



Statement of Purpose and Function

Moonreach Children's Services

URN SC 460671

This statement of purpose and function has been written taking into account
the Quality Standards effective from the 1st of April 2015

Reviewed 9th April 2024

To be reviewed October 9th, 2024

Introduction: -Statement

Children services is a 2-bedroom mid terrace house that provides accommodation for up to 2 children of mixed gender with emotional and behavioural difficulties. The home is situated in a quiet road in the seaside town of Deal.

The home prides itself on setting and achieving the highest standards for the children living with us, we are creative and pro-active in providing quality standards of care and education that meet the individual needs of our young people and we believe that residential childcare is a positive choice for many young people.

The Directors, Management and Staff of Moonreach Children's Service have embraced the "Quality Standards" and as such over the coming pages we will show you how we intend to meet the requirements and how "the principles of residential care" are embedded into our practice.

The principles of residential care

Children in residential care should be loved, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.

Residential care should value and nurture each child and young person as an individual with talents, strengths and capabilities that can develop over time.

Residential care should build positive relationships; establishing strong bonds with children and young people based on jointly undertaken activities, shared daily life, domestic and non-domestic routines and established boundaries of acceptable behaviour.

Residential care should be ambitious, nurturing young people's school learning and out-of-school learning and ambitions for their future.

Residential care should be attentive to need, attending to young people's emotional, mental and physical health needs, such as repairing earlier damage to self-esteem and supporting friendships.

Residential care should be outward facing, working with the wider system of professionals for each child, and with children and young people's families and communities of origin to sustain links and understand past problems.

Residential care homes should have high expectations of staff as committed members of team, as decision makers, as activity leaders, and engaged in on-going learning about their role and the children, young people and families they work with.

Residential care should provide a safe and stimulating environment in high-quality buildings, spaces that support nurture and privacy as well as common spaces, and spaces to be active.

Quality Standards 1st April 2015

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Registered Provider

Fern Cowie
50 Church Path
Deal
Kent
Tel: 07970397169

Registered Manager

Post Vacant
50 Church Path
Deal
Kent
Tel: 07787126140

0.1 The Registered Provider of Moonreach Children's services is:

Fern Cowie

Fern is the registered provider for Moonreach Children's Services, she has many years' experiences working within a residential setting and caring for children that display very challenging behaviours some who are emotionally damaged. She also has experience of managing a successful family assessment centre, where many transferable skills have supported her leadership skills in the management of Moonreach Children's Services.

Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills, knowledge and to develop her CPD. She completed her QCF level 7 in leadership and management in 2016 to further develop her skills and assist her in the management of the homes and development of the staff team(s).

0.2 The registered Manager:

Post vacant.

0.3 The Regulator:

The Regulatory Body is:

Ofsted
Clive House, 70 Petty France, London SW1H9EX

0.4 The Children's Commissioner:

The Office of the Children's Commissioner

Dame Rachel De Souza
The Office of the Children's Commissioner
Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT
Tel: 020 7783 8330
Freephone:0800 5280731
Email:info.request@childrenscommissioner.gsi.gov.uk
advice.teen@childrenscommissioner.gsi.gov.uk

Introduction: -

Welcome to our Home.

Moonreach Children's Services is the name of our house. It is a large 2-bedroom mid terrace home which has a warm and friendly atmosphere. We are extremely lucky as the home is situated near to the town and seafront. The town of Deal can be busy and vibrant in the summer months with carnivals, fun fairs, a circus, and many other activities to keep busy. There is much to do for children including skate parks, leisure centre and youth hubs and of course buckets and spades on the beach.

My name is Amy, and I am the Deputy Manager for the home. I have been working for the company since 2015. I love supporting everyone in the home and particularly like play with painting, playdough Lego, I enjoy swimming, going to the beach and the local parks. I like to spend time with everyone in the home. Adults supporting you each come with their own personalities and are there to support you with your hobbies and activities. We are here to listen to you and value your views. We hope that you will build positive friendships and invest in the home.

Messages from the team:

I love spending time with everyone and enjoy trying new activities. I look forward to helping children and have a caring approach.

I love working with the children in the home every day is different.

Message from a child:

I really enjoy the activities in the home and spend time baking with adults.

I Like spending time with adults in the home and feel listened to.

I attend college and now have part time Job.

Section 1 - Quality and Purpose of Care

1.1 Aims, objectives and ethos of the home.

Here at children's services the home prides itself in its team approach to caring, nurturing, supporting and safeguarding children in our care. The Home recognises that every child placed is unique and an individual, so we strive to work in collaboration with the placing authorities and other identified professionals to meet each child's identified and individual holistic needs. Children's services is a home where the young people can develop their independent skills. The placement plan will provide a clear foundation for our work in partnership with the children, families, and social worker.

The homes primary aim is to offer stability, consistency and enable each young person living in the home the support and opportunities to develop trust, confidence, and space to grow. By working closely with their care plan, the homes placement plans are devised as a tool to meet their identified needs to aid their transition and development through to adulthood and independence.

The cycle of ongoing assessment, monitoring, evaluation, and review will identify the support and provision required to ensure the child is able to make progress in all their highlighted areas of need, which can also be achieved by setting tangible and realistic targets which are measurable and monitored closely by staff and management.

Our main objectives of our service are:

- ✓ To create a transparent ethos that provides a safe and secure environment.
- ✓ To offer high quality residential care and support to children
- ✓ To provide as near to a family environment as possible.
- ✓ To offer accommodation to 7- to 18-year-olds, and to assist and support the transition into independent living.
- ✓ To promote their development and learning.
- ✓ To provide facilities to enable a child to achieve positive change in their lives.
- ✓ To offer a high-quality service.
- ✓ Enabling children to prepare for their independence.
- ✓ Develop self-esteem, and encourage the learning of both social and life skills,

In order to achieve these aims the following objectives have been set:

- * The creation of a warm, safe and welcoming environment.
- * The ongoing and continuous development of a multi- skilled and highly qualified staff team.
- * Maintenance of an effective and proactive key-worker system.
- * Access for children to all local relevant services to enable them to become more independent.
- * Encouragement of positive relationships and support for the placement with all persons involved in the child's welfare.
- * Individualised independent packages.
- * Aiding a successful transition into independent living or family.
- * In house workshops to achieve set targets, aims, develop knowledge, life and social skills in preparation for adulthood.

1.2 Our aims and anticipated outcomes for children and our approach to achieving them.

The philosophy of care reflects in the deep belief that children have the right to be cared for in a 'safe, stable and secure environment'.

The Home and staff team will endeavour to oversee and ensure a positive living experience for each child placed. The home can provide care that will promote the emotional and physical well-being of the individual and allow the child time to come to terms with the difficulties in their lives, reflect and move towards a more positive future. The Home promotes an open transparent culture that supports the children to develop positive healthy relationships with the adults in the home.

The Home has developed a cohesive and professional team who are friendly, warm, and approachable sharing a positive and an insightful approach when working with children. The importance of developing positive relationships, good communication with the child is encouraged within key-sessions, regular children's meetings and consultations with The Home which then enables the children to have a voice that is listened to and acted upon.

The home continues to evolve and has a good understanding of the importance of ongoing discussions with the children and is aware that these interactions are essential for all children's growth and development. All our children are treated equally and fairly, so Issues of rivalry, jealousy and anti-social behaviour are addressed within the home and are done in such a way that they are de-personalised.

Our aim at children's services is to help stabilize and support a child as we recognise moving into a care setting or a transition into another home can be extremely traumatic. We offer a child-centred approach, identifying individual needs and devising a structured care plan to meet and address these needs.

As a Home we focus on the child's self-confidence, encourage healthy relationships, education, and social skills, whilst empowering them to make appropriate choices before they eventually move onto independent living within the community. Any problems, difficulties or challenges identified during their time at the home are addressed and the child is taught skills that may be used to help deal with these situations.

