



EMILY'S HOUSE

STATEMENT OF PURPOSE



Quality and Purpose of Care

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

Emily's House provides accommodation to children with medical/health problems and physical difficulties that require trained support worker interventions with qualified nurse training.

For care to be provided at **Emily's House**, the child will have a diagnosis of a disability and complex health needs. The care provided, will ensure the child and their family/carers quality of life is maintained or improved by the period of residential care.

To help clarify who **Emily's House** intends to offer services for 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 or semi-permanent basis. The home has 6 bedrooms which are all registered as full time beds.

The aim of **Emily's House** is to provide a safe, welcoming, homely and stimulating environment for children to live. **Emily's House** will provide care and a home that matches as near as possible that of their own home environment (where safe / good practice allows) and in any case as 'domestic' as possible. **Emily's 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 and to be children. We are able to achieve this by listening to the children and giving them opportunity to express their likes and dislikes.

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

Emily's House believes that the child / young person is the focus of all the work we undertake in providing services within the home. Therefore our philosophy is based around the child being the center of all our thinking, this enables us to be child focused. Therefore, all services offered at **Emily's House** will be tailored from the child's individual perspective and needs.

Children (where possible) and their parents/guardians will always be involved with any decisions that affect them in relation to their individual support plan and services offered at **Emily's House**.

Emily's House may of course have to make decisions, where there is any possibility of injury or harm to the child or another resident child. This may have to be done without involving the child. However, **Emily's 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 [Emily's House](#).

At [Emily's 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 explore their environment. We seek to achieve this by listening to the children. 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.

3. A description of how the accommodation offered by the home

How the accommodation has been adapted to the needs of the children;

[Emily's House](#) provides the following facilities for the children aged between 0-18 years to use during their stay:-

The house is a former Medical Centre in the Orford area of Warrington. The building has since been adapted to form a residential building for adults with learning disabilities. In 2020, it was again adapted to make a residential children's home. The adaptations mean that children who are wheelchair users and/or need additional equipment can comfortably live at the house.

Each child has their own individual large bedrooms and have their own wash basins, wardrobes, desks (where appropriate), each has a view of the garden, they have their own TV and DVD player. Each bedroom has over head ceiling tracking hoist and appropriate furniture to meet each child's needs.

Each bedroom has access to a Jack and Jill bathroom. All bathrooms have ceiling tracking hoist, sink and toilet. There are two rise and fall mobile hoists shower beds and a rise and fall bath that all children have access to via access from the hall.

Large lounge/ dining area with appropriate furniture, equipment and décor for use of all children, staff and relatives. We have a second smaller lounge for use of children and their families when they visit. This is to provide a quiet area for the children to have positive contact with their family and friends.

A separate kitchen for the use of staff, children/ young people and visitors. We have a rise and fall table to enable the children in wheelchairs to enjoy the kitchen area to help prepare and explore food.

We have a dedicated sensory room with removable padding for easy cleaning. The room holds a projector, light tube, fan and multi sensory equipment. It can provide a stimulating or a quiet environment for the children.

Emily's House has a large garden, for the exclusive use of the children/ young people and visitors. This will allow active use of sensory planting and seating areas.

We also have a dedicated wheelchair user adapted minibus that the children can use to attend appointments and activities.

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

[Emily's House](#) can accommodate children within the age range 0 - 18 years. [Emily's House](#) accommodates children of both sexes and a maximum of six children. Each child has their own allocated bedroom, that houses their personal belongings and equipment.

Careful management of resident children will ensure that the age range/mix and abilities will enable [Emily's House](#) to continue to offer the high quality of individual care we are renowned for. An impact assessment is completed for all referrals to ensure the children / young people at [Emily's House](#) are safe and we are able to meet their needs.

[Emily's House](#) is also able to continue to offer placements to young adults who are resident at [Emily's House](#) and are in the process of "transition". This is carefully managed on an individual basis and the care plans will carefully reflect this. Any young adults who are residing at [Emily's House](#) will have a risk assessment in place to ensure that any risk to the other children in the home is minimal. Should we have a young person on transition the number of children under 18 will be reduced in accordance with our registration.

