Courtyard Care

Number Four

STATEMENT OF PURPOSE



1. *A statement of the overall aims of the children's home, and the objectives to be attained with regard to children accommodated in the home.*

NumberFour provides accommodation to support children and young people with complex needs, which could include mental health issues, self-harm behaviours and behaviour management issues that require intense supervision and support. The child/young person will have been described as having complex or multiple needs in order for support to be provided at NumberFour. The support provided, will ensure the child's and their family/care givers quality of life is maintained or improved by the period of residential care and support.

The home provides accommodation on a residential basis promoting family contact and maximum home visits that work for parents and young people, finding compromise where necessary. Home leave can be authorised in conjunction with relevant professionals and family, for contact and transitional purposes.

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

NumberFour aims to provide a stimulating environment which allows children/young people to explore new experiences, have meaningful time away from home, receive needs lead individual support, work towards understanding their life experiences, prepare for their future life away from residential care and have fun.

2. *A statement of the facilities and services to be provided for the children accommodated in the children's home.*

NumberFour provides the following facilities for the children /young people to use during their stay:-

Individual large bedrooms with, wardrobes, garden views, and individual TV and DVD player (where appropriate)

Two large lounges with appropriate furniture, equipment and décor.

Two large bathrooms one with a bath and one with a separate shower

One separate downstairs WC

A large well equipped and modern kitchen with all suitable appliances

A dedicated and 'protected' multi-media computer facility

Large enclosed mature gardens, for the exclusive use of residents and visitors.

Large patio / seating area

Dedicated vehicles for activities and appointments

"Number Four has provided a safe caring home which I have grown to love as the staff are extremely supportive. The garden is amazing we have a trampoline, badminton, football and much more. Not to mention the outhouse which is beautiful where we can chill in an relaxing environment."

MDS age 17

3. The name and address of the registered provider, and of the registered manager if applicable.

The registered provider of services at NumberFour is:

Courtyard Care Limited
3 Siskin Drive
Middlemarch Business Park
Coventry
CV3 4JF
T. 0161 705 0492
E. admin@courtyardcare.co.uk
W. www.courtyardcare.co.uk

4. The relevant qualifications of the registered provider and, if applicable, the registered manager.

Acting Responsible Individual- Pete Hylton

Pete brings over 25 years of experience supporting children, young people, and vulnerable adults. His background includes education, youth work, disabilities, and foster care. Pete has held senior leadership roles and is passionate about helping others reach their full potential.

Home Manager – Hannah McCaffery

Hannah has spent her entire career working in mental health services and brings a strong foundation of experience supporting individuals with complex and diverse needs. Hannah holds a level 5 qualification in leadership and management within adult-care

and is currently completing the children and young people top up qualification to further her knowledge and practice.

Hannah is committed to delivering high-quality and child-centred care underpinned by compassion and empathy. Hannah's approach focuses on creating a stable and nurturing environment where children are valued, can build positive relationships and are supported to achieve positive outcomes.

Hannah strongly believes in the importance of listening to and valuing children's voices, ensuring that children are actively involved in decisions about their lives and care.

5. The number, relevant qualifications and experience of persons working at the Children's home, and if the workers are all of one sex, a description of the means whereby the home will promote appropriate role models of both sexes.

The staffing at NumberFour is a mix of male and female staff.

The Home Manager is supported by the Deputy manager and up to three team leaders who as a minimum hold or are working towards Diploma L3 in childcare, receive a bespoke training package to enhance their leadership skills.

The above senior team will be supported by a relevant number of support workers to ensure the service where possible as a minimum provides a minimum of 1:1 care for each child/young person, due to the complexity of their needs. These roles are expected as a minimum Diploma L.3 in residential childcare or commitment to complete in set time frame.

All staff members undergo an induction programme delivered by management and external providers followed by a period of shadowing senior/experienced support workers to ensure they are competent to provide care/support for resident children and young people. In addition, Courtyard Care Limited offers an ongoing comprehensive training program which is in line with legislation.

