

# Statement of purpose and function

Lichfield Road



**Children and Young People's Services**



**Walsall Council**

***"My Walsall, my future"***

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## **Introduction**

### **Welcome to Lichfield Road**

#### **1. Aims & Objectives**

Lichfield Road Children's Home is a community based home whose purpose is to provide long term care and support for up to 4 children and young people with a range of needs who are unable to live at home or remain in their current placement.

Lichfield Road Children's home provides services for children between the ages of 8 and 17 at the age of admission, this means from their 8<sup>th</sup> until their 17<sup>th</sup> birthday; this service can be accessed by children of either gender.

The staffing structure the home aims to provides every child and young person with adult support based on the principals of developing positive relationships that are nurturing and child centred . This promotes an environment where the children and young people are surrounded by supportive and positive influences.

The aim of Lichfield Road is to ensure that a child's placement is a positive one, encouraging the children and young people to feel happy, considered and wanted in a safe, warm and nurturing environment.

Our aim is to create a homely environment that replicates, and is similar to a nurturing family home environment. It is hoped that living within communities will support young people to develop their social skills and build a robust support network in preparation for transition into independence.

Lichfield Road believes that each person has a right to be treated as an individual and that all their physical, emotional and health needs are met in an appropriate manner. We aim to develop positive working relationships in the home to create a happy, stable and child-centred environment in an atmosphere where feelings, thoughts and emotions can be explored and expressed safely.

We believe that each child and young people in our care should be supported to achieve their full academic potential and gain the relevant skills, knowledge and experiences to move on positively into adult life. We believe that all individuals have a right to be encouraged to be responsible and to be made aware of the impact their actions have on people whom they live with and also on the wider community.

We support our children and young people to grow physically, emotionally and spiritually. We also provide positive role models who are able to protect them, guide them.

At Lichfield Road we aim to empower our children and young people to have good experiences that they can take into adulthood, promoting their own sense of responsibility, focus on feelings of attachment and belonging, thereby develop self confidence, self esteem, self awareness and positive self regard.

## **Caring for Children**

### **Who lives at Lichfield Road**

To promote the welfare and safeguard of all children and young people within the home, the manager of the home will undertake a group impact risk assessment to ensure that children being admitted to the home are carefully matched with the current children already living in the home. This will ensure that there is minimal disruption to the children already living at Lichfield Road.

In exceptional circumstances and dependant on group dynamics, Lichfield Road may offer one same sex sibling group, of no more than two between the ages of 11 years and 13 years (up to 14<sup>th</sup> birthday), short-term accommodation in a shared bedroom. In accordance with Walsall's policy regarding room sharing this measure would only be taken short term whilst awaiting a room to become vacant or pending an alternative sibling placement.

The home will accept emergency placements but only following the completion of a group impact risk assessment. All placement decisions, plans and arrangements will be formalised within 5 working days where Lichfield Road will complete a Pre/Post Placement meeting and a Risk Assessment. The purpose of the meeting is to ensure that the transition into Lichfield Road meets the requirements and needs of the child and young person.

After admission a Statutory Review Meeting will be held to look at the child and young person's long term care needs and the review will also seek to obtain the view, wishes and feelings of the child and young person. Risk assessments will also be completed along with Lichfield Road Placement plan.

From the point of admission the team at Lichfield Road work in close partnership with the child and young person, Family Placement Team and the Area Social Worker in identifying suitable and appropriate alternative placements for the child and young person.

We do not provide services for children and young people with physical disabilities, although we will consider children with mild learning difficulties, depending upon the referral details, and the level of vulnerability of the child and young person and group dynamics.

The home will provide services for children who have previously been 'looked after' or not. Children maybe experiencing difficulties in their current placement. Whilst an appropriate alternative placement is sought the child can remain at Lichfield Road.

## **Our Underlying Ethos & Philosophy**

At Lichfield Road we have an underlying philosophy and ethos which supports partnership working with children, young people and their families enabling them to achieve their full potential emotionally, physically and educationally.

Our ethos is we recognise the importance of choice, dignity and respect for all children and young people as all our children and young people come from different backgrounds and abilities. Lichfield Road therefore recognises that the needs of our children and young people will be different and we acknowledge this and that we will treat them in a way that is suitable for their level of understanding and that they should be allowed to take reasonable risks and speak for themselves.

Through key worker sessions, residents meetings and consultations, the staff team at Lichfield Road aim to continually involve the children and young people in the decisions affecting the running of the home and the way the service is shaped. This helps us to ensure that the service we offer is 'needs led' at all times.

We do not make use of any specific therapeutic techniques at Lichfield Road.

## **Location of Lichfield Road Children's Home**

Lichfield Road Children's Home is a terraced house located in a residential area of Walsall on a main road. It is in close proximity to Walsall town centre, shops, and

Leisure facilities and is situated on the main bus routes. The area is well developed and new homes are being built in the surrounding area.