- b) *The type of accommodation, including sleeping accommodation.*

[Emily's House](#) can provide six (6) placements at any one time. All children have their own room with individual washing facilities within their rooms. The abilities and needs of the children will be identified in advance with the help of the placing authority. This will allow [Emily's House](#) to ensure that the individual needs of all children who are residing at any one time will be met. With the correct staffing levels identified and the staff trained to complete any clinical needs the child might have.

[Emily's House](#) does not expect or allow children / young people to share bedrooms.

4. A description of the location of the home.

The home is located in Orford, Warrington. This is around 3 miles from Warrington town center where there are lots of shops, cinema, bowling ally and museums. It approximately eight minutes drive to Sankey Valley park, a local nature reserve that has nature walks, wildlife, play areas, park arts and sculptures. We are approximately nine minutes to Orford park with a pond where we can feed the ducks and see local wildlife, a play area and walks.

We are approximately four miles from Gulliver's World and approximately eight miles from Apple Jacks Adventure Farm.

There is a primary and secondary school which is a five minute drive away that specialise in special educational needs.

There is a General Hospital six minutes away from the home, with Alder hey children's hospital being 15 miles away and Manchester children's hospital being 19 miles and a doctor surgery 5 minutes away from [Emily's House](#).

5. The arrangements for supporting the cultural, linguistic and religious needs of the children.

All children who live at [Emily's House](#) have individual support plans (ISP). Within these plans will be detail of the child's religious preferences and the associated instruction and observance. [Emily's House](#) will strive to meet these needs and all staff receives general awareness training in different religions where this is identified as a need of a resident child.

[Emily's House](#) always aims to meet all the identified needs within the plan relating to cultural activities. We actively seek to support the children with additional activities by increasing staffing levels or additional funding. [Emily's House](#) provides wheelchair accessible transport to ensure the children's cultural needs can be met. This may be as a group or on an individual basis. [Emily's House](#) aims to facilitate children at [Emily's House](#) to access various forms of transport to attend activities. These could be trains, trams and buses.

If a child was struggling due to a language barrier, [Emily's House](#) would arrange an interpreter or have staff attend sign language courses, so there was as little of a barrier as possible. We will work alongside professionals to make sure communication with the children is effective and make sure all children are included.

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

[Emily's House](#) encourages children, their families, friends and relatives to raise any concerns with the care they receive at [Emily's House](#). The complaint may come in many different forms and may be communicated to any member of staff. We train all staff to be able to handle any complaint, if they are unable to respond or deal with the complaint themselves, they will give a full handover to the management team, who will respond appropriately.

Once a complaint is received [Emily's House](#) complaints policy will be followed. In addition to this all children and their families will be made aware of local children's rights officers/organisations, which may help children communicate their complaints, this is provided verbally and in the form of a children's guide. It is also the policy of [Emily's House](#) to actively work with these organisations in providing advocates if a child were to require an advocate.

All complaints are taken seriously and are investigated thoroughly. We strive to provide a positive outcome of any complaint, such as further training for staff and improvement to our standard of care and service.

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

In addition to the complaints procedure [Emily's House](#) uses its quality assurance procedure, Independently reviewed Regulation 44 Visits, monthly staff meetings and monthly review documents to actively engage with the children, their families, relatives and friends in identifying any concerns or lack of achievement in the expectations of the care at [Emily's House](#). Our internal systems are supported by the Looked after Children reviewing process / meetings, Placing authority compliance inspections and Ofsted inspections.

7. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behavior management policy.

The company policies at [Emily's House](#) are kept in the cupboard off the lounge at the home. They are available for any child, staff member, person, body or organisation to access at any time. All our policies are kept up to date with current legislation and guidance.

Views, wishes and Feelings.

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

All children who live at [Emily's House](#) are actively encouraged to be involved in all appropriate decisions about their care and lives. It is recognised that some children / young people accommodated may have difficulty expressing their views and communicating them, key workers will advocate on their behalf.

Therefore [Emily's 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 non-verbal responses to questions and by regular "intensive interaction" sessions. [Emily's House](#) is always also keen to explore advocates for children who may have difficulty expressing their wishes.

