

Statement of Purpose

Orchard House Children's Home



Ofsted URN: 2798556

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Introduction

Orchard House prides itself on setting and achieving the very highest of standards for the children residing with us at Orchard House. We are creative and pro-active in providing quality standards of care and education that meet the individual needs of our children & Young People and we believe that residential childcare is a positive choice for many children.

The Directors, Management and team of adults of Orchard House have embraced the "Quality Standards" and as such over the coming pages aim to demonstrate how we intend to meet the requirements and how "the principles of residential care" are embedded into our practice.

All staff working at Orchard House will be made aware of the contents of the Statement of Purpose and a copy will be easily accessible. The registered person formally approves the Statement of Purpose of the home, and reviews, updates and modifies it where necessary, at least annually. Any proposed significant changes or modifications are to be notified to OFSTED before implementation. The Children's Homes (England) Regulations 2015 requires that we have a written statement of purpose for our children's home. In addition, requires that we provide a copy of this document to OFSTED and that we also make a copy available upon request for inspection by:

- Any person who works at the home
- Any child accommodated in the home
- The parent of any child accommodated in the home
- The placing authority of any child accommodated in the home
- Any placing authority who is considering placing a child in the home

This Statement of Purpose details all elements of service provision and includes:

- ✓ Quality and purpose of care
- ✓ Views, wishes and feelings
- ✓ Education
- ✓ Enjoyment and achievement
- ✓ Health & Wellbeing
- ✓ Positive relations
- ✓ Protection of children
- ✓ Leadership and management
- ✓ Care planning

In essence: This is a critically important document Brighter Stays Ltd -Orchard House children's Homes, but more importantly for the young people who use our service, their families and their sponsor(s). It is the primary foundation for the service that we provide and how we deliver the service

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The quality and purpose of care standard

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The range of needs of the children that Orchard House intends to provide care for

Orchard House is set to provide care and accommodation to Children and young people up to their 18th birthday.

We aim to provide a settled period of residential care with therapeutic emphasis and multi-agency involvement, to help children and young people recover from experiences which have rendered them vulnerable and disrupted from their primary relationships. Based in the community, our residential service is designed to improve young people's life chances and outcomes by enabling them to rebuild relationships with their families and/or to achieve a stable living situation.

Ethos and philosophy of Orchard House, the outcomes that we seek to achieve and our approach to achieving them.

Orchard House is a registered mixed gender home offering long term placements for children and young people up to their 18th birthday. Many Children and Young People in Care would have experienced trauma and dysfunction within their family environments and have difficulty regulating their emotions and behaviours. They may also have experienced a number of care placements. The impact of their experiences may contribute to increased anxiety levels, loss of identity and self-confidence. Orchard House believes in offering Children & Young People a safe, nurturing and caring environment where they can build purposeful relationships with the team who will offer support, advice and encouragement, through the Emotional Warmth model of care (Pillars of Parenting) therefore enabling young people to manage their emotions, anxieties and behaviours. We aim to make their home a positive one where they can learn new skills and experiences, develop life skills and broaden their horizons. Orchard House's goal is to create an environment where young people can build appropriate relationships with other young people and adults, learn to cope and manage their feelings and thrive with opportunity. Structure is provided through daily living routines, group activities and one to one time with key workers. We will encourage young people to lead healthy lifestyles and pride ourselves in the activities we are able to support our Children Young People to achieve together. Positive behaviour is celebrated and young people are encouraged to reflect on negative behaviour and unwanted consequences through key work sessions. Young people are encouraged and supported to work towards restorative outcomes after destructive behaviour.

Orchard House seeks to be relentless in the pursuit of high expectations and aspirations for the children in its care. The Registered Manager will ensure that the staff team and wider



A description of the Location of Orchard House



Marston Moreteyne is a large village between Bedford and Milton Keynes and is situated on the A421 lying within the Marston Vale. The Parish of Marston Moreteyne covers Upper & Lower Shelton, Caulcott, Wootton Green and Wood End. The home is within walking distance to local shops, GP surgery, Post office bus and railway stations, and. The motorway link to Milton Keynes and Bedfords where a variety of restaurants, Cinema and more shops can be accessed. The immediate geographic location of the home is risk assessed on an annual basis, in consultation with Police and local safeguarding teams.

A description of the accommodation offered by Orchard House, including:

- (a) How the accommodation has been adapted to the needs of children;**
- (b) The age range, number and sex of children for whom accommodation is provided; and**
- (c) The type of accommodation, including sleeping accommodation**

The Home is registering for up to Four (4) children for long term care. The age of children that can live at Orchard House is anything up to 18 years. We would always consider age as a matching consideration with the other children at the home to ensure there is not too wide a range. We are committed to transitions and are able to look after young people beyond the age of 18 into the supported living accommodation where this is appropriate. This will be subject to individual needs and appropriate risk assessments.

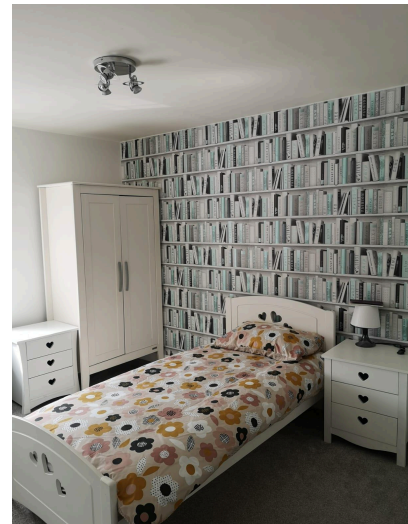
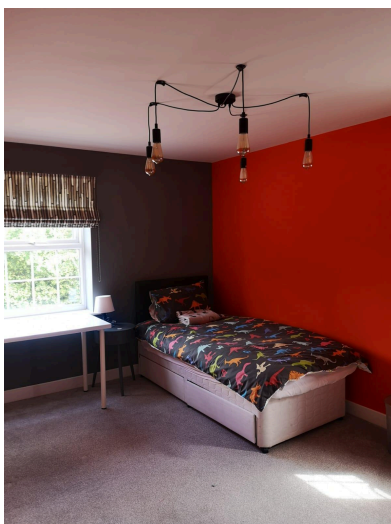
Description /Layout of the Home

Orchard House is a modern family detached property organised over 3 floors. It offers homely and family orientated accommodation. The interior is comfortable, bright and modern throughout, offering the following:

Ground Floor: There is a dining room, kitchen, fitted with a range of domestic equipment, and a utility room with a domestic washing machine, tumble dryer, and ironing board. The main living room area has a comfortably furnished lounge off the hallway with a large television set.



