



# **Statement of Purpose and Function**

**Moonreach Children's Services**

URN SC 460671

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

Reviewed 10<sup>th</sup> October 2024

To be reviewed 10<sup>th</sup> April 2025

### **Introduction: -Statement**

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

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

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

### **The principles of residential care**

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

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

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

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

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

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

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

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

*Quality Standards 1st April 2015*

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### Registered Provider

Fern Cowie  
50 Church Path  
Deal  
Kent  
Tel: 07970397169

### Manager

**Richard Kay**  
50 Church Path  
Deal  
Kent  
Tel: 0782169913

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

#### Fern Cowie

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

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

### 0.2 The Registered Manager:

#### Richard Kay

I am the Manager and am beginning the registration process with Ofsted to become a dually registered manager for Moonreach.

I started working within children's residential homes in January 2016 and completed my level 3 diploma before being promoted to becoming a senior care worker and soon after becoming a registered manager.

I have used my initiative to complete additional training for working with children with additional needs and adverse childhood experiences and ensure that anything I have learned is shared with my staff team to further their development. This will be done through staff supervision and meetings that will be held at monthly intervals to ensure that the children in our care are receiving everything they need to be happy, safe and thrive.

I have completed my level 5 diploma in leadership and management and will attend all training and seek additional learning opportunities to develop my knowledge and practice further and in turn further improve the care of the young people in my homes.

I enjoy supporting young people with their education, going on fun and new activities, learn about the world around them as well as teaching them how to cook drawing upon my catering experience. I strongly believe that the homes should feel like a home and dislike anything that would be seen as institutional.

### 0.3 The Regulator:

#### The Regulatory Body is:

Ofsted  
Clive House, 70 Petty France, London SW1H9EX

### 0.4 The Children's Commissioner:

#### The Office of the Children's Commissioner

Dame Rachel De Souza  
The Office of the Children's Commissioner  
Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT  
Tel: 020 7783 8330  
Freephone: 0800 5280731  
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## Introduction: -

### Welcome to our Home.

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

### **The Deputy Manager:**

My name is Amy, and I am the Deputy manager for the home. I have been working for the company since 2015. I love supporting everyone in the home and particularly like pathway planning where I can help with developing the children's independent living skills. Both the adults and I take great pride in empowering and promoting the children allowing them to make healthy choices. I like to spend time with everyone in the house and spend time with them. The Adults supporting you each come with their personalities and are there to encourage you with your hobbies and interests, Education, and life skills. We are here to listen to you and value your opinions. We hope that you will build positive friendships and invest in the home.

### Messages from the team:

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

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

### Message from a child:

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

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

*I attend college and now have part-time Job.*

## Section 1 - Quality and Purpose of Care

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

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

The placement plan will provide a clear foundation for our work in partnership with the children, families, and social workers.

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

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

*The main objectives of our service are:*

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

*To achieve these aims the following objectives have been set:*

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

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

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

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

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

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

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

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

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

### **1.3 Age, range, sex, and number of children**

Moonreach Children's Services is registered to provide accommodation for 2 children of any gender, ages 7-18, and from any ethnic heritage, or culture, and will endeavour to accommodate and promote any chosen religion.

### **1.4 Accommodation at Moonreach Children's Services.**

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

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

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

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

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

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

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

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

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

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

### **1.7 Health & Safety**

Moonreach takes the health and safety of the children and the adults working here very seriously and to this end, we provide good quality child-focused risk assessments that are regularly reviewed updated and overseen by our company's 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. 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 Children Home Management (2016)
- IEMA Environmental Management System Auditor (2003)
- City and Guilds NVQ D32, D33, D34 Assessors Awards (2001, 2005)
- P405 Asbestos Management (2014)
- New Roads and Street works Supervisors Qualification (2002)
- Chartered Member of Institution of Occupational Safety and Health (Branch Executive Committee member and Branch Education and Development Advisor for SE Branch, National Public Services Group Committee 2012-2016)
- Former Member of the Chartered Institute of Management
- Former Affiliate of the 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 are risk assessed and reviewed annually or updated if a new risk arises. Monthly health and safety checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children to live.

### 1.8 Admissions Procedure

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

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

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

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

#### Admission process:

1. Telephone contact from placing authority.
2. During conversation it will be initially identified if Moonreach Children's Services is potentially an appropriate placement.
3. A referral form is sent, and the social worker agrees to complete the form and send all relevant information, including the most recent review minutes or core assessment.
4. The potential referral is discussed within the staff team.
5. Once the completed referral form is received the placing social worker and child will be invited to visit the home. The social worker will take a copy of the children’s guide with them to discuss the home.
6. A potential new placement will only be discussed with the child already in placement when mutual agreement between the placing social worker and the staff team that Moonreach Children's Services is appropriate.
7. The Home offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding etc.

