



# Statement of Purpose and Function

Moonreach

Juno House

Registration Number 2523034

This statement of purpose and function has been written considering the  
Quality Standards effective from the 1st of April 2015  
Implemented 07<sup>th</sup> December 2018  
Updated: 09.04.2024  
To be reviewed: 09.07.2024

## Introduction: -

### Welcome to Juno House!

Juno is large 3-bedroom house, which is a relaxed and a fun home to live in. The adults at Juno have the children's best interests at heart and like to see them enjoying themselves, achieving and taking part in lots of varied activities. The adults enjoy spending quality time with the children whether that is out in the community on activities or in the home. The adults have a good sense of humour and delight in seeing the children smile and enjoying living at Juno House. The Juno team enjoy supporting the children in developing their skills. The adults in the home love to cook, making homemade meals and teaching the children how to make these meals, supporting them in developing their life skills and working towards their pathway planning.

As the Manager of the home, I like to be involved and enjoy spending time in the house I will on occasions stay for dinner to see how the children's day has been and supporting them in making decisions about their own care. At Juno the adults and I, understand that the children who live here, have experienced trauma, and may struggle in different aspects of their lives, we will ensure to provide the children with a space to grow and develop in their own time and at a pace that they appear to be comfortable with. We will always ask the children's their views and wishes and advocate on their behalf when appropriate to do so, ensuring the children are at the forefront of all decisions made.

We ensure the children feel valued, empowering them to make decisions about their care and the development of the home, the children's views and wishes are listened too and put in practice regarding the redecoration of the home including their own individual bedrooms.

Juno House is in Walmer, Deal. The town historically was used by fishermen and traders from all over the world. Both Deal and Walmer Castle, have at some point in history been the homes of many important historical figures such as Lord Nelson, the Duke of Wellington, Winston Churchill, and the Queen Mother. It has many tourists throughout the summer. There are lots of Local activities for the children such as horse riding, swimming, parks, and clubs are easily accessible.

#### Messages from the team:

*"I love how supportive the team is of one another" – Tash.*

*"I really love our team, a very supportive and kind bunch and it's great to be a part of it" – Rob. P*

*"The whole team is really friendly, supportive and caring" – Robyn.*

*"Everyone has been so friendly and supportive; I've been made to feel welcome as a new staff member" – Anna*

*"I love going out on activities and seeing the children have fun and enjoy themselves" – Zola*

*"I enjoy supporting the children and helping them reach their full potential" – Dan*

*"It's nice seeing the children grow and spending time with them and seeing them smile" - Eve*

#### Messages from the Children:

*I like living at Juno we get to do fun things and the adults are nice.*

*I get to make cakes with the adults as part of my independence.*

*I like being able to go out on activities of my choosing.*

*I like being able to decorate my bedroom how I want.*

## The principles of residential care

- Children in residential care should be happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Residential care should value and nurture each Child 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 Children 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 Children's Education, out-of-school learning, and ambitions for their future.
- Residential care should be attentive to need, supporting Children's emotional, mental, and physical health needs, encouraging, and empowering them to make choices and developing their self-esteem.

- Residential care should be outward facing, working with the wider system of professionals for each child, and with children and Children'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, Children 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**

**Index: -**

**Section 0 - Care Provider and Manager**

- 0.1 Responsible Individual
- 0.2 Registered Manager
- 0.3 Ofsted
- 0.4 Children's Commissioner

**Section 1 - Quality and Purpose of Care**

- 1.1 Aims, objectives and ethos of the home
- 1.2 Our aims and anticipated outcomes for the Children and our approach to achieving them
- 1.3 Age, range, sex and numbers of Children
- 1.4 Accommodation at Moonreach Juno
- 1.5 Location of the homes
- 1.6 Accommodating special needs, disabilities and characteristics.
- 1.7 Health & Safety
- 1.8 Admissions Procedure
- 1.9 Criteria used for emergency placements.
- 1.10 How we promote and support the religious, cultural needs of the Children placed
- 1.11 Other services outsourced by Moonreach Juno
- 1.12 Support during transition from the home
- 1.13 Therapeutic techniques undertaken at Moonreach Juno

**Section 2 - Children's Wishes and Feelings**

- 2.1 Our facilities & services
- 2.2 Promoting and respecting ethnicity and diversity.
- 2.3 Children's rights
- 2.4 Anti-discriminatory practice, working with the Child and their parent.
- 2.5 Consulting with Children about their needs and quality of care
- 2.6 Complaints made by Children.

**Section 3 - Promotion of Education**

- 3.1 Educational provision
- 3.2 Staff encouragement and support
- 3.3 Supporting Children with Special educational needs.
- 3.4 Non-attendance, suspended or expelled.
- 3.5 Areas available to study and home tutoring

**Section 4 - Enjoyment and Achievement**

- 4.1 Encouragement and provision of internal and external activities
- 4.2 Make positive contribution to the home and to the wider community.

**Section 5 - Health and Well-Being**

- 5.1 Promoting health.
- 5.2 Promoting exercise and fitness.

**Section 6 - Encourage Positive Relationships**

- 6.1 The importance of positive relationships

**Section 7 - Protection of Children**

- 7.1 Assessing our staff are competent to manage challenging behaviours.
- 7.2 Safeguarding our culture and ethos.
- 7.3 Children missing from home.
- 7.4 Anti-bullying
- 7.5 Consequence to negative behaviours
- 7.6 non-permissible sanctions
- 7.7 Positive physical intervention
- 7.8 Recording and reporting
- 7.9 Safe area risk assessment
- 7.10 Fire Procedures and keeping the home safe.