First Floor: Up the first flight of stairs are 4 bedrooms where one is the Office/staff sleep with ensuite. There is a bathroom consisting of a toilet, shower and bath tub.



Second Floor: Up the second flight of stairs on the top floor are 3 bedroom. 1 large ensuite and a single bedroom.

Young people are provided with a bedroom key. Staff members will respect the child's right to privacy and will only enter the room uninvited or search possessions as the result of a risk assessment. All the bedrooms are well furnished with beds, chairs, bedside cabinets, chest of drawers, desks and wardrobes. Young people are able to bring their own furniture, subject to fire risk assessment, and objects to personalise their rooms, if they so wish. Bedrooms will be redecorated at least every two years, and young people are encouraged to help select the décor.

Arrangements for supporting the cultural, linguistic and religious needs of children accommodated at Orchard House.



We recognise and respect that religion plays an important part in many people's lives. The role of the staff at Orchard House will be to ensure that all children/YP are able to follow the religion of their choice and/or their parent/carer's choice.

If required, staff may help children to contact local religious establishments. Positive steps will be taken by staff to provide facilities for children to follow any special requirements of their religions, e.g. special dietary needs, individual prayer areas. All necessary efforts will be made by the home to ensure that all important aspects of a child's religion and culture are met.

We believe that it is important for children to have the opportunity to learn about and experience different religions and beliefs and, where possible will be given the chance to visit places of religion/worship and experience different celebrations and ceremonies

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

Our home is committed to working on practice based on equal opportunity and anti-discriminatory practice. All children have the right to be treated fairly and with respect and have the right to complain if they feel this is not happening. They also have the right to complain about any aspect of the service and staff will give advice and help support to do this, if required, alternatively a child/YP may be supported (Independent Advocacy) where concerns may be represented. We treat any grumble or complaint seriously.

All staff are aware of how to receive and process complaints. There is a written complaints procedure, which follows the home's guidelines. Once a complaint formal or informal has been received, it will be recorded, processed, and responded to within a maximum timescale of 10 working days. The complaints procedure can be accessed via the home digitally or a hard copy requested. If someone did not feel it is appropriate to approach staff or the Manager at Orchard House directly, in the first instance, then people would be advised to contact the Responsible Individual, social worker or refer this to Director Level within Children's services.

The Director -Brighter Stays Ltd

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OFSTED

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Manchester

M1 2WD

03001231231

Childline 08001111

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street,

London

SW1P 3BT

020 7783 8330

Central Bedfordshire Designated Safeguarding Lead

Tel: 0300 30008142 or

Email lado@centralbedfordshire.gov.uk.

2 The children's wishes and feelings standard



Orchard House's main aim and directive is to holistically assess the range of individualised needs of each child/Young Person placed, and form a strategy of support that would best provide a caring and safe environment to develop, grow and progress.

This integrated approach will ensure holistic thinking and a consistent, clear, and evidence-based approach to meet the needs of the child. The Child will have an initial assessment which will draw together the information gathered from local authority and education. The collating of the chronological and specific issues around each child will identify care, education and health needs and areas for potential assessment and support. Orchard House will maintain good links within the community, and also have access to a range of other professionals who can deliver individual services to children/Young People as and when required.

It is Orchard's ethos to work as a holistic team, and work in partnership with the external professionals to ensure a reflective and professional approach to the needs of each child. Orchard House will work within the guidelines of the Quality Care Standards April 2015, whilst also thinking about the daily individual needs of the child/YP and their medium and long-term plans.

When placed, a 24-hour behaviour support plan is devised, incorporating a detailed account of the structure of the child's daily routine. Initial risk assessments will be undertaken and monitored and revisited regularly. Working in conjunction with the Local authority's care plan and the placing social worker, Orchard House's placement plan is put in place that will identify the individual needs that have been identified, goals and targets set with the view of the child/YP's broader, longer-term plans. This will also be updated and revised regularly and also incorporate changes following a Local Authority statutory review and changes in circumstances.

The manager develops a cohesive and professional team who are friendly, warm, and approachable sharing a positive and an insightful approach when working with



children/YP's. The importance of developing positive relationships and good communication, enabling the child to settle in their surroundings and to relate to the team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged and rewarded with lots of praise and rewards whereas challenging behaviours are not encouraged and whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours. The Child placed at Orchard House will receive: Within their home:

- Good sized double bedroom offering personal privacy
- A homely, welcoming and comfortable living facility with provision for high needs/close supervision.
- An emphasis on building positive, strong, effective relationships and supported by a comprehensive key working system.
- Support and encouragement to promote and develop their education and development
- Promotion of understanding culture and diversity, and acceptance of others
- Preparation for Semi supported / independent accommodation. Our Resources:
- An experienced and well-trained cohesive team
- Regular keywork sessions to develop self-care, independent life and social skills
- Themed culture and diversity nights to promote acceptance of others
- Activities and excursions.
- Good range of local schools
- Local hospitals within reasonable travel distance
- Access to various parks and leisure facilities, including a swimming pool, wildlife parks etc
- Local clubs and organizations including Army and Marine Cadets, sailing club, scouts,

Promoting and respecting ethnicity and diversity.

Our team are trained to recognise and promote an acceptance and understanding of ethnicity and cultural differences. Themed cultural evenings are regularly held within the home for the children to part take, educating and providing everyone with an understanding and awareness of different countries, the people, language, currency, their dietary needs, customs, religious days and places of worship. Most religions and denominations are catered for within Deal and nearby neighbouring towns.

Children and children's rights.

The manager and the team at Orchard House believe and uphold it is the right for any child to

- **Relax and play** (Article 31)
- Freedom of **expression** (Article 13)
- **Be safe** from violence (Article 19)
- An **education** (Article 28)
- Protection of **identity** (Article 8)



- **Sufficient** standard of **living** (Article 27)
- **Know** their **rights** (Article 42)
- Health and **health services** (Article 24)

Weekly children's meetings provide a forum to air issues or make complaints and the child/YP is made aware weekly about the complaint in-house system and also external contact numbers, which is also incorporated in the children's guide.