The home has good links with the Neighbourhood Police, who make regular visits to the home. During the visits the Police Officers will update us on what's happening within the local community. At present there are no risks to the local environment and there have been no changes in the local amenities. The children can readily access all the local shops and Leisure facilities within the local area. Our most recently completed Location Review is available for inspection.

The home has not received any complaints from the local residents within the area, has developed good relationships with all our neighbours and works hard to ensure that these positive relationships are nurtured and maintained.

The home is located on a main road and we have a high level of traffic during peak times. In the evenings the traffic levels are low and this does not cause any concerns.

We have local agencies near to the home, one of them being 'The Hollies', which is where all the IRO's are based and where all our children go when they are having their reviews.

## **Location & Facilities**

Lichfield Road is in close proximity to Walsall town centre, shops and leisure facilities and is situated on the main bus routes.

During the last year we have noted that there have not been any evidential changes to the immediate environment. There have been no additional buildings built and facilities are as they were when they were first located.

We have not experienced any crime that could impact our service or local community; crime statistics for the Rushall area are comparable with similar areas.

## **Description of the accommodation offered by the children's home**

The home has a domestic security alarm system this is set on full when the home is empty. During the night the system is set on part to allow the children/young people access to toileting facilities without it becoming activated. Young people do not have access to the security alarm code.

In some circumstances it may be necessary to active door alarms on the young people's bedroom doors to monitor the whereabouts of a young person; this decision will be risk assessed and in recorded in the Residentail care plan with the review that its review regualry

The accommodation is based on two levels and comprises;

Ground Floor: Entrance and hallway leading onto:

- The staff office and administration area
- The front lounge, meet visitors
- The communal dining area
- The payphone under the stairs
- The games room
- Garden area that is enclosed by fences
- The communal kitchen.
- A staff / visitor toilet is located by the staff office.
- The Registered Manager and Care Managers office is situated at the back of the kitchen.
- A laundry facility situated at the rear of the kitchen, access is gained via the garden.

1<sup>st</sup> Floor: A flight of stairs leads from the hallway to the first floor where there is situated:

- A shower room
- Staff shower
- 4 x single bedrooms
- Bathroom for young people
- Bathroom for staff
- Staff sleep-in room
- A Boiler cupboard

## **Physical Aspects**

Lichfield Road is situated on a residential road; it has a drive to the front of the house which is where the home's vehicle is located.

As stated earlier the accommodation is on two levels with the children's bedrooms being upstairs. There is also a bedroom on the first floor for the staff to use when sleeping-in the other sleep in person with sleep downstairs .

## **The Garden Area**

Access to the rear of the home can be gained from the rear lounge.

Once outside there is a grassed garden area and a patio area, which can be used for sitting out, games, exercise and barbecues. The grassed garden area is enclosed by a wall and fencing, this helps assist with security and privacy

Security lights monitor both the front and rear of the home to ensure the security and safeguarding of the children and young people. We have a security camera at the front of the home to further enhance security and only monitors the door.

### **The Facilities and Services Provided**

At Lichfield Road we strive to provide quality residential care. Our approach is to assist children and young people to make the most of their life chances by providing care, which in turn helps them to develop useful skills. This work will be needs lead by the child or young person. Through planning, working together and the facilitation of good health care, education and opportunities for leisure.

We will work with the child and young person, their families, significant others and relevant professionals to make sure that we are always meeting their needs. The Care Plan will actively promote the safety, fulfilment and the all round development of the child and young person in every aspect of their care and reflect that we listen to their wishes and feelings. As far as is practicable and appropriate the home will consider issues in relation to safety and stability, child protection, gender, communication, culture and religion, health, education, family and relevant social factors with the team aiming to care for the child and young person in a kind and trusting manner

### **Religious and cultural needs**

A child and young person's cultural background is fundamental to their identity and as such needs to be maintained and encouraged. Staff at Lichfield Road can help and support the child and young person to ensure that they are not confused. We are committed to the view that this is a special task requiring careful consideration. That the child and young person's religion, cultural and linguistic background should be considered in all aspects of their care. This may mean ensuring that the child is able to attend a place of worship, that dietary needs are met appropriately, clothing is appropriate or that they are able to continue with any customs that are part of their religion

Practical ideas about how staff might help encourage cultural identity

- To promote the child and young person's cultural identity
- To give the child and young person positive images of their identity
- To prepare the child and young person for the society in which they are growing up in
- To learn about and share in the child and young person's culture

Staff respect parents wishes and encourage the children and young people to value their background and show that we care for them in accordance with parents views

### **Complaints**

Lichfield Road recognises the vulnerability of the children and young people living away from home and how difficult it can be to make a complaint especially against adults caring for them.

The atmosphere we provide is conducive to children and young people expressing their concerns and staff are committed to solving problems as they arise.

It is important that the children and young people feel they have the right to exercise their view whenever they feel that they have been wronged. Staff will always explain to the best of their ability the reason for why something has happened.