8. On placement, a keyworker will be identified, and the social worker will be able to liaise directly with them regarding the child.
9. A placement plan meeting will be required to take place within 7 days and a review will be held within the first month to assess progress. This meeting will take place at a mutually convenient location for all parties. At that meeting, there will be a request for a commitment from the social worker to visit regularly.

### 1.9 Criteria used for emergency placements.

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

#### **Summary: Our minimum requirements for accepting an emergency placement are as follows.**

- The Moonreach impact assessment is to be completed in full.
- The placing authority referral form was completed in full.
- Up to-date placing authority's risk assessment.
- Consideration is given to the needs of the child already in placement.
- A matching management meeting would take place before 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 upon before a short-term/long-term placement is offered.

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

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

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

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

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

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

### 1.11 Other services outsourced by Moonreach.

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

### **Standard School Program**

The homes are in close proximity to both secondary & primary schools. Brewood School can offer a standard in-school program that caters to both key stages 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. T

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

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

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

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

The Home outsources professional therapists' involvement to the Children and Adolescent Mental Health Service (CAMHS) is available. There is a good level of communication between the home and therapeutic professionals working with the child and The Home will strive to achieve positive outcomes for the children. Where appropriate the home involves therapists in staff meetings and multi-professional meetings regarding the young people. Qualifications that are accredited by the British Association for Counselling and Psychotherapy. Individuals who work directly with the children must have a full DBS check completed before working with the child. As part of our therapeutic approach, a certified, PACE training course is held each year and adults are encouraged to use the principles of PACE in the care of children. PACE focuses on the whole child, not simply the behaviour. It helps children be more secure with the adults and reflect upon themselves, their thoughts, feelings, and behaviour, building the skills that are so necessary for maintaining a successful and satisfying life. The child discovers that they are doing the best that they can and are not *bad* or *lazy* or *selfish*.

Through PACE and feeling safer, children discover that they can now do better. They learn to rely on adults and trust them to truly know them. For adults, using PACE most of the time can reduce the level of conflict, defensiveness, and withdrawal that tends to be ever present in the lives of some children. Using PACE enables the adult to see the strengths and positive features that lie underneath behaviour that challenges.

Training at Moonreach is provided free of charge to all employed adults as a mixture of online and face-to-face sessions. Adults receive an hourly rate of pay for the time they spend on face-to-face courses. We recognise the importance of building of relationships and trust with the children in our care and the pivotal role that consistent and appropriately trained adults play in that, so employee retention is a particular area of our focus. All adults working at Moonreach receive regular, protected supervision to provide a forum to discuss their practice and CPD. Annual appraisals also allow adults to discuss their ongoing development and career aspirations.

## Section 2 - Children's Wishes and Feelings

### 2.1 Our facilities & services.

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

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

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

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

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

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

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

#### *Within their home:*

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

#### *Our Resources:*

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

*Local area:*

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

## **2.2 Promoting and respecting ethnicity and diversity.**

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

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

## **2.3 Children and young people's rights.**

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

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

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

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

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

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

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

The home is opposed to any form of discrimination against any child or staff member. The staff team works 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 an adult or a child will not be tolerated or addressed. It is our policy that all staff always report any form of discrimination immediately.

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

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

Recognising the importance of the relationship between a child and their family and significant others, The Home and staff team will always promote and facilitate positive visits with Family and friends. Staff will communicate regularly

with parents and family using telephone updates and reports as agreed per the placement plan. The staff team upholds a professional, anti-oppressive, and non-judgmental approach when working with parents and families.

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

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

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

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

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

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

### **2.6 Complaints made by children and young people.**

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

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

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

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

## **Section 3 - Promotion of Education**

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

### **3.1 Educational provision.**

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

### **3.2 Staff encouragement and support.**

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

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

### **3.3 Supporting children/young people with Special educational needs.**

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

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

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

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

### **3.4 Nonattendance or Exclusion.**

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

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

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

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

## **Section 4 - Enjoyment and Achievement**

### **4.1 Encouragement and provision of internal and external activities.**

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

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

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

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

The children can participate in group or individual holidays during the school summer holiday. This is arranged in consultation with the children's preferences and takes into consideration their abilities, behaviours, and risks to their

self or others. Risks are assessed and strategies are put in place to best manage potential situations. The children are kept involved in the planning of the holiday activities as a goal to work towards and look forward to.

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

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

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

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

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

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

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

### **5.1 Promoting health.**

The Home will ensure there is a holistic health support package in place to support the needs of each child'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 individual needs is documented to ensure that there is a continuation of care following their transition.