Staff are encouraged to promote the rights of the child who may wish to make complaints. Weekly house meetings remind children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others. The child has the right to be heard, protected from harm, treated with dignity and respect. The team are proactive in their approach supporting the rights of a child and will advise all children in respect to the complaint procedures, access to their files and information and confidentiality issues. We aim to treat all our children equally and fairly, encouraging openness and transparency.

Anti discriminatory practice, working with children and their parents.

Orchard House maintains a zero-tolerance policy against any form of discrimination towards children or adults. Our team actively works to prevent discrimination based on various factors, including heritage, nationality, culture, gender, age, religion, disability, political views, ethnicity, language, or any other personal characteristic. We address all instances of discrimination promptly and encourage staff to report any such behavior immediately. Our child-centered approach prioritizes the well-being of the whole child, upholding their rights at all times.

Children and young people are supported to understand the complaints procedure and know where to turn if they feel their rights are not being respected. Adults actively encourage children to exercise their right to complain. Weekly children's meetings serve as a reminder of the complaints procedure and provide a forum for them to express their views on various issues, including respect for others.

We recognise the significance of family connections and strive to promote positive visits and communication with family and significant others. Family and friends are always warmly welcomed and treated with courtesy. Our team maintains regular contact with parents and family through phone calls and reports, following the agreed-upon placement plan. We uphold a professional, non-judgmental, and anti-oppressive approach in all interactions with parents and families, ensuring they are welcomed and treated with dignity and respect.

Consulting with children about their needs and quality of care.

All children will be encouraged to participate with their ideas and suggestions in the running of the home. Weekly children meetings are held on Fridays, providing an opportunity for the children/YP's to raise concerns, make a complaint, devise menus, choose activities and make suggestions to improve the quality of care-thus, improving their outcomes. Children



meetings are completed in consultation with the child, and how they are carried out. A child for example may feel it more homely for meetings to take place informally or formally, shorter durations and a meeting completed as a whole once a week. The team are friendly and approachable enabling the children to freely state if there is a concern or suggest an idea. The manager adopts a 'hands on' approach working and consulting directly with the children, as does the registered provider on her visits. The regulation 44 independent visitor will also consult with the children on the visits and include their feedback in the monthly reports.

Complaints made by children.

Every complaint will be taken seriously, and the appropriate procedures and processes followed. All children are listened to and made aware of the complaint's procedure through the Children's Guide, weekly meetings, and general open discussions within the house. Complaint slips are readily available and contain details of people the child can contact, including their Social Worker; Ofsted Inspector; Regulation 44 Visitor, registered provider, Children's Rights Director; central Bedfordshire Social Services and our local Community police support officer if they wish to discuss an issue with someone outside of the home.

The education standard

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At Orchard House we place considerable emphasis on the importance of education and learning. We fully endorse key measures outlined in the Guidance on the Education of Children and Young People in Public Care (May 2000) and the Children's Act (2004). We ensure that each young person is supported thoroughly to access and maintain an educational or training placement as soon as they are admitted to the home.

Wherever possible we will aim to support that Children/YP are placed in local mainstream schools and colleges. However, we recognise this is not always in the best interest of the Child/Young Person and alternative educational provision may be better placed to meet their needs within a specialist education facility.

The promotion of education and learning is part of our holistic approach and forms a crucial element in the care and development of all children and young people placed with us. Orchard House staff team will encourage and support learning, promoting the child/YP's educational plans and adapting their individual needs, recognising some children may need more support than others as a result of their unique learning abilities. The assigned key worker or another member of staff will liaise with and attend all school/college, parental and educational meetings to oversee the educational care of the child/YP

Supporting children with Special educational needs SEN/EHCP

We recognise that every child will be diverse in their abilities and also learn at different rates. We will strongly support and empower children/YP to overcome their educational difficulties and as a home, Orchard House are able to contribute their support.

As with all children/YP placed with us, specific educational needs will be identified, and the team are able to offer support within the home, working with the home tutors if applicable and encouraging extra educational activities, homework and close liaison with the child's teachers and tutors.



Special Educational Needs (SEN) or Education Health Care Plan EHCP that affect a child's ability to learn can include their:

- Behaviour or ability to socialise, e.g. not being able to make friends, including those children who have been diagnosed with ASD (Autistic Spectrum Disorder)
- Reading and writing, e.g. they have dyslexia
- Ability to understand things
- Concentration levels, e.g. they have attention deficit hyperactivity disorder (ADHD)
- Physical needs or impairments

Children with learning difficulties may have a EHCP (statement of education needs) (SEN) or an education, health and care plan (EHC) in place. We oversee that this plan is adhered to and updated regularly, making sure all the needs of the child/YP are met.

Non-attendance or Exclusion.

If the child is subject to exclusions, refuses education or has no temporary educational placement, a structured timetable and curriculum will be put in place with guidance from the Virtual School in accordance with the child's abilities, while Orchard House identifies an appropriate educational placement for the Child.

Areas available to study and home tutoring.

Orchard House is presented as ample sized family home and has adequate areas a child/YP can utilise to study including their own bedroom which has a desk and chair, the dining area, the quiet/sensory room.

4 The enjoyment and achievement standard



Orchard House recognises that an important part of the process of growth and development for children/YP is the opportunity for them to engage in enjoyable activities and have fun. All children living at Orchard House will be encouraged and supported to become involved in a range of activities and recreational pursuits internally and externally. The staff team work together to promote all aspects of a child's development. Weekly activities will be discussed in the house meetings, facilitating the child's preference and interest. Individual timetables will be devised indicating a schedule for each child and incorporating their chosen activities inside and outside the house. The home has a family living room, Sensory/Games room, Kitchen, Garden area where there are books, board games, craft activities, console and DVDs can be enjoyed together.

Day trips to local areas such as Whipsnade Zoo, Theme parks and weekends away will also be facilitated for children/YP's to enjoy. When appropriate, and depending on the individual child's interests and abilities, outside activities/clubs will be identified and encouraged to develop their skills, confidence, and individual interests.

The Staff team will support and encourage the children/YP to participate in various activities promoting their talents, interests and skills, ensuring that the child/YP is properly prepared and equipped. Eventually, dependent on the child, this would be unsupervised allowing further re-integration into the local community and the building of peer group social skills.

