



# Rose House

## STATEMENT OF PURPOSE



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

**Rose House** believes that the children who use the service are the focus of all the work we undertake in providing a quality service within the home environment. Therefore our philosophy is based around the children / young people are the centre of our thinking. We call this being child focused. Therefore all services offered at **Rose House** will be tailored from the child's individual perspective and needs, we will support children on a 52 weeks basis bespoke to their individual needs. We have 4 bedrooms for fulltime children / young people.

Children and their parents/guardians alongside the multi-disciplinary team will always be involved with any decisions that affect them in relation to their individual support plan and services offered at **Rose House**. There may be occasions when **Rose House** may of course have to make decisions, where there is any possibility of injury or harm to the child or another child within the home. This may have to be done without involving the child. However, **Rose House** makes all decisions with minimum risk being identified and where the decision will be in the best interest of the child or young person it relates to.

The child will always be invited and encouraged to take part in all decision making about the services offered to them and the whole of the services at Rose House.

At **Rose House** we aim for the children in our care to be happy and healthy, we achieve this by providing a happy, warm and safe home for them to live and grow. We offer them many opportunities to experience different things and encourage them to explore their environment. We seek to achieve this by listening to the children and where possible make relevant changes. We give the children plenty of opportunity to express their likes/dislikes and their wants, then we work towards providing these things for the children.

### 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.

**Rose House** provides accommodation to children with severe or profound learning difficulties with attendant severe communication disorder, arising from multifaceted combinations of sensory impairment, physical disability, autism spectrum conditions, additional learning disabilities and associated health care needs. Some of the children and young people can present with severe challenging behaviours arising from their disabilities and communication difficulties.

The child will have been described as having a learning disability. For care to be provided at **Rose House**, the child will have to have a learning disability and the care provided, will ensure the child's and their family/carer's quality of life is maintained or improved by the period of residential care.

To help clarify who **Rose House** intends to offer services to it is useful to refer to the definition of physical disability under the Equality Act 2010:

- *You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long term' negative effect on your ability to do normal daily activities.*

The site provides accommodation on a residential basis. Residential care is available for children who need an alternative place to live on a permanent basis; we have 4 dedicated bedrooms for this purpose.

The aim of **Rose House** is to provide a safe, welcoming, homely and stimulating environment for children to live. **Rose House** aims to provide care and accommodation that matches as near as possible that of their home environment (where safe / good practice allows) and in any case as 'domestic' as possible.

**Rose House** aims to provide a stimulating environment which allows children to explore new experiences, have meaningful time away from home, and receive needs lead individual care and to have fun. We are able to achieve this by listening to the children and giving them opportunity to express their likes and dislikes.

#### A description of how the accommodation offered by the home, How the accommodation has been adapted to the needs of the children.

**Rose House** provides the following facilities for the children aged between 4-17 years to use during their stay:-

The house is an adapted bungalow that has been redesigned to specifically be a children's home.

There are four individual bedrooms which are fully furnished to meet the needs of the child; each room has bedroom furniture, desk and equipment which will be identified for each individual child.

Lounge/ dining areas have appropriate furniture, equipment and decor. There is a separate fully equipped sensory room which has a wide range of stimulating sensory equipment.

There is 1 main bathroom with bath & shower and 2 bedrooms with ensuite, both have a shower and separate toilet facilities for staff and visitors.

A separate kitchen for the use of staff, children/ young people and visitors within the kitchen with a dining area.

Dedicated & adapted minibus for **Rose House**.

### The age range, number and sex of the children for whom it is intended that accommodation to be provided.

Rose House can accommodate children within the age range 4 - 17 years. The home accommodates children of both sexes and a maximum of four placements will be accommodated at any one time.

Once young people reach their 18<sup>th</sup> birthday and are in the process of “transition”. This is carefully managed on an individual basis and the individual support plans will carefully reflect this. Any young adults who are over the age of 18 and residing at Rose House for the purpose of transition will have a risk assessment in place to ensure that any risk to the other children in the home is minimal.