**Section 8 - Leadership and Management**

- 8.1 Stable and sufficient workforce
- 8.2 The recruitment of staff
- 8.3 The training and development of the staff team
- 8.4 Supervision of staff and team meetings

8.5 Electronic or mechanical means of surveillance used within Moonreach Juno

8.6 Management monitoring and review

#### Section 9 - Care Planning

9.1 How we support and promote visit between the Children placed and their parents and significant others.

9.2 Reviews and placement plans

9.3 Behaviour management plans

9.4 Pathway plans

9.5 Independent skills workshops

#### Section 10 - Staff Table

10.1 Staffing List

#### Section 11 - Company Structure

11.1 Company Structure

11.2 Organisation Chart

## Section 0 - Care Provider and Manager

### Registered Provider

Fern Cowie

15 Owen Square

Deal

Kent

CT14 9TG

Tel: 01304 367799

### Registered Manager

Rebecca Barlow

15 Owen Square

Deal

Kent

CT14 9TG

Tel: 01304 367799

### 0.1 The Registered Provider of Moonreach Juno is:

Fern Cowie is the responsible individual for Juno and its Moonreach sister homes.

Fern has many years of experience working within a residential setting and caring for children who display challenging behaviours due to their low self-worth and vulnerabilities. Fern is pro-active in supporting the managers within Moonreach and recognises that each manager brings individual strengths to the company and their own homes.

As part of the managers own development Fern ensures external clinical supervision is available to managers. Monthly meetings take place to provide the managers the opportunity to collectively share their experience, successes, and ideas. It provides a space for everyone to further develop their understanding and knowledge and gives them the opportunity to issue resolution and provide them with a sense of purpose. 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. Fern holds a QCF level 7 in leadership and management.

### 0.2 The Registered Manager:

Rebecca Barlow is the registered home manager of Juno House. Rebecca has previous experience of management within Moonreach as a Senior in sister homes of the company, along with previous managerial experience in previous companies. Rebecca currently holds her level 3 in Residential Childcare along with her level 5 in leadership and management in children residential care. Rebecca continues to further her development through on-going training. Rebecca has worked with and supported children throughout her career in different settings, varying from schools, Youth clubs and residential homes. Rebecca has an open and transparent culture which she brings to Juno House and ensures the children are advocated for to ensure positive outcomes are achieved. Rebecca has experience of working with children with emotional and behavioural difficulties along with high end disability needs. Rebecca ensures her team are supported through regular supervisions and team meetings, promoting an open and honest ethos which transpires to the day-to-day practices of the team.

### 0.3 The Regulator:

#### The Regulatory Body is:

Ofsted

Piccadilly Gate, Store Street, M1 2WD

### 0.4 The Children's Commissioner:

#### The Children's Commissioner

Dame Rachel de Souza

The Office of the Children's Commissioner

## Section 1 – Quality and Purpose of Care

### 1.1 Aims, objectives and ethos of the home.

Juno House prides itself in its team approach to caring, nurturing, supporting and safeguarding Children in our care. We recognise that every Child placed is unique and individual, so we strive to work in collaboration with the placing authorities and other identified professionals to meet each Child identified and individual holistic needs.

Our primary aim is to offer stability, consistency and enable the Children to develop trust, confidence, and the opportunity to develop and grow. By working closely with their care plan, Juno House placement plans are devised as a tool to meet their identified needs and 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 the team and management.

#### *Our main objectives of our service are:*

- ✓ To provide a safe and secure environment, which is homely, nurturing, but has clear, insightful and reliable boundaries which are effective and not punitive.
- ✓ To offer high quality residential care and support Children.
- ✓ To provide as near to a family environment as possible.
- ✓ To offer accommodation for 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 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.

Juno House's 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 Provider, Manager and the team at Juno House will endeavour to oversee and ensure a positive living experience for each Child placed. Our aim is to provide care that will promote the emotional and physical well-being of the individual and give the Child time to come to terms with the difficulties in their lives reflect and move towards a more positive future.

Children's Meetings and key-working sessions take place enabling aspects of reflection and the ability to take responsibility for their own actions and contributions. These interactions are essential for all children and Children's growth and development as most have presenting problems at referral stage that include the inability to relate at an acceptable level within a peer group. All our Children are treated equally and according to their individual needs, so

Issues of rivalry, jealousy and anti-social behaviour are addressed within the group and are done in such a way that they are de-personalised.

Our aim 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 plan to meet and address these needs.

Juno House focuses on the ongoing development of life and social skills, to prepare our Children for independent living, equipping them with confidence, knowledge and empowering them to eventually move on within the community as soon as they feel able and confident in doing so. Any problems, difficulties or challenges identified during the stay at Juno House are addressed quickly and all the children within our care are taught the skills needed to allow them to deal and manage these situations.

The outcomes of our service are monitored monthly in the regulation 44 report and where we still adopt the 5 outcomes of Every Child Matters, enabling us to make sure all needs are met.

It is our aim that all Children can achieve positive outcomes from their stay with us at Juno House. 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 and Children**

Juno House is registered to provide accommodation for three Children of either gender, our normal admission age range is between 7-18 although children outside of this age range maybe considered subject to matching considerations with other children in placement. Juno House accommodate from any ethnic heritage, culture, and will endeavour to accommodate and promote any chosen religion.

### **1.4 Accommodation at Moonreach Juno.**

Juno House is located within a quiet residential road in the seaside town of Deal in Kent. The home is within walking distance to a local primary and secondary school.

Juno House is an end terraced family home, organized over 2 floors. It offers homely and family orientated accommodation for three Children. The interior is comfortable, bright and modern throughout, offering 3 bedrooms, one large open plan lounge, dining room leading on to a kitchen with gardens to the front and the rear of the property.

### **1.5 Location of the homes**

The town of Walmer, 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 children.

