



Courtyard Care

Statement of Purpose for Lucerne House

All staff working at the home will be made aware of the contents of the Statement of Purpose and a copy must be easily accessible. The registered person (GT) 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 OFSTED before implementation.

The Children's Homes (England) Regulations 2015, require 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 for example, includes: -

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

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- This is a critically important document for Lucerne House, but more importantly for the young people who use our service, their families, and all professionals.
- It is the primary foundation for the service that we provide at Lucerne House and how we deliver the service
- It is the practice and management template that we aim to be adhered to and be measured by
- It is a statement of how Lucerne House will aim to ensure that we put Children's Rights to the fore

If you need assistance in respect to matters contained in this document, please discuss these with the Home Manager and / or staff in the home

Quality and Purpose of Care

Lucerne House is registered to provide a specialist service for children and young people of any gender aged 5 to 17 years; however, if it is considered in the young person's best interests to remain at Lucerne House post-18, each young adult will have a pathway plan/transition plan in place which will be reviewed regularly. An individual risk assessment for post-18 will be undertaken regarding other younger residents.

The young people will present with a learning difficulty or have a diagnosis of a Learning Disabilities, for example in motor skills such as (Dyspraxia), Learning Disabilities in Language (Dysphasia), Auditory and Visual Processing Disorders, Down's Syndrome, Prada Willi Syndrome, Angelman's Syndrome, Fragile X, PDA, ADHD, and Autism. Lucerne House will also provide specialist service for children and young people who present with Mild to Moderate Physical Disabilities.

Aims and Objectives of the home.

Our aims and purpose at Lucerne House are to provide a safe, warm, and nurturing environment with a high standard of accommodation and care for children and young people within a framework of promoting children's rights.

Specifically, we at Lucerne House aim to **primarily** promote and advance children's rights too.

- Provide a non-stigmatised, safe, stable, caring and attractive environment.
- Work with each young person to implement the objectives of their individual child's Placement Plan and the Placing Authority Care Plan
- Safeguard and promote the young people's physical, mental, emotional welfare and development by good operational principles and standards of practice and care.
- Provide a flexible service, balancing individual needs and communal responsibilities.
- Ensure as far as possible that the young people have access to education appropriate to their age and ability and within a reasonable distance to the home or in the home if an education facility is later developed.
- Ensure that a positive and proactive approach is taken with regards to health needs.
- Ensure that there is a range of social and leisure interest's available and young people are encouraged and supported to participate.
- Support the development and enhancement of daily living skills.
- Promote contact with family and others in accordance with care-plan.
- Ensure that the young person is treated as an individual by participating in the planning process as much as possible. Wishes and feelings will be acted upon as far as is practicable
- Allow the young person representation and right to complain.
- Be attentive to individual needs in terms of age, gender, race, sexuality and disability, and meet specific cultural / religious needs.
- Keep abreast of development of challenging behaviour, autism and anything relevant to the care needs of the Children and Young People, and skill base of the staff.
- Comply with relevant legislation and policies of individual placing authorities.
- Undertake an on-going training and development programmes for staff, and provide guidance to young people, intended to maximise the understanding and development for each.
- Provide the opportunity for each young person to experience stability, a sense of belonging, identity and self-worth and help prepare for independent living.

The home is committed to Person-Centered Planning as follows:

- a) **Working with each child**, his/her placement authority, social workers, parents, (as appropriate) and all others associated with his/her care towards identifying, implementing, and reviewing a plan of care which is individual and specific to the child, and which reflects his/her needs at any one time.
- b) **Look after** each child or young person, and ensure that they enjoy a safe, secure, dignified, warm, caring, and loving environment which will nurture their education, stimulate their development, and encourage their general well-being.

- c) **Always look ahead**, towards the child or young person's future needs, to prepare the child or young person as they grow and develop into young adults and for the time when they must leave the home and live independently or in similar settings where their needs can be met as an adult.
- d) **Provide leisure, fun, encouragement, opportunity and support** for each child or young person with a view to each child or young person fulfilling their potential and personal goals.
- e) **Listen** to all the young people residing in the home, so that each of their views can be considered.
- f) Through regular meetings and discussions, **involve each child or young person in any changes of the home**, in order that they may understand the home's rules, and on occasion contribute to their development and review in the light of changing needs and circumstances.
- g) **Use communication methods** best understood by each young person.

Ethos and Philosophy

Staff at Lucerne House are here to care for and promote the wellbeing of all young people placed there. They encourage personal growth through positive role modeling and appropriate parenting. To facilitate the young person's move towards a positive future, while strengthening their self-esteem. This will be achieved by constantly monitoring the views of the young people placed at Lucerne House. There is a continuous process of evaluating and revising the philosophy of care through supervision, staff meetings, key worker sessions and young people's meetings, Independent Person Assessment, Managers Review of Quality of Care, Quality Assurance Questionnaires as well as informal meetings and updates to families and significant others, social workers, and the Independent Reviewing Officer (s) IROs.

Each young person for whom care is provided is respected and valued as an individual. Care approach and planning is individually tailored to address the specific and changing needs of the individual.

To Augment the above and through care planning we work in partnership with others to meet discreet needs of young people, for example psychological, emotional, health needs etc.

The philosophy of care at Lucerne House is based on guidance laid out in the Children Act 1989, Volume Six Children with Disabilities. This states that children and young people should be provided with services which are designed to minimise the effects of their disability and are given the opportunities to lead lives that are as normal as possible.

We believe that each child in our care has the fundamental right to:

- be regarded to as an individual and given our special attention.
- be cared for by people who are capable of understanding and meeting their needs.
- have fun.
- be treated equally, and no less favourably than others.
- receive respect / support and understanding regarding their cultural, religious and spiritual beliefs.
- receive an education plan which enhances their life prospects in every respect.
- receive prompt attention in relation to all their healthcare needs.
- be safe, feel loved and always know that "someone cares."
- be informed about all important decisions that affect them, and to have a say.
- be afforded privacy for themselves and their belongings.

- be encouraged to think independently and make their own choices.
- free to complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.
- Supported to develop and nurture lasting friendships and contacts within and outside the home.

Communication with children and young people will be in accordance with their preferred means of communication as stated in individual care plans and staff will have relevant training in a variety of communication skills such as Makaton, PECS, and TEACCH to meet individual needs.

Accommodation and Facilities

Lucerne House can offer accommodation for up to six young people aged 5-17 years. Lucerne is a spacious modern house spread over ground and first floors, there is appropriate access to all areas. The house has been adapted to meet the needs of the young people we care for; rooms are well proportioned following specific health and safety guidelines and regulations.

Internal

Ground Floor

Entrance Hall
 Staff toilet/Laundry room
 Bedroom 1 with en-suite
 Bedroom 2
 Stairs and Landing
 Dining room /Lounge
 Kitchen
 Activity/Family Room
 Sensory Room
 Managers Office
 Medication Room
 Deputy Managers Office

First Floor

Landing
 Bedroom 3
 Bedroom 4 with en-suite
 Bedroom 5 with en-suite
 Bedroom 6
 Bathroom for bedrooms 2, 3 and 6

External

There is a block paved main drive area to the front of the house. Mature rear garden comprising of lawn area, flower borders, fruit and ornamental trees are all enclosed by wooden fence panels on all sides.