Children and young people are encouraged to take an active role in the Statutory Review process. If they do not feel confident to do this their key worker will advocate on their behalf. They can submit their wishes and feelings in writing by making use of the consultation document available from their social worker/personal advisor. They also have the option of asking the Children's Society Officer to accompany or represent them. On admission young people receive a Welcome Pack, giving basic information about the home, which contains a directory of useful numbers.

Resident's meetings are planned to take place on a monthly basis. Provision can be made for these to be held more frequently if required. Children and young people are encouraged to contribute to the agenda, chair the meeting and take their own minutes.

Monthly resident's meetings also have the capacity for monitoring complaints and issues of bullying including issues relating to race, gender or disability.

## **How to make a complaint**

The staff team at Lichfield Road recognise and support the need for and importance of ensuring the children and young people and their families are able to make representation about any aspect of the service being provided.

The home has both internal and external arrangements for dealing with young people's complaints.

At Lichfield Road we endorse the view that, whenever possible, complaints should be dealt with informally. However, the team also acknowledge that where an informal resolution is not possible, the complaints process must allow for an examination by someone who is not directly involved in the care of the young person. For this reason the home is attached to an external complaints service based at the Civic Centre, Walsall and upon admittance to the home the young person and their family are furnished with information regarding how to make a complaint. In the event that a complaint is made in this way the target is for all complaints to be dealt with within 10 days.

If they so wish young people, their families or advocate are also able to make a complaint, comment or compliment directly to the Ofsted. Please find their contact details at the end of this guide

## **Preventative Measures**

Due to the vulnerable nature of the young people who live at Lichfield Road, there are ranges of safety and security measures which help reduce the incidents of young people leaving home without permission.

- Access into the building is via a front entrance which staff encourage the children and young people to lock the front door behind them when they come in
- The rear gate to the grounds are locked at all times
- When it gets dark a security check of the house is made, all exterior doors are locked and windows closed
- With the exception of the front doors all exit doors lead into an enclosed and locked garden area
- The perimeter of the grounds has secured wall / gates
- The identity of visitors is always checked and access to areas where children are is by appointment only
- Contractors for maintenance work are scheduled for periods where children are not present
- Staff to child ratios are assessed on an individual's needs
- Children are supported to understand how to keep themselves safe
- Staff build nurturing relationships with the young people and young people grow to understand that they are cared for and missed when they do not return home

## **Missing Persons**

The home's procedure for dealing with unauthorised absences is covered by Walsall Safeguarding Children's Board protocol for children and young people missing from home or care. All unauthorised absences are dealt with immediately, in accordance with the missing person's procedure, which has been agreed with the West Midlands Police. In the event that a young person fails to return to the home, a missing person's risk assessment is completed which uses a system of scoring to identify levels of risk. If it is identified that a young person is at risk an immediate report is made to the police.

A number of children and young people when they come to live at Lichfield Road have frequently absented themselves from the home or previous placements. Each child and young person has an individual missing person protocol based on the joint Police and

Children's services protocol; this is reviewed regularly in accordance with the young person's care plan and risk assessment.

For all of the children at Lichfield Road we complete a missing persons profile to ensure that all staff members are aware of the places that children may frequent should they go missing.

When young people return home after being absent staff welcome them home and attend to their needs; they are not chastised for going missing. At an appropriate time and with the appropriate people a discussion is held with them about keeping them safe and how much their absence was felt. Street Team will do a safe and well check to ensure the child/young person is well and gain information about their whereabouts.

## **Risk Assessments**

All children and young people's files contain basic and essential information records. Staff are able to quickly access relevant information when required in the event that they need to contact the police to report a young person missing. Upon admission staff encourage children and young people to agree to keep an up to date photograph on file to be shared with the police if the young person does not return home.

## **Safeguarding & Bullying**

The children and young people living at Lichfield Road have a right to feel safe and as a way of keeping young people safe, we have clear policies in respect of child protection and countering bullying which can be located on Walsall Councils Safeguarding Website <http://wlscb.org.uk/>. These appropriately cover matters of safe practice, including reporting and recording child protection concerns and mechanisms for ensuring and monitoring that an environment is anti-bullying.

All staff at the home are familiar with the Safeguarding Procedures and would be proactive in raising child protection concerns and reporting to the necessary parties such as the area social worker and Ofsted. The team are also familiar with and can refer to the Residential Child Care Procedures, and the Children's Homes Regulations including the Quality Standards 2015. Child protection training is included in the inductions of all new staff members.

The team at Lichfield Road acknowledge the negative impact that bullying can have on the victim and within a group and actively discourage it through remaining vigilant at all times and taking immediate action if a situation arises within the home. Bullying behaviour is not tolerated at Lichfield Road and in the event that a situation arises the staff will work positively with both the victim and the perpetrator towards a good outcome. Young people are aware of Kooth.com, which is a confidential website that

can assist with bullying and other behaviours, and provides a valuable source of information and support.