### The type of accommodation, including sleeping accommodation.

Rose House can provide four placements at any one time; all children will have their own room which will be personalised. The abilities and needs of the child will be identified in advance in conjunction with the placing authority. This will allow Rose House to ensure that the individual needs of all children resident in the home will be met within the staffing levels identified. Rose House does not expect or allow resident children to share bedrooms.

### A description of the location of the home.

The home is located in Shelton Fields, Shrewsbury within easy reach of the busy town centre. In the local area there is a large park within walking distance to the home which has play equipment and walks. The town centre has all amenities with plenty of shops, cinema complex, and variety of restaurants. There is a choice of schools which can meet the needs of children who will reside at Rose House and a secondary school within walking distance of the home. There is a hospital 1.6 miles away, doctor’s surgery 1.9 miles away and a choice of dental surgeries within the vicinity of Rose House.

### Care Planning

All children who live at Rose House have individual Support Plans, which are bespoke to the child. Within these plans will be details of the child’s preferences including religious preferences and the associated instruction and observance. Rose House will strive to meet these needs and all staff receive general awareness training in different religions, where this is identified as a need of a resident child.

Rose House ensures appropriate transport is available to ensure that all children explore opportunities to develop, offer opportunities to enhance their life experiences. This includes enabling children to access and follow their religious practice.

Rose House always endeavours to meet all the identified needs within the plan which include activities relating to cultural interests. We actively seek to support the children with additional activities by increasing staffing levels or additional funding.

If a child was struggling due to a language barrier, Rose House would endeavour to organise an interpreter, sign language or adapted communication aids as identified.

### Any criteria used for the admission of children in the home

The criteria for all admissions are based around the abilities / learning disabilities and any associated needs of the child being referred.

Rose House receives service referrals via NHS/CHC and social services. There is also the opportunity for private customers to self-refer. Once a referral has arrived we agree as a management team to express an interest if we feel we could meet need. Following this a comprehensive assessment process is in place which includes collating all relevant information including historical information.

The next stage would be to complete our impact assessment which would determine if the placement was to go forward, at this stage we are ready to begin an assessment.

The initial assessment will take place within the child /young person current placement (prior to admission) and will involve all significant people. The assessment of need in place for each child / young person is used as a basis to assess the suitability of the home to meet those needs. Once an assessment is completed this is followed by a bespoke transition plan, transition is individual and is set to meet the individual need and timescales. We have a comprehensive recording system in place to underpin this process.

Rose House may in exceptional circumstances take new emergency admissions; however, most placements are planned in advance. This will follow the same admission process including assessment of need by the Manager prior to admission. The needs of the children already living at the home will always be taken into consideration in this case, and any referrals made which could be deemed as unsuitable will not be accepted. This enables Rose House to maintain its child focused service.

### Children's views, wishes and feelings.

All children who reside at Rose House are actively encouraged to be involved in all appropriate decisions about them living at Rose House. It is recognised that some children / young people accommodated may have difficulty expressing their views and communicating these, staff will advocate for children and the wider circle of support will be involved to ensure that all opportunities are explored.

Therefore, Rose House, has a range of ways the children people can communicate their views. These will be child person specific but could include, verbally, written, in

person with a member of staff, via type/touch talkers, or using agreed codes and nonverbal responses to questions and by regular “intensive interaction” sessions. **Rose House** is always also keen to explore advocates for children who may have difficulty expressing their wishes.

Every three months the Key Worker of the child/young person complete a questionnaire with the child/young person whom are able to communicate, the questionnaire is designed to gather the views, wishes and feelings of the children, giving us a good idea of any improvements needed within the service, centred on the children’s individual needs and feelings.