A separate brick building is also at the rear of the house to the right-hand side of the garden being used as a games room housing a pool table, football table and air hockey table, plus any other gadgets that the young people may choose to use.

There is a separate wooden outbuilding behind the games room which is a storage facility for all young people to store their bikes in, and the garden equipment such as bouncy castles, waterpark, etc.

Lucerne House promotes a home away-from-home ethos and incorporates all the homely features that would be found in any family home. We provide spacious single occupancy bedrooms that can

be personalised to meet any requirements. Three of the bedrooms have en-suites whilst the remaining three bedrooms have use of one separate children and young people only bathrooms. There is always a separate downstairs toilet which is for staff and visitors to use. Bedroom 1 can accommodate a child or young people with physical disabilities as it has an en-suite.

The dining room/ lounge is large, modern, and comfortable, the lounge has a television, DVD player and audio equipment. There is also access to a computer to assist with homework or playing games etc. Young people can use any personal entertainment equipment they have brought with them. The use of audio, visual and written material is monitored to ensure that the young person does not have access to inappropriate material unless it is developmentally beneficial. A telephone is available for young people to maintain contact with their family, friends, social worker, and legitimate contacts. This enables a level of direct but managed access.

There is a delegated budget for food, housekeeping, and outings as well as allocated allowance for the individuals for activities, clothing, and personal needs. Young people are encouraged to develop their social care skills and take part in independence training for which there is a multi-level awards scheme in place. They are expected to be involved in all routine domestic tasks in their home as well as the preparation of meals per their age and abilities. When appropriate they will take part in shopping for their own meals and learn about food preparation, food hygiene and budgeting. Young people eat together with the staff team.

All staff have completed Safer Food Better Business (Food Hygiene), they have also completed the Food Standards Agency training on Food Allergies to comply with Food Information Regulations 2014 (FIR) as allergic reactions can make people ill and can sometimes lead to death. On admission of a young person a list of known allergies will be obtained to ensure their safety.

Location

Lucerne is situated in the quiet residential village of Barton Seagrave close to local leisure resources and facilities, Kettering town centre is 2.7 miles from Lucerne and 20 miles from Northampton.

Access to main roads such as the A14, M1 and M6 are a short distance away.

Lucerne House has developed good links with the Local Community Support Officers as well as Northamptonshire's Police Exploitation and Missing Persons Team, who have interrogated their intelligence system and have stated they can find no information to suggest that the location of Lucerne House is not suitable, or that there is any increased risk to the children that we care for and that in their opinion the home is in a safe area about safeguarding children. The manager will review the appropriateness and suitability of the home's location of the premises at least once a year.

Cultural, Linguistic, and religious

Lucerne House is committed to equality, diversity, and young people's rights. At all times, the young people are treated with dignity and respect. Staff demonstrate principles of dignity and respect throughout their professional relationships, thus offering good role models for the young people in their care. Staff are made aware that certain practices or sanctions be deprivation of liberty, therefore thought must go into how we work with young people.

Staff aim to mitigate and repair the effects of stereotyping and discrimination on the grounds of ethnicity, age, gender, and sexual orientation. Staff are proactive in ensuring that both they and the young people are always treated fairly.

Children who wish to practice their religion will be given every help and facility to do so.:

- We will arrange transport for children to any local place of worship if required.
- If asked, we will contact any local place of worship on a child's' behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a child who would like this.

Children from diverse cultures are positively encouraged to retain their own identity and attention is given to clothing, health care and dietary needs etc.

Children with linguistic needs will be supported by the home through staff learning simple phrases, through the employment of someone with the required learning skills, through PECS (picture exchange communication system) cards in the relevant language and through local support groups.

Lucerne House has a diverse group of staff and through their expertise and knowledge we can support the young people in our care.

Complaints and Representations Arrangements

- On admission to the home, the young people and their families, significant others, and independent visitors, are provided with information on how to complain. Information is available on how an advocate can be accessed and young people are supported to action this.
- The young person or their representative can complain if they are unhappy with any aspect of living in the home to the manager, LM. Any complaint is addressed seriously and without delay, and a complaint will be fully responded to within a maximum of 28 days. Children and Young People are kept informed of the progress and offered support as required. Where necessary, a suitably skilled advocate will be sought to aid in making a complaint where the young person has communication impairment or other specific needs which require specialist involvement. The home's complaints procedure enables children, staff, family members and others involved with children of the home, to make both minor and major complaints. Any complaint will be addressed without delay and the complainant kept informed of progress. Such complaints will be treated in the strictest confidence. A copy of the complaints policy is available to all on request.

All complaints are dealt with informally, if possible, although a formal resolution/investigation may be necessary in some cases. All complaints are recorded. You may also at any time contact:

Ofsted
Telephone: 0300 123 1231
Email: enquiries@ofsted.gov.uk

Ofsted is an independent regulatory body that can investigate any issues regarding Lucerne House

Courtyard Care Policies and Procedures has detailed responses for staff in relation to safeguarding issues. In addition, there are the Northamptonshire Children's Safeguarding Partnership (NCSP) procedures in place. Lucerne House works in partnership with NCSP. The named person responsible for Safeguarding at Lucerne House is **MN** who is the Designated Safeguarding Officer within Lucerne House and has the lead responsibility for child protection matters.

Views, Wishes and Feelings

At Lucerne House, we believe that the young people should be encouraged and supported to make decisions about their lives and to influence the way the home is run. No young person is assumed to be unable to communicate his or her views. Therefore, the young person's opinions, and those of their families or significant others are sought. Similarly, each young person is appointed a key worker who will act as an advocate and provide input over key decisions, which are likely to affect the daily life and future of the young people.

- Children are encouraged to hold children and young people meetings on a fortnightly or requested basis with staff where possible. Staff will take minutes, but it is the children that should be encouraged to take the lead in setting the agenda
- Young people will be advised of their right to comment, compliment and / or complain.
- Every young person accommodated at Lucerne House will have access to the Independent Visitor each month where they can comment about their involvement in the home's operation.
- Of course, the young person will have the right to make any representation they wish about the home's operation via their Review, Care plan and Child's Placement Plan.

Quality Control

- In addition to monitoring and inspection from statutory bodies, Lucerne House has a culture of involving young people, their families and significant others as well as placing authorities to have a say in the improvement of the home through regular surveys by questionnaires. There is also a suggestion box offering an additional method for young people, families, professionals and staff to have their say.
- The home receives a formal Inspection each month from an independent person. In addition to spending time with young people, staff and management, a comprehensive checklist enables a thorough insight of how the home is functioning, an action log for improvement or development is provided together with details of timescales for action required and who is responsible for this. The Registered Manager also monitors the home's provision through monthly checks as required by The Children's Homes Regulations and Quality Standards and sends six monthly summaries to Ofsted as required. During these checks, the manager consults with families, social workers and speaks with the individual young people

Anti-Discriminatory and Children's Rights Arrangements

Lucerne House promotes care practices in a non-discriminatory way where all people are valued as individuals regardless of disability, race, gender, colour, sexuality or religious beliefs. We will provide a culturally sensitive service and ensure that all Children and Young People, staff and others receive equal access to services and equal access within them.