NumberFour operates a minimum ratio of 1 support worker to 1 child / young person during waking hours unless there are exceptional circumstances such as an emergency. This may be increased following assessment (planned or emergency) of need which indicates additional support workers are needed to meet the needs of the young person and to enable them to be kept safe. This will be introduced following consultation with commissioning body, social worker and other MDT group members. NumberFour will always decrease staffing ratios as soon as is safe to do so.

All staff, irrespective of role, hold DBS Enhanced Disclosures. These are renewed/reviewed at least every 12 months, all employees are contractually obliged to sign up to the 'on line update system' to enable CCL to check DBS on line yearly.

6. The arrangements for the supervision, training and development of employees.

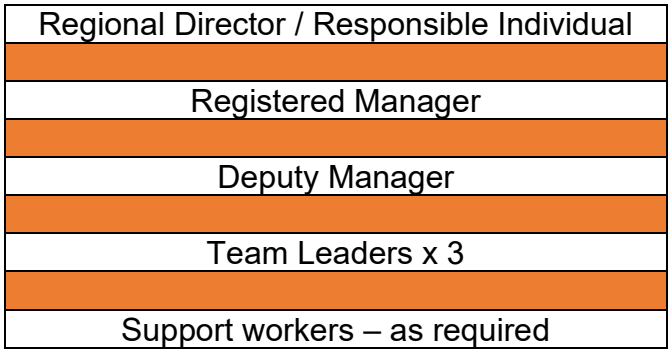
The RSWs at NumberFour receive supervision on a regular basis 6 weekly; this is undertaken with an appropriate line manager. The Manager is supervised directly by the Regional Director.

Alongside the appraisal and supervision process, which is detailed in the workforce plan, all staff members have an identified personal training and development plan. Each of the supervision/appraisal sessions will be based around these goals and targets.

All staff, irrespective of role, receive extensive training on all relevant areas of care for all users of NumberFour. This is supplemented by additional 'young person specific' training. The majority of this training is provided by a mixture of the homes Registered Managers, team leaders and external professional training providers.

7. The organisational structure of the children's home.

Structure



8. The following particulars:

a. the age-range, sex and numbers of children for whom it is intended that accommodation should be provided;

NumberFour can accommodate children within the age range 4-16 years (upon admission. Number four accommodates children / young people of both sexes and a maximum of five (5) will be accommodated at any one time.

Careful management of children/young people will ensure that the age range/mix and presenting needs will enable NumberFour to continue to offer the high quality of individual and safe care we are renowned for.

NumberFour is also able to extend placements to young people who are currently resident at NumberFour and are in the process of "transition" to adult services or semi/independence. This is carefully managed on an individual basis and the care plans will carefully reflect this.

b. *whether it is intended to accommodate children who are disabled, have special needs or any other special characteristics;*

NumberFour accommodates children and young people who have complex or multiple needs including mental health needs and associated behaviour management issues.

c. *the range of needs(other than those mentioned in sub-paragraph (b) that the home is intended to meet).*

NumberFour may provide care, accommodation and support to children and young people who may have a learning difficulty or learning disability/difficulty but whose primary presenting need is one of a mental health diagnosis.

9. Any criteria used for admission to the home, including the homes Policy and procedures for emergency admissions, if the home provides for emergency admissions.

NumberFour receives service referrals via social services workers and NHS staff. There is also the opportunity for private customers to self-refer.

The criteria for all admissions is based around the presenting needs, any diagnosis of mental health needs and associated behavior management issues of the child / young person being referred.

Once a referral is received, we agree as a management team to express an interest if we feel we could meet the 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, the 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.

"I could not fault the level of care the team at NumberFour provided to the young person. We have never experienced this level of support from a provider before. The staff are extremely friendly and the home is so welcoming, clean, tidy and personable"-

Gemma Burke- Junction 17

10. *If the children's home provides or intended to provide accommodation for more than six children, a description of the positive outcomes intended for the children in a home of such a size, and of the home's strategy for counteracting any adverse effects arising from its size, on the children accommodated there.*

NumberFour does not accommodate more than five young people at any time.

11. *A description of the children's home's underlying ethos and philosophy, and where this is based on any theoretical or therapeutic model, a description of that model.*

NumberFour believes that the young people are the focus of all the work we undertake in providing services within the home. Therefore, our philosophy is based around the children/yp being the centre of our thinking. Therefore, all services offered at NumberFour will be tailored from the young person's individual perspective and needs.