## Education

**Rose House** anticipates that all children who live at the home will be either in full/part time education or in receipt of educational support via their Local Education Authority. **Rose House** will promote and where possible enable children to maintain their regular educational placement, the home aims to enable children to attend school 100%.

However due to the complexities of the children’s conditions this may not always be possible. **Rose House** does not intend to offer educational services as a matter of course. However, there may be occasions when educational support may be necessary and this may be available by separate negotiation and in addition to the standard service offered.

**Rose House** will provide each child, with adequate space, to allow them to study in their own rooms when required. These rooms will be equipped with a desk/table to allow study activities, where appropriate.

**Rose House** also provides a computer to assist children in their studies / recreational activities. This will be staff enabled and allow access/use for ‘surfing the net’ or the use of e-mail facility to keep in touch with friends, relatives and other people. The computer has built in safety features to ensure the children are protected from unsuitable sites/features.

The home is not registered as a school.

## Enjoying and achieving

**Rose House** has an individual support plan for each of the children who live at the home. Within this plan are details of the child and their preferred and cultural activities, it is also documented here, each child’s individual interests, likes/dislikes.

This plan is devised by a designated senior member of staff or “key worker” at the home, the child, their family/carer social worker and the wider circle of support.

Rose House always endeavours to meet all the identified needs within the plan relating to recreational, sporting and cultural activities. We actively seek to expand the child/young people's range of recreational opportunities and support additional activities by increasing staffing levels or additional funding. Rose House provides wheelchair accessible transport to ensure the children's recreational, sporting and cultural needs can be met. This may be as a group or on an individual basis. The home aims to facilitate children at the courtyard to access various forms of transport to attend activities. These are trains, trams and buses.

We aim, at Rose House to ensure that all children have the opportunity to explore different experiences; we make sure that any activity is age appropriate and coincides with the child's interests, skills and physical ability.

### Health and well being.

Within the individual support plan (ISP) is a detailed health care plan which is followed at all times, the plans are designed to give a clear and concise guidance of each individual's medical needs. The plans will be updated when any changes take place however they will be reviewed and updated every 6 months.

Children have a keyworker who works alongside any identified professional to ensure the best possible quality of care is provided. We provide nursing support as and when required, all nurses are qualified and receive supervision and guidance from a clinical lead in line with relevant legislation.

The effectiveness of healthcare provided by the staff is measured in the questionnaires we complete with the children every three months. We ask parents, relatives and professional involved in the circle of support to complete a questionnaire which will give their views on the service we provide. This provides the relevant feedback we need to continuously update our service, and tailor our role to provide the best possible care for the children.

We compare this information against the outcomes for the children. This in turn informs any improvements or amendments to the aims and objectives which in turn influence the outcomes. We are always open to suggestions and constructive criticism to help improve the service we provide. We access other information by outside sources by requesting they fill in questionnaires / comment cards.

### Positive relationships.

Rose House operates an 'open policy' for all visitors of the children/young people, we do have a policy in place around visitors to protect the children/young people. This enables any family members, relatives and friends to visit unannounced during the day time and early evening. However, to prevent wasted journeys Rose House advises visitors to telephone in advance.

The child's individual support plan identifies those people who are able to visit the child and those who are not entitled to under relevant orders.

Keyworkers support children to develop positive relationships which will enhance their life experiences, the children who reside at **Rose House** will ordinarily require 1:1 support to benefit from the range of opportunities available to them.

### Protection of children.

At Courtyard Care Ltd we hold the protection of children paramount at all times, we believe in a culture where children staff receive training during the induction period and on-going support in this area. The company policy around safeguarding is clear and concise; policies at **Rose House** are kept in the office at the home. They are available upon request for any child, staff member, person, body or organisation. All our policies are kept up to date with current legislation and law.

**Rose House** may use forms of surveillance to ensure the safety of the children, such as monitors at times children are spending time alone, these will be used if a child is unsupervised. Each child will receive adequate staff supervision which is appropriate to their needs and when it forms part of their risk assessments.