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

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

Emily's House is a provision of residential care for children with complex health needs and disabilities. To this end the policies on anti-discriminatory practice. **Emily's House** facilitates awareness training for all its staff regardless 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 centered care. We expect 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.

Emily's House also places significant emphasis on the child's own care plan and ISP. This will further guide and enhance the staff team's awareness and understanding of the child's individual needs.

The home will not tolerate, condone or ignore any form of discriminatory practice within the home. **Emily's House** is 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 **Emily's House** the homes staff disciplinary procedure will be invoked and appropriate action taken should this be necessary.

b. Children's rights.

All children residing at **Emily's 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. They are provided with healthy appropriate diet for their needs, clean clothes and bedding. We aim to provide a good, healthy and safe life in all aspects to the children living within our care.

Education.

10. Details of provision to support children with special educational needs.

Emily's House will provide each child, with adequate space, to allow them to study in their own rooms. These rooms will have the use of a rise and fall table to allow study activities, where appropriate.

Emily's 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 email 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.

Where required due to the complex medical needs of the children / young people at **Emily's House** they are supported in school by an **Emily's House** member of staff where required.

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

The home is not registered as a school.

12. If the home is not registered as a school, the arrangements for children to attend local schools and the provisions, made by the home to promote children's educational achievement.

Emily's 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. Emily's House will promote and where possible enable children to maintain their regular educational placement. Emily's House aims to enable children to attend school 100%. However due to the complexities and health issues of the children's conditions this may not always be possible. Emily's 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.

Enjoyment and Achievement.

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

Emily's House has an (ISP) individual support plan for each of the children who live at the home. Within this plan are details of the child, their preferred activities and cultural needs. It is also documented here each child's individual interests, hobbies and likes/dislikes.

This plan is completed by a designated senior member of staff or "key worker", the child, their family/carer social worker and relevant others, we seek the input of the people who know the child the best so it is individual and tailored to the child.

Emily's House always wish to meet all the identified needs within the plan relating to recreational, sporting activities and hobbies. 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. Emily's House provides wheelchair accessible transport to ensure the children's recreational, sporting and hobbies can be met. This may be as a group or on an individual basis. Emily's House aims to facilitate children at Emily's House to access various forms of public transport to attend activities.

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

Health

14. Details of any healthcare or therapy provided, including:-

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

The current staffing at [Emily's House](#) is a mostly female staff team at this time, with less of a ratio of male staff. We have one team leader who as a minimum have their L3 Diploma in child care or equivalent. We have a further 4 team leaders who are working towards completing this qualification.

We aim to employ a good mix of male and female staff to ensure that the children have the opportunity to build positive relationships with different genders of staff.

The above team leaders are also supported by a team of residential support worker who hold a minimum of a 30 hours contract. These roles expect as a minimum Diploma level 3 or recognised qualification in the 'Quality Standards'. All unqualified new staff are inducted onto their diploma on completion of their probation period.

All staff undergo a substantial induction course delivered by senior management and external training providers followed by practical training which involves shadowing management and senior staff to ensure they are competent to care for the young people living at [Emily's House](#). In addition [Emily's House](#) offers an ongoing comprehensive training program which is in line with children's home legislation and the individual needs of each child.

All new staff members are second person trained when they start employment. This induction involves being shown around the building and shown where the fire exits are. Guests and new staff are shown each child's emergency equipment and are given instruction of what they would be required to do if an emergency situation was to arise. No guest or untrained member of staff would be left unsupervised with any child.

The staff at [Emily's House](#) receives professional supervision on a regular basis, at least every 6 weeks, this gives staff opportunity to reflect on their practice and express any concerns they may have. Supervision procedures are within the workforce plan. This promotes safeguarding of the children we look after. RSWs receive clinical competencies assessment annually; this is undertaken by the allocated nurse trainer.

The Manager receives regular and frequent supervision from the Regional Director (minimum of 6 weekly).