The children/YP will be encouraged and supported to participate in individual holidays, day trips or weekends away during the school summer holiday. This will be arranged in



consultation with the children/YP's preference and takes into consideration their ability, behaviours and risks to themselves or others.

Risks are assessed, and strategies are put in place to best manage potential situations. The children/YP's are kept involved in the planning of the holiday activities as a goal to work towards and look forward to. *Please note: if a child's behaviour consistently presented as a danger or high risk to manage off site, their holiday may have to be cancelled in the best interest of that child.* Consent is sought from the local authority and parents, where applicable, prior to a child participating in external events, day trips and holidays.

The health and well-being standard

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The physical and mental health of Children/Young People living at Orchard House will be of paramount importance. We will apply a holistic approach to health and well-being by actively promote healthy lifestyles, which will be applied to planning diets, exercise and relaxation specific to the Child/YP's needs to ensure a balanced and varied lifestyle.

We seek health related information during the admission/transition stages to allow us to implement a robust health plan. Via the referral and placement planning process all relevant information regarding the child's health and their individual needs is documented to ensure that there is a continuation of care in following their transition.

The child is registered with a local General Practitioner (GP), Optician and Dentist shortly after admission

Health plans are developed and monitored by the home's registered manager to ensure medication is administered appropriately, appointments are kept, key discussions are implemented around the child refusing to attend appointments. Where there are issues of ongoing medical conditions referrals are made to local specialist services to ensure good levels of continuity of care.

Where appropriate, additional services are facilitated and specialists including counsellors and therapists are provided as required and as part of the health/placement/care plan. The home is set out to develop positive relationships with the local health practitioners and teams who can support with such matters as renewing medication for on-going conditions (such as ADHD, depression), advise, where necessary, during periods of emotional crisis for the child/YP to ensure they receive the appropriate levels of support and intervention.

Whilst in our care, all children/YP living a Orchard House can expect a good quality of primary health care:



All of the child's physical health is attended to by a local GP along with a local dentist practice. If they have not seen an optician within the last six months an appointment will be made for them.

Any dietary requirements are observed, and a well-balanced healthy eating routine is put in place. (Including allergies, intolerances and religious observance) Trained team members administer medications where necessary and record such on the child's personal file and the home's central file.

Any outpatients' appointments will be organised by the home and the child/YP is accompanied by their key worker or staff team member.

The child's psychological and emotional wellbeing will be monitored by the whole staff team with their key worker taking the lead role. The key worker's role is to encourage them to talk through any difficulties they are experiencing and to propose coping mechanisms to help the child deal with them. An external counsellor can be made available for confidential discussions with the child/YP allowing them to feel more comfortable in discussing any issues. If the referring social worker jointly agrees for us to do so, a referral can be made via the GP to CAMHS team.

All staff are expected to encourage the child to take care of their personal hygiene and help them to develop self-care skills.

All team members encourage healthy eating, whilst promoting the child/YP's choices with regard to the menu and meals prepared this is achieved by promoting a healthy and balanced diet and lifestyle choices and by using the "eat well" plate and encouraging the "5 a day". Preparation of food and cooking own meals is also taught regularly as an activity and also to develop their interest and understanding of healthy meals and independent skills.

Children/YP will not be allowed to smoke within the home and all help available will be given to support them to give up smoking if they do so. The child will be given appropriate advice regarding the misuse of alcohol, drugs and sexual health.

Promoting exercise and fitness.

The team at Orchard House will take a very proactive approach to healthy eating and exercise. Children will always be encouraged to develop outside interests in both activities and in sports. Swimming will be encouraged taking advantage of the local leisure centres and the adults encourages everyone to play sports in the park, including football cricket and Rounders.

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The positive relationships standard



At Orchard House, the manager and staff team strongly advocate and support the importance of the development of building positive relationships with all children/YP. Building upon the values of trust and respect, and by having a stable regular and consistent team, good interpersonal relationships are able to be established thus providing the foundations for stability

As a home, we strongly believe that family, friends, and other relevant people in a Child/YP's life is important and plays a vital role in maintaining positive relationships.

In line with the Life Space Theory of intervention, the staff team will encourage Children/YP to keep in contact with their family and friends and offer support as appropriately needed. The home does not place any restrictions on a young person's reasonable contact with their family or friends, providing this is not a requirement of the Care Plan for their own protection. staff can support or supervise contact visits if this is required by the Care Plan or requested by the visitor. Alternatively, a private place can also be arranged for contact if this is needed. Examples of facilitating contact could include Christmas visits to parents' homes accompanied by staff and arranging family celebrations at the home.

Contact with friends will be encouraged and facilitated, for example supporting and facilitating children/YP to attend their friend's birthday parties and for them to invite their friends to parties, lunch and social events at Orchard House.

We will make efforts to ensure school friendships are maintained during the holidays. Our team will support and encourage family and friends' relationships, where appropriate as we recognise this being an important part of their emotional development and attachment needs.

When our young person expresses a desire to have contact with family or previous carers, our team with the agreement of the placing authority will carefully plan and make arrangements to support this.



All contact arrangements including telephone contact are recorded on the Child/YP's records and visitors are requested to sign in and out of the home for security purposes.

The home where appropriate welcomes Children's/YP's family and friends. Visits are encouraged whenever possible and these are always managed in a planned and structured way with the Child/YP's wishes and views in mind. The home has availability of both private and communal spaces to allow for interactions.

Children/YP have access to a telephone, tablet for internet-email us. The child/YP may have their own mobile phone if agreed by the placing authority and will be monitored and supervised appropriately recognising the importance of attachment related issues for our young people in a care environment and the subsequent separation from their families. Continuity of relationships is important, and attachments will be respected, sustained where possible, and developed.

We feel it is important to show an interest in how visits have gone, for some young people specific strategies may need to be developed to manage their behaviour and give additional support at these times. Partnerships with parents and relatives are crucial to ensuring that young people retain and build their identity.

The protection of children standard

7



Orchard House through training and experience the team have an insight to understanding why behaviours sometimes manifest in children who are placed within the care system. There are many contributing factors, and each child's background including their family, relationships with peers and educational experience can be very complex. For some their behaviour can be a result of a learning difficulty, abuse, neglect, poor emotional health, gang and criminal involvement and so will communicate their frustrations in a way that others may perceive as testing boundaries and rebelling against social constraints.