In certain situations and only following agreement with all parties, the home may use audio monitors to minimise the disturbance (due to physical / visual checks) on the child who may be sleeping or resting in their bedroom. Each child has a risk assessment and agreement for the front door to remain closed to keep them safe and not allow strangers into the home.

**Rose House** does not use, tolerate or allow any abusive behaviour within the home. All staff members receive training in child protection issues and bullying. This enables staff members to identify and tackle any possible abuse in whatever form.

Restraint and discipline are an individual issue, **Rose House** does not employ any mass techniques or philosophy's to control or discipline the children who are living at the home. This is evidenced within the policy and due to the nature of the complex health needs of the children we care for at **Rose House**, we may have any child that would have a form of restraint as part of their Individual Support Plan. Therefore staff would be trained in Positive behaviour support and NAPPI. Any control or restraint methods will form part of the child's own Individual Support Plan (following risk assessment and management plans being agreed) & following consultation with the child / young person and their parent/guardian (where appropriate) and will be clearly recorded as such.

The staff members only adopt any agreed discipline or restraint after they have received adequate training in order that this is in line with the child's best interests and those of the other children and staff members.

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

Rose House encourages children, their families, friends and relatives to raise any concerns with the care they receive at the home. The complaint may come in many different forms and may be communicated to any member of staff. In view of this the management team, in recognising 'complaints' and how to respond, trains all staff.

Once a complaint is received Rose House's complaint policy will be followed. In addition to this, all children and their families will be made aware of their advocate (provided by their Local/Placing Authority or Independent Reviewing Officer (IRO), which may help children communicate their complaints, this is provided verbally and as part of the Children's Guide. It is also the policy of the home to actively work with these organisations in providing advocates where appropriate.

All complaints are taken seriously and are investigated thoroughly. We strive to provide a positive outcome of any complaint and any area identified such as further training for staff and improvement to our standard of care. Our Designated safeguarding officer is Jackie Hills, Regional Director.

All relevant parties are also informed that they can at any stage directly contact Ofsted to voice their concerns.

**Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  
T. 0300 123 1231 or [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

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

a. Anti-discriminatory practice in respect of children and their families.

Rose House is primarily concerned with the provision of residential care for children with learning disabilities. Rose House facilitates awareness training for its entire staff team irrespective of role and position. This training is focused on the home's statement of purpose and function and the need to be very aware and implement the ethos of child centred care. In essence the home expects all staff members to have a wide and varied knowledge base and have specific understanding of the legislation that guides and promotes anti-discriminatory practice and people rights in general.

The home places significant emphasis on the child's own individual support plan. This will further guide and enhance the staff team's awareness and understanding of the child's needs.

Rose House will not tolerate, condone or ignore any form of discriminatory practice within the home. We are committed to eradicating all forms of discriminatory practice and will strive to educate, promote, guide and support staff development in

anti-discriminatory practice. In the event that discriminatory practice is evident at [Rose House](#), the homes staff disciplinary procedure will be invoked, and appropriate action taken as required.

### b.Children's rights.

All children residing at [Rose House](#) are encouraged to be individuals. Every child has the right to be free from abuse and harm. Children are given equal opportunities and have a right to an education. Each child is encouraged to personalise their bedrooms and are provided with healthy food, clean clothes, towels and bedding. We aim to provide a good and safe life in all aspects to the children living within our care.

In addition to the complaints procedure [Rose House](#) uses its quality assurance procedure, Independently Visitor / Regulation 44 Visits, Core Group meetings, monthly staff meetings and monthly review documents to actively engage or lack of achievement in the expectations of the care at Rose House. Our internal systems are of course supported by the Looked after Children reviewing process / meetings, Placing Authority compliance inspections and twice annual Ofsted inspections.

[Rose House](#) employ Team Leaders, who have a level 3 diploma in child care or relevant experience and/or a commitment to achieve the Diploma within timescales. Team leaders are encouraged to enhance their professional qualifications by undertaking additional qualifications to support their development.