Resident children/young people and their parents/guardians will always be involved with any decisions that affect them in relation to their care plan and services offered at NumberFour where this is appropriate.

NumberFour may of course have to make decisions, where there is any possibility of injury or harm to the child/young person or another resident child/young person. NumberFour uses its comprehensive assessment of risk to inform decisions around managing issues without the child's consent, 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 resident child/young person 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 NumberFour.

12. *The arrangements made to protect and promote the health of the children accommodated at the home.*

The children/young people, who stay at NumberFour, are always monitored by the staff on duty. The children's/young person's mental health need is classed as a paramount need within their care plan. The mental health needs of each child/young person are assessed against the admission criteria. If the child/young person's needs meet the admission criteria, then all necessary support will be made available, either by their local health service or directly from team at NumberFour, to ensure their health and well being is protected and promoted.

The children/young people will also be able to receive any specialist/individual therapy/ treatment which forms part of their current care plan. This will be available either as part of the regular provision at NumberFour or / young person's own external provider or by an agreed and additional 'visiting' professional whilst the child / young person is resident at Number Four.

In addition to the young person's plan being reviewed by their Key Worker consistently, a formal review takes places every six months however plans are updated as and when required.

"Thank you for making x feel positive and enabling her to face her negatives. You have made such a difference in her life. Thank you for everything"

Social Worker (Assistant team manager) Torfaen county Borough Council.

''X has amazing care, she loves her placement and all the staff team there. The care X gets is brilliant and placement are in touch with me regularly and update me when needed. The plans are updated regularly and I am consulted throughout''

Social Worker Knowsley Council

''Number four provide my YP with an outstanding level of care, stability and structure. My YP continues to flourish and continues to emotionally mature in their care''

Social Worker Liverpool Borough Council

13. Arrangements for the education of the children accommodated there, including the facilities for private study.

NumberFour anticipates that all children/young person who live at NumberFour will be either in full time education or in receipt of educational support via their Local Education Authority. NumberFour will promote and where possible enable children/young people to maintain their regular educational placement. Therefore, NumberFour 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.

We thrive to ensure holistic needs of a young person are met, but also acknowledge that sometimes mental health diagnosis may take priority for some of the young people we accommodate. Sometimes ensuring community presence and activities of our young people is their current stage of potential educationally, although this is constantly assessed in agreement with the young person's social worker and parents.

NumberFour will provide each resident young person, with adequate space, to allow them to study in their own rooms. These rooms will be equipped with a desk/table to allow study activities, where appropriate.

NumberFour also provides a computer to assist children/young people in their studies /recreational activities. This will be staff enabled and allow access/use for 'surfing the net' or the use of social media to keep in touch with friends, relatives, and other people. The computer has built in safety features to ensure the children are protected from unsuitable sites/features.

"The young person is having clear boundaries and is currently flourishing. Communication is excellent. The home is always available."

Pastoral care- Belvedere Academy Liverpool

14. The arrangements to promote the children's participation in recreational, sporting and cultural activities.

NumberFour has an Individual Support Plans for each of the children/young people who live at NumberFour. Within this plan are details of the child/young person's recreational, sporting (where appropriate) and cultural activities.

This plan is devised by a designated senior member of staff or the child/yp's key worker, the young person, their family/carer social worker and significant others.

NumberFour always endeavours to meet all the identified needs within the plan relating to recreational sporting and cultural activities. We actively seek to expand the child/young people's range of recreational opportunities and support additional activities by increasing staffing levels or additional funding. NumberFour provides transport to ensure the children's recreational, sporting and cultural needs can be met. This may be as a group or on an individual basis.

15. The arrangements made for consultation with the children accommodated about the operation of the children's home, including the arrangements for allowing children to raise issues.

All children/young people who live at NumberFour are actively encouraged to be involved in all appropriate decisions about the living at NumberFour. It is recognised that some children/young people accommodated may have difficulty expressing their views and communicating them.

Therefore, NumberFour has a range of ways the children/young people can communicate their views. These will be child/young person specific but could include,

verbally, written, in person with a member of staff or through the regular "house" meetings. We have an anonymous monkey survey for young people to complete feedback anonymously. NumberFour is always also keen to explore advocates for children/young people who may have difficulty expressing their wishes.