It is our aim that all children are able to achieve positive outcomes from their stay with us. We take a holistic approach to the care of our children, and their individual needs are identified, and tangible goals and targets are set to address issues, teach new skills, and address behavioural problems.

1.3 Age, range, sex and numbers of children

Moonreach Children's Services is registered to provide accommodation for 2 children of any gender, ages 8-18 and from any ethnic heritage, culture, and will endeavour to accommodate and promote any chosen religion.

1.4 Accommodation at Moonreach Children's services.

Moonreach has two homes situated in close proximity to each other, in a quiet residential road in the seaside town of Deal in Kent.

Moonreach Children's Services is a terraced family house organized over 2 floors. It offers homely and family orientated accommodation for two children. The interior is comfortable, bright and modern throughout, offering 2 spacious double bedrooms, two separate lounges, with gardens to the front and the rear of the property.

1.5 Location of the homes

The town of Deal lies on the English Channel eight miles north-east of Dover and approximately 20 miles from the historic city of Canterbury. Deal has an attractive mix of unspoilt seafront, a small fishing fleet and a vibrant high street and shopping area, which makes it one of the gems of the East Kent coast. There are good educational facilities including nearby colleges and universities, as well as good transport links via high-speed trains and motorways.

Deal has plenty to offer children with good local amenities including a local leisure centre with an indoor swimming pool, a recreational park, a pier and lots of clubs and community activities including the Deal Carnival which is held in the summer and is popular with the residents.

1.6 Accommodating special needs, disabilities, and characteristics.

Moonreach Children's Services works to provide, care, promote education, development and support to children and young people whose previous background experiences may have significantly impacted on their lives.

The home takes a holistic approach to their assessment process and recognizes that each child should be assessed in relation to their own specific needs. The home is aware of the range of issues and factors that may impact on the child, which may include learning difficulties and mobility issues. It is our aim that by working in partnership with all professionals involved, we can identify, support, and develop an individual plan to meet specific needs. The staff team at children's services are experienced in supporting children from diverse backgrounds including emotional and behavioural matters.

Children's services have previously worked with children who have presented with attention deficit hyperactivity disorder (ADHD), Asperger's Syndrome (ASD), delayed development, Adolescent mental health issues, self-harming, suicidal tendencies, eating disorders, challenging behaviours, destructive behaviours, criminality, inappropriate sexualised behaviour, CSE and persistent absconding.

Unfortunately, due to the layout of the accommodation, the home would not be suitable to accommodate children with severe mobility issues and those who may require wheelchair access.

1.7 Health & Safety

Moonreach takes the health and safety of the children and the adults working here very seriously and to this end we provide good quality child focussed risk assessments that are regularly reviewed and updated and overseen by our companies own internal Health and Safety Consultant – Flavio Walker. Flavio has worked for Kent County Council from April 2002 as "Health and Safety Manager for Environment and Regeneration Directorate and Communities Directorate with deputising role for Corporate H&S Manager" and from April 2010 as "Corporate Health and Safety Operations Manager for Strategic and Corporate Services with deputising role for Corporate H&S Manager" and finally from January 2017 as "Head of Health and Safety, Kent County Council until he retired in March 2021 to join Moonreach. His qualifications and experience are impressive: -

- BA (Hons.) (1978-1981): Joint Honours English & Italian (2.ii)
- Diploma in Management Studies (1987)
- NEBOSH Diploma in Occupational Safety & Health (1996)
- British Safety Council Diploma in Environmental Management (2004)
- Institute of Management Executive level 7 Diploma in Management Studies (2006)
- C&G Level 5 Diploma in Residential Childrens Home Management (2016)
- IEMA Environmental Management System Auditor (2003)
- City and Guilds NVQ D32, D33, D34 Assessors Awards (2001, 2005)
- P405 Asbestos Management (2014)
- New Roads and Street works Supervisors Qualification (2002)
- Chartered Member of Institution of Occupational Safety and Health (Branch Executive Committee member and Branch Education and Development Advisor for SE Branch, National Public Services Group Committee 2012-2016)
- Former Member of Chartered Institute of Management
- Former Affiliate of Institute of Environmental Management and Auditing

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by residents are also tested to verify their safety.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises. Monthly health and safety checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children to live.

1.8 Admissions Procedure

All referrals of children are considered, subject to availability. As much information as possible is always requested to enable the home to discuss with the team the highlighted needs of the referred child, and to evaluate and match the placement to the needs of the child already accommodated, so as not to jeopardise their placement. The Home also considers the skill set of the staff team, making sure they are experienced to deal with the potential issues, and specific training is sought to equip the staff team when necessary.

To ensure effective matching is in place, all relevant documentation will be requested at time of the referral, Moonreach will complete its internal matching procedure which includes completing the matching form to ensure the placement is a good match and that it meets the requirement of the Statement of Purpose in relation to the type of children we admit.

Identified needs, risks, targets, and support required is identified and agreed with the placing authority prior to admission and confirmed in more detail within the placement planning meeting. Risk assessments, behavioural support/management plan, health plan and Moonreach's placement plan will be devised in conjunction with the Local authority's statutory Care plan and placing social worker.

From the initial referral to the placement planning meeting, regular liaison will take place between the manager, her staff, and the referring authority to ensure that all needs are identified, and staff are able to manage the risks if any.

Admission process:

1. Telephone contact from placing authority.
2. During conversation it will be initially identified if Moonreach Children's Services is potentially an appropriate placement.
3. A referral form is sent, and the social worker agrees to complete the form and send all relevant information, including the most recent review minutes or core assessment.
4. The potential referral is discussed within the staff team.
5. Once the completed referral form is received the placing social worker and child will be invited to visit the home. The social worker will take a copy of the children's guide with them to discuss the home.
6. A potential new placement will only be discussed with the child already in placement when mutual agreement between the placing social worker and the staff team that Moonreach Children's Services is appropriate.
7. The Home offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding etc.
8. On placement, a keyworker will be identified, and the social worker will be able to liaise directly with them regarding the child.
9. A placement plan meeting will be required to take place within 7 days and a review will be held within the first month to assess progress. This meeting will take place at a mutually convenient location to all parties. At that meeting there will be a request for a commitment from the social worker to visit on a regular basis.

1.9 Criteria used for emergency placements.

- * Moonreach will only accept emergency admissions to Moonreach Children's Services, based upon the information provided, assessing the possible risk of the impact upon the other child placed and solely at The Home and her team's discretion.
- * Our primary concern immediately upon admission is to settle the young person into their new surroundings.
- * Within 24hrs, we develop an initial care plan, which is finalized within seven days of an emergency admission.
- * It is a pre-requisite of any emergency admission that formal arrangements are already in place for full and formal medical assessment of the young person within 24 hours of their admission.
- * Upon emergency admission, Moonreach Children's Service's standard non-emergency admission processes as described will apply.
- * All emergency referrals will be risk assessed, taking into consideration any child already in placement. Risk assessments will be made considering residents already in place within the home. All staff have knowledge and awareness of risk assessments.

Summary: Our minimum requirements of accepting an emergency placement are as follows.

- The Moonreach impact assessment to be completed in full.

- The placing authority referral form completed in full.
- Up to date placing authority's risk assessment.
- Consideration given to the needs of the child already in placement.
- A matching management meeting would take place prior to offering a placement.

Considerations that would be discussed in this meeting would include:

- Specific needs and presenting behaviours of the referred child.
- If medical or specialist facilities are required internally/externally.
- What the educational arrangements were.
- If the skill base of the team can meet the identified needs of the child being referred.
- If specific training is required and how quickly this could be arranged.
- A specific assessment time would be agreed before a short term/long term placement offered.