The team also recognise that bullying takes place in a variety of settings such as school, clubs and in the community. The staff team at Lichfield Road make it a priority to advocate on behalf of young people who are or who may become victims of bullying. In partnership with the young people, parents and partner agencies the team work to engage positively with the community. Key workers also provide support for the child by advocating, befriending and supporting them.

## **Consultation with Young People**

We believe that Lichfield Road functions best and the young people living here are happiest when they are routinely consulted about events, actions and decision which affect them. Consequently the home has in place a number of formal and informal systems designed to involve young people in active decision making. All children accommodated at Lichfield Road will be made aware of their rights and how they access independent advocacy services, Children's Rights Services and Ofsted.

All children and young people at Lichfield Road are actively encouraged and supported to share and influence the day-to-day routines and practices within the home through a variety of means, including daily discussions, young person's meetings, menu and activity planning and regular planned key worker sessions. Other more practical examples are the purchasing and choices regarding resources, furnishings and decor in the home. Young people are encouraged to be involved in discussion and decision making about developments within the home and actively contribute to the home development plan.

Consultation with young people involves adults working with children and young people to ensure that their views are heard and valued in the taking of decisions which affect them and that they are supported in making a positive contribution to their home.

Participation and involvement from young people, their families or carers, friends and support staff (i.e. social workers) is embedded into the heart of our services for care and education . We feel young people's involvement (and other key individuals) are crucial to them taking ownership, developing self-esteem and establishing the wider skills they will need to succeed in life.

The young people in our care share responsibility for decision-making within the home environment. The young people are involved in the decision-making process around menus, activities and annual holidays, children looked after reviews, workers sessions, their pathway planning and are regularly consulted about staff and their approach in the manner of "the voice of the young person".

## **Children's Rights**

Below is a brief overview of the home's children's rights policy. Our aims are:-

- To ensure young person's opinions and those of their families or significant others, are sought over key decisions which are likely to affect their daily life and their future and that feedback will be given after consultations;
- To balance properly young peoples' rights and responsibilities;
- Young people will be encouraged and supported to make decisions about their lives and to influence the way the home is run;
- Young peoples' privacy will be respected and information about them will be confidentially handled;
- Young people's complaints will be addressed without delay and young person will be kept informed of progress in their consideration;
- Each young person, as far as is practicable, will be able to attend the services of, receive instruction in and observe any requirement of (including dress, diet or otherwise) of their religious persuasion.

### **Equal Opportunities, Anti –Discriminatory Practice and Children's Rights**

Lichfeild Road has an equal opportunities policy which aims to ensure that young person are not discriminated against whether directly or indirectly on the grounds of age, gender, attainment, special educational needs, ethnicity or cultural background. Lichfeild Road operates a 'zero tolerance' approach towards discrimination and extremism in all its forms.

We believe that all young people have the right to be listened to, to have their views respected and to be able to feel safe, free from abuse, fear or oppression. A key focus of life at Lichfeild Road is in helping young people to gain a greater understanding not just of themselves but also of other young people, adults and the wider community. With rights come responsibilities and it is important that young people learn the value not only their own rights but also the rights of others.

## **Children's Behaviour**

### **Behaviour management, Sanctions, Rewards**

The home has a policy regarding behaviour management and the use of physical interventions within the home, which includes methods of control and permissible disciplinary measures. This policy not only includes guidance on the use of physical interventions, the use of debriefing sessions and support for the children and young person but also focuses upon de-escalation techniques, ensuring safety and maintaining trusting relationships between staff and children and young person. The overall philosophy is that physical interventions will only be used as a last resort.

The staff team are all trained in Team Teach, which is the behaviour management training company; we have four trainers who train out of the residential workforce.

Training is every 24 months; however we do aim for a good practice, 12 monthly training programmes to promote de-escalation and minimal positive handling techniques.

All additional measures of control and incidents of physical intervention are recorded by the duty staff and overseen by the Managers of the home and the children and young people are encouraged to be de-briefed with staff when incidents have occurred. All children and young people are monitored in accordance with their care plans. The home does have a camera at the front of the building; this is to ensure that we can readily identify visitors that may come to the home later in the evening.

## **Education**

### **Education & achievement**

Staff at Lichfield Road work closely with the Virtual school in order to fully support any child and young person with their Education needs. The home has developed strong links and consults regularly with the Virtual School who provide advice and support, including training for residential workers, on all aspects of education for the child and young person.

Lichfield Road staff will support all the children and young people to achieve the best academic goal they can. Staff at the home will act as an advocate on the behalf of all the children and young people.

Each child's educational needs are assessed at the point of referral and are then regularly reviewed during their stay at Lichfield Road. In conjunction with the child, their Social Worker, the child's school and the Virtual School, our aim is to ensure that each child has a Personal Education Plan (PEP) and is encouraged to work towards this on a daily basis. Some of our children will have a Statement of Educational Needs and will attend EBD schools within the area.