Clinical staff receive supervision in line with the company who employ them. Tracy Brooks cctconsultancy.co.uk provides clinical support services for the nurse/trainer at [Emily's House](#). The allocated nurse has regular supervisions at least 4 times a year plus an annual appraisal, the Registered Manager then receives confirmation that these have taken place and whether or not any concerns were raised during clinical supervision that were detrimental to the children. All nurse clinical supervision

records are stored at the Warrington office and any relevant information will be passed on to the manager by agreement of both parties - the supervisor and supervisee. Any safeguarding concerns would be dealt with immediately.

All staff, regardless of role, have up to date DBS Enhanced Certificates, these are all on the on-line update service which allows the Registered Manager to check their information annually.

In addition to supervision, [Emily's House](#) operates an appraisal system. This allows for the staff and their line manager to meet annually to discuss the previous period and to plan the following twelve months. The appraisal sessions are formally recorded and feedback any additional comments received from parents/relatives/resident children and associated professionals.

All nurse and support workers, irrespective of role, receive extensive training on all relevant areas of care for all children who live at [Emily's House](#) This is supplemented by additional individual training bespoke to each child. The majority of this training is provided by a mixture of input from the Lead Nurse / Manager, a "Clinical Skills Trainer" and external professional training providers.

All staff undergo mandatory training for first-aid, manual handling, fire safety, child protection and safeguarding, basic life support, infection control and basic food hygiene as well as training around current issues such as Covid 19. All training is updated annually. Additional training is identified when required.

- a. *Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or evidence is accessed.*

The effectiveness of care provided by [Emily's House](#) staff is measured in how we care for the children and the feedback we receive on a monthly basis from parents, social worker and the children where applicable. This provides us with the relevant information we need to continuously update our service, and tailor our role to provide the best and comfortable care for the children. 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 comment cards. We ask the parents, relatives and friends to fill in a questionnaire, to give their views on the service we provide their children.

Positive Relationships

15. The Arrangements for promoting contact between children and their families and friends.

[Emily's House](#) operates an 'open policy' for all visitors of the children if this is in their individual support plan (ISP). This enables any family members, relatives and friends to visit unannounced during the day time and early evening. However, to prevent wasted journeys [Emily's House](#) advises visitors to telephone in advance.

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

This would change in the event of a pandemic to meet relevant guidance and advice.

Protection of Children

16. A description of the home's approach to the monitoring and surveillance of the children.

Emily's House may use audio monitors as means of surveillance. Usually these will be used if a child is unsupervised. Audio monitors may need to be used to ensure the children are safe when they are having independent time. In these circumstances **Emily's House's** Surveillance policy will be followed. Each child will receive adequate staff supervision which is appropriate to their needs. Video recordings are never used

Emily's House may consider following agreement with all parties, use audio monitors to minimise the disturbance (due to physical / visual checks) on the child who may be sleeping or resting in their bedroom.

17. Details of the home's approach to behavioural support, including information about:-

a. The home's approach to restraint in relation to children.

Emily's 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. **Emily's House** does not employ any mass techniques or philosophy's to control or discipline the children who are living at **Emily's House**. Any control or restraint methods will form part of the child's own care plan, following consultation with the child / young person and their parent/guardian (where appropriate) and will be clearly recorded as such.

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

Due to the nature of the complex health needs of the children we care for at **Emily's House**, we do not, and are not likely to have any child that would have any form of restraint as part of their individual plan. Therefore no staff member is currently trained in restrain.

Leadership and Management

The name and work address of:-

a. Registered Provider.

The registered provider of services at [Emily's House](#) is:

Courtyard Care Limited
Head Office
Siskin Drive
Middlemarch Business Park
Coventry
CV3 4FJ
T: 01925 988910

b. Responsible Individual.

Gary Thompson
Siskin Drive
Middlemarch Business Park
Coventry
CV3 4FJ
T: 01925 988910

c. Registered Manager

Zoe Cooke
Emily's House
Capesthorne Road
Orford
Warrington
WA2 9AR
Tel:01925988910

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

The Manager (Zoe Cooke) has over nine years' experience of both clinical and social care. This is relevant to the needs of the users of [Emily's House](#). Zoe has extensive experience of working with children in the social sector and she currently holds her

NVQ Level 5 Diploma in Leadership of Care Services in addition to being trained in meeting the needs of the children / young people who are ventilator dependent.