The home is in close proximity to all health services needed to ensure the children's individual needs are met.

### **1.6 Accommodating special needs, disabilities, and characteristics.**

Juno House works to provide, care, promote education, development and support to Children whose previous background experiences may have significantly impacted on their lives.

Juno House takes a holistic approach to their assessment process and recognizes that each Child should be assessed in relation to their own specific needs. Juno House are 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 team are experienced in supporting Children with a diversity of special needs, emotional and behavioural issues.

These have included: -

Attention Deficit Hyperactivity Disorder (ADHD), Asperger's Syndrome (ASD), delayed development, Adolescent mental health issues, self-harming, suicidal tendencies, eating disorders, challenging behaviours, learning disabilities including

global delay and speech delay, destructive behaviours, criminality, inappropriate sexualised behaviour, and persistent missing episodes.

Unfortunately, due to the layout of the accommodation, Juno House 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 Streetworks 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 occupancy levels. As much information as possible is always requested to enable the manager to discuss with her team the highlighted needs of the referred Child, and to evaluate and match the placement to the needs of the Child already accommodated, as not to jeopardise their placement. The Manager also considers the skill set of her team, making sure they are experienced to deal with the potential issues, and specific training is sought to equip the team if necessary.

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

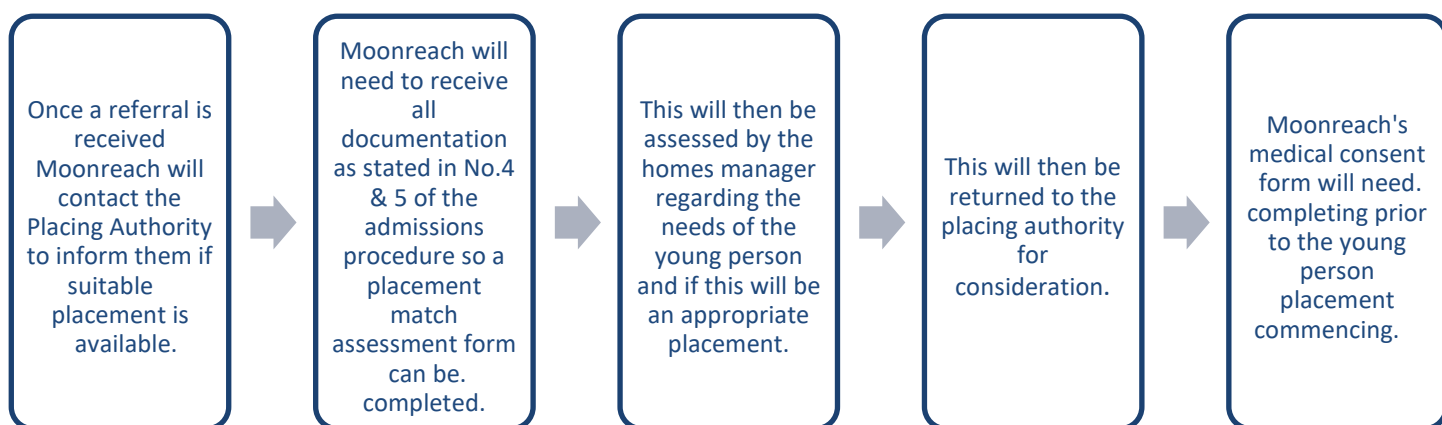
Identified needs, risks, targets and support required is identified and agreed with the placing authority prior to admission and confirmed in more detail within the placement planning meeting. Risk assessments, behavioural support/management plan, health plan and Moonreach’s placement plan will be devised 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, the team and the referring authority to ensure that all needs are identified, and the team are able to manage the risks if any.



### Admission process:

1. Telephone visit from placing social worker.
2. During conversation, it will be initially identified if Moonreach Juno 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. All relevant documentation will be required prior to a Child being placed in Juno house to ensure all Children receive an effective planned move. This should include up to date care plans, CIC review minutes, psychological/ Therapy assessment reports and EHCP. Moonreach Medical consent forms must be completed prior to the placement commencing.
5. The potential referral and all documentation are discussed with the team to ensure the team have a clear understanding of the Child's needs.
6. 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.
7. A potential new placement will only be discussed with the Children already in placement, when mutual agreement between the placing social worker and Moonreach is appropriate.
8. The manager offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding etc.
9. On placement, a keyworker will be identified, and the social worker will be able to liaise directly with them regarding the Child.
10. 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.

- \* Juno House will only accept emergency admissions, based upon the information provided, assessing the possible risk of the impact upon the other Children placed and solely at the manager and her team's discretion.
- \* Our primary concern immediately upon admission is to settle the Child 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 Child within 24 hours of their admission.
- \* Upon emergency admission, Juno Houses 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 children already in place within the home. All adults have knowledge and awareness of risk assessments.

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

- The Juno House referral form 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 and research the culture in which the child follows. This also allows for training to be sourced should this apply.

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. We recognise 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. The team will endeavour to facilitate quiet places to pray, or transport required to accommodate this.

Juno House regularly promote the Children’s awareness and understanding of equal, diversity, and multi cultured society by having in house theme nights. These consist of the Children and adults 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 Child’s abilities. The team make these theme nights as engaging and entertaining to encourage involvement.

**1.11 Other services outsourced by Moonreach- Standard School Program**

Juno 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.

**Outbound Program**

Brewood’s outbound program runs within the standard school program but offers education on a 1:1 basis off site in a variety of educational settings. The difference with this provision is that the student does not have to engage in a classroom setting but instead is taken to a range of libraries, study centres and in-home settings to learn.