In accordance with Walsall Council's policy on the Education of the Child, the Managers of the home and the residential Social Care Workers will specifically assist in the following:

- Promoting regular school attendance
- Ensuring that homework can be completed
- Liaising with child's parent/carer, designated teacher and personal adviser (where appropriate) and passing on all relevant information
- Participating in the review of the PEP at least every six months
- Being proactive in recalling the PEP meeting when the agreed aims and objectives are not being met

- Attending at least one achievement event per year, e.g. Excellence Event
- Ensuring there is a written education statement visible within the home
- A Connexions Personal Advisor will be invited to attend the young person's PEP meeting from the age of 13 onwards

The home has laptop computers for use by the children and Internet access that has the required parental controls. This includes support with things such as homework or projects, and also working with any child currently outside of mainstream educational

## **Leisure & Social Opportunities**

As an aspect of their daily and weekly routines children and young people are encouraged to participate in educational and social activities provided both in and outside the home to help increase their knowledge, confidence and self esteem and in order to expand their personal and social skills.

The home has a number of in house leisure facilities for use by the young people including laptops, a Playstation, Kindles and IPods. Key workers also encourage and support the child and young person to pursue individual hobbies that will further empower them to be confident and build good self esteem.

As part of normal life holidays are also important to give the child and young person a well deserved break. Holidays will be planned by the manager, staff team and children and young people. Holidays are an essential tool for children and young people to build appropriate relationships with staff and share experiences and be able to look back and reflect on them. Alongside this, the staff are continually involved in planning a variety of day trips and longer trips are arranged annually.

The child and young people are encouraged to take part in both group and individual activities. These activities not only take into account their likes and dislikes, age, ability, they are also aimed at broadening young people's interests and their experience of diversity. We actively promote and encourage children to engage in different cultural activities both within and outside of the home including experiencing ethnically diverse foods, music, art and film.

Our aim is to ensure that the children and young people feel part of their local community and as such we make good use of other external facilities within the local area such as parks and shops. As the home is close to the Town Centre there is plenty of opportunity for children and young people to spend time outside of the home.

Birthdays and a variety of different cultural events and religious holidays are celebrated, for example Diwali, Christmas, Easter, Chinese New Year, with other special parties, celebrations and other events arranged in consultation with the children and young

people. All activities take into account the young person's age and level of understanding.

## **Health**

At Lichfield Road each young person also has a clear and comprehensive written Health Plan (within their Health Placement Plan) which details: medical history; any necessary preventive measures, allergies or known adverse reactions to medication; dental health needs; health monitoring required and the involvement of parents/carers in the young person's health care.

Staff at Lichfield Road are aware of the important role they have in promoting an awareness of health issues and promoting a healthy lifestyle. Each young person is provided with guidance, advice and support in accordance with their age, needs, culture and wishes, in relation to health and social issues. A combined approach of individual and group work are used to promote discussion to support children's knowledge and understanding of their own physical and emotional health and well-being. Children with a particular health problem and provide them with the appropriate support to effectively meet their needs.

We will actively promote good healthcare by supporting young people to make the right choices as well as through the provision of information, education and guidance on health issues, including sexual health. We will always attempt to seek the approval of those with parental responsibility (for those under 16) when dealing with issues which arise for each child's developing sexual awareness. This will involve the provision of age appropriate education and guidance relating to sexual behaviour, health and well-being. To promote appropriate levels of independence we encourage that, wherever possible.

To deal with all routine treatments we access local doctors, dentists, and opticians, with which all our children and young people are registered. Staff at Lichfield Road will record all details of such visits on individual placement plans, including treatment and medication details.

In support of our healthy lifestyle objective smoking is not permitted at Lichfield Road, instead we support young people not to smoking.

Where needed there is consultation with the local Child and Adolescent Mental Health Service (CAMHS) to ensure that the emotional needs are addressed as part of a regular and ongoing process

## **CONTACT**

## **Keeping in contact with family and friends**

Lichfield Road places great importance in maintaining and sustaining contact with parents, relatives and friends. Arrangements for contact or any restriction in contact will be agreed with the Local Authority prior to admission. Family contact will be reviewed on an ongoing basis during planning meetings. All contact visits are recorded to ensure monitoring of any adverse or positive effects these have on the child and young person. Lichfield Road also completes and incorporates a comprehensive risk assessment.

The team at Lichfield Road work constructively with the young person and family to support contact, and young people and parents are encouraged to maintain and nurture positive relationships with each other.

Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting. Generally visits should be prearranged to help make sure there are enough staff around for the visit and to ensure the needs of all the children and young people living at Lichfield Road can be met. The team will also support arrangements for contacts, overnight stays in the family home and holidays if it is identified as appropriate by the care planning process. If it is felt necessary that contacts should be supervised, where practicable the team will support visits as well as assisting with the practical arrangements to enable regular contact to happen.