All staff are trained and will regularly attend refresher courses in the area of safeguarding and child sexual exploitation. Each child is cared for differently according to their needs in terms of safeguarding and CSE.

In the event of risk of CSE the home will complete a Safeguarding risk assessment, and this will then be placed in the Child/YP's file and a copy sent to their Social Worker and other professional bodies. Orchard house will work closely with local authorities and public services to formulate personalised plans to protect each child. The Home can make arrangements where required for access to specialist services in cases where intensive support is required.

Orchard House staff team complete online training in relation to the "The Prevent Duty" to ensure they can identify children who may be vulnerable to radicalisation and what to do when they are identified. At the centre of safeguarding within the home is the idea that if the child feels comfortable around the home and has a good relationship with the adults, they are more likely to listen to the adults when they are trying to encourage them to stay safe.

In addition to this, positive relationships lead to the child feeling more comfortable and confident in talking to the team about any situations that worry, upset, or scare them. The home ensures the staff are familiar with the company's whistle blowing policy and the home emphasises the ethos that all concerns no matter how small they seem must be reported whether they concern colleagues or not. The number one priority for all team members is the children.



The home will ensure agreements are in place from the child's social worker and consent forms are completed, along with this, Orchard House ensures the relevant risk assessments are in place, along with keywork sessions being implemented with the children in the home.

Assessing our staff are competent to manage challenging behaviours.

Comprehensive training and the development of our team is fundamental to all the work we do. Managing behaviours, rewarding the positive behaviours, and achieving set targets is the positive modification we will implement to prepare children/ Young People for independence and social inclusion.

All staff as part of their development have a training/competency matrix in place to monitor their progress. This will include the following to highlight areas the team member excels in and areas that may need further development in.

- ✓ A supported Induction
- ✓ Supervision
- ✓ Observing the team member in practice
- ✓ Using case studies
- ✓ Reflective practice
- ✓ The close monitoring of consequences implemented
- ✓ Making sure the adults promote and provide the opportunity for the children to redeem themselves

All adults receive First Aid, Safeguarding Children Medication, Fire Awareness, Food & Hygiene, H&S Awareness, Behaviour Management & RPI

Systems that are put in place to manage behaviours and monitored by the manager: Behaviour support plans, Key-working, Rewards and target setting, children house meetings/consultation, Safeguarding our culture and ethos.

All children/YP are encouraged to report any concern and however small. The staff are rigorous in their approach to safeguarding and trained to recognise, intervene and pursue if any child protection issues, or intimidation or bullying is suspected to be taking place, inside or outside the home.

All of Orchard House's safeguarding/child protection policies and procedures are closely based upon the guidelines of the local Authority and Central Bedfordshire Safeguarding Children Boards Procedures. The policies include:

1. Definitions of abuse.
2. Identifying signs and symptoms of abuse.
3. Reporting flow chart
4. Keeping the child safe.
5. Who to contact and when
6. Recording information.
7. Speaking out. All Incidents are rigorously monitored and any incidents which have any child protection implications are reported immediately to the manager/Child Protection Officer.



All child protection incidents will be thoroughly investigated to ascertain the nature of the incident and outcomes sought and recorded, with all appropriate parties kept fully informed throughout each investigation.

Induction includes training on safeguarding/child protection procedures for the home and the local authorities' policy and procedures.

Copies of Central Bedfordshire's Safeguarding Children Board policies are available for all the staff as well as the parents and children living in the home.

All our children/YP are encouraged to speak to any adult from the home if they feel unhappy about an incident that may have occurred. They are also able to contact outside agencies if they feel this is a more appropriate way forward.

All staff have a duty to report to management immediately if inappropriate or unacceptable behaviour is displayed towards a child/YP and act accordingly to safeguard that child from any further incidents.

Any allegation of abuse or bullying will be properly investigated and recorded by the registered manager or provider who will be responsible for ensuring appropriate action is taken without delay. Orchard House is proactive in safeguarding and protecting children in its care.

We believe that with high levels of supervision within the home, the opportunity for bullying or potential child protection issues are minimised.

Children Missing from Home.

Any incident of a child missing from the house without authorisation will always be taken seriously. We realise there are times when a child/YP feels unable to cope with certain situations and will leave the house without permission or notification. A vulnerable child/YP can make themselves more vulnerable through going missing. The team will always actively search the local area. Orchard House abides by its strict policy and procedures to ensure the utmost safety of its children/YP's at all times. The homes policy is compatible with the local policies, local authorities (Central Bedfordshire Council) RMFHC protocols and those of the placing authority, as specified in that person's care plan. (See Missing Persons policy) Depending on the nature of the child as identified within their risk assessment, age and length of time missing, the police, child's social worker and parent(s) where appropriate, will be notified.

Each period of unauthorised absence is recorded by the registered manager/team and amendments to the risk assessment, the Behaviour Support Plan and the Day-to-Day plan are amended as necessary.

Children identified as High/Critical in relation to risk category information is shared with local services (Social Services, Police, Fire etc.) and per agreed placement/care plan. Through adapting good communication skills with all children placed, the team at Orchard House encourages children to talk about their concerns and worries, so strategies to assist them to identify coping strategies as alternatives to going missing.

Anti-bullying

The home team are set to be proactive in preventing any form of bullying or intimidation. We anticipate Bullying to be a rare occurrence due to the adequate levels of staff supervision on the children/YP, The subject is regularly discussed in the weekly house



meetings which incorporates 'respect of others'. The staff have a responsibility to ensure that bullying is prevented at all levels inside and outside of the home and acceptance of others is promoted throughout the organisation. The team encourage the children to voice any concerns they may have at any time and will always include this in their key working sessions.

We prevent bullying taking place within Orchard house by:

- ✓ Having an approachable staff team
- ✓ Having an effective anti-bullying policy in place and implementing it
- ✓ Training for the staff on preventing and managing bullying
- ✓ Incorporating this subject in the children's guide to include help numbers
- ✓ Supervision-one to one adult support at all times
- ✓ Close liaison with schools and colleges and their tutors/teachers
- ✓ In-house meetings, chats, keywork sessions on bullying for the children
- ✓ Maintaining and promoting respect for others
- ✓ Information leaflets provided, available for children to refer to
- ✓ Children's commissioner information is also displayed and included in the children's guide.

Consequence to behaviours.