**Virtual School Program**

On the Virtual School Program students, will be given an introduction to the course and how to access and complete assignments set for them, this will be held in their home environment with the Intervention Officer. The curriculum will be provided in the following core areas of English; Maths; Science and ICT, as well as the ASDAN Short Courses in PSHE; Sex and Relationships Education and Beliefs and Values.

Once the student has engaged and started to see attainment in these initial areas, we will open up further optional courses such as History; Geography; Media; Performing Arts; Business Studies; Art; Woodwork; Animal Care; Languages; Health and Social Care; Religious Studies; Sports and Fitness; Food Technology; Environmental Award. Pupils will be set weekly lessons to follow and tasks to complete which will be submitted via email or post dependent on the nature of the activity.

**Next Steps – life skills and training**

The Children within our care have access to Next steps, that provide AQA unit award packages. Next steps offer unit awards which develop life skills, support education and preparation for work as well as independent living and the promotion of self-awareness and confidence.

The units focus on Budgeting, moving on, Preparation for work, Volunteering, Food and Nutrition, personal hygiene and body awareness, Health and Hygiene in the home, Home and Personal Safety, practical Life skills, Sexual health and Healthy Relationships, Fun and interest, self-esteem and emotional well-being, and Bullying Awareness.

### **1.12 Support during transition from the home**

All Children at Juno are supported and encouraged to develop their independence skills in preparation for moving on. Juno will work closely with any school to provide a wide range of workshops and courses/programmes.

Juno house, work with Children 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. Juno House use 'Get ready for adult life' workshop programme which targets a wide variety of workshops and practical exercises to support a Child understands and development.

Juno House can also identify areas where the development of a Child needs additional support and personalise an independent programme to suit the individual needs of the Child.

### **1.13 Therapeutic techniques undertaken at Moonreach.**

Juno House outsources professional therapist involvement to either/both the Children and Adolescent Mental health service (CAMHS) or source independent therapists when necessary. Juno House ensures that all therapeutic input from external agencies/individual hold relevant qualifications that are accredited by the British Association for Counselling and Psychotherapy and have the relevant safeguarding checks to ensure the children's needs are met and safeguarded. Moonreach ensures the relevant insurances are in place and are valid and is checked, along with this Moonreach ensures all copies of qualifications and certificates are on file and checked with the awarding bodies.

The manager and team ensure good communication between the home and therapeutic professionals working with the Children and strive to achieve positive outcome for the Children, where appropriate involve therapists in staff meetings and multi professional meeting regarding the Children. Individuals that work directly with the Children must have a full DBS check completed before working with the Children.

Within Juno House, we are able to source different forms of therapy to support the children in the home, we have built relationships with therapists who are trained in art, play and talking therapy, along with this we have also sourced a provision who provides animal therapy, in which we regularly use. The children have discussed enjoying animal therapy and gives them the confidence to start therapy through this provision.

## **Section 2 - Children's Wishes and Feelings**

### **2.1 Our facilities & services.**

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

Each Child 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 Children will identify care, education and health needs and areas for potential assessment and support.

Juno has developed good links within the community and have access to a range of other professionals who deliver individual services to Children as and when required. It is Juno House's 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. Juno House works within the guidelines of the Quality Care Standards whilst also thinking about the daily individual needs of each Child and their medium and long-term plans. When placed, a 24-hour 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, Moonreach's placement plan is put in place that will identify the individual needs that have between identified, goals and targets sets with the view of the child's Child broader, longer-term plans. This is also updated and revised regularly and incorporate changes following a LA statutory review and changes in circumstances.

Juno House 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 team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged and rewarded with lots of praise and rewards whereas negative behaviours are not encouraged and whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours.

All Children placed at Moonreach will receive: *Within their home:*

- \* One to one adult ratio when required.
- \* Good sized 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 team
- \* In-house counselling and therapy services as and when required
- \* Regular in-house workshops to develop self-care, independent 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 CAMHS.
- \* Access to Next steps life skills and training

*Local area:*

- \* Seaside location
- \* Local town with high street shopping
- \* Good range of local schools, colleges, and universities
- \* Local hospital equipped with a minor injuries' 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.**

Our team are trained to recognise and promote an acceptance and understanding of ethnicity and cultural differences. Themed cultural evenings are regularly held 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 Children's rights.**

The manager and her team at Juno House believe and uphold it is the right for any Children 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)

Regular children's meetings also provide a forum to air issues or make complaints and the Children are made aware of the complaint in-house system and external visit numbers that are displayed, which is also incorporated in the children's guide. Adults are encouraged to promote the rights of Children who may wish to make complaints and remind Children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others.

All Children at Juno House 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 equally and fairly, encouraging openness and transparency. Adults within the home will encourage children to engage within external advocacy services for their voices and wishes to be advocated for.

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

Juno House is opposed to any form of discrimination against any child or team member, and in any form. The 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 Child will not be tolerated and addressed. It is our policy that all adults always report any form of discrimination immediately.

Juno House promotes anti-discriminatory practice at all levels. The home's practice is Child focused always considering the whole Child and their individual needs. 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. Adults are encouraged to promote the rights of Children who may wish to make a complaint.

Recognising the importance of the relationship between a Child and their family and significant others, the team at Juno House will always promote and facilitate family contact. Family and friends will always be made to feel welcome in the home and treated with courtesy. Juno house will communicate regularly with parents and family by means of regular telephone updates and reports as agreed per placement plan. The 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 about their needs and quality of care.**

All Children are encouraged to participate with their ideas and suggestions in the running of the home. Although Children may have a relatively short stay in the home it is important that they leave having had a good experience.

Children's meetings are held, 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 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 team are friendly and approachable enabling the Children to freely state if there is a concern or suggest an idea. The manager 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.**

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, children's meetings, information on the notice board and general open discussions within the house.