Team Leaders are also supported by a team of Residential Support Workers (RSWs) and bank staff who are a mixture of full and part time. These roles expect a minimum Diploma Level 3 or equivalent in a relevant subject area, or the commitment to complete within 2 years of being employed.

All staff undergo an induction course delivered by senior management and external providers, to ensure they are competent to care for the children / young people living at [Rose House](#). In addition, [Rose House](#) offers an on-going comprehensive training program which is in line with the Quality Standards and is delivered throughout the year.

All staff, irrespective of role, hold DBS Enhanced Disclosures which we are working towards being on line to be checked annually.

The team at [Rose House](#) receive regular supervision; this is undertaken with an appropriate line manager. The Manager receives regular and frequent supervision from The Regional Director.

Alongside the appraisal and supervision process, each of the supervision/appraisal sessions will be based around these goals and targets.

All staff irrespective of role, receive extensive training on all relevant areas of care for all users of the home. This is supplemented by additional training bespoke to each child.

All staff undergo mandatory training for emergency first-aid, manual handling, fire safety (on line) child protection and safeguarding, basic life support and basic food hygiene (on line).

### **Leadership and Management**

The name and work address of:-

Registered Provider.

Courtyard Care Limited  
'Number 3' Siskin Drive  
Middlemarch Business Park  
Coventry  
CV3 4FJ  
T: 01925 988910

Regional Director

Jackie Hills

T. 07512849390

E. [Jackie.hills@courtyardcare.co.uk](mailto:Jackie.hills@courtyardcare.co.uk)

Responsible Individual.

Gary Thompson

T. 0161 441 4630

E. [admin@courtyardcare.co.uk](mailto:admin@courtyardcare.co.uk)

Registered Manager

Emma James (to register with Ofsted)

T: 07852157075

E. [Emma.james@courtyardcare.co.uk](mailto:Emma.james@courtyardcare.co.uk)

### **Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.**

**The Responsible Individual** – Gary Thompson Has worked for over 25 years in the social Care sector and is a qualified Social Worker. For the past 20 years he has worked in a management or leadership role within the care sector. Gary began his career as a front-line support worker: this gives him an excellent understanding of expectations at every level within a team. He has worked across a range of complex client groups in a wide variety of settings and has developed many services during this time. He is a dedicated passionate professional and believes everybody has the right to excellent person-centred care and support.

**The Manager** – Emma James has been working in the social care sector since 2007 and has a variety of experience from support worker up to Registered Manager. She has enjoyed working with both children and adults during this time, supporting people with complex trauma and health, mental health and learning needs in a variety of settings. Emma holds a level 3 qualification in residential childcare, and a level 5 qualification in leadership and management. Emma is committed to providing therapeutic support that is tailored to the individual and is passionate about providing opportunity for both staff and young people.

## Appendix one

Name	Job Title	Qualifications
Emma James	Home Manager – F/T	<p><b>Qualifications</b>            Level 5 in Leadership and Management            Level 3 in Supporting Children and Young People in Residential Childcare            Level 3 NVQ in Health and Social Care (Adults)            Level 3 in Mentoring            Level 3 in Leadership and Management</p> <p><b>Experience</b>            Emma has worked for Courtyard Care since August 2022. Emma has over 6 years’ experience working with children and young people who have learning disabilities and children who have experienced sexual trauma. Emma has 8 years’ experience working with adults with learning disabilities. Emma has over 8 years’ experience at a Senior and Deputy Manager level and has been a Registered Manager for 4 years.</p>
Rachel Gurtekin	Deputy Home Manager – F/T	<p><b>Qualification</b>            Level 4 Diploma in Residential Childcare</p> <p><b>Experience</b>            Rachel has worked for Courtyard Care since August 2022. Rachel has previously worked in a respite provision for children with disabilities and has also worked in a residential setting supporting young people who have experienced sexual trauma.</p>
Jessica Jones	Team Leader – F/T	<p><b>Qualifications</b>            Enrolled on Level 3 in Residential Childcare</p> <p><b>Experience</b>            Jessica has worked for Courtyard Care since August 2022 and has 2 years experience working with children with learning disabilities. Prior to this Jessica has worked as a customer support officer and has a wide range of knowledge in customer service.</p>
Julie Weaver	Team Leader – F/T	<p><b>Qualifications</b>            BA Hons in Social Work            Access to higher education in Welfare            NVQ Level 2 work with babies</p> <p><b>Experience</b>            Julie has worked for Courtyard Care since August 2022. Julie has over 30 years’ experience working with children and adults through various roles. Julie is a qualified Social Worker and has spent the</p>