Regular telephone contact from parents to young people is actively encouraged and young people have access to a phone and a payphone to contact parents and friends if they wish to do so.

## **Monitoring**

Lichfield Road Children's Home uses Closed Circuit television (CCTV) images to provide a safe and secure environment for young people, staff and visitors and to protect the homes property.

The system is strategically placed, and comprises a fixed camera to the exterior of the building, the camera is focussed on the front door to the property. The Camera is not hidden from view

In accordance with Regulation 44 of the Children's Homes Regulations, there are independent monthly visits to the home to vet the arrangements for caring for children. During these visits the, Independent visitor will talk to the children who are at home and will take complaints forward to Lichfield Road Managers or the Operations Manager for Children's Residential Services if necessary. The children's views on how the house is run will also be ascertained.

The quality of care is monitored, reviewed and assessed through monthly Regulation 44 visit which will identify any patterns or changes that need to be addressed.

Each year the Statement of Purpose for the home is reviewed and updated where necessary. The aim of this is to ensure that the home remains suitable and appropriately located. If there were to be a change in the local community we would undertake a review as and when changes were made.

In accordance with Regulation 45 of the Children's Homes Regulations, the Registered Manager or Care Manager conducts 6 monthly checks of all relevant documentation pertinent to young people and staff. However, Lichfield Road Registered Manager/Care Manager conducts a 3 monthly review to ensure that we review and evaluate the experience and improvements of our children and young people.

## **Staffing**

### **Our staff team**

The staffing complement at Lichfield Road is made up of both male and female staff and consists of three main types, managerial staff, social care day and night staff and ancillary staff, who all work together to ensure that the children and young people receive a good standard of care. All staff are suitably experienced and skilled and those who are not are professionally developed as part of the CWDC Induction standards will receive training for a diploma Level 3 NVQ Qualification.

All permanent staff are selected in accordance with Walsall Council's recruitment and selection procedure, which ensures successful candidates have the pre-requisite qualifications and experience necessary to undertake the post applied for. All successful applications are subject to receipt of satisfactory references, medical clearance and a Disclosure and Barring Service (DBS) Check.

Any vacancies are covered by the use of Walsall Council's own staff, sessional staff or by the occasional use of agency staff. Sessional staff are recruited by means of Walsall Council's, which in conjunction with the management team of the home; ensure all temporary workers have the required DBS clearance.

### **How the Team Are Supported to do Their Job**

Upon commencement of employment all staff new to working within a local authority are subject to Walsall Council's six month probationary period and as such begin an induction. All new employees participate in this induction which includes a variety of elements including a general introduction to Walsall Council and the Children's Services Directorate, an introduction to Children's Residential Services, partner services and

other significant agencies, as well as an introduction to the purpose and function of Lichfield Road, policies and procedures, child protection, health and safety, and their own role and task.

All new staff are allocated a nominated supervisor who, in accordance with the Quality Standards for Children's Homes Regulation, facilitates supervision for the first six months and monthly thereafter, reviewing progress in accordance with probationary guidance. Each of these sessions is recorded, signed by both parties and placed on the employee's personal file for reference. To complement the induction and probation processes within the first 6 weeks, all new employees complete our learning log which incorporates all of the modules of the Children's Workforce Development Council's (CWDC) Induction Standards.

In accordance with the Children's Homes Regulations 2015 including the Quality Standards, all staff that have completed their induction and foundation training who do not already hold a Diploma level 3 NVQ in caring for children and young people can then be enrolled on a Diploma level 3 Children and Young People's Workforce diploma.

All staff receive regular supervision. Supervision is an essential element in supporting, managing and developing the staff team and as such it is a statutory and departmental requirement that all staff both receive and participate in the supervision process. The Service Manager supervises the Registered Manager who in turn supervises the Care Managers. The management team then ensure the supervision of the remainder of the staff team through allocation of a nominated supervisor. Each team member devises a supervision agreement with his or her supervisor and both parties have a responsibility to ensure that supervision is constructive and relevant to the aims and objectives of the home.

Every twelve months the team members participate in an Employee Performance Review where a learning plan is agreed and targets to enable achievements are set. The Appraisal process promotes the acquisition of skills and knowledge through a variety of methods including on the job learning, having or being a mentor, the completion of exercises and assignments, the delegation and completion of specific tasks and responsibilities to progress skills, knowledge and competence or via attending internal or external training. Overall, it is expected that each team member will have a minimum of thirty hours of learning time per year.

### **The Rota & Staffing Policy**

The home operates a rota that is produced and monitored by the Care Managers and is overseen by the Registered Manager. The rota system enables a senior member of the team to be on duty on most shifts. This is further complimented by the use of a flexible system, which ensures staff are available at peak times such as bedtimes.

Staffing levels are risk assessed on a day to day basis taking into account the needs of the young people and the activities planned for the day. When the home is fully

occupied, at peak times such as evenings and weekends there is always a minimum of two residential day care staff on duty to ensure the needs of individual young people can be met, which is complemented by the support of the Housekeeper.