Orchard House recognises the importance of teaching children/YP how to behave and what is considered as socially acceptable in today's society. We believe that they should be aware of their behaviours and the impact this could have upon others and ultimately themselves. Consequences may range from an apology, withdrawal from the situation, verbal reprimands, loss of privileges, loss of a leisure activity, additional chores, or increased supervision. The agreed consequences to poor choices are incorporated in the placement plan/behaviour support plans and agreed with the placing social worker. We believe that the child responds better to rules if they can contribute to devising them, and that they are reviewed regularly. The team at Orchard House will ensure that the house policies (rules) and boundaries are maintained in a fair and consistent manner by all adults. Where boundaries are breached, adults will be required to consider whether the act was deliberate, not deliberate, accidental, or an aspect of the child's behavioural problem or due to their level of understanding or function. If the act was not deliberate, the adults will address the issue as an educative process with the aim of preventing any further breaches of boundaries, however if the act is repeated it will be considered as wilful and consequences will be actioned. All consequences are recorded and documented fully and are monitored by the management team.

Non-permissible consequences.

All adults are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The staff team are to remain compliant at all times. Orchard House are fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation or use power over the child. A consequence is agreed during the planning meeting and will focus on being age appropriate, and in line with the level of understanding that child has. Food, communication/visits with family or physical intervention will not be used as a consequence at any time.



Positive physical intervention. Orchard House trains its teams to firstly try to diffuse a situation with diversion using calms communication skills.

All staff are trained in behaviour management which provides them with knowledge of safe handling techniques and de-escalation. This course is refreshed yearly to update and maintain their skills. Physical intervention is only used as a last resort. All other techniques would be used first. The only time a situation would warrant physical intervention is:

- A child was placing themselves or others at an unacceptably high level of risk or danger
- Another person was being injured.
- They were causing damage to the property
- Attempting suicide or placing themselves in grave danger Adults are aware of the psychological effect physical intervention may have upon a child and their care in terms of historical events.

In all circumstances physical intervention will be always recorded and documented. Any instances where physical intervention is deemed necessary will result in the management team being informed, a full investigation undertaken and all those involved being offered a 'debrief'. Following a physical intervention, all children are reminded of their right to complain and how they complete this. This is recorded on the incident report. Support to do this will be offered if required

Recording and Reporting.

All incidents of challenging behaviours including physical intervention, is recorded comprehensively and cross referenced and then sent to the retrospective parties, this is then placed on that child file. After every physical intervention, all people involved are interviewed and the incident addressed in a key-working session and followed by a de-brief. All recordings are monitored by the manager and recorded in the regulation 45 monitoring.

Location Risk Assessment.

The home has a location risk assessment completed and reviewed yearly or sooner if necessary. We compile information from the local police service and our local authority making sure the vicinity is appropriate, and putting in the necessary structures, boundaries and supervision in place to remove and avoid risk where possible, and to optimise the safeguarding of the children and in our care.

Fire Procedures and keeping the home safe.

Fire Regulations are in place for everyone's safety. Each child is made aware of the procedures on admission to Orchard House.

There is a fire risk assessment in place which is reviewed and updated annually or sooner if required. This identifies both the engineering and procedural controls that are applied for fire safety. Orchard House will have all:

staff trained

complete weekly fire checks

conduct regular checks on all fire safety equipment.



All visitors are informed of the fire escape plan in the exits and assembly points in the event of a fire and if there is a scheduled fire drill that day.

All staff will be trained in all aspects of safety and emphasise to the children/YP the need to respond quickly in the event of an alarm sounding.

There will be ongoing discussions with the children/YP to remind them of the procedures and how they should conduct themselves, e.g., assembly points.

Upon placement, all children/YP and staff are put through a fire drill to educate them in what to do in the event of a fire. These drills are recorded and documented on a monthly basis.

There is an annual fire inspection. All electrical equipment in the home is tested (P.A.T) and tagged by a suitably qualified and identified person.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises.

Weekly/Monthly health and safety checks are conducted by staff and overseen by the registered manager making sure the environment adheres to regulations and is a safe environment for all children to live.

8 The leadership and management standard

Registered provider.

The home is provided by: Brigter Stays Limited
Registered on company house Company No 13678223
CROFT CHAMBERS 11 BANCROFT
HITCHIN HERTS SG5 1JQ

The Director

Jess George

The Responsible Individual

Steve Marklew

The Registered Manager

Elizabeth Chisanga

The Experience & Qualifications of Staff

The following pages show a summary of the experience, qualifications and training of permanent staff. The training list is not exhaustive but gives the most relevant information.

Role	qualifications and skills required for each position.
DIRECTOR  Jess George	See Job Description Qualifications: Relevant Qualifications for Care such as NVQ 3, 4 and 5 Experience: I am an experienced, highly motivated and hardworking individual with a real passion for people. I work effectively as part of a team and individually to deliver Management, Working With Children, health and safety as well as a high level of personal performance in demanding situations. A confident, conscientious, committed individual with a calm and assured approachable personality. Excellent communication skills coupled with a confident and outgoing manner mean that I can get the best out of people working together towards achieving organisational goals whilst remaining professional, polite and impartial at all times.
RESPONSIBLE INDIVIDUAL	See Job Description Qualifications: <ul style="list-style-type: none"> A1 Assessor Award Diploma Level 5-Leadership & Management in.



Steve Marklew

- Residential Childcare
- National Vocational Qualification (NVQ)
- Level 4- in Residential Children's Social Care.
- NVQ Level 3 in RCC

Experience:

Steven boasts over **15 years of experience** in the field of Residential Children's Homes.

His expertise spans various settings, including Assessment Centres and Residential facilities combined with Education.

His experience covers working in both single-sex and mixed-sex environments, homes with capacities ranging from single occupancy to housing 8 residents.

Steven's career trajectory has seen him evolve from a Care Worker to Senior Management positions.

This journey includes founding his own Care Company and providing consultancy services to other homes, along with conducting Regulation 44 visits, which are essential for ensuring compliance and high standards of care within residential settings.

REGISTERED MANAGER



Elizabeth Chisanga

[See Job Description](#)

Qualifications:




- Paediatric Nurse –(Registering 2025)
- Diploma Level 5-Leadership & Management
- Diploma Level 3 RCC
- NVQ 3,4 & 5
- Mental Health First Aider
- Mandatory Training




Experience:




I have worked in social care for 23 years, 10 years of those which have been with Children in various settings including residential homes, respite services and supported living accommodation.