		last 2 years working with a high case load to support people with learning disabilities and mental health.
<b>Elizabeth Pickwell</b>	<b>Team Leader – F/T</b>	<p><b>Qualifications</b> Level 2 &amp; 3 diploma in Health &amp; Social Care Level 2 Understanding Mental Health</p> <p><b>Experience</b> Elizabeth has worked for Courtyard Care since August 2022. Elizabeth has over 16 years' experience working with the elderly in their homes providing Domiciliary Care. Elizabeth has previously been a deputy home manager.</p>
<b>Michael Weaver</b>	<b>RSW – F/T</b>	<p><b>Qualifications</b> Level 2 in Adult Social Care</p> <p><b>Experience</b> Michael has worked for Courtyard Care since August 2022. Michael has over 4 years' experience supporting adults and children with learning disabilities as well as adults with Mental Health needs.</p>
<b>Rebecca Lunt</b>	<b>RSW – F/T</b>	<p><b>Qualifications</b> Level 3 Diploma for children and young people's workforce: Early Learning and Childcare Pathway Enrolled on Level 3 in Residential Childcare</p> <p><b>Experience</b> Rebecca has worked for Courtyard Care since August 2022. Rebecca has over 2 years' experience working with children with learning disabilities. Prior to this Rebecca has been a volunteer at a Sunday school working with children. Rebecca also has over 3 years' experience working in Domiciliary Care.</p>
<b>Jin Wang</b>	<b>RSW – F/T</b>	<p><b>Qualifications</b> Level 4 children and young people's practitioner in Residential Childcare Level 3 Diploma in Residential Childcare Level 3 Diploma in Specialist Support for Teaching &amp; Learning in Schools.</p> <p><b>Experience</b> Jin has worked for Courtyard Care since August 2022. Jin has over 20 years' experience working with children. Jin has also worked with adults with learning disabilities. Jin has spent a number of years working within Chinese schools teaching and has also worked in colleges teaching Chinese to sixth form students.</p>
<b>Charlotte Hardy</b>	<b>RSW – F/T</b>	<p><b>Qualifications</b> Level 3 in Health and Social Care</p> <p><b>Experience</b> Charlotte has worked for Courtyard Care since August 2022. Charlotte is new to Social Care however has completed her Level 3 in Health and Social Care while at college and enjoyed her time working within different settings as part of her work experience for her qualification.</p>
<b>Abby Keary</b>	<b>RSW – F/T</b>	<p><b>Qualifications</b> Level 3 in Health and Social Care</p> <p><b>Experience</b></p>

		Abby has worked for Courtyard Care since August 2022. Abby has previously worked with children and young people for over 2 years as a play worker supporting them to engage in a wide range of activities and supporting their development.
Emily Anderson	RSW – F/T	<p><b>Qualifications</b></p> <p>Level 3 Teaching Assistant</p> <p><b>Experience</b></p> <p>Emily has worked for Courtyard Care since August 2022. Emily has over 2 years’ experience working with children and young people with specialist educational needs in school settings.</p>