20. *Details of the management and staffing structure of the home*

THE COURTYARD CARE EMPLOYEE STRUCTURE

Responsible person
Regional Director
Operations Manager
Registered manager
Assistant Manager
Team Leaders
Support workers

21. *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 [Emily's House](#) we have a mix of male and female staff at Emily's House. We try our best to promote good role models with both sexes. We strongly encourage the children to have good contact with their families including parents, grandparents, aunts and uncles. We feel this is in the best interests of the children, to forge the best relationships with both male and female staff members.

Care Planning

22. *Any criteria used for the admission of children in the home, including any policies and procedures for emergency admission.*

The criteria for all admissions are based around the abilities / disabilities, medical health needs and any associated learning disability of the child being referred. [Emily's House](#) provides services to children, who could have technology dependency such as tracheostomies, oxygen therapy, invasive and non-invasive ventilation and suction.

[Emily's House](#) receives service referrals via NHS/CHC and social services. There is also the opportunity for private customers to self-refer. The assessment of need in place for each child / young person is used as a basis to assess the suitability of

Emily's House to meet those needs. The Manager or nominated person will complete an additional assessment to ensure Emily's House can meet the child / young person's needs at the time of referral and potential for future improvement and development of their abilities/quality of life experience.

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 education and all significant people. 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.

Emily's House will not take emergency admissions.

The Courtyard Care 'recognise' that this Statement of Purpose has been written to meet the requirements of the Quality Standards 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.

Written: 14.12.21

Zoe Cooke
Manager

Zoe Cooke

Authorised: 15.12.2021

Gary Thompson
Responsible individual



Authorised: 15.12.2021

STAFFING POLICY

Emily's 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 shift, where this is not possible at least 50% of staff will be a permanent member of **Emily's 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 **Emily's House** receive a training program necessary to allow them to meet the needs of the children in the home. In addition all staff will fulfill or commence their Diploma in child care, within 6 months of commencing employment.

Emily's House promotes a positive staff retention procedure and as such, the management will complete the rota's at least 1 week in advance of their commencement. It will be the intention to provide a fair rota system enabling staff to have two days off a week and 2 weekends off per month, however, this cannot always be achieved in difficult circumstances, but in incidents like these staff will be informed. The manager endeavors to meet request, but they are not guaranteed.

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 as long as it does not compromise the care of the children, in addition any swaps must be sanctioned by management, prior to the swap taking place.

All staff will be expected to complete a time sheet for hours on shift each month.

All staff will receive supervision at least one 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, details of supervision is within the workforce plan.

Emily's House staffing levels will be designed around the needs of the children;

At present the children are ordinarily supported 1:2:1 during waking hours however the children may be safely supported with the dedicated support appropriate to their needs:

At least 3 staff to 6 children during the day and a minimum of 3 waking night staff.

At least 3 staff to 5 children during the day and a minimum of 2 waking night staff.

At least 3 staff to 4 children during the day, and 2 waking night.

At least 2 staff to 3 children during the day and 2 waking night staff.

It may be necessary to alter these levels in certain circumstances, such as unexpected high levels of sickness, complexity of the children's needs, or for outings and activities however management will sanction this. In the case of staff shortages over night sleep in staff will be used to support the waking night staff.

EXPECTED STAFFING QUALIFICATION'S

RESPONSIBLE PERSON	Diploma in Social Work or equivalent.
REGIONAL MANAGER	Diploma in Social Work or equivalent.
OPERATIONS MANAGER	Level 5 in management
PRACTICE EDUCATOR	BSc Hons Clinical Nursing Studies- Intensive Care Nursing of Children Pathway. The nurse will hold an active registration with NMC
REGISTERED MANAGER	Diploma L5 or equivalent - NVQ L4 in Leadership and Management (children/young people), Mental Health Nursing or Management Qualification.
ASSISTANT MANAGER	Desirable NVQ Level 4/5 Health and Social Care/vent trained. Diploma L.3 Two years relevant experience in supervising staff, leading shifts and report writing.
TEAM LEADER	Diploma L3 or relevant qualification and commitment to achieve L.3 in time scales.
SUPPORT WORKER	Diploma L3 or equivalent or willingness to complete within timeframe.