1.10 How we promote and support the religious, cultural needs of the children placed.

Religious beliefs are always addressed at the point of admission to allow the appointed keyworker the opportunity to locate the nearest appropriate place of worship if applicable.

Because of the nature of the care system many children have had a 'fragmented experience' with religion. If a child wants to re-establish their religious beliefs, we will actively support and facilitate them to do so.

The Home recognises that a child's religious belief can form an important part of their identity and therefore play a significant part in their personal development.

All children will have the opportunity to attend church or any other environment where they may wish to observe their religion. Staff members will endeavour to facilitate quiet places to pray, or transport required to accommodate this.

The home regularly promotes the children's awareness and understanding of equality, diversity, and multi cultured society by having in house theme nights. These consist of the children and staff researching information regarding a certain country, focusing on the religion, culture, and beliefs of that society, cooking an authentic meal, taking part in discussions and quiz which are appropriate to the children's abilities. The staff team make these theme nights as engaging and entertaining to encourage involvement.

1.11 Other services outsourced by Moonreach.

At Children's services we recognise that education is key to success for the children within our care ideally, we endeavour to ensure all young people are given the opportunities to access mainstream school. We recognise the importance of being flexible and having access to different provisions as such we have establish good relationships with the following school.

Standard School Program

The home has a close professional relationship with Brewood School, they can offer a standard in school program caters for both key stage 3 and 4 and includes an individually tailored education package for each student including English, Maths, Science, ICT, PSHE, Sex and Relationships Education and Beliefs and Values as core subjects. In addition, Brewood offer 1:1 support in school for students who need additional help either emotionally, psychologically or academically. This support is both in and out of the classroom and is reviewed regularly.

1.12 Support during transition from the home

All children at the home are supported and encouraged to develop their independence skills in preparation for moving on to semi/full independent placements. If the child's educational placement is at Moonreach we will work closely with the school to provide a wide range of workshops and courses/programmes.

The home will work with the child to develop their confidence and skill set to manage all financial and additional responsibilities, ensuring that the children are given every opportunity to succeed in adult life. The home uses 'Get ready for adult life' workshop programme which targets a wide variety responsibilities, workshops, and practical exercises to support a child's understanding and development. The Home can also identify areas where the development of a child's needs additional support and personalise an independent programme to suit the individual needs of the child.

1.13 Therapeutic techniques undertaken at Moonreach.

The Home of the home outsources professional therapist involvement to either/both the Child and Adolescent Mental health service (CAMHS) or source independent therapists when necessary. There is a good level of communication between the home and therapeutic professionals working with the child and The Home will strive to achieve positive outcome for the child. where appropriate the home involve therapists in staff meetings and multi professional meeting regarding the young people. qualifications that are accredited by the British Association for Counselling and Psychotherapy. Individuals that work directly with the children must have a full DBS check completed before working with the child.

Section 2 - Children's Wishes and Feelings

2.1 Our facilities & services.

The homes main aim and directive is to holistically assess the range of individualised needs of each child/young person placed, and a form a strategy of support that would best provide a caring and safe environment to develop, grow and progress. This integrated method will ensure holistic thinking and a consistent, clear, and evidence-based approach to meet the needs of the child.

Each child/ young person will have an initial assessment which will draw together the information gathered from local authority and education. The collating of the chronological and specific issues around each child will identify care, education and health needs and areas for potential assessment and support.

The home has developed good links within the community and has access to a range of other professionals who deliver individual services to children as and when required. It is the homes ethos to work as a holistic team, and work in partnership with the external professionals to ensure a reflective and professional approach to the needs of each child. The Homework within the guidelines of the Quality Care Standards April 2015, whilst also thinking about the daily individual needs of each child and their medium- and long-term plans. When placed, a 24-hour behaviour management plan is devised, incorporating a detailed account of the structure to each child's daily routine. Initial risk assessments are also undertaken and monitored and revisited regularly.

Working in conjunction with the Local authority's care plan and the placing social worker, the homes placement plan is put in place and will support the individual needs that have been identified, goals and targets sets with the view of the child's broader, longer-term plans. This is also updated and revised regularly and incorporates relevant changes following a LA statutory review and changes in circumstances.

The Home has developed a cohesive and professional team who are friendly, warm, and approachable sharing a positive and an insightful approach when working with children. The importance of developing positive relationships and good communication, enable the children to settle in their surroundings and to relate to the staff team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged with lots of praise and rewards Children are supported and empowered to make appropriate choices whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours.

All children placed at Moonreach Children's Services will receive:

Within their home:

- * One to one staff ratio when required.
- * Good sized double bedrooms offering personal privacy.
- * A homely, welcoming, and comfortable living facility with provision for high needs/close supervision.
- * An emphasis on building positive, strong, effective relationships and supported by a comprehensive key working system.
- * Support and encouragement to promote and develop their education and development.
- * Promotion of understanding culture and diversity, and acceptance of others
- * Preparation for Semi supported / independent accommodation.

Our Resources:

- * An experienced and well-trained cohesive staff team
- * In-house counselling and therapy services as and when required.
- * Regular in-house workshops to develop self-care, independent life and social skills.
- * On site education/ home tuition- educational support as and when required
- * Themed culture and diversity nights to promote acceptance of others.
- * Activities and excursions.
- * Access to local resources which include CXC, Addaction Young Person's Service and CAMHS/CHYPS.

Local area:

- * Seaside location
- * Local town with high street shopping
- * Good range of local schools, colleges, and universities
- * Local hospital equipped with a minor injury's unit.
- * Access to various parks and leisure facilities, including a swimming pool, wildlife parks and zoos.
- * Historical interests
- * Local clubs and organizations including Army and Marine Cadets, sailing club, scouts, guides....
- * Immediate access to countryside and beach for relaxation and enjoyment.
- * Good transport links

2.2 Promoting and respecting ethnicity and diversity.

The staff team in the home are trained to recognise and promote an acceptance and understanding of ethnicity and cultural differences. Themed cultural evenings are implemented within the home for the children to part take, educating and providing everyone with an understanding and awareness of different countries, the people, language, currency, their dietary needs, customs, religious days and places of worship.

Most religions and denominations are catered for within Deal and nearby neighbouring towns.

2.3 Children and young people's rights.

The Home and her team at Moonreach Children's Services believe and uphold it is the right for any child to have a

- * safe, secure home environment
- * to be nurtured and cared for
- * to be supported through education and learning
- * to be given the tools and support to progress to an independent life

Children have a 'voice' and are encouraged to convey their opinions and concerns anytime and particularly when engaging in key-working sessions, attending statutory reviews, and making plans for their future. (Where appropriate) Weekly house meetings also provide a forum to air issues or make complaints and the children are made aware weekly about the complaint in-house system and external contact numbers that are displayed, which is also incorporated in the children's handbook.

Staff are encouraged to promote the rights of children who may wish to make complaints. Regular house meetings remind children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others.

All children in the home have the right to be heard, protected from harm, treated with dignity and respect. The team are proactive in their approach supporting the rights of a child and will advise all children in respect to the complaint procedures, access to their files and information and confidentiality issues.

We aim to treat all our children/young people equally and fairly, encouraging openness and transparency.

2.4 Anti discriminatory practice, working with children and their parents.

The home is opposed to any form of discrimination against any child or staff member. The staff team work together to prevent discrimination on the grounds of heritage, nationality, culture, gender, age, religion, disability, political, ethnic, language or other opinion. Any form of discrimination by adult or a child will not be tolerated and addressed. It is our policy that all staff always report any form of discrimination immediately.

The Home at Children's services promotes anti-discriminatory practice at all levels. The home's practice is child focused. Children's rights are always observed, and all children have a full understanding of the complaints procedure and who they can turn to if they feel their rights are not being met.

Staff are encouraged to promote the rights of children who may wish to make a complaint. regular house meetings remind children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others.