Lucerne House expects to treat all Children and Young People and stakeholders in a fair and respectful manner, and this is positively challenged and discussed within supervision, team meetings and young person's meetings. We uphold the Principles of Care, for promoting anti-discriminatory practice, and promotion of children's right's, respect and dignity as follows:

In practice, we promote the above by:

- Safe recruitment
- Equal Opportunities
- Safe living environments
- Complying with Children's Home Regulations 2015
- Complying with the Children's Homes Quality Standards
- Providing Children with information about their rights and advancing Children's Rights
- Providing children with access to external bodies i.e., Child-line, Ofsted, independent advocacy providers etc.
- Responding positively and thoroughly to any complaints and representations they may make ensure no one suffers reprisals.
- Responding positively to any staff concerns about any practice concerning the service to children we accommodate.
- Enforcing our Disciplinary Procedure
- Advising the child's placing authority of any matters that affect the child's welfares, including staff concerns child complaints and individual staff disciplinary matters
- Working to improve outcomes for children.
- Actively listening to children
- Providing positive care, accommodation, food, education, leisure opportunities etc.

Staff at Lucerne House are required to promote good practice regarding Children's Rights.

The young people are encouraged and supported to understand their rights and to be well informed about ways to challenge discrimination.

All young people will be supported to understand their rights and to use these in a positive manner that is beneficial to their wellbeing.

All children and their families will have full access to the Registered Provider, Registered Manager, Team Leader and Senior staff team; Lucerne House has a Children's Rights and Entitlement Policy in place moreover, the children will have access to the Children's Rights Service 01604 237136 ChildrensRights@northamptonshire.gov.uk

Restriction of Liberty:

By the very nature of our work at Lucerne House in providing a service to young people with Learning Difficulties we may on occasion adopt practice that could constitute a restriction of liberty (The Law Society) such as the physical intervention of children and increased monitoring and supervision that would be normal and good practice in a range of circumstances. Failures to monitor and supervise children and young people dependent on their age, understanding and vulnerability would be negligent.

The best interests of children and young are best protected by open, transparent, and honest practice, therefore individual practice with children and young people will be undertaken in consultation with placing authorities and, where appropriate with children, young people, and their families. All interventions with children and young people including and practice that may constitute restriction of liberty will be subject to regular review and consultation.

Education

Lucerne House is not recognised as an educational establishment in the formal sense, and all children accommodated are expected to attend one of the local schools appropriate to their age. In some cases, children and young people may continue to access their current schools or colleges where this is in their best interest. The home will also support access to relevant work experience, where appropriate.

However, the home aims to support each child's education and offers the following facilities and services:

- a) A quiet area where homework can be undertaken without distractions.
- a) A computer with word-processing and printing software.
- b) Broadband Internet access, which is policed/controlled on a regular basis.

In addition

- Each child's key worker is given the responsibility of discussing the child's schooling and education on a regular 1:1 basis. These discussions will be wide ranging, covering topics such as enjoyment, problems, concerns, bullying, examination planning, attainments, school reports etc.
- The key worker will work with the child and Local authority in implementing and reviewing the child's formal **Education, Health, and Care Plan (EHCP)**.
- Each child is encouraged to join the local Library for the loan of books which may not be available in the home.

One of the central elements of the home's ethos and philosophy is the desire to ensure that each child receives an education which **"enhances their life prospects in every respect."**

The home will endeavour to achieve this by:

- a) Understanding and contributing to the creation, maintenance, review and achievement of the children' **EHCP**.
- b) Promoting education and learning as **life-long experiences**.

- c) Identifying **local schools and colleges** appropriate for each child and their age, ability etc.
- d) Encouraging children to participate in **extra-curricular** activities at school, and assisting with transport etc.
- e) Creating an environment within the home which is conducive to education and learning.
- f) **Rewarding** achievement and success.
- g) Monitoring each child's progress.
- h) Attending School Open days and parent's evenings, as necessary.
- i) **Initiating in-home** education and learning such as personal health, housekeeping budgeting, basic cooking skills, etc.

Enjoyment and Achievement

The daily living experience of the young person will be structured and varied providing stimulating opportunities for social, intellectual, vocational and personal enrichment. They will be encouraged to utilise local community services. The level of supervision required would be subject to on-going assessment of risk and consultation. Emphasis is placed upon maintaining a normalised experience. The young person will be encouraged to invest in their living environment, personalising aspects of it and contributing towards its maintenance.

Young people are encouraged and supported to maintain a proper balance between free and controlled time within the structure of the day. Individual activity plans reflect the needs and choices of the young people incorporating periods when they are encouraged to pursue their own interests.

The young people at the home are encouraged and given opportunities to take part in a range of activities both in and out of the house. Birthdays, name days, cultural and religious festivals will be celebrated where appropriate. Staff actively encourage family involvement on all occasions planned. The young person, where able, is encouraged to participate with staff in planning these events. Young people will be able to pursue their interests, develop confidence in their skills, and continually add new activities and experiences to their programme. An activity budget is provided to ensure adequate funds.

Activities will consider the safety of children. All activities will be risk assessed, recorded, and evaluated, and amended or discontinued as required. Persons holding the relevant qualification to supervise children's involvement in the activity concerned will supervise any high-risk activity provided or arranged for the young people.

The home provides a range of leisure activities; TV with DVD, games, garden facilities including a games room. The Home also provides activities which are **suitable for and appropriate to** the children we have in our care.

The home will arrange trips on a regular basis.

The home will have contacts with a variety of local clubs and associations, if any child or young person in the home wishes to pursue a special interest then we will always try to locate a suitable local club or society and enable introductions to be made.

Health

The physical and mental health of the young person will be of paramount importance. We actively promote a healthy lifestyle, which is applied to planning diets, exercise and relaxation.

The home seeks to ensure that all young people live in a healthy environment and their health needs are identified. The management will be responsible for monitoring and will seek to ensure that specific needs are considered and actively pursued. A range of health care professionals would be approached to identify both initial health care needs and on-going input as required.

On admission to Lucerne House the staff will arrange for the young person to be registered at the local GP, Dentist and Opticians. Depending on the location of any child/young person's current health professionals and in accordance with their wishes and those of their families, children and young people may maintain their existing Doctors, Dentist, and Opticians etc.

The young person will be provided with guidance, advice and support on health and personal care issues appropriate to their needs and wishes. Services will be provided to meet all health needs from within the local community. Each young person will have a clear written health plan covering all medical health needs.

Lucerne House does not employ health staff however, as previously mentioned young people will be registered at the local Doctors Surgery (if appropriate) at:

Headlands Surgery
20 Headlands
Kettering
Northants
NN15 7HP

Telephone: 01536 518886

Headlands aims to provide a high standard of medical care in a friendly and professional manner.