Unforeseen staff shortages are covered in a variety of ways including split shifts, by using permanent and sessional staff and in extenuating circumstances the use of agency staff. Additionally, out of hours, the staff at the home have access to the On-Call Officer and the Emergency Response Team if advice, support, guidance or direction is required.

Given the need for consistent practice, information sharing and planning, two handovers per day are scheduled into the rota and monthly staff meetings. Rota planning and monitoring also takes into consideration health and safety matters, the routines of the young people, risk assessments, meetings / statutory reviews, annual leave and staff training needs. Other considerations include ensuring team members have adequate rests and breaks from the working environment.

With regards to operational care duties, Lichfield Road is staffed at all times, day and night. The minimum safe staffing level is:

2 x Residential Child Care Workers – weekday mornings  
3 x Residential Child Care Workers – weekday evenings  
2 x Residential Child Care Workers – weekend mornings  
3 x Residential Child Care Workers – weekend evenings  
2 x Care Managers who will cover office duties and care duties

2 staff member '**sleep in**' between the hours of 2300- 07.00am

The above workers are supported by:

1 Registered Manager

1 x Housekeeper – 30 hours per week (Monday – Saturday) 5 hours per day –

Lichfield Road has access to the 'On Call System'. This is where another Registered Manager or Care Manager (backed up by an Operations Manager) is part of an 'On-Call' rota. This rota covers the period between 5.00 pm and 09.00 am on weekdays and for the full 24 hours of Saturdays, Sundays and Bank Holidays.

Supervisory duties are shared between the Registered Manager and the Care Managers

## **How Referrals for Placements Are Made?**

All referrals for placement are made by Walsall Council social workers or personal advisors and should be made to the registered manager of the home via the Single Referral Point. In accordance with the Single Referral Point procedure, the area social worker/personal advisor must provide a synopsis of the young person, the initial/core assessment, a risk assessment and all relevant health and educational assessments and placement planning information, to enable the decision making process regarding choice of placement (i.e. family placement, residential) to be as informed as possible. If the young person is not already in accommodation the Group/Operation manager's approval must be given for the young person to be accommodated in residential care.

If it is determined by the single referral point and the young person's social worker that a placement at Lichfield Road is appropriate, a planning meeting is arranged at which a management representative from the home, the young person's social worker, parents/carers and the young person are present. This planning meeting will determine if the proposed placement is suitable and whether any action is required to secure the placement.

In the event that a vacancy was not currently available but may be in the short term, the young person, their parents and the social worker/personal advisor are invited to visit Lichfield Road. From this a series of welcome visits to Lichfield Road are arranged, according to the individual young person's needs. These are usually for a maximum of two hours, and include meeting the other young people and staff, and taking part in a mealtime and evening activities.

### Are there ever unplanned admissions at Lichfield Road?

At Lichfield Road we take an unplanned admission in an emergency situation. In such circumstances careful consideration is given to the group impact risk assessment process which takes account of both individual and group needs. The home will inform the current residents of any new planned and unplanned arrivals to the home

The Responsible Individual for the service is Lisa Preston, Strategic Group Manager for Provider services.

### **Skills and Qualifications:**

B.Sc. Sociology and Social Policy, Roehampton University, London (1992-1995)

Diploma in Social Work, Royal Holloway University, Surrey (1997-1999)

M.Sc. Social Work, Royal Holloway University, Surrey (1997-1999)

Post Graduate Diploma in Leadership and Management (2011-2013)

Post Qualifying Award in Social Work (2011-2013)

Lisa has a wealth of experience and transferable skills accumulated across a variety of challenging roles within Children's Services. Her experience within the field of family placement work now spans 14 years, nine of which have been within management and, more recently, strategic management in the role of Group Manager-Strategic Lead for

Provider Services. Lisa has project management skills and has experience of implementing significant change programmes across all areas of Fostering and adoption.

Angela Edwards is the Interim Service Manager, DIPSW, DIPHE, City & Guilds Advanced Management in Care and is the responsible person for Childrens Residential Services.

### **Lichfield Road Staff Team Structure**

	<b>Surname</b>	<b>Forename</b>	<b>Start Date</b>	<b>M/F</b>	<b>FT / PT</b>
Registered Manager	Guy	Sharon	Sept 06	F	FT
	Qualifications :	NVQ Level 3, RMA level 4, A1 Assessor, Level 5 Diploma.			
	Experience:	Sharon has worked in a residential setting for over 24 years. Sharon has worked with children and young people with disabilities, challenging behaviour and complex needs. Sharon has been in a manager's position for over 15 years and has a wealth of knowledge regarding children and young people			
Care Manager	Qualifications :	Vancant		F	FT
	Experience:				
Care Manager	Brown	Darren	Dec 13	M	FT
	Qualifications :	Diploma in Social Work			
	Experience:	Darren has considerable experience of working with children and young people of all ages. Within several residential settings working across all age ranges including children with disabilities. Darren has also worked in probation services, worked as a senior child care worker and obtained a Social Worker Degree along with a Level 3 First Line Manager's Award			