Complaint slips are readily available and contain details of people the Children can visit, including their Social Worker; Independent reviewing Officer, 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 Children's Commissioner Dame  
Rachel de Souza  
Children's Commissioner for England  
Sanctuary Buildings,  
20 Great Smith Street,  
London,  
SW1P 3BT  
Tel: 020 7783 8330  
Freephone:0800 5280731  
Email: [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.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 is not registered as a DFE provision but does have good relationships with the schools in the local vicinity, including a nearby EBD provision and which we hold a place on the board of trustees.

### 3.2 Team encouragement and support.

The 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 as a result of their unique learning abilities. This also includes providing support within their education setting.

The assigned keyworker or another team 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 with Special educational needs.

We recognise 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 at Juno House can contribute to their support and input as we have been invited to sit on the board of trustees of a local EBD school.

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 Child's teacher's and tutors.

Special Educational Needs (SEN) or Education Health Care Plan EHCP 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 an EHCP (*statement of education needs*) (SEN) 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 Non-attendance 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 Kent and Brewood School that is in accordance with the Child abilities, while Juno House identify an appropriate educational placement for the Child.

### 3.5 Areas available to study and home tutoring.

Moonreach is presented as large family home, so can offer plenty of room to study. A desk is provided in the bedrooms should the child need one, there is also a separate room which will also be used for learning and the large lounge area which is bright and spacious offers a good facility that is conducive to learning. The 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 with us are encouraged and supported to become involved in a range of activities and recreational pursuits internally and externally. The team work together to promote all aspects of a Child's development. The Child as part of their independence planning will be encouraged to identify, arrange, and budget their own local activities where they can liaise with their peer group.

Weekly activities are discussed with the children and the home and will facilitate 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 a family sitting room where there are books, board games, craft activities, console and DVDs can be enjoyed together. 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. The team will support the Children in regular attendance and encourage participation, ensuring that the Children 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 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 Child will be 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. This would not affect the other Child placed. \**

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

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

Juno House 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. Moonreach encourage positive and appropriate relationships with peers within the community and provide support through key sessions and nurturing to promotion stable peer to peer relationships.

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

Overnight stays are encouraged with friends where appropriate and the home assess the property which they will be staying to ensure the standard welfare is sufficient, Juno House strives to make all children feel part of the community and promote opportunities of friendship and achievement socially and personally.

## **Section 5 - Health and Well-Being**

### **5.1 Promoting health.**

Juno House provides a holistic health support package to meet the needs of each Child's 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 care plans are developed and monitored by the home's manager to ensure medication is administered appropriately, appointments are implemented, and work is done 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 team have developed a positive relationship with the local CAMHS team who support us and our Children in renewing medication for on-going conditions (such as ADHD, depression). They can also advise, where necessary, during periods of emotional crises for Children to ensure children receive the appropriate levels of support and intervention.



### Whilst in our care the Child 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 team members administer medications where necessary and record such on the Child's personal file and the home's central file.
- \* Any outpatients' appointments will be organised by the home and the Child are accompanied by their keyworker or team 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 Children 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 CAMHS clinic.
- \* All adults are expected to encourage the Child to take care of their personal hygiene and help them to develop self-care skills.
- \* All team members encourage healthy eating, whilst promoting the Children's choices with regard to the menu and meals prepared, this is achieved by promoting a healthy and balanced diet, lifestyle choices and by using the "eat well" plan 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. There will be an expectation that the Child will progress to planning, budgeting and cooking all their own meals.
- \* Adults 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.

### 5.2 Promoting exercise and fitness.

The team at Juno House 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 adults encourage everyone to play sports in the park, including football cricket and rounders. To encourage the children to engage with healthy lifestyle and exercise we are able to provide the children with gym memberships with the local gym, discussions take place regarding correct uses of the gym and ensure a welcome session is implemented by a professional trainer from the gym.

## Section 6 - Encourage Positive Relationships

### 6.1 The importance of positive relationships

The manager and her team will strongly advocate and support the importance of the development of building positive relationships with all Children placed at Juno House. Building upon the values of trust and respect, and by having a small regular and consistent team, good interpersonal relationships can be established thus providing the foundations for stability.

We recognise the huge benefit of harmonious and enjoyable contact between Children their friends and family. We also understand that visits/communication can be challenging and that this often needs high levels of support and preparation from the adults in Juno house. Where necessary we use both informal one to one support and more formal key working to prepare children for more challenging visit arrangements.

We understand that visits must be promoted, encouraged and be beneficial and we ensure that we place the children are at the centre of all arrangements. We do this by acting on their behalf, providing advocacy and advice.

We encourage telephone contact and electronic communications such as email and Skype subject to any restrictions or limitations within the care plan. As well as letters and photos to be sent.

## Section 7 - Protection of Children

Through training and experience, our team have developed an insight to understand why challenging 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.

All our adults in Juno house are trained and regularly attend refresher courses in safeguarding and Children 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 team will complete the Kent Exploitation Identification tool, and this will then be placed in the Child's file. Juno house, work closely with local authorities and public services to formulate personalised plans to protect each Child. Juno House has access to specialist services that the home can call upon in cases where intensive support is required. The team also complete online training in relation to the 'The Prevent' training Channel general awareness 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.

At the centre of safeguarding within the home is the idea that if Children feel comfortable around the home and have a good relationship with the adults, they are more likely to listen to team members when they are trying to encourage them to stay safe. In addition to this, good relationships mean a child is more likely to talk about any situations that may worry, upset, or scare them.

The home ensures they 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 the adults is the Children.

The home's Internet access is provided via a DNS content filtering router; this allows us to grant permission to, or block access to, specific categories of website (for example, we block some social media access, or access to gambling sites etc.). Recognising that simply blocking one category of website may not be the most workable or the 'fairest' solution, we also could apply more targeted controls that could block individual URLs within a category but permit others. For example, a child may be granted permission to access Facebook but not Instagram.