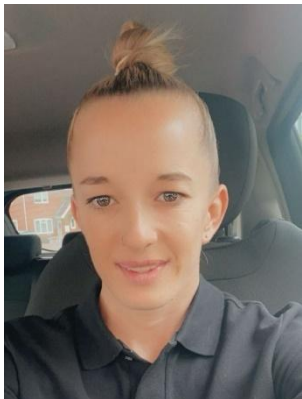
I have worked my way up from Support worker to Senior to team leader to home manager in the last couple of years.

Throughout my years in social care, I have accumulated a wide range of experience working with children aged 0 – 18. I am compassionate, influential, a good listener and a positive role model. I am a hard worker and show strengths when working collaboratively as a team or on my own. I also have the enthusiasm and imagination to make the home fun, comfortable, safe and interesting. Furthermore, I am very knowledgeable in my field and have the confidence to share this with all team

<p>DEPUTY MANAGER</p>  <p>Vanda Ursell</p>	<p>See Job Description</p> <p>Qualifications: Diploma Level 5 Leadership & Management RCC NVQ 3, and 4 Mandatory Training</p> <p>Experience: Relevant Experience in the sector such as Senior Care worker,</p>
<p>ADVOCATE (REG 44)</p> 	<p>See Job Description</p> <p>Qualifications: Diploma Level 5 Leadership & Management RCC</p> <p>Experience: I have over 10 years' experience, in residential child care a service manager and took my homes to achieve an Outstanding rating with Ofsted. I am a highly enthusiastic and self-motivated individual. I am Trustworthy, efficient and meticulous. I currently work as a safeguarding and quality assurance officer and Regg 44 Independent visitor offering freelance support for numerous children's homes across the country offering my expertise in supporting them to hopefully achieve good results for vulnerable children</p>
<p>Senior Residential Support Worker</p>  <p>Loretto Smith</p>	<p>See Job Description</p> <p>Qualifications: Relevant Qualifications for Care such as NVQ 3, and possible working towards 4 and 5</p> <p>Experience: I have over 30 years experience in social care and children experience of 13years I have been in the same</p>
<p>Residential Support Worker</p>	<p>See Job Description</p> <p>Qualifications: Working towards NVQ 3,</p>

 <p>Gabriel Mbanisi</p>	<p>Experience: I have over 13 years' experience in social care working in diverse and multicultural environments, which has enhanced my cultural competence and awareness. This allows me to provide support that is sensitive to the individual needs of the children & young people I support, values, and beliefs of the people I work with. I understand the importance of respecting diversity and promoting inclusivity in support work, and I am committed to providing culturally competent care that meets the diverse needs of everyone.</p>
<p>Residential Support Worker</p> 	<p>See Job Description Qualifications: Diploma Level 3 RCC NVQ 3, Mandatory training Experience: I have 20 years' experience field and have a diverse set of skills. with about a year of experience of working with Children with EBD.</p>
<p>Residential Support Worker</p> 	<p>See Job Description Qualifications: Working towards NVQ 3, Experience: I am new to the field with about a year of experience of working with Children with EBD. I am a dedicated and compassionate individual with a strong commitment to providing high-quality support to children and young people in my care. I am confident passionate about support work and eager to contribute to the well-being and empowerment of others, and I am excited about the opportunity to bring my unique strengths and capabilities to Orchard House</p>
<p>Residential Support Worker</p>	<p>See Job Description Qualifications: Working towards NVQ 3 and almost completed, Experience:</p>

 <p>Farhia Salad</p>	<p>Relevant Experience in the sector such as Care worker,</p>
<p>Residential Support Worker</p> 	<p>See Job Description Qualifications: Working towards Diploma Level 3 in RCC NVQ 3, 4 CQC Registered Manager Experience: I have worked in various social care settings for over 15 years from which I gained a broad knowledge in providing professional support to adults & children to enable and promote independent living and fulfilment. I am a conscientious worker and a credible team player with high degree of flexibility towards performance of my work. In the course of seeking both personal and professional development I have pursued and achieved several trainings and qualifications relevant in my field.</p>
<p>Residential Support Worker (Bank)</p> 	<p>See Job Description Qualifications: Social Worker Working towards NVQ 3, Experience: Relevant Experience in the sector such as Care worker,</p>
<p>Residential Support Worker (Bank Staff)</p>	<p>See Job Description Qualifications: Working towards NVQ 3</p>



Experience:

I have experience of at least 13 years in social care and 5 years in particular with children with Autism. I'm very active outside of work and enjoy sports.

The recruitment of the team of staff

We adopt an in-depth and thorough process when recruiting new team members. There is a policy in place highlighting the comprehensive checks that are made and in line with Central Bedfordshire Safeguarding Board procedures and guidelines, Children's homes regulations 2001, Quality Care Standard 2015 and The Children Act 1989, Volume 5. There is a strict process we undertake to identify the right applicants from the initial job advertisement through to verified referencing and enhanced DBS checks. We promote equal opportunities, and all applications will be viewed and considered. Managing this process, we are vigilant not to discriminate against anyone from a different cultural background or ethnicity but to ascertain their right to work in the UK and if their skills meet our needs. When recruiting additional team members, it is Orchard House's ethos to find individuals whose aims are to safeguard and promote the health, welfare and safety of the children accommodated.

The training and development of the team.

All staff will initially receive an in-house induction over their first few weeks of employment, which will help to familiarise themselves with the house routines, boundaries, structures, and paperwork. This covers the health and safety aspects of working within Orchard House, policies and procedures, administration and recording, and the philosophy and expectations for our residential support workers. They are given specified time to read the policies and procedures, and undertake shadow shifts to experience all shift patterns, allowing them time to get to know the children placed. The induction booklet is to be started within 7 days and completed within 6 months of employment as per regulation for all staff working at Orchard House

There is an integral core training programme to ensure the basic competences are covered. Core training includes:

- Safeguarding
- Child Sexual Exploitation (CSE)
- Emergency First Aid



- Food Hygiene
- Control and Restraint
- Fire Safety
- Health and Safety
- Attachment Theory
- Administering of Medication

In addition to these training courses, staff will receive specialist training equipping them with further knowledge and skills to meet the needs of the children placed in our care. They are also required to undertake accredited training to the standard of QCF Level 3 in Residential Childcare (England). We aim that a minimum of 80% of the adults at Orchard House hold one of the above qualifications or higher, or be registered on a programme of study working towards this.