All young people will receive a specifically children's guide around their own individual needs. This will also include IRO, social worker and advocate details if required.

16. The arrangements made for promoting appropriate behaviour and for the control, restraint and discipline of children,

NumberFour encourage positive behaviour of young people, by having reward systems in place, using praise and encouragement and by listening to the views of young people. We strive to meet the development needs of young people to ensure they are stimulated and reduce occurrences of behaviour that are challenging. Achievements are recognised and rewarded by all staff and the management teams, and gifts can be bought to congratulate young people on their success. Short and structured goals can be given to young people on anything to an hourly basis, depending on what is achievable for the young person and goals that are not achievable are not made allowing individualised care for young people.

NumberFour does not use, tolerate or allow any abusive behaviour within the home. All staff members receive training in safeguarding children/young people's issues and bullying. This enables staff members to identify and tackle any possible abuse in whatever form.

Restraint and discipline are an individual issue. NumberFour adopts several techniques to keep children/young people safe from harm or to maintain boundaries that have been set for the children/young people who are living at NumberFour. Number Four adopts positive praise for positive behaviour, withdrawal for poor behaviour. Approach/NAPPI is NumberFour preferred technique to use and maintain/encourage acceptable behaviour with specific holds to be used, where necessary, to ensure a child is safe.

Any positive handling methods will form part of the child / young person's individual placement plan, following consultation with the young person and their parent/guardian (where appropriate), their social worker and education provider and will be clearly recorded as such.

The RSWs only adopt this agreed positive handling after they have received adequate training in order that this is in line with the child / young person's best interests and those of the other children / young people and staff members.

17. The arrangements made for child protection and to counter bullying.

NumberFour does not tolerate or actively allow any form of bullying or abusive behaviour towards any children / young people. All staff receive training on safeguarding children / young people and bullying issues.

18. The procedure for dealing with any incident where a child goes missing from the children's home.

Due to the nature of the young person's complex needs, NumberFour (following assessment of each individual young person) may deem it necessary to lock external doors to ensure the safety of some young people is maintained. This will be reviewed, and risk assessed regularly taking into account the best interest and safety of the young person.

If a child / young person leaves the home without the knowledge and agreement of the staff on duty, and the staff believe the young person is in danger or at risk of injury/harm then, NumberFour will take immediate action to locate and return, where appropriate, the child / young person to the home.

The NumberFour team has work collaboratively with the local community police officer to devise and implement a plan/strategy for managing all incidents of young people either being an 'authorised absence' or missing from home.

The first step will be to check all areas/rooms of NumberFour, this includes all the grounds. If after this the child is not located then the parents/guardians will be informed immediately, where this is in line with the child/young person's agreed placement plan. A search of the local area will be undertaken, staffing levels allowing this. The police will be informed immediately and asked to assist in locating the child/young person. The child/young person's social worker will also be informed at the earliest opportunity.

If this procedure is used, then a written record of all actions will be made and shared with the parents/guardians (where this is in line with the child / young person's agreed placement plan) and social worker. This will be used to examine NumberFour response to ensure that swift and appropriate action is taken. This will also help NumberFour review the policy and make alterations/amendments where necessary.

19. A description of any electronic or mechanical means of surveillance of children, which may be used in the children's home.

NumberFour does not ordinarily use any form of electronic or mechanical means of Surveillance. However, each child/young person will receive adequate staff supervision which is appropriate to their needs.

20. The fire precautions and associated emergency procedures in the children's home.

NumberFour has undertaken a full fire assessment; this forms the basis of fire prevention & the emergency procedure. All associated fire fighting equipment and precautions will be deployed in the appropriate manner and maintained in accordance with relevant / current legislative requirements.

Following the implementation of the fire precaution and emergency procedures, all staff receives online training ensuring the safety of all children who live or stay at NumberFour. We undertake regular updating and testing of the smoke alarms and the use of practice drills and demonstrations. The emergency procedures are also communicated to all children, where their ability and understanding allows. All checks are recorded appropriately.