This differs to traditional 'parental control' features however, as each device must be registered on the router via its physical (MAC) address, meaning that specific controls can be put in place for each individual and/or each individual device. This may mean that we could give Child A permission to access Facebook, but block access for Child B. Again, because the router works on a device's individual MAC address, we could, if required, allow access to Facebook for a child on their laptop but not on their tablet (whilst connected to the Wi-Fi). If required to do so, we could restrict internet access (or access to sites) during specific time frames as well. This means that we could effectively switch off Wi-Fi access to Child A's device at a certain time of night but permit Child B's device access until a completely different time.

### **7.1 Assessing our team are competent to manage challenging behaviours.**

Comprehensive training and the development of our team is fundamental to all the work we do. Managing challenging 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 team members have a training/competency matrix in place to monitor their progress.

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

- A supported Induction
- Supervision
- Observing team members in practice
- Using case studies
- Reflective practice
- The close monitoring of consequences implemented.
- Making sure the team promote and provide the opportunity for the children to redeem themselves.
- All adults receive 'Team Teach' de-escalation skills and physical intervention (Certificated for 1 year and refreshed annually)
- Challenging behaviour training
- Effective communication training
- Understanding Autism and Asperger's syndrome training
- Attention Deficient Hyperactivity Disorder (ADHD) 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 house meetings/consultation

## 7.2 Safeguarding our culture and ethos.

All Children deserve to be kept safe, and especially in their home environment. The manager and the 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. Adults 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.

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 Children safe.
5. Who to visit 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 in order to ascertain the nature of the incident and outcomes are sought and recorded, with all appropriate parties kept fully informed throughout each investigation.

Team members induction includes training on safeguarding/ child protection procedures for the home and the local authorities' policy and procedures. All Moonreach's policies and procedures are on 'Breathe hr' which all adults can access and are required to read and sign.

All our Children are encouraged to speak to any member of the team if they feel unhappy about an incident that had occurred between themselves and another resident or member of the team. They are also able to visit outside agencies if they feel this is a more appropriate way forward. All adults have 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 home manager or provider who will be responsible for ensuring appropriate action is taken without delay.

Juno House is proactive in safeguarding and protecting Children in our care. We believe that with high levels of adult support and supervision within the home, the opportunity for bullying or potential young child protection issues are minimised.

## 7.3 Children missing from Home.

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

We realise 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 vulnerable when they go missing.

The team will always actively search the local area and try and make visit with that person. Moonreach Juno 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 manager/team and amendments to the risk assessment, the Behaviour Support Plan and the Day-to Day plans 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 team at Juno house encourages Children to talk about their concerns and worries, so strategies to assist them to identify coping strategies as alternatives to going missing. This has proven to be the most effective way of reducing the number of Children missing and adding to their own difficulties.

#### **7.4 Anti-bullying**

The team are very proactive in preventing any form of bullying or intimidation within Juno House. Bullying is a rare occurrence due to the high levels of supervision and a subject that is regularly discussed with the children which incorporates 'respect of others. Team 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 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 team
- Having an anti-bullying policy in place for all adults to read
- Training for adults on preventing and managing bullying.
- Incorporating this subject in the children's guide to include help numbers.
- High levels of supervision-one to one adult at all times
- 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
- Discussions around bullying and respect in house meetings
- Always Maintaining and promoting respect for others
- Children's commissioner information is also displayed and included in the children's guide.

#### **7.5 Consequence to challenging behaviours.**

The team at Juno House recognises the importance to teach our Children how to behave and is 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, or increased supervision. The agreed consequences to their challenging 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 team at Juno House will ensure that the house polices (rules) and boundaries are maintained in a fair and consistent manner by all adults.

Where boundaries are breached, the adults will be required to consider whether the act was deliberate, not deliberate, accidental, or an aspect of the Child's behavioural problem or due to their level of understanding or function. If the act was not deliberate, the adult will address the issue as an educative process with the aim of preventing any further breaches of boundaries, however if the act is repeated it will be considered as wilful and consequences will be actioned.

All consequences are recorded and documented fully and are monitored by the management team.

#### **7.6 non-permissible consequences.**

All adults are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The team are to always remain compliant. The team are fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation or use power over the Child.

Consequences are agreed during the planning meeting and will focus on being age appropriate, and in line with the level of understanding that the Child has. Food, visit with family or physical intervention will not be used as a consequence at any time.

### **7.7 Positive physical intervention.**

Moonreach train their team to firstly try to diffuse a situation with diversion using calm communication skills. All adults 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 Moonreach who have trainers who can deliver Team teach training.

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 Children or Child was placing themselves or others at an unacceptably high level of risk or danger.
- Another person was being injured.
- They were causing significant damage to the property.
- Attempting suicide or placing themselves in grave danger

The adults are aware of the psychological effect physical intervention may have upon a Child and their care in terms of historical events.

In all circumstances physical intervention will be always recorded and documented. Any instances where physical intervention 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, de-briefs are completed with the children, in which they are offered medical attention, reminded of their right to complain and how to do this and supporting them to reflect on their behaviour and looking at why physical intervention was needed to be used and finding strategies together to mitigate further risks.

### **7.8 Recording and reporting.**

All incidents of challenging behaviours including physical intervention, is recorded comprehensively and cross referenced and then sent to the retrospective parties, this is then placed on that Child's 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. All recordings are monitored by the manager.

### **7.9 Safe area risk assessment.**

Juno House takes it upon us to conduct and assess the suitability of the location of the home and its surrounding area. We compile information from the local police service and our 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 Juno House. Juno has wired in fire sensors and fire doors in place.