Recognising the importance of the relationship between a child and their family and significant others, The Home and staff team will always promote and facilitate positive visits with Family and friends. Staff will communicate regularly with parents and family by means of telephone updates and reports as agreed per placement plan. The staff team uphold a professional, anti-oppressive and non-judgmental approach when working with parents and families.

All parents are always made to feel welcomed and treated with dignity and respect.

2.5 Consulting with children and young people about their needs and quality of care.

The Home and adults supporting the children ensure their wishes and feelings are heard and they are encouraged to discuss their ideas and suggestions in the running of the home. Although some children may have a relatively short stay in the home it is important that they leave having had a good experience.

Regular discussions are held in the home providing an opportunity for the children placed to raise concerns, make a complaint, devise menus, choose activities and make suggestions to improve the quality of care-thus, improving their outcomes. These meetings are formerly recorded and kept on file. This regular forum is also used to address issues of problematic relationships as group living is often challenging and using these open meetings, we hope to address personality problems as soon as they occur.

The staff team are friendly and approachable enabling the children to freely state if there is a concern or suggest an idea. The Home adopts a 'hands on' approach working and consulting directly with the children, as does the registered provider on her visits.

The regulation 44 independent visitor also consults with the children on the visits and includes their feedback in the monthly reports.

2.6 Complaints made by children and young people.

Every complaint is taken seriously, and the appropriate procedures and processes are followed. All children are listened to and made aware of the complaint's procedure through the Children's Guide, weekly meetings, information on the notice board and general open discussions within the house.

Complaint slips are readily available and contain details of people the child can contact, including their Social Worker; Ofsted Inspector; Regulation 44 Visitor, registered provider, Children's Rights Director; Kent Social Services and our local Community police support officer if they wish to discuss an issue with someone outside of the home.

CIC Team
Ofsted
National Business Unit
Piccadilly Gate
Store Street
MANCHESTER M1 2WD
Tel. No:- 0300 123 1231

The Office of the Children's Commissioner
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advice.teen@childrenscommissioner.gsi.gov.uk

Section 3 - Promotion of Education

The promotion of education and learning is part of our holistic approach and forms a crucial element in the care and development of all children placed with us.

3.1 Educational provision.

Moonreach Children's Services is not registered as a DfE provision but does have good relationships with the schools in the local vicinity, including a nearby EBD provision.

3.2 Staff encouragement and support.

The staff team encourage, facilitate, and support learning, promoting each child's educational plans and adapting their individual needs recognising some children may need more support than others because of their unique learning abilities. This also includes providing support within their education setting.

The assigned keyworker or another staff member will liaise with and attend all school, college, parental and educational meetings to oversee the educational care of each child.

3.3 Supporting children/young people with Special educational needs.

The home recognises that every child will be diverse in their abilities and learn at different rates. We strongly support empowering children to overcome their educational difficulties and the team can contribute their support and input. As with all children placed, specific educational needs will be identified and the staff are able to offer support within their schools/colleges and within the home, working with the home tutors if applicable and encouraging extra educational activities, homework and close liaison with the children teacher's and tutors.

Special educational needs (SEN) that affect a child's ability to learn can include there:

- behaviour or ability to socialise, e.g., not being able to make friends, including those children who have been diagnosed with ASD (Autistic Spectrum Disorder)
- reading and writing, e.g., they have dyslexia.
- ability to understand things.
- concentration levels, e.g., they have attention deficit hyperactivity disorder (ADHD)
- physical needs or impairments

Children with learning difficulties may have a SEN (*statement of education needs*) or an education, health, and care plan (EHCP) in place. We oversee this plan is adhered to and updated regularly, making sure all the needs of the children in our care are met.

3.4 Nonattendance or Exclusion.

If a child is subject to exclusions, refuses education or has no temporary educational placement, a structured timetable and curriculum is put in place with guidance from the Virtual School that is in accordance with the child's abilities, while Moonreach identify an appropriate educational placement for the child.

3.5 Areas available to study and home tutoring.

Children's Services is presented as small family home, so can offer plenty of room to study. A desk is provided in the bedrooms, and the large lounge area which is bright and spacious offers a good facility that is conducive to learning. The staff team readily offers to help and support with any homework, whilst not compromising the supervision of others.

In-house tutors can be arranged and facilitated by arrangement with the placing social worker.

Section 4 - Enjoyment and Achievement

4.1 Encouragement and provision of internal and external activities.

All children placed in the home are encouraged and supported to become involved in a range of activities and recreational pursuits internally and externally. The staff team work together to promote all aspects of a child's development.

Activities are discussed in the house meetings and are individual or in a group, facilitating each child's preference and interest. Individual timetables are devised indicating a schedule for each child and incorporating their chosen activities inside and outside the house.

The home has 2 family sitting rooms one of which provides books, board games, craft activities, console, and DVDs. Day trips to zoos, theme parks and weekends away are also facilitated for children to enjoy.

When appropriate, and depending on the individual child's interests and abilities, outside activities/clubs will be identified and encouraged to develop their skills, confidence, and individual interests. Staff will support the child in regular attendance and encourage participation, ensuring that the child is properly prepared and equipped. Eventually, dependent on the child, this would be unsupported allowing further re-integration into the local community and the building of peer group social skills.

The children can participate in a group or individual holidays during the school summer holiday. This is arranged in consultation with the children's preference and takes into consideration their ability, behaviours and risks to their self or others. Risks are assessed and strategies are put in place to best manage potential situations. The children are kept involved in the planning of the holiday activities as a goal to work towards and look forward to.

**Please note: if a child's behaviour consistently presented as a danger or high risk to manage off site, their holiday may have to be cancelled in the best interest of that child. This would not affect the other child placed.*

Consent is sought from the local authority and parents, where applicable, prior to a child participating in external events, day trips and holidays.

4.2 Make positive contribution to the home and to the wider community.

The home has established good relationships with local clubs and projects in the community, the children are encouraged to join local clubs to provide a stable platform to developing positive social networks within the community. The home promotes positive relationships with peers within the community and provides additional support through key work sessions.

Talents, interests, and hobbies are encouraged and give the children a focus and sense of achievement, which builds self-esteem for the future. Staff in the home source events, clubs, sport centres, days out to maintain interests and promote either continuation of their interests or encourage new ones.

The home supports overnight stays with friends where appropriate following appropriate checks in regard to where they will be staying this is to ensure the standard welfare is sufficient. The Home and staff team strive to make children part of the community and promote opportunities of friendship, achievements both socially and personally.

Section 5 - Health and Well-Being

5.1 Promoting health.

The Home will ensure there is a holistic health support package in place to support the needs of each child physical and emotional health.

All children are registered with a local General Practitioner, optician, and dentist shortly after admission. Via the referral and placement planning process all relevant information regarding a child's health and their individual needs is documented to ensure that there is a continuation of care in following their transition.

Health plans are developed and monitored by The Home to ensure medication is administered appropriately, appointments are kept, and that work is implemented around children refusing to attend appointments. Where there are issues of ongoing medical conditions referrals are made to local specialist services to ensure good levels of continuity of care.

Where appropriate, additional services are facilitated and specialists including counsellors and therapists are provided as required and as part of the health/placement/care plan.

The staff team in the home have developed good relationships with the local CHYPS team who support us and the children in renewing medication for on-going conditions (such as ADHD, depression). They can also advise, where necessary, during periods of emotional crises, to ensure children receive the appropriate levels of support and intervention.