21. The arrangements for the children's religious instruction and observance.

All children/young people who live at NumberFour have individual support plans. Within these plans will be detail of the child's religious preferences and the associated instruction and observance. NumberFour 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.

NumberFour ensures appropriate transport is available and used to enable children/young people to follow their religious practice.

22. The arrangements for contact between a child and his parents, relatives and friends.

NumberFour operates an 'open policy' for all visitors of the child/young person. This enables any family members, relatives and friends to visit unannounced during the daytime and early evening. However, to prevent wasted journeys NumberFour advises visitors to telephone in advance.

The child/young person's placement plan identifies those people who can visit the child/young person and those who are not entitled to under relevant orders.

"The relationships that she has built so far and the care that she is getting and genuinely feels from you all has been amazing. We know it is still very early days, but we feel so at ease knowing she is safe and being cared for by you and the staff team."

Young person's parents. May 2026

23. The arrangements for dealing with complaints.

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

Once a complaint is received NumberFour complaint policy will be followed. In addition to this all children/young people and their families will be made aware of local children's rights officers/organisations, which may help children/young people communicate their complaints, this is provided verbally and in the form of a children's guide. It is also the policy of NumberFour to actively work with these organisations in providing advocates where appropriate.

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

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
T. 0300 123 1231 or enquiries@ofsted.gov.uk)

In addition to the complaints procedure NumberFour uses its quality assurance procedure, Regulation 44 and Regulation 45, Service Development Plans, resident consultations, monthly staff meetings and monthly review documents to actively engage with the children/young people, their families, and relatives and appropriate others, in identifying any concerns or lack of achievement in the expectations of the care at NumberFour. Our internal systems are of course supported by the Looked after Children reviewing process/meetings.

24. The arrangements for dealing with reviews of placement plans.

As Number Four is a short, medium and long - term placement home, each placement is reviewed after six weeks. Thereafter, the placement is reviewed on a regular basis at approximately six-monthly intervals. This will involve all relevant parties and primarily the young person living at Number Four.

In all cases Number Four use information gathering and direct feedback from the young person and all significant others to ensure the review of the placement plan is an ongoing process. The culmination of this ongoing process is the review meeting, where the information gathered, can be shared and recorded. This will allow decisions to be made about the continued suitability or otherwise of the placement in relation to the individual support plan.

25. *The type of accommodation, including the sleeping accommodation provided, and, where applicable, how the children are to be grouped, and in what circumstances they are to share bedrooms.*

NumberFour can provide five (5) placements at any one time. All children / young people have their own room. However, this will depend on the level of need of the young people, and identified risk levels. The abilities and needs of the children / young people will be identified in advance in conjunction with the purchasers. This will allow NumberFour to ensure that the individual needs of all children / young people resident at any one time will be met within the staffing levels identified and using the equipment provided

Number Four does not expect children to share bedrooms.

26. *Details of any specific therapeutic techniques used in the home and arrangements for their supervision.*

NumberFour follow the below guidance on self harm and suicide.

Understanding suicide and self-harm amongst children in care and care leavers- *Insitute for Research and innovation in Social Services- 2013*

"Self harm and suicide are complex issues which arouse difficult and distressing emotions both within people who hurt themselves and those who love and care for them. When children hurt or try to kill themselves, adults responsible for them often feel confused, powerless and overwhelms. If these children are looked after away from their families then all the professionals involved with them must be able to provide them with the understanding and support they require. Examining the research and literature about self-harm and suicide is an essential element in developing understanding. Many important studies reported in this paper are quantitative or have been undertaken from a medical perspective but in reviewing them it is important to maintain a focus on the pain and emotional complexities for all involved.

An important factor in understanding an act of self-harm is to establish the underlying intent but most terms do not distinguish among acts where the individual has a fixed determination to die, where there is ambivalence about survival and where self-harm is a way of regulating negative emotions. The term 'Non-Suicidal Self Injury' (NSSI) is an attempt to differentiate about intent but it fails to include self-harm through overdosing. There is sometimes a lack of agreement about which behaviours should be included within the category of deliberate self-harm. Some studies or policy initiatives only include self-poisoning or self-injury (such as cutting, burning, hitting) and others may include both. Other types of behaviour such as eating disorders, drug or alcohol misuse or 'risky behaviour' can also sometimes be conceptualised as deliberate self-harm."