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

Juno House 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.

Adults 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 adults 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.

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by children 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 to live.

## Section 8 - Leadership and Management

### 8.1 Stable and sufficient workforce.

Moonreach- Juno has a stable and consistent team. This team consists of the following members:

Fern Cowie - Responsible Individual

Gill Hilton-Amzaleg – Regional Manager

Rebecca Barlow – Registered Home Manager

Tia Quint – Shift Leader

Robert Penders - Residential worker

Charlie Cope - Residential Worker

Cora Armstrong - Residential Worker

Maryna Zabara - Residential Worker

Sam Goodban – Residential Worker

Eve Darrell - Residential Worker

Tyla Jones – Residential Worker

### 8.2 The recruitment of the team.

We adopt an in-depth and thorough process when recruiting new team members. 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 2001, Quality Care Standard 2015 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 team members, it is Juno House's ethos to find individuals whose aims are to safeguard and promote the health, welfare and safety of the child accommodated.

### 8.3 The training and development of the staff team.

All adults will initially receive an in-house 3-week 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 Juno House, 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 placed.

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

- \* Safeguarding
- \* Children Sexual Exploitation (CSE)

- \* Emergency First Aid
- \* Food Hygiene
- \* Control and Restraint
- \* Fire Safety
- \* Health and Safety
- \* Administering of Medication

In addition to these training courses, the adults 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).

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
- \* Makaton training

#### **8.4 Supervision of the team and team meetings.**

Running alongside the induction package, new team members receive one to one formal supervision every fortnight, during their first 3 months of employment, they will then have their 3-month appraisal and will be down to the discretion of the team member and the manager if supervisions are to move to once a month or continue to be fortnightly until their 6-month probation meeting. The management team provide 'Informal' supervision as and when it is required, which can be requested by both the team member and/or the manager. After their 6-month probation appraisal, the team member will be given monthly supervisions. The team are supervised by manager or shift leader. All adults are appraised annually. Areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervisions.

The Manager is supervised regularly by the Area Manager, during the first 3-6 months of being in post the new manager will receive fortnightly supervisions and then monthly supervisions.

Further support is provided through team meetings and handovers. Team meetings take place monthly and handover meetings occur daily at shift changes to maintain the continuity of care. During team meetings, the team discusses the children in our care and how improvements can be made to support positive outcomes for the children and to ensure the team is working cohesively. Group supervision can be requested for the team if needed.

#### **8.5 Electronic or mechanical means of surveillance used within Juno House**

Juno operates a homely environment and currently operates hallway/stair alarm system however should the local authority request bedroom door alarms this would be discussed, and risk assessed prior to placement. Our Children are always supervised, and children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

- \* Night-time as like daytime is supervised by adults, 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 registered Manager through the on-call system.
- \* The hallways and stair alarms will only be activated when all children are in their bedrooms and sleeping in adults are going to their rooms. This alarm system is only managed by adults.

- \* On no account, will the alarms be used during daytime hours or for team members to reduce their overall supervision of the children.

## 8.6 Management monitoring and review.

The Manager oversees the monitoring and reviewing of the welfare of the Children within the home. This is achieved through observation and interaction with: the Children, family/carers (where appropriate), any professionals involved with the protection and welfare of the Children.

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

Reviews the quality of care (Regulation 45) that the Children receive every three - six months. 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 report monthly. The opinions and views of the Children and the team is considered 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 all 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, in the community, telephone, letter box, texts, and emails, and all of which can be facilitated, promoted, and recorded whilst living at Juno House. 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 visit plan is also devised, and recordings are made to document any behaviours leading up to or after a visit. Visit is always discussed in key-working sessions.

All visits to the home are required to make prior arrangements to the 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 visit arrangements made at the placement meeting. The placement meeting also identifies other visit 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 Children and their visitors to enjoy their quality time. Supervised visit arrangements can also be facilitated in house and off-site visits with arrangement.

Adults will always have a duty to promote and sustain visit unless:

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

Our Children 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. Overnight stays are possible with friend's dependent on circumstances and individual. This would need to be risk assessed first.

Visits will **never** be used as a form of control or punishment. Visit is seen as a vital link in children and Children's lives.



## 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 adults will provide support and assistance if required.

A planning meeting is requested by the manager 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 support plans.

On placement, and written in conjunction with the placing social worker, 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 challenging 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 at Juno House is to provide a safe and comfortable home, help stabilize and support a Child 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 Child'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 Child'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 file.

The team at Juno House will be trained in how to facilitate AQA independent living skills workshops. These support the Child's social worker when they are requiring completing their Pathway Plan. Adults will be able to plan, implement, assess, and record the outcomes from each session, evidencing the Child competence in each area. These workshops and training will cover a range of areas, such as:

- Money Management
- Budgeting skills (inclusive of paying bills, living on a budget, how to furnish a flat on a budget).
- Self-care skills
- Independent living skills
- Health, well-being & sexual health
- Cooking meals on a budget & healthy eating
- Housing
- Risk management, keeping your house safe.
- Completing a CV and applying for a job
- communication

## Section 10 - Team Table

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible individual	15/03/86	Ofsted Enhanced	July 2010	Higher educational diploma in social care. Level 7 business management	Fern has many years' of experience of working within residential childcare. Fern has run her own mother and baby assessment centre before being the director of the residential children's homes.	Fern is the Designated Safeguarding Officer for Moonreach and has completed training on this alongside many other courses. Fern has completed safeguarding, first aid, supervision training, team teach and many more
Gill Hilton-Amzaleg	Regional Manager	15/03/63	Enhanced	14/06/2022	Gill has a level 5 in leadership and management as well as a diploma in Counselling and 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.	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 30 years' experience of working with children from different backgrounds. 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 also has her Opus Medication Competency Assessment Advanced course.