As and when a young person feels unwell, or staff suspect an illness, then the surgery will be contacted immediately for an appointment (where possible for that day). Staff will support the Young people throughout their appointment where necessary and appropriate.

A written record will document all illness, ailment, accidents or injury, to the young people during their placement at the home. Young people with health needs or disability will be provided with appropriate support and help. Management at the home will ensure that any support or treatment required or included in the child's placement plan, is implemented, recorded, and monitored. Relevant parties will be regularly updated with this information as required, and advice sought, as necessary. Significant events will be forwarded to social services at the earliest opportunity.

Lucerne House Substance Misuse Policies, Procedures and guidance must be followed. Children and young people's rooms will be searched only if there is a suspicion that any illegal substance is being kept there. Should a young person persist with substance abuse and not respond to treatment, advice or therapy, the company would have to strongly consider moving or relocating those concerned to minimize the influence on other children and young people. In addition, Lucerne House aims at:

- a) Ensuring that all medicines brought into the home are properly recorded and their administration is supervised and controlled in accordance with the home's policy and procedure regarding the administration of medicines.

- b) Being alert to the children's needs always and obtaining medical (or other) support as needed.
- c) Promoting in house programmes designed to provide basic education and advice regarding general health and wellbeing.
- d) Educating children on the harmful effects of illegal or banned substances, such as drugs, solvents, cigarettes etc.
- e) Working with Doctors, Dentists and other Practitioners etc. in dealing with the identified healthcare needs/programmes for each child.

Specific Therapeutic Arrangements

The changing needs of a child or young person can make it difficult to make predictions about the on-going and future needs of the individual. Lucerne House sees this as part of the on-going review system and accepts that the home may no longer be suitable for the changed needs of the individual. This can include an increase in independence and development. Emergency incidents notwithstanding, any decisions or changes will be made through multi-disciplinary review and would only happen if agreed that it is in the best interests of the child, or where a failure to act is likely to put the home in breach of registration requirements.

Lucerne House aims to have an enviable reputation in supporting children and young people at difficult times. Short term needs brought about by illness, accident, short term rise in challenging behaviours etc. will always be supported in the home using additional staff or equipment as required. In extreme cases, additional resources to fund this may be sought from the placing authority.

Positive Relationships

In line with established best practice, the home is totally committed to ensuring that children maintain important contacts in their lives. Established contacts are recorded and detailed in the young person's Placement Plan and will be reviewed, as necessary. Where contacts are made, they are evaluated and where planned contacts are not made then the reasons for this are followed up with each child. All children are encouraged to make new friends and contacts whilst in the home.

Protection of Children

Lucerne House Policies and Procedures has detailed responses for staff in relation to safeguarding issues. In addition, there are the Northamptonshire Children's Safeguarding Partnership (NCSP) procedures in place. Lucerne House works in partnership with NCSP. The named person responsible for Safeguarding at Lucerne House is **KC** who is the Designated Safeguarding Officer within Lucerne House and has the lead responsibility for child protection matters.

The home is committed to ensuring the safety and protection of all children who live at Lucerne House.

- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the home are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service (DBS) before posts can be confirmed.

- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and Disclosure and Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- We abide by the Safeguarding of Vulnerable Groups Act 2006 requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the home.

We take security steps to ensure that we have control over who comes into the home so that no unauthorised person has unsupervised access to the children.

Our Safeguarding policy underlines our commitment to inter-agency working. All concerns of a Safeguarding nature will be referred by the registered Manager/Designated Child Protection Officer to the Local Authorities Children and Young People's Services Initial Contact Centre. In any circumstances where safeguarding procedures are undertaken, the young person's social services and parents (where relevant) will be kept actively involved and informed as required by Working Together to Safeguard Young People 2018.

All staff receive Safeguarding training and are clear about their role and responsibility in relation to protecting children, identifying signs that a child is at risk of harm and the process of recording and reporting safeguarding concerns.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual, or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, staff make a dated record of the details of the concern and discuss what to do with the manager who is the 'designated person'. The information is stored on the child's personal file.
- We refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation.
NB in some cases this may mean the police, or another agency identified by the Local Children's Safeguarding Partnership.
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children.
- We use the detailed procedures and reporting format contained within the NCSP Recognition and Referral of Possible Abuse booklet.

Recording suspicions of abuse and disclosures

- Where a child makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of abuse or neglect that member of staff:
 - listens to the child, offers reassurance, and gives assurance that she or he will act.

- does not question the child.
- makes a written record that forms an objective record of the observation or disclosure that includes:
 - the date and time of the observation or the disclosure.
 - the exact words spoken by the child as far as possible.
 - the name of the person to whom the concern was reported, with date and time; and
 - The names of any other person present at the time.
- These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.

Making a referral to the local authority social care team

- Children and Young People Initial Contact Team 0300 126 1000
- The Home displays the referral flowchart for all staff's information which contains procedures for making a referral to the local social care team. This is based on Recognition and Referral of Possible Child Abuse (2013).
- We keep a copy of this booklet and follow the detailed guidelines given.
- All members of staff are familiar with the Northamptonshire Children's Safeguarding Partnership and follow the procedures for recording and reporting.

Informing parents

- Parents are normally the first point of contact.
- If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local Children's Safeguarding Partnership may not allow this.
- This will usually be the case where the parent is the abuser. In these cases, the investigating officers will inform parents.
- Parents' permission is required before their children are interviewed and parents are fully informed of the outcome of any investigation.
- Parents are assured that the home places paramount importance on the welfare of the child and that in the event of any allegation/concerns any action necessary to ensure the protection and the safety of the child will be taken.

Liaison with other agencies

- We work within the local Children's Safeguarding Partnership guidelines.
- We have a copy of 'What to do if you're worried a child is being abused' for parents and staff and all staff are familiar with what to do if they have concerns.
- We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and social services to work well together.
- We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the well-being of children.
- Contact details for the local National Society for the Prevention of Cruelty to Children (NSPCC) are also kept.
- If a referral is to be made to the local authority social care department, we act within the area's Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

Allegations against staff

- We ensure that all parents know how to complain about the behaviour or actions of staff within the home which may include an allegation of abuse.
- We follow the guidance of the Northamptonshire Children's Safeguarding Partnership when responding to any complaint that a member of staff has abused a child to the Designated Office (Formally LADO) Telephone 01604 362633.
- We respond to any disclosure by children or staff that abuse by a member of staff within the home may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's social care department to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this.
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management team and children's social care agree, it is appropriate in the circumstances, the manager will suspend the member of staff on full pay for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as children and families throughout the process.

Disciplinary action

- Where a member of staff is dismissed from the home because of misconduct relating to a child, we notify the Independent Barring Board administrators so that the name may be included on the Protection of Children and Vulnerable Adults Barred List.

Training

- We seek out training opportunities for all staff involved in the home to ensure that they can recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect, exploitation, and trafficking and that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff know the procedures for reporting and recording their concerns in the home.

Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Northamptonshire Children's Safeguarding Partnership.

Support to families

- We believe in building trusting and supportive relationships with families, and staff in the home.
- We make clear to parents our role and responsibilities in relation to child protection, such as the reporting of concerns, providing information, monitoring of the child, and liaising always with the local children's social care team.

- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, after any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the local Children's Safeguarding Partnership.

Managing Risk

The level of risk and vulnerability to risk taking behaviours is individually assessed prior to admission, during the referral process. In conjunction with referring professionals, we consider seriously our ability to protect young people and to support young people to understand and manage risk. Detailed, individualised risk assessment and behaviour management plans are developed regarding relevant care, health and education plans and assessments, an assessment of the young person's experience and present functioning.

Each young person's individualised risk assessment and behaviour management plan incorporates all safeguarding concerns. Risk assessments and behaviour management plans form part of the young person's placement plan. These plans are reviewed at regular monthly intervals or immediately if the need arises.

Staff support young people to understand and manage risk taking behaviours in order that they learn to keep themselves safe. Decisions about significant changes to a young person's risk assessment are taken in conjunction with the young person's placing authority.

Preventing Bullying

Lucerne House does not tolerate bullying and is committed to developing and maintaining a culture in which all individuals are supported in recognising, understanding and confronting bullying. We strive to create and maintain an environment where young people are treated with dignity and respect always. Young people are supported in managing peer relationships and understanding their own potential to become a bully or to be a victim of bullying. Young people are taught to recognise and respond to signs of mistreatment and to develop the confidence to advocate that they and others are treated with respect. All issues of bullying or mistreatment are discussed within the young people's house meeting, with a restorative approach being adopted. Young people are encouraged to understand the impact that their behaviour has on others and the social responsibility that they must take home. All young people are expected to participate in addressing issues of bullying and sign an anti-bullying agreement on admission.

All young people are given information regarding appropriate external contacts (Social Worker, Childline, NSPCC, and Ofsted) should they feel that the internal route to resolution is inadequate for any reason.

Child Sexual Exploitation

Some young people admitted to Lucerne House may be more vulnerable to sexual exploitation due to previous experience. Where a young person is considered at an increased risk of sexual

exploitation, having previously been sexually exploited, we will work in partnership with the placing authority and ensure that a sexual exploitation risk assessment is completed.

Lucerne House has a close working relationship with the Northampton Missing Person's/CSE team, and we maintain close contact regarding young people who may be at risk. Upon admission, a NORPOL Compact MISPER booklet is completed.

Within the home there is a culture of open discussion about risk taking behaviour and, young people are supported in recognising the difference between safe and unsafe relationships which minimises the risk of exploitation. Young people are provided with training and guidance on internet safety and appropriate use of the internet. Lucerne House has appropriate parental controls in place on all education computers.

A location assessment was conducted in January 2015 which will be under regular review. Lucerne House is geographically located in rural Northamptonshire which also provides an environment where risk is minimised.

If a young person goes missing

Lucerne House has clear written missing/absent procedures which are followed in the event of any unauthorised absence. All staff are aware of these procedures and know the necessary action to take.

We are pro-active in our response to young people who go missing and we have a good relationship with the Missing Person's Unit, Northampton. On admission, a photograph and profile of the young person is completed and will be provided to the Missing Person's Unit when required. Our procedures consider the Missing Children Joint Protocol – Children and young people who run away or go missing from home or care and we have an agreed protocol with the police for responding to missing episodes.

Each young person placed at Lucerne House has an individual risk assessment which reflects the young person's level of risk in relation to going missing, triggers and the strategies in place to minimise the risk of this happening.

If a young person goes missing, we have arrangements in place for an independent person to conduct a return home interview.

Notification of a Serious Event

Notifications under Regulation 40 of The Children's Home (England) Regulations 2015 are sent to the required authorities as well as to the Responsible Individual in a timely manner.

Monitoring and Surveillance

Due to the nature of the learning disabilities and other complex needs of the young people placed at Lucerne House, children resident at the home are supported and supervised by staff on a 24-hour basis.

There will be **NO** surveillance equipment in the home.

The only exception to the above is:

- Where Lucerne House, parents and other professionals feel it necessary to make use of monitors in bedrooms in the case of children who suffer from epilepsy or who display self-injuries behaviours. This equipment is used in conjunction with regular checks by staff through the night to ensure the safety and wellbeing of the children sleeping in the Home. In all cases parents' permission will be sought before any such equipment is used to monitor their children.

Staff are actively engaged with young people across the course of the day and evening, and we ensure that the whereabouts of each young person is known and recorded in the monitoring systems during the day, evening and at night.

Levels of monitoring are individualised in response to presentation and the needs of the young person. An assessment of need is based on the staff group's knowledge of the young person, the young person's frame of mind and presenting behaviours. Levels of monitoring incrementally increase per level of risk i.e., hourly, half-hourly, quarter-hourly, and one-to-one

External door security

External doors will be kept locked. The purpose of this is to provide a safe and secure environment in which the children can have as little restriction placed upon their movement as necessary.

In addition, the front door is fitted with a two-way digital keypad to provide extra protection and safeguard the young people whose disabilities make them very vulnerable if they leave the home unsupervised and wonder about with the possibility of going missing. The preventative measures will be communicated and agreed to placing authorities and parents. This arrangement does not in any way infringe on the young person's right to liberty as the staff are employed 24/7 in the home to be with and go out in the community with the young people anytime of the day.

Behaviour Management, Discipline and Physical Intervention Arrangements

- The young person's identified needs and behavioural targets will always remain a central focus of the placement. Issues and information will be discussed openly using a supportive and respectful approach. Our approach is geared towards enhancing motivation to change. Frequent monitoring of behaviour by unobtrusive and self-report will provide valid data to identify patterns, measure change and progress.
- Lucerne House operates a clear policy and guidance for staff based on a code of conduct setting out the care and control, disciplinary and physical intervention measures permitted, emphasising the need to reinforce positive messages to children for the achievement of acceptable behaviour. Staff work together to help instil boundaries and encourage young people to adhere to and follow house expectations.
- Asserting an equitable measure of control in consideration of a young person's age and understanding is an essential element of caring for a young person. The young people we care for may frequently present difficult and challenging behaviour, the origins of which are often complex and therefore require careful and considered approach by all childcare professionals.
- An important initial part of this task is to help young people gain control of their behaviour and actions; by giving clear guidance and boundaries and thereafter enable the young person to take responsibility for their behaviour, actions, consequences and develop self-control.

- Physical intervention is only used as a last resort at Lucerne House to prevent likely injury to the young person concerned, other children and young people, staff, the public or damage to property. It is never used as a punishment in response to challenging behaviour.
- A record of all physical interventions that take place are kept; these include the name of the child, the date, time and location, details of the behaviour requiring use of physical interventions, the nature of the physical intervention used, the duration and the name of the staff member(s) using physical intervention. Any injuries caused because of the physical interventions are also recorded and reported. A separate record of any sanctions is also kept in the same way.
- After a physical intervention, has taken place both the young person and staff are debriefed in a way to reflect and learn from the incident that has just occurred. All sanctions, no matter the form they take, are recorded and their authorisation is discussed with staff and the manager to assess whether they are appropriate or will be deemed effective. When rewards are given for positive behaviours, these are also recorded and discussed with the young person concerned.