NumberFour was founded on the belief that therapeutic interventions, residential provision and young people's views should not be viewed as being in isolation of each other, but rather as a dynamic combination of factors and often traumatic life experiences.

NumberFour is seen as a provider who goes the 'extra mile' in supporting young people with extremely complex backgrounds and behaviours and as such our risk management and tolerance is higher than most providers. This strategy is underpinned by the therapeutic model of PACE. This service works with the residential team in providing real guidance and advice on a practical approaches as well as reflective practice sessions to understand how their own behaviour impacts upon the young person.

We all work together seamlessly to provide a coherent, well planned, energetic and robust service which endeavours to deliver timely, consistent, person specific care and support to enable the young people to develop, grow, build resilience and move towards independence at an appropriate level.

At NumberFour specific therapies are introduced to a young person's care package following a multidisciplinary assessment of needs. This can include signposting to more specific assessments including neuropsychological and risk assessment. Our aim is to provide an individualised package of care which is specific to a child/young person's needs incorporating a number of therapeutic interventions which are outlined within best practice guidelines specific to the young person's difficulties.

We acknowledge the fluidity of some of the young people's presenting difficulties and levels of engagement and therefore provide responsive interventions both through individualised and systemic work. The young person's needs and interventions are regularly reviewed collaboratively with the young person and there key teams.

27. A description of the children's home policy in relation to anti-discriminatory practice as respects children and children's rights.

NumberFour is primarily concerned with the provision of residential care and support for children/young people with complex needs primarily mental health needs and associated behaviour management issues. To this end the policies on anti-discriminatory practice and children's rights issues, are all the more important.

NumberFour facilitates awareness training for its entire staff irrespective of role and position. This training is clearly focused on the home's statement of purpose and function and the need to be very aware and implement the ethos of child/young person centered care. In essence the home expects its 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 children's rights and people rights in general.

NumberFour also places significant emphasis on the child/young person's own individual support plan. This will further guide and enhance the staff team's awareness and understanding of the child/young person's needs.

NumberFour will not tolerate, condone or ignore any form of discriminatory practice within the home.

NumberFour 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 NumberFour the home's employee disciplinary procedure will be invoked and appropriate action taken should this be necessary.

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

Completed by:
Jackie Hills

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Sam Chesney
Regional Director

Updated by:
Hannah McCaffery

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Hannah McCaffery
Homes Manager

STAFFING POLICY

NumberFour's Registered 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 senior staff member is on each shift, where this is not possible at least one member of staff will be a permanent member of the NumberFour staff, and it is this person 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 staffs that are permanently employed at NumberFour receive a training program necessary to allow them to meet the needs of the children in the home. In addition staff will fulfill or commence their L.3 Diploma in residential care, within 6 months of commencing employment.

The management will complete the rotas at least 2 weeks 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 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 receive regular supervision; 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 files.

NumberFour staffing levels will be designed around the needs of the children; however there will be at least 1 staff to 1 child during the waking day and 1 waking night staff and 1 sleep in member of staff at night time. It may be necessary to alter/increase these levels in certain circumstances, such as outings and activities or for individual children needs however management will sanction this. The last 'checks' on young people are 23.00 and then they are checked during handover between 7.00 – 7.30 in the morning. These checks can be increased as a result of a young person's presentation and incidents during the day and with agreement from the lead health care professionals. Children will usually want to spend time alone in their bedroom, staff will complete intermittent checks whilst they are in their bedrooms to ensure they are safe and well.

Depending on mental health needs and presenting behaviour we would expect to see each child at least once every hour. This will be set out in their individual support plans.

EXPECTED STAFFING QUALIFICATION'S

RESPONSIBLE PERSON	**Diploma in Social Work or equivalent.**
REGIONAL DIRECTOR	**Diploma in Social Work or equivalent.**
OPERATIONS MANAGER	**Diploma L5 or equivalent.**
REGISTERED MANAGER	**Diploma L5 or equivalent - NVQ L4 in Leadership and Management (children/young people), Mental Health Nursing or Management Qualification.**
ASSISTANT MANAGER/ TEAM LEADER	**Diploma L3 or relevant qualification and commitment to achieve L.3 in time scales. Two years relevant experience in supervising staff, leading shifts and report writing.**
SUPPORT WORKER	**Diploma L3 or equivalent or willingness to complete within timeframe.**

A separate list of all staff members currently employed by Number Four is available on request.

