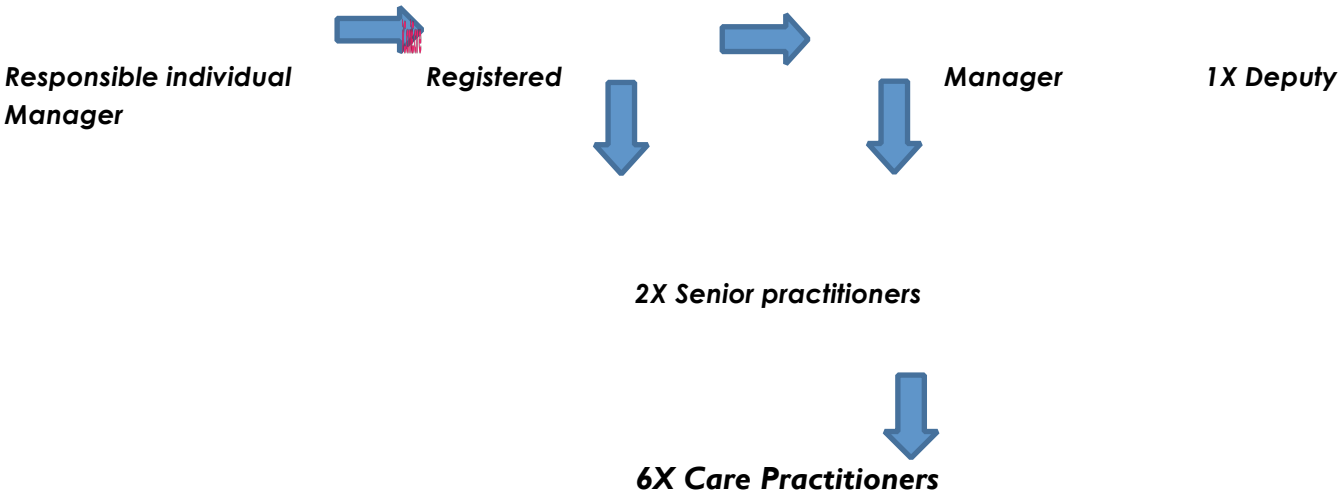
See Annex A Staffing

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

Registered Manager will directly report to the responsible individual of the home. There is a full-time deputy manager and 2 senior practitioners to complete the senior team. 6 Care Practitioners will work alongside senior practitioners to provide round the clock care.

Depending upon the needs of children, we will have up to 5 staff members on each shift.

Staffing supervision structure



The staffing deployment allows for handover meetings, team meetings and training. All members of staff at Queenhill Haven receive an induction and training guide, in line with Regulation 33 of children homes regulation. External agencies will also Provide additional training in specialist areas and a full training matrix is updated regularly with staff qualifications.

At Queen Hill, we have a supervision policy, and all employees receive regular supervision. Staff requiring additional support may be supervised more frequently.

Staff are to hold the Level 3 Diploma Health & Social Care / NVQ Level 3 Children and Young People. New Staff who have not worked within the industry before, are required to attain the Level 3 Diploma within 2 years of commencement of employment with Queenhill.

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

Queenhill Haven is currently recruiting a staff team, we aim to provide a good mix of male to female staffing ratio.

9:1: Any criteria used for the admission of children to the home including any policies and procedures for emergency admission:

Queenhill Haven will consider children presenting all risks apart from known fixed Ligature risk. Queenhill Haven will provide care and accommodation for up to 4 young people of mixed gender, race and ethnicity between the ages 7–17 years who identify as being in need of residential care due their vulnerabilities and difficulties with behaviours.

This may include:

- Missing from Care
- Exhibit verbal/physical aggression
- Vulnerable to harm
- Are victims of abuse
- Self-harm
- Are in a cycle of criminal offending
- Have poor life skills and are approaching independence

9.1(A): Planned Admission Procedure:

- Homes Manager and Responsible individual will have access to the referral portal
- Homes Manager will complete Impact assessment based on referral documents and where required discussions with professionals to decide if placement can be offered
- Homes Manager/Deputy Manager will visit the young person
- Complete an 'all about me' exercise for the young person.
- Young person will visit the home and talks about likes/dislikes
- Placement Agreement Meeting will take place to confirm admission date. Paperwork will be requested in this meeting; Key worker is assigned to ensure admission preparations are completed
- Admission
- Local authority is informed of the admission if different to the placement authority
- Post placement meeting booked within 72 hours

9.1(B): Emergency Admission Procedure:

It is anticipated that some placements will be emergency admissions. In these circumstances, the Manager will obtain the fullest information possible from the referrer to allow a decision to be made and ensure the following conditions are agreed / met.

• Emergency admissions will be subject to a 28-day assessment period.

• Planning meeting arranged within 72 hours

• There must be a named social worker with case responsibility

• All appropriate paperwork is provided

Wherever possible, the young person can visit the home prior to admission and / or be introduced to some of our staff team. On admission, each young person will receive a young person's welcome Pack. This Pack includes everything the young person needs to know about the home and their rights whilst in our care.



Bahisa Khojani

Responsible Individual

25/10/2024