All staff must understand the framework behind the home's underlying philosophy towards behaviour management, and therefore the home has written and makes available to all staff, (who must sign a copy of the policy, for placement on their personal file) its policy on "Behaviour Management."

The home will strive to establish and maintain acceptable levels of behaviour by everyone always. Where behaviour falls below the standards expected, then this will be discussed with the person(s) concerned and corrective action implemented. The home will apply firm, fair, and consistent principles in the application of this policy.

Physical Intervention of a child may only be undertaken in **extreme circumstances and as a last resort to managing the behaviour**, and as with the subject of behaviour management, the home deems this a serious topic worthy of its own policy and procedure. As with the policy on behaviour management, all members of staff are provided with a copy of the policy/procedure on physical intervention for inclusion after signature on their personal file.

The Home will exercise physical intervention of a Child only when other less intrusive methods have been attempted or considered, and only in extreme situations. Any occasions where a Child is restrained, or physical intervention technique applied will be recorded in accordance with this policy.

All staff at Lucerne House receive appropriate training in non-invasive physical intervention by NAPPI. The procedure used is conflict management, disengagement and assault avoidance and the use of non-restrictive holds and escorting.

Rewards

The major principle of the care and control program for each young person is to reward those behaviours it is required for the young person to repeat. Rewards for good behaviour are therefore the primary method of achieving change in the young person's behaviour. We encourage young people to develop positive aspirations and support them in achieving by providing realistic and achievable goals. On a day-to-day basis small achievements are acknowledged with praise and recognition. Through positive reinforcement and engagement in meaningful activity, young people begin to experience the pleasure of positive engagements as opposed to gaining attention through

negative behaviour. Staff work closely with young people and help them to identify daily, weekly, and monthly targets that are celebrated and rewarded.

Sanctions

Sanctions are used as part of establishing positive relations with young people and helping to maintain boundaries and control. They are used to engender the concepts of restitution and reparation; the notion that mistakes or wrongdoing can be repaired, and things (including people) can be 'made better.' They may not be excessive or unreasonable and may only be applied in accordance with the Sanctions Procedures.

There are occasions when a child's or a young person's behaviour or attitude may challenge our agreed standards for good behaviour.

Sanctions:

- Reflect the seriousness of a behaviour.
- Are applied as soon as possible after an incident.
- Are applied in a fair and consistent manner.

Sanctions are not:

- Applied to a whole group of children or young people when the individual(s) responsible has(/have) not been identified.
- Used to degrade a child or young person.
- Used to cause a child or young person public or private humiliation.
- Restricting liberty

Sanctions may include:

- Verbal warnings or disapproval.
- Confiscation of prohibited items.
- A financial restitution where property has been damaged.
- A grounding or withdrawal from social activities

Radicalisation of Children

Staff at Lucerne House have an awareness that young people can be drawn into violence, or they can be exposed to the messages of extremist groups by many means including the influence of family members or friends, direct contact with extremist groups and through the internet. Staff understand that this can put a young person at risk of being drawn into criminal activity and has the potential to cause significant harm. The high supervision levels of the young people at Lucerne House and careful risk assessment in relation to young people spending time off site independently or attending College/clubs/groups significantly reduces the risk of radicalisation. Staff seek to remain vigilant to potential indicators to radicalisation.

Whilst Lucerne House has a Whistleblowing Policy there may be times when staff will want to report to Ofsted their concerns about the practices and procedures for the protection of children in this instance staff should use Ofsted's Hotline:

You can contact their hotline in three ways.

- Telephone 0300 123 3155 (Monday to Friday from 8.00am to 6.00pm).
- Email at whistleblowing@ofsted.gov.uk.
- Write to:
WBHL
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD.

Fire and Other Emergency Procedures

- The home operates robust fire and emergency procedures. It has a fire policy, which is rigorously applied. An appropriately qualified external agent services equipment on a regular basis. Testing takes place in line with the fire safety policy, legislation, and staff, children/young people participate in regular evacuations as required. Records are kept and any issues noted and addressed. The team receive regular fire training from a qualified consultant and in-house instruction takes place as part of the induction process for new staff and regularly thereafter. The implications of a fire within the home are discussed with the young people if practicable. In addition, each young person has a specific risk assessment related to fire safety and details of any evacuation plans are displayed at designated places in the home as well as in young people's bedrooms.
- Health and medical emergencies are also planned for within the general running of the home. An ambulance will be called by the home in the event of an accident or seizure requiring attention and it is deemed inappropriate to await the arrival of a G.P. A staff member will accompany the young person to hospital and remain with them as required. Night cover will be required if it is felt that this would be in the interests of the young person or at the request of the placing authority.

Other emergencies such as gas or water leaks, or electrical failures, will receive immediate attention from appropriate external agencies or maintenance engineers.

Leadership and Management

Contact Details

Name and Address of Registered Provider, Registered Manager and Regional Director

Registered Provider and Responsible Individual

(As defined in the Care Standards Act) is **DH**

Responsible Individual - DH

Courtyard Care Limited
Number 3
Siskin Drive
Middlemarch Business Park
Coventry
CV3 4FJ

Home Manager – LM

Lucerne House
135 Polwell Lane
Barton Seagrave
Kettering
Northants.
NN15 6TE Tel: 01536 355432

Regional Director- Vacant

Vacant

Operations Manager – MN

Courtyardcare Ltd
Headlands Business Centre
Office 1
10 Headlands
Kettering
Northants
NN15 7HP Tel: 01536 906720

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD Tel General enquiries: 0300 123 1231 Concerns: 123 4666

Regulation 44 Independent Visitor

Details can be requested from Registered Manager

Office of the Children's Commissioner – Advice and Assistance

The Children's Commission for England is Rachel de Souza and she and her team can provide children and young people who live away from home or who receive social services help with questions you have about your rights, welfare, and safety.

Address and telephone are.

Office of the Children's Commissioner

Sanctuary Building

Great Smith Street

London

SW1P 3BT

Freephone: 0800 528 0731

Email: advice.team@childrenscommissioner.gsi.gov.uk

Staff Profiles, Their Qualifications and Experience

Name	Business Address	Qualifications and Experience
<p>Registered Provider and Responsible Individual</p> <p>DH</p>	<p>Courtyard Care Limited Number 3 Siskin Drive Middlemarch Business Park Coventry CV3 4FJ</p>	<p>DB started her career in the corporate sector in learning and development before setting up her own business and then moving in to teaching within the prison service in 2000.</p> <p>Since that time, she has worked in a number of positions within Health & Social Care and Special Education including Mentoring Project Manager, Head Teacher, Regional Manager and Operations Director.</p> <p>DB believes that everyone has the potential to make a positive difference to the lives of vulnerable children and adults so that they can be happy, healthy and live as independently as possible. DB's philosophy is that staff should always do the "right thing" and continue to ask themselves how can I make this better.</p>
<p>Regional Director</p> <p>Vacant</p>	<p>Headlands Business Centre 10 Headlands – Office 1 Kettering Northants NN15 7HP</p>	<p>Vacant</p>
<p>Operations Manager</p> <p>MN</p>	<p>Headlands Business Centre 10 Headlands – Office 1 Kettering Northants NN15 7HP</p>	<p>MN is working towards level 5 Leadership and Management NVQ3 Children and Young People's workforce All Mandatory Training and Various related training courses</p> <p>MN has registered and managed children's provisions for 4 years and has a total of 14 years' experience working with children in education and residential care, working with children who have Learning Disabilities, ASD, ADHD, PDA, attachment disorders and complex needs and challenging behaviour.</p>