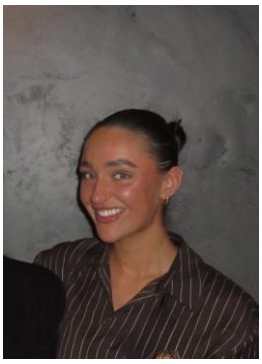
MULTI AGENCY PROFESSIONALS

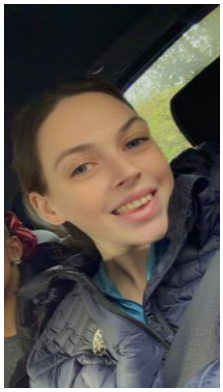
The Children's Commissioner of England
Anne Longfield OBE
0800 528 0731
Advice.team@childrencommisioner.gsi.gov.uk

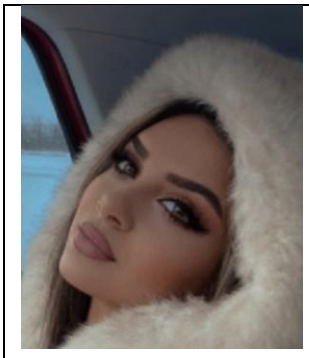
Barnardos - Advocacy service
0800 085 6908

Salford City Council – Children's services
0161 794 8888

HOUSE – STAFF LIST
Number Four

Name	Role	Start date	Experience	Qualifications
Home Manager				
Hannah McCaffery 	Home Manager	February 2026	Hannah joined Number Four as of February 2026 and has extensive experience working within the mental health sector. From residential services to crisis drop in's and recovery houses. Hannah has also worked alongside transitional and hospital step-down/discharge services.	Level 5 in Leadership and Management Level 3 health & social care Level 3 medication (administered and monitoring side-effects)
Deputy Manager				

Jade Mercer 	Team Leader	March 2026	Jade has worked in adult mental health and residential services for over 10 years. Jade then went to university, while studying Jade worked for a residential children's home & outreach service. Jade has worked with young people with complex learning needs.	. Level 3 in health & social care Social worker degree
<u>Team leaders</u>				
Dexy McCracken 	Team Leader	June 2026	Dexy is passionate about working with children and young people and enjoys supporting them to grow, achieve their goals and have positive experiences. Dexy enjoys getting to know the young people, and making a positive impact on their lives.	Coming soon…

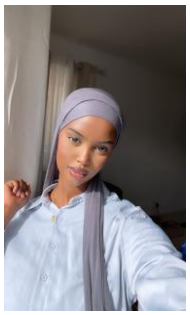
	Team Leader	June 2026	Amber has four years of experience working in mental health. Amber has worked with adults & young people. Amber is passionate about supporting young people & adults. Amber enjoys the role and helping people achieve positive outcomes.	
<u>Support Worker</u>				
Tendai Samvura 	Support Worker	August 2021	Tendai has over 13 years' experience of working in the mental health care sector. She has experience of both team leader and support worker. experience.	BA Honours in Health and Social Care Working Towards L4 diploma in Residential Childcare.
Rosie Jeffrey 	Support Worker	September 2026	Rosie is excited to support young people reach their goals, and is a strong advocate for person-centred care. Rosie is committed to providing a compassionate and empathetic approach that empowers young people to develop confidence, resilience and	Rosie joined Number 4 in September 2026, following the completion of her Psychology degree.

			positive outcomes for their future. Rosie loves to learn and is always open to trying new things. Therefore, she is excited to find out more about the young people at Number 4, and experience new adventures with them.	
William Taylor 	Support Worker	May 2012	Will has worked at Number Four for over 10 years and has been a Keyworker and Team Leader for the last 10 years. In September 2024 Will took the position as the Acting Deputy Manager at Number Four before making this permanent in November 2024.	BSC honours Psychology. Level 3 Residential Childcare NVQ