## ROSE HOUSE – STAFFING STRUCTURE

<b>Responsible Individual</b>
Gary Thompson
<b>Regional Director</b>
Jackie Hills
<b>Operations Manager</b>
Louise Ashe-Crowe
<b>Registered Manager</b>
Emma James
<b>Deputy Home Manager</b>
Rachel Gurtekin
<b>Team Leaders</b>
Jessica Jones, Julie Weaver, Elizabeth Pickwell
<b>Residential Support Workers</b>
Jin Wang, Michael Weaver, Rebecca Lunt, Emily Anderson, Abby Kear, Charlotte Hardy

Team members receive supervision sessions at regular intervals, with an aim to take place every 6 weeks and annual appraisal.

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

At **Rose House** we aim to have a mixed team we aim to promote good role models with both sexes. We strongly encourage the children to have good contact with their families including parents, grandparents, aunties, uncles and extended families. We feel this is in the best interests of the children, to forge the best relationships with both male and females within their circle of support.

Clinical staff members receive supervision in line with the company who employ them.

*The Courtyard recognises that this Statement of Purpose has been written to meet the requirements of the Quality Care Standards – Children’s Homes 2015 and as such may not contain information that people would like. Should the reader be aware of any additional information that may be required we would be delighted to hear about it. Where possible we will revise the document and include any additional information in future versions.*

Updated .....

By .....

Authorised By:

Gary Thompson

Responsible Individual

Date .....

## STAFFING POLICY

Rose House Manager will ensure that at all times the home is adequately staffed by appropriately trained staff members. On each day shift it will be the intention to ensure that a team leader is on each day shift, where this is not possible at least 50% of staff will be a permanent member of the Rose House staff, and it is this permanent staff who will take charge of the shift.

The staff cover will reflect the needs of the children and ensure the safety of the children and the staff and where possible provide the children with continuity of care.

All staff that are permanently employed at Rose House receive a training program necessary to allow them to meet the needs of the children in the home. In addition all staff will fulfil or commence their Diploma in child care, within 6 months of commencing employment.

Rose House promotes a positive staff retention procedure and as such, the management will provide the rotas at least 2 weeks in advance of their commencement. It will be the intention to provide a fair rota system. There may be on occasions when the shift will need to change their hours to ensure the home is within the correct staffing levels but in incidents like these staff will be informed.

The shift times are designed to meet the needs of the children, but also to ensure rotation of staff. Shift patterns can be negotiable and flexible.

The staff may swap shifts with equally graded staff if it does not compromise the care of the children, in addition any swaps must be sanctioned by management, prior to the swap taking place with a minimum of 24 hours' notice

All staff will receive supervision at regular intervals with a view to them taking place every six weeks, however staff must know that the manager adopts an open-door system where additional appointments can be made in between times if the staff member or management requires. All supervisions are recorded and logged on staff personnel files.

**Rose House staffing levels will be designed around the bespoke needs of the children;**

There will be at least 3 staff to 4 children during the day, and 3 waking night staff.

It may be necessary to alter these levels in certain circumstances, such as high levels of sickness, complexity of the children’s needs and changes in their medical condition, or for outings and activities however management will sanction this.

## STAFFING QUALIFICATION’S

ROLE	QUALIFICATION’S
<b>Responsible Person</b>	Diploma in Social Work
<b>Reginal Director</b>	Diploma in social work / RSCN / Diploma L.5 in childcare and management
<b>Operations Manager</b>	Level 5 in leadership and management
<b>Registered Manager</b>	Level 5 in leadership and management
<b>Assistant Manager</b>	Level 4 Diploma in Residential Childcare and willingness to complete level 5 in leadership and management
<b>Team Leader</b>	Level 3 Diploma in Residential Childcare or willingness to achieve in agreed timescales
<b>Support worker</b>	Level 3 Diploma in Residential Childcare or willingness to achieve in agreed timescales

## Appendix Two

Reason for the change	Date sent to ofsted