<p>Home Manager LM</p>	<p>Lucerne House 135 Polwell Lane Barton Seagrave. Kettering. NN15 6TE</p>	<p>LM has 22 years' experience working in a variety of health and social care settings ranging from nursing homes, supported living schemes to residential settings supporting children, young people and adults with learning disabilities, autism and various associated conditions/complex needs such as epilepsy, cerebral palsy</p> <p>LM has extensive management experience in social care since 2006, covering children and young people residential settings, including special residential schools, and supported living schemes</p> <p>LM Holds following qualifications in health and social care:</p> <p>Level 3 Diploma in Children and Young people Diploma level 5 in children and young people NVQ 4 in Health and Social Care (Adults) and Registered Manager's Award (RMA)</p> <ul style="list-style-type: none"> • Level 2 lifelong Certificates in Autism, Understanding Behaviours that Challenge; Understanding SEND; Understanding Children and Young People's Mental Health; Business and Administration; Equality and Diversity; Safe Handling of Medication; Understanding Nutrition and Health in Care Settings; Team Building Skills, and Infection Control. <p>LM has undertaken relevant mandatory CPD training in different settings since 2000</p>
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Staff List- Deputy & Team Leaders

Position Title	Name	Qualifications	Experience
Deputy Manager	KC	Mandatory training and various related training courses in progress	KC has seven years' experience working with young people and adults with learning difficulties, autism, and challenging behaviours. KC has been employed since April 2022
Team Leader Childcare Worker	LM	CACHE Level 3 Diploma in Early Years Practice & Education Level 3 Diploma in Residential Childcare Level 5 Safeguarding for managers Working towards Level 5 Diploma in children, young people, and families Management level Mandatory training and various related training courses. Mental health training for Managers	Sixteen years' experience supporting children and young people with a range of complex needs including learning disabilities, ASD and associated challenging behaviours in nursery and residential settings.
Team Leader Childcare Worker	FI	Level 3 NVQ in Children's Care, Learning and Development Level 3 Diploma in Residential Childcare Level 5 Safeguarding for managers All Mandatory training and various related training courses	Has been employed at Lucerne house since July 2022 with numerous years of experience in care Over Sixteen years' experience in care and education of children and young people, the last six working with learning disabilities
Team Leader Childcare Worker	BB	All Mandatory training and various related training courses	Has been employed at Lucerne house since July 2022 with numerous years of experience in care.

Team Leader Childcare Worker	DI	Level 3 in Health and Social Care Level 3 Diploma in Residential Child Care Level 5 Safeguarding for managers All Mandatory training and various related training courses	Over eight years' experience supporting young people with learning disabilities, ASD, and adults with brain injuries in residential settings. DI been employed at Lucerne House since November 2013
Team Leader Childcare Worker	AJ	All Mandatory training and various related CPD courses	Over eight years' experience working health and social in care. Worked with Children and young people with additional needs and autism. Also working with adults with dementia

Staff List – Residential Childcare Workers

Position Title	Name	Qualifications	Experience
Child Care Worker Waking night	PB	Level 4 Diploma in Residential Mandatory Training and Various related training in progress	PB has been employed at Lucerne House since May 2018. Over Seven years' experience as a care and support worker.
Child Care Worker Waking Night	SR	Level 3 Diploma in Residential Childcare in Progress NVQ2 in Health and Social Care Mandatory Training and Various related training in progress	SR has been employed since 2018 and has over Fifteen years' experience as a support worker working with adults in the community and residential care.
Child Care Worker Waking Night	TN	ATHE Level 4 diploma in management for health and social care Level 4 Diploma in Residential Childcare in Progress	TN has been employed since September 2019. Over six years' experience working in the care industry as a support worker.

		Mandatory Training and Various related training in progress	
Child Care Worker	SD	Mandatory Training and Various related training courses in progress	Over three years' experience supporting individuals with a wide variety of needs and ages including ASD and learning disability. SD has been employed at Lucerne House since Oct 2016.

Position Title	Name	Qualifications	Experience
Childcare worker (Bank)	DO	Mandatory Training and various related training in progress	Worked as part of the agency staff for more than 12 months with lucerne house and various other establishments in the last 2 years.
Childcare worker (Bank)	SB	Mandatory Training and various related training in progress	Over one year's care experience supporting individuals with learning disabilities. SB has been working at Lucerne House since June 2020.
Child Care Worker Waking Night	EG	Mandatory Training and Various related training in progress	EG has worked in social care since 2012 supporting adults with various needs. EG have been employed since January 2023
Team Leader	DT	All Mandatory training and various related training courses	DT has been working in the health and social care se tor since 1997
Child Care Worker	SO	All Mandatory training and various related training courses	SO has worked in social care since Nov 2017
Child Care Worker	DJ	All Mandatory training and various related training courses	Has worked in social care since November 2018
Child Care Worker (W/N)	AL	All Mandatory training and various related training courses	AL has worked in the social care sector since May 2020
Child Care Worker (W/N)	BN	All Mandatory training and various related training courses	BN has worked in the social care sector since January 2014

Through its **robust recruitment and selection policy** the home undertakes to employ only those people it believes have the requisite skills, education, training, prior work experience and attitude which will complement and enhance the quality of care we deliver. All staff are provided with an Induction training program and further ongoing training, appraisal, supervision, and support as needed. All job applicants are required to apply for enhanced **disclosure** from the Disclosure and Barring Service (DBS) in order that the home may be satisfied and that they are appropriate people to look after children and young people.

Organizational Structure of the Home

Lucerne House is run by a **Home Manager LM (Awaiting Registration) and Deputy Manager CC**. When at full capacity, the home will have a minimum of seventeen (17) staff as follows:

- 1 Registered Manager
- 1 Deputy Manager
- 5 Team leaders
- 6 Childcare workers
- 4 Waking Night Child Care Workers
- 2 Bank staff (to cover annual leave)

Staffing Policy

The home has important responsibilities to ensure that staff are available in sufficient numbers to deal with the needs of the children and young people, whilst at the same time ensuring that such resources are used efficiently and economically. As a last resort, the home will use agency staff from a reputable company.

Day Shift

Early Shift 0730 hours to 1430 hours, Late Shift 1430 hours to 2145 hours and Waking Night Shift 2130 hours to 0800 hours. Each shift will be led by either a Deputy Manager, Team leader, or an appointed responsible residential childcare worker. The home is covered 24 hours a day 7 days a week, 52 weeks a year.