Akin Verissimo 	Support Worker/ Shift Leader	September 2022	Akin has over 2 ½ years supporting adults with disabilities before moving to Number Four in September 2022. Akin has completed a Msc in Child and Adolescent Health and Wellbeing. Akin has worked into a keyworker role. Akin has experience of acting up as a team leader since August 2025.	Bsc in Health and Social Care Msc in Child and Adolescent Health and Wellbeing Level 4 in Residential Childcare
Emelda Masombo 	Support Worker	July 2023	Emelda has over 10 years' experience in the social care sector. Emelda has experience supporting young people with Autism and challenging behaviour.	Working towards L4 Diploma in Residential Childcare.
Ilksu Tekin 	Support Worker	April 2026	Through Ilksu's studies & practical experience, she has developed strong communication skills, emotional awareness and relationship-building skills. This is my first role within care & I'm excited to put my skills and education into practice supporting young people.	MSC in Sport Exercise Will work towards level 3 in residential childcare

Jennifer Nwanosike 	Support Worker	June 2026	Jennifer has over five years of experience and am currently studying **Health and Social Care Level 4 at university**. I am passionate about supporting others and continuously developing my skills and knowledge.	Health & social care level 4
Dolores Sanchez 	Support Worker	May 2026	Dolores enjoys spending quality time with the amazing young people at Number Four. Dolores is looking forward to working with the young people at Number Four and developing professionally to provide the best outcomes.	Coming soon…
Paulina Domurad 	Support Worker	May 2026	Coming soon…	Coming soon…

Milka	Support Worker	Coming soon…	Coming soon…	Coming soon…
Abbey Hayes 	Support Worker	October 2023	Abbey has worked with Courtyard Care at a sister home for 3 years, before this Abbey worked as a nursery practitioner. Abbey enjoys working with the young people, seeing positive results and supporting healthy outcomes.	Level 2 & 3 childcare.
Bank Workers				
Jade Rendell 	Bank Support Worker	February 2025	Jade has worked in the care sector since 2019 supporting young people with their needs in various roles as support workers. Jade also has experience working with CAMHS and supporting young people.	Jade has a Level 3 in Health and Social Care. Jade is currently studying Mental Health Nursing.

Chioma 	Bank Support Worker	June 2026	Chioma has experience supporting children and adults with complex care, health & mental health needs. Chioma has worked as a support worker for over one year and continues to develop her skills and experiences.	BSc Nursing Science Currently completing master's in nursing
Hani Hassan 	Bank Support Worker	June 2026	Hani has supported adults with learning disabilities and wheelchair users, Hani has supported them with their day to day lives such as taking them to activities, personal care, hoisting and supporting them with their weekly meals and administering medication. Hani has worked in support for 2 years and a half.	Level 3 in Nursing access course Currently studying Psychology with Counselling working towards a career in clinical psychology.
Nash Dangarembizi 	Bank Support Worker	May 2026	I particularly enjoy talking and engaging with people, understanding their individual needs and interests, and supporting them to achieve their personal goals. My background in healthcare, fitness and sports therapy also allows me to	Coming soon…

			take a holistic approach to supporting individuals, focusing on both their physical and emotional wellbeing. I am a caring, approachable and reliable person who enjoys making a positive difference in people's lives. I am passionate about helping others develop their independence, confidence and quality of life, while providing support that is tailored to each person's individual needs.	
Chukwudi Ehilegbu	BANK Support Worker	April 2026		NVQ Level 3 Qualified Health & Social Care Foundation Degree in Psychology BSc in Mental Health Nursing
Qudus Olatunji	BANK Support Worker	April 2026	Qudus has over 3 years of experience working as a Healthcare Support Worker in both residential and domiciliary care settings, supporting adults and young people with mental health needs, learning disabilities,	Qudus holds an M.Sc. in Project Management from the University of Salford and have completed several relevant trainings and certifications including the Care Certificate, Safeguarding Adults & Children,

			autism, and physical health conditions. Qudus has developed strong communication, teamwork, and documentation skills while working alongside multidisciplinary teams	Positive Behaviour Support (PBS), Medication Administration, Autism & Epilepsy Awareness, Moving & Handling, Mental Health Training, and Emergency First Aid.