Rebecca Barlow	Registered Manager	31/07/94	Enhanced	19/04/2022	<p>Rebecca holds her level 3 in residential childcare and a level 5 in children. residential care leadership and management.</p> <p>Along with these, Rebecca also has her level 3 in Youth.</p> <p>Work and Level 2 in understanding the safe handling of medication in health and social care.</p> <p>Rebecca currently holds a level 2 in Autism and mental health.</p>	<p>Rebecca previously worked for Moonreach between 2018 – 2020, starting off as a residential worker and leaving as a senior shift leader, Rebecca then left to become a deputy manager for another company and has returned to Moonreach in December 21 as Deputy Manager and has now progressed to manager of Juno House.</p> <p>Rebecca has been supporting children with both EBD and disabilities. Prior to working in care, Rebecca was a youth worker for 6 years and worked in different settings of both youth clubs and Schools.</p>	<p>Rebecca has completed all mandatory training, this includes safeguarding in level 3 (online course), first aid, CSE, CEOP, fire safety, reporting and recording, supervisions, and safer recruitment. Rebecca will source additional training when needed and ensure the team are given the training required to best support the children in our care.</p>
Robert Penders	Residential Worker	09/09/83	Enhanced	10/07/2020	<p>Robert has been awarded his Level 3 in Residential Childcare.</p>	<p>This is Roberts first experience of working with Children. Robert's background is in manual labour and was in the Armed forces. Robert has shown a natural ability within the role and has built positive relationships well with the children he works with.</p>	<p>All adults complete the following courses on starting at the company Moonreach Induction, Team Teach, Fire training, prevent, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health &amp; Safety, communicating effectively, Risk assessment, safeguarding and First aid at work and Team teach training and covid awareness. Rob.</p>
Tia Quint	Shift leader	16/05/98	Enhanced	02/03/2023	<p>Tia has now passed probation and is enrolled on her diploma Level 3 in Residential Childcare.</p>	<p>Tia previously has 16 months of experience working in childcare with a different company. Tia still enjoys learning new things about the job role every day.</p>	<p>Tia has completed all mandatory training in; Fire training, prevent, Food hygiene, Safe administration of medication, Record.</p>

						<p>In March 2024, Tia was promoted to shift leader at Juno House.</p> <p>Tia is an open person and loves to share her knowledge and skills with other people.</p>	<p>Keeping, Infection, Control, Challenging behaviour, Health &amp; Safety, communicating effectively, Risk assessment, safeguarding.</p>
Maryna Zabara	Residential Support Worker	19/05/89	Enhanced	11/04/2023	<p>Maryna has now passed probation and is enrolled on her diploma Level 3 in Residential Childcare.</p>	<p>Maryna has come from Ukraine and is keen to make a new life for herself in England. Maryna met a lot of supportive people on her travels to England and would like to do her part in helping others. Although Maryna does not have an experience in the care industry, she is a very talented graphic designer and would like to bring her talents to support the children in developing their artistic skills.</p>	<p>Maryna has completed all mandatory training in; Fire training, prevent, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health &amp; Safety, communicating effectively, Risk assessment, safeguarding.</p>
Sam Goodban	Residential Support Worker	28/04/87	Enhanced	10/11/2023	<p>Sam is new to the team and is currently in his probation period. Sam will be enrolled onto his Level 3 Residential Childcare when he passes probation.</p>	<p>This is Sam's first experience of working in a children's residential home. Sam has 9 years' experience of working with adults with learning difficulties. Sam has a positive outlook on life and is looking forward to supporting the children in Juno House.</p>	<p>All adults complete the following courses on starting at the company Moon reach Induction, prevent, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health &amp; Safety, communicating effectively, Risk assessment, safeguarding and First aid at work and team teach training.</p>
Cora Armstrong	Residential Support Worker	20/02/89	Enhanced	17/02/2021	<p>Cora has achieved the diploma level 3 in children and young people, along with honours in Midwifery.</p>	<p>Cora has previously worked within property management and worked as a night care worker for a home which looks after adults with learning disabilities.</p>	<p>All staff complete the following course on starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health &amp; Safety, communicating effectively, Risk assessment, safeguarding and First aid at work.</p>

Eve Darrell	Residential Support Worker	31/07/88	Enhanced	22/01/2024	Eve has completed safeguarding training and prevent training. Eve has her Diploma level 3 in Business administration.	Eve currently works in the administration department for Moonreach and has now started working in the homes to further her knowledge and understanding. Eve has said she enjoys working with the children in the home and that no 2 days are the same. Eve is looking forward to building relationships with the children	All staff complete the following course on starting at Moonreach Induction, 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.
Tyla Jones	Residential Support worker	31/12/95	Enhanced	13/12/2023	Tyla has the following qualifications. ICT: level 2 pass Health & Social Care: Merit English: D Food Tech: D Maths: E Woodwork (Resistant Materials): C Dance: Pass	Tyla has previously worked for P&O ferries and in the care sector with the elderly. Tyla describes herself as having a caring nature and said she is looking forward to working with the children and supporting them.	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.
Charlie Cope	Residential Support Worker	16/03/85	Enhanced	26/02/24	Charlie is qualified as a personal trainer, circuit trainer. Charlie has obtained her GCSE with C grades.	Charlie is a fire fighter who has previous experience of working with children, this includes supporting children with nutrition and exercise and organising and taking part in fire events for children and families, in which she educates children and young people on fire safety and the role of a fire fighter.	Charlie is currently attending all face-to-face training and completing all mandatory online training, this includes, medication, safeguarding, safer care, first aid and risk management.