	Surname	Forename	Start Date	M/F	FT / PT
Residential Social Care Worker	Bradley	David	Sept 13	M	FT
	Qualifications	Level 3 diploma for Children & young people			
	Experience:	David has worked within children's residential services for 18 months caring for children and young people with challenging behaviour and complex needs. David has worked in family assessment area for a period of time supporting families. David has worked as court assessor preparing reports for court. David has also been a foster carer for some years supporting children in this own home.			
Residential Social Care Worker	Neil	Gary	March 15	M	FT
	Qualification:	Will working towards Level 3 diploma			
	Experience:	Gary has experience of working in residential children's homes and secure unit. Gary has worked in a YMCA supporting young people. Gary has worked with young people that have challenging and complex behaviour.			
Residential Social Care Worker				F	FT
	Qualifications				
	Experience:				
Residential Social Care Worker	Monique	Kellyman-Lee	Oct 15	F	FT
	Qualifications	BSC Hons degree in Psychology, working towards Level 3 diploma			
	Experience:	Monique has worked as a volunteer classroom assistant in a primary school and an overseas secondary school. Monique has worked for two and a half years part time in a nursery whilst also working as a mentor in a secondary school. As a mentor Monique aimed to help children overcome barriers to their learning ranging from eating			

	disorders to low self esteem.
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	Surname	Forename	Start Date	M/F	FT / PT
Residential Social Care Worker	Maslin	Johanne		F	PT
	Qualification:	NVQ Level 3			
	Experience:	Johanne has worked in Adult services, the home closed in 2001 and went to work for children's services residential children with disabilities for 10years and in 2015 moved to Lichfield road.			
Residential Child Care Worker	Qualifications				
	Experience:	.			
Residential Child Care Worker	Qualification:				
	Experience:				
Residential Child Care Worker	Vacancy				
	Qualifications				
	:				
	Experience:				

	Surname	Forename	Start Date	M/F	FT / PT
Housekeeper	Dibble	Carol	July 09	F	FT
	Qualifications	City and Guilds 706/1 & 2 and 707/1 & 2 Food Hygiene			
	Experience:	Carol has experience as a trained Chef with over 27 years experience in catering, 13 year within a Residential setting.			
Administration Officer	Qualifications				

Experience:
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## **How to get to us**

Lichfield Road is situated approximately 1 mile from Walsall Town Centre on the A461 between Walsall and Rushall.

Several buses travelling between Walsall and Birmingham. Lichfield, Brownhills, Aldridge, Pelsall, High Heath, Shelfield, Hednesford, Shenstone and Rushall all pass our front door.

These buses provide a link to local rail services in Walsall and a bus link to Wolverhampton.



### **By Car:**

- Start out on St Paul's Street Bus Station, Walsall
- Continue forward onto Wisemore
- Turn right
- Turn right onto Stafford Street

- Turn right
- Turn right onto Day Street – A4148 A4148
- At Lichfield Street roundabout take the 1<sup>st</sup> exit onto Lichfield Street – A461 (signposted Lichfield) A461
- At roundabout take the 1<sup>st</sup> exit onto Lichfield Road – A461 (signposted Lichfield) A461
- Finish on Lichfield Road, Walsall A461

**By train or by bus, Numbers 10, 89 , 997 all leave from Walsall Bus Station and stop 200 metres from the home.**

## **Useful Contacts**

### **Ofsted**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**Walsall Metropolitan Borough Council –  
Registered Provider  
Lisa Preston – Responsible Individual  
Angela Edwards - Operations Manager**

Zone 2D  
2<sup>nd</sup> Floor, Civic centre  
Darwall Street  
Walsall  
WS1 1TP

Tel: 01922 658356

### **Contracts / Commissioning & Contact Teams**

Stroud Avenue Family Centre  
Stroud Avenue  
Willenhall  
WV12 4EG

Tel: 01922 652680

### **NSPCC**

Tel: 0800 800 500  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Voice of the Child in Care**

### **Transition & Leaving Care Service & Looked After Children Service (18+)**

8<sup>th</sup> Floor  
Townend House  
Townend Square  
Walsall  
WS1 1NS

Tel: 01922 650555

### **Education Support Team (Virtual School)**

Odell Road  
Leamore  
Walsall  
WS3 2ED

Tel: 01922 490230

### **Child Line**

Tel: 0800 1111  
[www.childline.co.uk](http://www.childline.co.uk)

### **Local Authority Designated Officer (LADO)**

Alan Hassell Tel 01922 654 040

**The Children's Society**  
Black Country Children's Advocacy

Tel: 0808 8005792

[www.voiceyp.org](http://www.voiceyp.org)

**Customer Care Service**

(Complaints & Representation) Tel: 0800 0856018

Tel: 0800 6523839

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