The management team provides 'Informal' supervision as and when it is required. New members of the team have a probationary review at the end of their initial probationary period. Thereafter, all staff will receive regular formal supervision sessions at four weekly intervals. The team is supervised by the manager and Deputy. The Home Manager (Elizabeth Chisanga) is supervised regularly by the responsible individual. Staff who have zero-hour contracts have supervision once every 8-10 shifts that are completed. Probation supervisors stay fortnightly throughout the three-month probation period. This is then reviewed in the mid probation meeting. Further support is provided through team meetings and handovers.

Team meetings take place monthly and handover meetings occur daily at shift changes to maintain the continuity of care. All staff are appraised annually. Areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervision.

Electronic or mechanical means of surveillance used within Orchard House.

Orchard House can operate a door alarm system if this is required, this will be discussed and agreed in the placement planning meeting. This enables sleeping in staff to know when a child has left their bedroom during the night. The purpose of this is to ensure that children are safe during the night and to minimise the risk of any potential child protection issues. Children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

Management monitoring and review.

The registered Manager oversees the monitoring and reviewing of the welfare of the children within the home. This is achieved through observation and interaction with: the children, family/carers (where appropriate), any professionals involved with the protection and welfare of the children. Orchard House regularly review all policies and procedures taking into account research developments, policy and legislation changes and



developments, and information developments of good practice in regard to working with children.

Quality of Care Review

The Home Manager, Director and responsible Individual review the quality of care (Regulation 45) that the children receive every three months. The review focuses on the quality of Care the children receive, feedback and opinions of the children, and the overall management.

Independent Visitor (Reg 44)

Orchard House has an appointed Independent Visitor (Reg 44) Becky Linden who will visit the home and complete a report on a monthly basis. The opinions and views of the children/YP, Staff and others are taken into account to identify any improvements that can be made. All paperwork systems and documentations are reviewed to ensure they are maintained and in line with the Quality Standard.

The care planning standard 9

Admission to Orchard is carefully planned and organised, both for the Child/YP moving and the wellbeing of other Children/YP already in residence. Referrals will be accepted from local authorities and also directly from the Home Office.

Every referral is subject to a comprehensive placement assessment where we will largely focus on matching suitability which takes into consideration the wellbeing and progress of the individual needs of all the Children/YP already in residence and the level of impact and potential risks any new placements will have. The final assessment will be signed off by the Registered Individual.

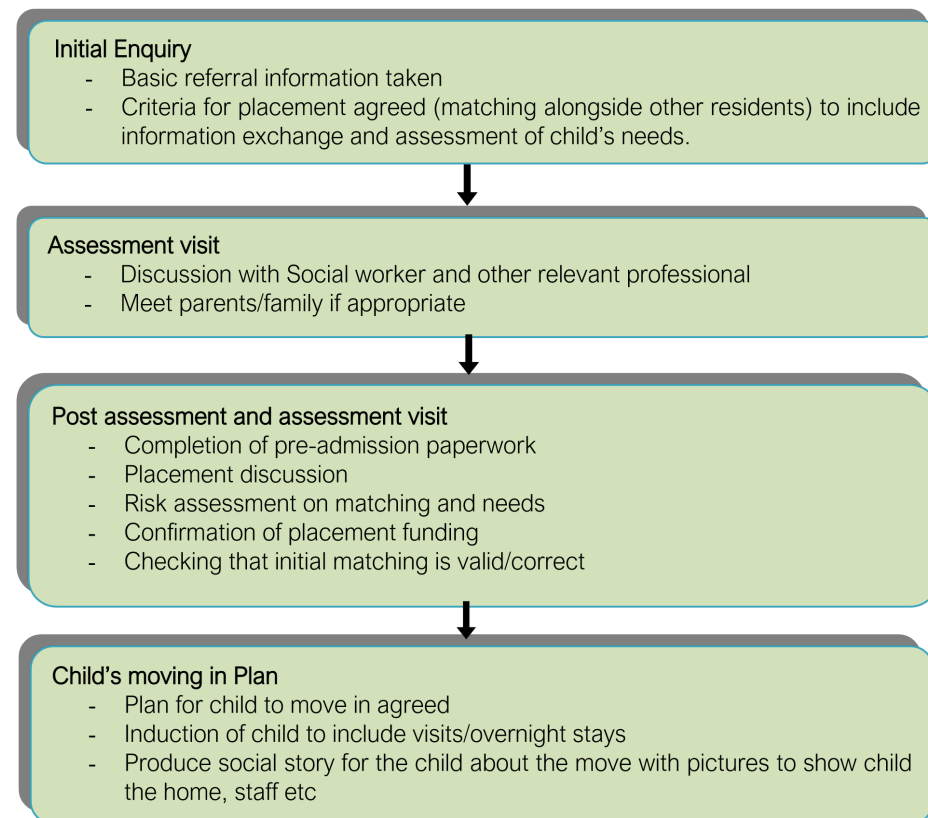
Orchard House will endeavour to state from the outset any additional resources necessary to meet individual needs of the Child/YP. Similarly, professionals and family will be made aware of the general philosophy of the home and its relationship to the rights and needs of the Child/YP. If a trial period is felt to be appropriate, then the home must be aware of its timescale to meet the specific needs of the other young people and their reactions may also be closely monitored.

We will strongly promote planned and meaningful transition periods and a thorough assessment process which gives time to Children/YP to form more positive attachments



staff. However, we understand that in certain situations we may accept emergency referrals, and this will only be accepted once our experienced management team has carefully completed a pre-admission assessment and in-depth discussions have been held with our young people in residence.

Process for a Planned Admission At Orchard House:



Wherever possible we will avoid emergency placements. However, when it is in a child's best interests for this to happen, we will follow the above process as closely as is practicable.



Contacting Orchard House:



23 Busby Mead, Marston Moretaine, MK43 2AB



01908 103641/ mobile to be added



www.brighterstays.org / Email Orchardhouse@brighterstays.org

FOR OFFICE USE ONLY	Date completed	initials
Sent to Ofsted		
Add to Statement of Purpose desktop folder		
Print hard copy for file available in home		
Add hyperlink for cross reference		
Add to website		
Notify Staff and send hyperlink		