Staff Supervision

Lucerne House is fully committed to meeting supervision standards as set out in The Children's Homes Regulations and Quality Standards

In practice, this means that staff will receive formal and informal supervision from their line manager. Additional supervision will be provided as required or requested. We believe that it is essential to ensure best practice is promoted and achieved through staff development and education. Lucerne House aims to encourage and maintain high motivation and morale amongst individuals and the whole staff team. The company has a robust policy on staff supervision and records are held under confidential cover. With the permission of individual staff, these are available for inspection during the inspection process. All staff will be required to complete documentation during supervision about any concerns that staff may have. The Home Manager will provide direct, on-site support, monitoring and supervision to augment formal supervision.

Training & Development

Lucerne House staff work towards providing a service in which children and young people are encouraged to develop through the mediums of opportunity and support as set out The Children's Homes Regulations and Quality Standards. We are committed to providing staff with the skills they require, through an extensive programme of in-house and external training. Staff training needs are identified through the on-going process of statutory obligations and the internal process of supervision, team meetings and appraisals. The admission of a young person with specific care needs might highlight the necessity for additional training as required. These needs will be met via the construction and implementation of a comprehensive training package. Staff will be expected to complete a Diploma Level 4 Apprenticeship training in Children and Young People and Families. In addition to a formal induction to the home, staff are given a personal development plan, which sets out training needs and opportunities. Mandatory training is compulsory and there are rolling programmes to support this need.

The home has a training matrix that will be updated monthly, and each staff member has a training record that documents qualifications and training courses undertaken. Copies of certificates are available for inspection.

Staff Appraisal

All core staff will receive an annual appraisal.

Promoting Appropriate Role Models

A role model is a person who serves as an example by influencing others. For many children and young people, the most significant role models are parents, caregivers, and teachers. At Lucerne House, we therefore, make every effort to ensure that we have a balanced gender mix. The young people we look after, come from a diverse range of ethnic and socio-economic groups. Sometimes An adequate gender mix is unavailable, therefore in such cases adjustments may be required. Care and attention are needed to ensure that the appropriate gender relations and perspectives are represented in activities, discussions, and decisions.

Care Planning

The welfare of the child / young person is paramount and Lucerne House, with the placing authority, has a duty to act in a way that safeguards and promotes this.

Lucerne House will aim to work in partnership with the child / young person (as far as practicable, given their age and understanding), their parent(s), and those with parental responsibility.

Children / young people, their parent(s), and those with parental responsibility should be actively involved in decisions that are reached, and their views must be considered (risk-dependent).

All young people will have a Child Centered Placement Plan and a Care Plan which are reviewed regularly.

All young people will have Action Plans and Measuring Outcomes Tracker Forms to monitor the progress and development of each individual child monthly.

Admission to the home is carefully planned and organised, both for the young person moving in and for other young people in residence. Before any young person or their family visits, the manager will assess information which includes potential and actual risks relevant to the specific needs of the individual. This information will be considered alongside the knowledge of any young person already resident. The Manager will ensure the completion of Referral Forms, Pre-Placement visits for all parties (where possible), Direct Observation of the child in their family setting and in school.

Physical aspects of the home, staffing levels, skills of the staff etc. will also be considered. We will endeavor to state from the outset which behaviours/conditions cannot be managed or the requirements necessary to manage them. Similarly, professionals and families will be made aware of the general philosophy of the home and its relationship to the rights and needs of the individual.

For those children and young people with behaviour problems associated with their learning disabilities, a placement at Lucerne House can be effective in breaking a negative cycle of behaviour. The environmental concept is such that unresolved feelings can begin to be addressed safely. Support in a nurturing and safe environment provides the setting whereby negative and destructive behaviour can be contained and challenged constructively by boundary setting and consistency of practice.

Emergency admissions to the home will be considered if there is suitable space in the home to accommodate the young person and the placement appears appropriate in terms of compatibility, meeting needs etc. An initial assessment would be completed, and risks considered prior to agreement to accommodate.

All relevant documents must be provided prior to or at the time of admission (or at the latest by the end of the next working day).

The duration of a young person's placement is subject to their individual needs as outlined in their Care Plan and Child's Placement Plan.

On Admission

The child or young person is provided with a child-friendly Children and Young People's Welcome Guide which is available on site at Lucerne House. This is in both pictorial and written format.

- The child will be registered with the local Doctor and a health check completed. This includes registration with a Doctor, Dentist and Optician.
- A planning meeting is held within two weeks of admission and an Individual Placement Plan is then compiled. This is reviewed regularly and amended as required to reflect progress. A child/young person may see the plan at any reasonable time.

- The child will be told who their Keyworker at Lucerne House will be. The Registered Manager ensures that all staff are aware of their duties in operating Key-Worker responsibilities.
- The complaints procedure is explained to the child and information providing access to an Independent Advisor is made available.
- The anti-bullying policy is explained to the child as well as the behaviour management policy.
- Age-appropriate bedtimes, pocket money, and clothing allowances are outlined.
- Basic health and safety rules, fire procedures and evacuation are explained to the child/young person

Review and Placement Plan Arrangements

The manager of the home will ensure that regular reviews of the young persons' placement plan are conducted in relation to the guidelines as laid down. The young person will be encouraged to participate as far as is practicable in the review process. The manager will ensure that the agreed outcome of reviews is reflected where necessary in the day-to-day care of the young person. All agreed targets and identified needs will be actioned / addressed at the earliest opportunity.

The manager of the home will be responsible for preparing and completing this regulatory task (Child's Placement plan) and in doing so they must consult with the child, their family and placing authority regarding:

- How, on a day to day basis, he / she will be cared for, and his / her welfare safeguarded and promoted by the home.
- The arrangements made for the individual's health care and education.
- Any arrangements made for contact with his / her parents, carers, relatives and friends.

The registered person must co-operate with the child's placing authority in agreeing and signing the plan for the child's placement.

The registered person to comply with requests by the child's placing authority to:

- (a) Provide it with information relating to the child; and
- (b) Provide a suitable representative for any meetings it may hold concerning the child.

Copies of the plan must be held on child's file and a copy sent to the child's social worker.

- The purpose of the review is to ensure that a child / young person's welfare is safeguarded and promoted in the most effective way during the period he / she remains "looked after."
- The first review must be held no later than four weeks after the child / young person begins to be "looked after."
- The second review must take place no later than 3 months after the date of the first review.
- Subsequent reviews must take place at intervals not more than 6 months after the date of the previous review.
- **The timing of the review will not necessarily coincide with the date of the young person's admission to the home** i.e., the young person may have had a previous placement since beginning to be "looked after." The date of the review is therefore dependent on the date the young person began to be "looked after," not the date they were admitted to the home, although in some cases this date will be the same. However, the frequency laid down by law is a minimum requirement and a review can be triggered if the individual circumstances deem it necessary.

Transition

Young peoples' placements at Lucerne House will end usually at reaching the age of 18. The young person will be supported by their keyworker in partnership with the placing authority to identify the next placement. At each level, the young person will be supported so that their voice is heard, and their needs are met.

It is especially important that the placement end is a marked occasion for the young person, their peers and staff.

Date Reviewed: 11/05/2023

Reviewed By: Leonard Matariro