Whilst in our care children can expect a good quality of primary health care:

- * All children's physical health is attended to by a local GP along with a local dentist practice. If they have not seen an optician within the last six months an appointment will be made for them.
- * Any dietary requirements are observed, and a well-balanced healthy eating routine is put in place. (Including allergies, intolerances, and religious observance)
- * Trained staff administer medications where necessary and record such on the children's personal file and the home's central file.
- * Any outpatients' appointments will be organised by the home, the children are accompanied by their keyworker or staff member.
- * All our children's psychological and emotional wellbeing will be monitored by their keyworker. The keyworker's role is to encourage them to talk through any difficulties they are experiencing and to propose coping mechanisms to help the child deal with them. An external counsellor can be made available for confidential discussions with the child allowing them to feel more comfortable in discussing any issues. If the referring social worker jointly agrees for us to do so, a referral can be made to the local CHYPS clinic.
- * All staff are expected to encourage the child to take care of their personal hygiene and help them to develop self-care skills.
- * All staff in the home encourage healthy eating, whilst promoting the children's choices regarding the menu and meals prepared this is achieved by promoting a healthy and balanced diet and lifestyle choices and by using the "eat well" plate and encouraging the "5 a day". Preparation of food and cooking own meals is also taught regularly as an activity and to develop their interest and understanding of healthy meals and independent skills.
- * Staff and children will not be allowed to smoke within the home, and all help available will be given to support them to give up smoking. Children will be given appropriate advice regarding the misuse of alcohol, drugs, and sexual health. Information is always readily displayed on the notice board.

5.2 Promoting exercise and fitness.

The staff team at Moonreach Children's Services take a very pro-active approach to healthy eating and exercise. Children are always encouraged to develop outside interests in both activities and in sports. Swimming is encouraged taking advantage of the local leisure centre and the staff encourage everyone to play sports in the park, including football cricket and rounders. A sports day is held annually which the children take part in, and much fun had by all.

Section 6 - Encourage Positive Relationships

6.1 The importance of positive relationships

The Home and her team strongly advocate and support the importance of the development of building positive relationships with all children placed at Moonreach Children's Services. Building upon the values of trust and respect, and by having a small regular and consistent staff team, good interpersonal relationships can be established thus providing the foundations for stability.

Section 7 - Protection of Children

Through training and experience the team have developed an insight to understand why behaviours sometimes manifest in children who are placed within the care system. There are so many contributing factors, and each child's background including their family, relationships with peers and educational experience can be very complex. For some their behaviour can be a result of a learning difficulty, abuse, neglect, poor emotional health, gang, and criminal involvement, so are acting out their frustrations, or testing the boundaries and rebelling against social constraints.

The staff are trained and regularly attend refresher courses in safeguarding and child sexual exploitation. Each child is cared for differently in accordance with their needs in terms of safeguarding and CSE. In the event of risk of CSE the staff will complete the Kent and Medway Safeguarding risk assessment, and this will then be placed in the child's file and a copy sent to their Social Worker. The staff work closely with local authorities and public services to formulate personalised plans to protect each child. The Home has access to specialist services that the home can call upon in cases where intensive support is required.

Staff also complete online training in relation to the “The Prevent Duty” to ensure they can identify children who may be vulnerable to radicalisation and what to do when they are identified.

The Designated Safeguarding Lead at Moonreach is Fern Cowie (Responsible Individual); in her absence, Gill Hilton-Amzaleg become the Designated Safeguarding Lead.

The Home focuses on a transparent culture focussing on safeguarding the children through building positive relationships with the adults supporting them as well as empowering and educating them so they are able to make safe choices and discuss any concerns they may have with the staff.

The home ensures staff are familiar with the company’s whistle blowing policy and the home emphasises the ethos that all concerns no matter how small they seem must be reported whether they concern colleagues or not. The number one priority for all staff members is the children.

7.1 Assessing our staff are competent to manage challenging behaviours.

Comprehensive training and the development of the staff team is fundamental to all the work the home does. Managing behaviours, rewarding the positive behaviours, and achieving set targets is the positive modification we implement to prepare children for independence and social inclusion.

Throughout their employment and as part of their development, all staff members have a training/competency matrix in place to monitor their progress.

This will include the following to highlight areas the staff member excels in and areas that may need further development, ensuring all staff’s development needs are met:

- A supported Induction
- Supervision
- Observing staff members in practice
- Using case studies
- Reflective practice
- The close monitoring of sanctions implemented.
- Making sure the staff promote and provide the opportunity for the children/young person to redeem themselves.
- All staff receive ‘Team Teach’ de-escalation skills and physical intervention (Certificated for 2 years and refreshed thereafter)
- Challenging behaviour training
- Effective communication training
- Understanding Autism and Asperger’s syndrome training
- Attention Hyperactivity Activity Disorder (AHSD) training.
- Therapeutic training (Respond rather than react)

Systems that are put in place to manage behaviours and monitored by the manager:

- Strategy Plans
- Behaviour management plans
- Key-working
- Behaviour modification –rewards and target setting
- Children’s house meetings/consultation

7.2 Safeguarding our culture and ethos.

All children deserve to be kept safe, and especially in their home environment. The Home and the staff team are very friendly, and a comprehensive key-working system is in operation, providing good channels of communication and recording.

All children are encouraged to report any concern and however small. Staff are rigorous in their approach to safeguarding and have been trained to recognise, intervene, and pursue if any child protection issues, or intimidation or bullying is suspected to be taking place, inside or outside the home.

All Moonreach’s safeguarding/child protection policies and procedures are closely based upon the guidelines of the local Authority and Kent Safeguarding Children Boards Procedures.

The policies include:

1. Definitions of abuse.
2. Identifying signs and symptoms of abuse.
3. Reporting flow chart
4. Keeping the child safe.
5. Who to contact and when?
6. Recording information.
7. Speaking out.

All Incidents are rigorously monitored and any incidents which have any child protection implications are reported immediately to the manager/Child Protection Officer. All child protection incidents are thoroughly investigated to ascertain the nature of the incident and outcomes are sought and recorded, with all appropriate parties kept fully informed throughout each investigation.

Staff induction includes training on safeguarding/child protection procedures for the home and the local authorities' policy and procedures. Copies of Kent's Safeguarding Children Board policies are kept in the main office and are available for all the staff as well as the parents and children in placement.

The children in the home are encouraged to speak to any member of staff if they feel unhappy about an incident that had occurred between themselves and another child or member of staff. They are also able to contact outside agencies if they feel this is a more appropriate way forward. All staff has a duty to report to management immediately if inappropriate or unacceptable behaviour is displayed towards a child and act accordingly to safeguard that child from any further incidents.

Any allegation of abuse or bullying will be properly investigated and recorded by the registered manager or provider who will be responsible for ensuring appropriate action is taken without delay.

The home is proactive in safeguarding and protecting children in our care. We believe that with high levels of staffing and supervision within the home, the opportunity for bullying or potential child protection issues are minimised.

7.3 Children missing from Home.

Any incident of a child missing from the house without authorisation will always be taken seriously.

The Home realises there are times when a child feels unable to cope with certain situations and will leave the house without permission or notification. A vulnerable child can make themselves more exposed through absconding.

The staff team will always actively search the local area and try and make contact with that person. Moonreach Children's Services abides by its strict policy and procedures to always ensure the utmost safety of its children. The homes policy is compatible with their local polices, local authorities (Kent) RMFHC protocols and those of the placing authority, as specified in that person's care plan. (*See Missing Person's policy*)

Dependent on the nature of the child as identified within their risk assessment, age and length of time missing, the police, child's social worker and parent(s) where appropriate, will be notified. Each period of unauthorised absence is recorded by the registered manager/staff team and amendments to the risk assessment, the Behaviour Support Plan and the Day-to-Day plan are amended as necessary. Children identified as High/Critical in relation to risk category information is shared with local services (Social Services, Police, Fire etc.) and per agreed placement/care plan.

Through adapting good communication skills with all children placed, the staff team at Children's Services encourages children to talk about their concerns and worries, so strategies to assist them to identify coping strategies as alternatives to absconding. This has proven to be the most effective way of reducing the number of children absconding and adding to their own difficulties.

7.4 Anti-bullying

The staff team are very proactive in preventing any form of bullying or intimidation within the home. Bullying is a rare occurrence due to the high levels of supervision and a subject that is regularly discussed in regular house meetings which incorporates 'respect of others. Staff members have a responsibility to ensure that bullying is prevented at all levels inside and outside of the home and acceptance of others is promoted throughout the organisation.

The staff team encourage the children to voice any concerns they may have at any time and will always include this in their key working sessions.

We prevent bullying taking place within Moonreach by:

- An approachable staff team.
- Having an anti-bullying policy in place for all staff to read
- Training for staff on preventing and managing bullying.
- Incorporating this subject in the children's guide to include help numbers.
- High levels of supervision-one to one staff always
- Close liaison with schools and colleges and their tutors/teachers
- Children carry a mobile phone if out unsupervised in the community.
- In-house workshops on bullying for the children
- Regular Key-working sessions
- Children in house meetings
- Always Maintaining and promoting respect for others
- Information leaflets are provided and displayed for children to refer to.
- Children's commissioner information is also displayed and included in the children's guide.

7.5 Consequence to negative behaviours.

The Home and staff recognise the importance to teach children how to behave what is considered as socially acceptable in today's society. We believe that they should be aware of their behaviours and the impact they could have upon others and ultimately themselves.

Consequences may range from an apology, withdrawal from the situation, verbal reprimands, loss of privileges, loss of a leisure activity, additional chores, grounding, or increased supervision. The agreed consequences to behaviours actions are incorporated in the placement plan/behaviour management plan and agreed with the placing social worker.

We believe that children respond better to rules if they can contribute to devising them, and that they are reviewed regularly. The staff team in the home will ensure that the house polices (rules) and boundaries are maintained in a fair and consistent manner by all staff.

Where boundaries are breached, staff will be required to consider whether the act was deliberate, accidental, or an aspect of the child's behavioural problem or due to their level of understanding or function. The staff will address the issue as an educative process with the aim of supporting the young person in finding appropriate strategies to help them manage their behaviour in a more appropriate fashion.

All consequences are redeemable and are recorded and documented.

7.6 Non permissible consequences.

All staff are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The staff team are to always remain compliant.

The Home and the staff team are fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation or use power over the young person.

Consequences are agreed during the planning meeting and will focus on being age appropriate, and in line with the level of understanding that child has.

Food, visits with family or physical restraint will not be used as a consequence at any time.

7.7 Positive physical intervention.

The Home of the home support the staff team to understand that it is important to firstly try to diffuse a situation with diversion using calm communication skills. All staff are trained using the 2-day training 'team teach or equivalent' method which provides them with knowledge of safe handling techniques and de-escalation. This course is refreshed yearly to update and maintain their skills. This course is delivered by in house qualified trainers.

Positive physical intervention is only used as a last resort. All other techniques would be used first.

The only time a situation would warrant physical intervention is:

- A child was placing themselves or others at an unacceptably high level of risk or danger.

- Another person was being injured.
- They were causing damage to the property.
- Attempting suicide or placing themselves in grave danger

Staff in the home are aware of the psychological effect restraint may have upon a child and their care in terms of historical events.

In all circumstances restraint will be always recorded and documented. Any instances where restraint is deemed necessary will result in the management team being informed, a full investigation undertaken and all those involved being offered a 'debrief'.

Following a physical intervention, all children are reminded of their right to complain and how they complete this. This is recorded on the restraint report. Support to do this will be offered if required.

7.8 Recording and reporting.

All incidents of inappropriate behaviours including physical intervention, is recorded comprehensively and cross referenced and then sent to the retrospective parties, this is then placed on that child file. After every physical intervention, all people involved are interviewed and the incident addressed in a key-working session and followed by a de-brief. Moonreach children's service is now using an online system (ClearCare), all reports are completed online and monitored by managers and regulation 44 visitor.

7.9 Safe area risk assessment.

The Home will conduct and assess the suitability of the location of the home and its surrounding area. The home compiles information from the local police service and the local authority making sure the vicinity is appropriate, and putting in the necessary structures, boundaries, and supervision in place to remove and avoid risk where possible, and to optimise the safeguarding of the children in our care.

7.10 Fire Procedures and keeping the home safe.

Fire Regulations are in place for everyone's safety. Each child is made aware of the procedures on admission to Moonreach Children's Services.

There is a fire risk assessment in place which is reviewed and updated annually. This identifies both the engineering and procedural controls that are applied for fire safety.

The home has a trained appointed person who is responsible for regular checks on all fire safety equipment. Equipment for fire safety will be inspected and tested weekly and a record kept. There are also fire extinguishers placed around the house in case of emergency. Fire escape plans are also clearly displayed in the building.

All visitors are informed on their arrival of the fire escape plan, the exits and assembly points in the event of a fire and if there is a scheduled fire drill that day.

Staff are trained in all aspects of safety and emphasize to the children the need to respond quickly in the event of an alarm sounding. There are ongoing discussions and workshops with the children to remind them of the procedures and how they should conduct themselves, e.g., assembly points.

Upon placement, all children and staff are put through a fire drill to educate them in what to do in the event of a fire. These drills are recorded and documented, there is a complete evacuation of the building four times a year- twice during the day light hours and twice prior to the persons going to bed in the evening.

There is an annual inspection of fire extinguishers by an accredited maintenance company.

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by residents are also tested to verify their safety.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises. Monthly checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children and young people to live.

8.1 Stable and sufficient workforce.

Moonreach- Children's Services has a stable and consistent staff team. This team consists of the following members:

Fern Cowie- Responsible Individual
 Gill Hilton-Amzaleg – Area Manager
 Post Vacant- Registered Manager
 Amy Robertson -Deputy Manager
 Tracy Bushell – Shift leader
 Paula Ludkin- Residential worker
 Sam Poole- Residential Worker
 Lisa Boyd – Residential worker
 Jasmine King- Residential worker
 Chelsea Widdows- Residential Worker
 Georgia Lawson- Residential Worker
 Kerri McConnell- Residential Worker

8.2 The recruitment of staff.

The Home adopts an in-depth and thorough process when recruiting new staff members for the home and ensures they are a suitable match for the children and the existing staff team. There is a policy in place highlighting the comprehensive checks that are made and in line with Kent Safeguarding Board procedures and guidelines, Children's homes regulations 2015, Quality Care Standard 2001 and The Children Act 1989, Volume 5.

There is a strict process we undertake to identify the right applicants from the initial job advertisement through to verified referencing and enhanced DBS checks. We promote equal opportunities, and all applications will be viewed and considered. Managing this process, we are vigilant not to discriminate anyone from a different cultural background or ethnicity but ascertaining their right to work in the UK and if their skills meet our needs.

When recruiting additional staff members, it is Moonreach ethos to find individuals whose aims are to safeguard and promote the health, welfare and safety of the children accommodated.

8.3 The training and development of the staff team.

All staff will initially receive an in-house induction over their first few weeks of employment, which will help to familiarise themselves with the house routines, boundaries, structures, and paperwork. This covers the health and safety aspects of working within Moonreach Children's Services, policies and procedures, administration and recording, and the philosophy and expectations for our residential support workers. They are given specified time to read the policies and procedures, and undertake shadow shifts to experience all shift patterns, allowing them time to get to know the children.

The homes induction is to be started within 7 days and completed within 6 months of employment as per regulation.

For all staff working at Moonreach children's service there is an integral core training programme to ensure the basic competences are covered. Core training includes:

- * Safeguarding
- * Child Sexual Exploitation (CSE)
- * Emergency First Aid
- * Food Hygiene
- * Control and Restraint
- * Fire Safety
- * Health and Safety
- * Attachment Theory
- * Transference
- * Separation and Loss
- * Administering of Medication

In addition to these training courses, staff will receive specialist training equipping them with further knowledge and skills to meet the needs of the children placed in our care. They are also required to undertake accredited training to the standard of QCF Level 3 in Residential Childcare (England). We aim that a minimum of 80% of the staff at Moonreach Children's Services hold one of the above qualifications or higher or be registered on a programme of study working towards this.

Additional training may include:

- * Sexual Identity
- * Child trafficking
- * Controlled drugs administration and storage
- * Self-harm
- * Understanding autism
- * Understanding Learning difficulties
- * Youth justice
- * Cyber bullying
- * Mindfulness
- * Epilepsy
- * Alcohol and Substance Misuse
- * Mental Health
- * Radicalisation
- * Gang and Group Offending
- * Harmful Sexual Behaviours
- * PTSD
- * Radicalisation
- * Covid 19 awareness
- * DOLS

8.4 Supervision of staff and team meetings.

Running alongside the induction package, new staff receive one to one formal supervision on a fortnightly basis for the duration of their probationary period. The Home and senior staff also provide 'Informal' supervision as and when it is required.

New members of staff working in the home have a review at the end of their initial probationary period. Thereafter, all staff will receive regular formal supervision sessions at 4-6 weekly intervals. The staff team are supervised by manager, Deputy manager and shift leader.

Further staff support is provided through team meetings and handovers. Team meetings take place monthly and handover meetings occur twice daily at shift changes to maintain the continuity of care.

The Deputy Manager is supervised regularly by the Area Manager (Gill Hilton-Amzaleg)

All staff are appraised annually. Areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervision.

8.5 Electronic or mechanical means of surveillance used within Moonreach Children's Services.

At times the home operates an alarmed system in the hallways and stairways. If deemed necessary, this enables sleeping in staff to know when a children have left their bedroom during the night. The purpose of this is to ensure that children are safe during the night and to minimise the risk of any potential child protection issues. Our children are always supervised and managed well by personal contact and activity. Children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

- * Due to the age of the young person currently in the home (7 years of age) and the risks to the child with her recent patterns of running away Door latches have now been fitted to the front door and back door to support her safety. The catches can be accessed by the adults in the home along with the other child. This will be reviewed at regular intervals.
- * Night-time as like daytime is supervised by staff, not only to observe and support the child but to be available to offer advice and assistance if required, with back up support of the Manager.

- * The hallways and stair alarms will only be used to support the children in the home and to safeguard each young person if deemed necessary. Permissions are gained from social workers prior to this being put in place. The alarms would only be used when all children are in their bedrooms and sleeping, and when staff are going to their rooms. This alarm system is only managed by staff.
- * On no account would the alarms be used during daytime hours or for staff members to reduce their overall supervision of the children.

8.6 Management monitoring and review.

Amy Robertson: Deputy Manager will be responsible for the monitoring and reviewing of the welfare of the children within the home. This is achieved through observation and interaction with: the child, family/carers (where appropriate), any professionals involved with the protection and welfare of the children. (oversight from the senior management team)

Moonreach regularly review all policies and procedures considering research developments, policy and legislation changes and developments, and information developments of good practice regarding working with children.

Quality of Care Review

The Deputy Manager along with the senior management team will review the quality of care (Regulation 45) that the young people receive every three/six month. The review focuses on the quality of Care the children receive, feedback and opinions of the children, and the overall management and staffing of the home.

Independent Visitor

Moonreach appoints an Independent Visitor to complete a monthly report. The opinions and views of the children and staff is taken into account to identify any improvements that can be made. All paperwork systems and documentations are reviewed to ensure they are maintained and in line with the Quality Care Standards. Development of the home and maintenance is also reviewed to ensure that the homes facilities and environment is of a good standard. The Independent person ensures that the children are effectively safeguarded and that the home is promoting their well-being. Any recommendations from this report are implemented as promptly as possible and sent to Ofsted.

Section 9 - Care Planning

9.1 How we support and promote visits between the children placed and their parents and significant others.

For children having regular visits with family, friends and significant others plays a crucial part in establishing their stability, forming their identity and development.

Visits can take many forms including face to face-in house and off site, telephone, letter box, texts, and emails, and all of which can be facilitated, promoted, and recorded whilst placed at the home.

Visits with family and friends is always discussed with the placing social worker and included as part of the placement plan, incorporating with, who, when, where and if supervised or unsupervised. A contact plan is also devised, and recordings are made to document any behaviours leading up to or after a contact visit. Contact is always discussed in key-working sessions.

All contact visits to the home are required to make prior arrangements to visit and in line with what has been agreed in the placement plan. This is to ensure the safety of the all the children placed and that appropriate staffing levels are in operation. We expect the placing social worker to adhere to the contact arrangements made at the placement meeting. The placement meeting also identifies other arrangements, and we will endeavour to carry out those arrangements, either within the home or by transporting the child to an appropriate venue. There is an expectation that within the home all visitors will behave in an appropriate manner and respect the 'home' of the other Children. Failure would result in being escorted off the premises.

Where appropriate, and assessed as safe to do so, privacy is given to the young people and their visitors to enjoy their quality time. Supervised Visit can also be facilitated in house as well as visits outside of the home.

Staff will always have a duty to promote and sustain contact unless:

- It is deemed inappropriate or unsafe to do so.
- The visit appears to be deteriorating -the staff will intervene and curtail the visit so that the visit ends on a positive note.
- The visits conflicts with the arrangements made within the care/placement plan.

The children in the home are encouraged to make friends in the local vicinity and arrangements for them to visit the home can be arranged. Visits will only take place after all parties are consulted and have agreed.

Family visits will **never** be used as a form of control or punishment. Family time is seen as a vital link in children's lives.

No overnight stays are permitted at Moonreach Children's Services unless risk assessed by Manager.

9.2 Reviews and placement plans.

Reviews will take place as per statutory requirements. All children will be encouraged to attend their reviews or participate at some level to ensure that their views and opinions are heard. The child will always have their keyworker or manager present in their Reviews or a significant other who can advocate on their behalf. Children are also encouraged to complete their own personal Review documents, but staff will provide support and assistance if required.

A planning meeting is requested by the home within the first 7 days of placement, to enable a comprehensive placement plan to be devised and any other concerns or issues to be addressed.

9.3 Behaviour management plans.

On placement, and written in conjunction with the placing social, an individual detailed action plan is devised identifying the presenting and historical behaviours and difficulties – whilst taking into consideration the contributing factors.

Strategies are put into place and identified behaviours are targeted, tangible goals are discussed with the child and goals are set, with chosen rewards put in place and agreed consequence to negative actions.

The plans are reviewed regularly and updated to accommodate change/improvement and include additional areas to be addressed if required. The appointed key worker will include discussion around behaviours and consequences within the key worker sessions, making sure it is recorded in detail.

Our aim in the home is to provide a safe and comfortable environment to help stabilize, support and eventually prepare and equip them with the confidence, knowledge and skills to move onto independent living within the community as soon as they feel able and confident in doing so.

9.4 Pathway plan.

By working in collaboration with the placing authority, we devise and curtail an Individual Pathway plan, to incorporate each young person's specific needs.

Skills are taught and assessed throughout placement and areas are highlighted as achieved, and as identified, new goals are set. All children are taught to be responsible for themselves, their bedroom and belongings and daily participation in many tasks including cooking is encouraged to develop their skills and confidence, and in turn hoping to make them aware and appreciative of their environment and comfortable surroundings.

9.5 Independent skills workshops.

There is a set format of in-house workshops that are held regularly over the course of each month and are often repeated, or new workshops added to meet each young person's needs. These include a variety of subjects and new skills such as: completing application forms, budgeting, understanding health, culture awareness, gardening, laundry, housekeeping, and cooking.

Each workshop is recorded, and the participation and outcomes are documented and filed on each child's individual files.

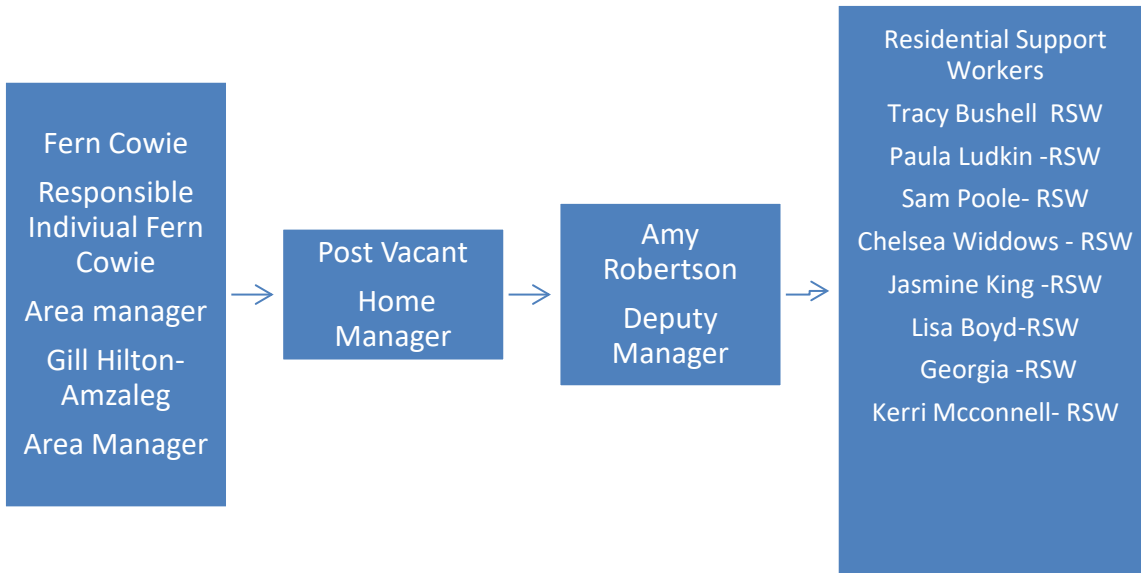
Section 10 - Staff Table

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible Individual	15/3/86	Ofsted Enhanced	28/07/10	B Tec national diploma in Health and Social care, High educational diploma in social care, and completed her NVQ 7.	Fern is the responsible individual for Moonreach, She has many years of experience working within a residential setting and caring for children and young people who display very challenging behaviours some of whom are emotionally damaged.	Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills and knowledge. She also is trained to facilitate Safeguarding in-house as well as completing the QCF level 7 in leadership and management to further develop her skills and assist her in the management of the homes and development of the staff team.
Gill Hilton-Amzaleg	Area Manager	15/3/63	Enhanced	14/6/22	Gill has a level 5 in leadership and management as well as a diploma in Counselling and a Diploma in welfare studies. Gill has her level 3 in advanced Safeguarding lead, NVQ Level 3 in children and young people and has completed extensive in-house training and is completing her level 7 in strategic management.	Gill has previously worked alongside children with special educational needs in a school environment, she has had several years' experience as a foster carer and has vast experience of working as a dually registered manager across Children's homes. Gill has sound knowledge of working with children with emotional and behavioural difficulties. Gill has spent 3 years at senior management level supervising managers and supporting their development. Gill has previously been a responsible Individual for children's residential services.	Gill has completed a Level 3 Safeguarding for Designated Practitioners, Safer Recruitment and Designated Safeguarding Officer training. She has also completed Supervision and Appraisal, and Disciplinary Training as well as all mandatory in-house training. Gill has completed her Opus Medication Competency Assessment Advanced course. Gill is currently on her level 7
Amy Robertson	Deputy Manager	29.04.84	Enhanced	22.06.2015	Amy holds her level three in children's and young person's workforce. Amy also has level two in children's mental health. Amy is currently completing level 3 mental health course	Amy began at Moonreach as a residential worker before working her way up to senior. Amy has now been promoted to the lead head of cares position.	, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Understanding bullying, Youth court justice, COVID-19 awareness, and DOLS training

Tracy Bushell	Residential Worker	20.01.1966	Enhanced	04.01.2023	Tracy has her level 3 Diploma Children & Young people. Tracy has safeguarding training and different in-house training. Tracy will complete in house training at Moonreach.	Tracy has worked with children and young people for several years and comes with a good level of experience both in her role as a residential worker and as a parent with he	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Understanding bullying, Youth court justice,
Paula Ludkin	Residential worker	15/2/1970	Enhanced	19/1/2022	Paula has qualifications with Youth and community common assessment framework. Manging challenging behaviour, in Paula's carer working with children and young people she also completed counselling level 2.	Paula has worked with children and young people in various roles and settings, including youth work, outreach, drug and alcohol worker, sexual health, and residential homes. Paula is also a qualified football coach	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Understanding bullying, Youth court justice, COVID-19 awareness.
Jasmine King	Residential Support worker	26/6/2000	Enhanced	13/9/2021	learning disabilities, Jasmin completed behaviour management training and was a PBS practitioner.	Jasmin began working in a nursery when she was 16, and then began working with adults when she turned 17. Jasmin worked with adults with challenging behaviour and was helping the adults become independent.	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice,
Lisa Boyd	Residential Support Worker		Enhanced	19.10.23	Lisa is new to the team and is currently in her probation period. Lisa will be enrolled onto her Level 3 Residential Childcare when she passes probation.	Lisa has been working in the care industry for many years now and has a vast experience of working in various care settings. This includes caring for sick children in hospital, children in community with complex care needs and caring for elderly people in the community and residential setting. Lisa has also cared for adults with learning difficulties. Lisa is a very patient and understanding person, active and outgoing with a good sense of fun	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice

Sam Poole	Residential Support worker	17.06.1995	Enhanced	02.08.23	Sam has completed safeguarding and other mandatory training including medication training & First aid. Sam has completed his team teach training.	. Sam currently works in the fire brigade and in the homes on a part-time basis. Sam has previous experience of working in a children's home and has a good understanding of the emotional struggles that the young people face. Sam understands behaviour management.	starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice, understanding bullying, Children and young people missing in care, Attachment, Awareness of Autism and Asperger's, Sexual Exploitation
Chelsea Widdows	Residential Worker	13.04.1994	Enhanced	15.02.24	Chelsea has her school qualifications. Chelsea has completed her safeguarding and her prevent today.	Chelsea is a bubbly positive individual who likes to see the best in people and the environment around her. Chelsea has shared that she is a positive person and hopes that her positivity impacts on others. Chelsea enjoys nature along with all its imperfections. Chelsea is looking forward to working with the children and supporting them to fulfill their dreams. Chelsea is eager to learn and is excited about her new role.	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, Dolls Training, COVID awareness
Kerri McConnell	Residential Support Worker	28.06.72	Enhanced	26.03.24	Kerri has her NVQ level 3 Children and young people, Safeguarding. Kerri is currently new to the home and is said she is looking forward to working at Moonreach.	Kerri has worked in residential with children for nearly 8 years Kerri describes herself as very nurturing, loves cooking, walking, and having fun days. Kerri is very homely and enjoys being with the children.	All staff completes the following courses on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice
Georgia Lawson	Residential Support worker	17/06/1997	Enhanced	08.04.2024	Georgia for the past 4 years has been running a beauty business from home, before this she was looking after adults with mild to severe learning difficulties.	Georgia has said that she loves the thought of working with children and bettering their lives. I'm also a very family-oriented person and love nothing more than being around them, Georgia comes from a large family, and the get-togethers are always great fun. Georgia enjoys	All staff completes the following courses on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we

						reading and doing anything that keeps her mind busy. I enjoy bike rides and going to the gym.	also run specialist courses that staff attend.
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Updated 16.05.2024.
To be reviewed 16.10.24