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

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

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

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

- \* All children's physical health is attended to by a local GP along with a local dentist's practice. If they have not seen an optician within the last six months an appointment will be made for them.
- \* Any dietary requirements are observed, and a well-balanced healthy eating routine is put in place. (Including allergies, intolerances, and religious observance)
- \* Trained staff to administer medications where necessary and record such on the children's file and the home's central file.



- \* Any outpatients' appointments will be organised by the home, the children are accompanied by their keyworker or staff member.
- \* All our children's psychological and emotional well-being will be monitored by their key workers. The key worker's role is to encourage them to talk through any difficulties they are experiencing and to propose coping mechanisms to help the child deal with them. An external counselor can be made available for confidential discussions with the child allowing them to feel more comfortable in discussing any issues. If the referring social worker jointly agrees for us to do so, a referral can be made to the local CHYPS clinic.
- \* All staff are expected to encourage the child to take care of their hygiene and help them to develop self-care skills.
- \* All staff in the home encourage healthy eating, whilst promoting the children's choices regarding the menu and meals prepared this is achieved by promoting a healthy and balanced diet and lifestyle choices and by using the "eat well" plate and encouraging the "5 a day". Preparation of food and cooking their meals is also taught regularly as an activity to develop their interest and understanding of healthy meals and independent skills.
- \* Staff and children will not be allowed to smoke within the home, and all help available will be given to support them to give up smoking. Children will be given appropriate advice regarding the misuse of alcohol, drugs, and sexual health. Information is always readily displayed on the notice board.

## 5.2 Promoting exercise and fitness.

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

## Section 6 - Encourage Positive Relationships

### 6.1 The importance of positive relationships

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

## Section 7 - Protection of Children

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

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

Staff also complete online training about the "Prevent Duty" to ensure they can identify children who may be vulnerable to radicalisation and what to do when they are identified.

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

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

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

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

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

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

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

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

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

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

### **7.2 Safeguarding our culture and ethos.**

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

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

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

The policies include:

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

## 7. Speaking out.

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

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

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

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

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

### 7.3 Children missing from Home.

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

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

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

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

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

### 7.4 Anti-bullying

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

The staff team encourages 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 from taking place within Moonreach by:

- An approachable staff team.
- Having an anti-bullying policy in place for all staff to read
- Training for staff on preventing and managing bullying.
- Incorporating this subject in the children's guide to include help numbers.

- High levels of supervision-one to one staff always
- Close liaison with schools and colleges and their tutors/teachers
- Children carry a mobile phone if out unsupervised in the community.
- In-house workshops on bullying for the children
- Regular Key-working sessions
- Children's in-house meetings
- Always Maintaining and promoting respect for others
- Information leaflets are provided and displayed for children to refer to.
- Children's commissioner information is also displayed and included in the children's guide.

### **7.5 Consequence of negative behaviours.**

The Home and staff recognise the importance of teaching children how to behave in what is considered socially acceptable today. 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 leisure activity, additional chores, grounding, or increased supervision. The agreed consequences to behaviours' actions are incorporated in the placement plan/behaviour management plan and agreed upon with the placing social worker.

We believe that children respond better to rules if they can contribute to devising them and that they are reviewed regularly. The staff team in the home will ensure that the house policies (rules) and boundaries are maintained fairly and consistently by all staff.

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

All consequences are redeemable and are recorded and documented.

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

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

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

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

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

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

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

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

The only time a situation would warrant physical intervention is:

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

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

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

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

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

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

### **7.9 Safe Area Risk Assessment.**

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

### **7.10 Fire Procedures and keeping the home safe.**

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

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

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

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

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

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

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

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

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

## **Section 8 - Leadership and Management**

### **8.1 Stable and sufficient workforce.**

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

Fern Cowie- Responsible Individual

Gill Hilton-Amzaleg – Regional Manager

Richard Kay- Home Manager

Amy Robertson- Deputy Manager  
Paula Ludkin- Residential support worker  
Jasmine King- Residential Support worker  
Chelsea Widdows- Residential Support Worker  
Georgia Lawson- Residential Support Worker  
Alex Kelly- Residential Support Worker  
Lillian Lem – Residential support worker  
Aaron Gibson– Residential support worker

### **8.2 The recruitment of staff.**

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

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

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

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

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

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

For all staff working at Moonreach Children's Service, there is an integral core training programme to ensure the basic competencies are covered. Core training includes:

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

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

Additional training may include:

- \* Sexual Identity
- \* Child trafficking

- \* Controlled drugs administration and storage
- \* Self-harm
- \* Understanding autism
- \* Understanding Learning difficulties
- \* Youth justice
- \* Cyberbullying
- \* Mindfulness
- \* Epilepsy
- \* Alcohol and Substance Misuse
- \* Mental Health
- \* Radicalisation
- \* Gang and Group Offending
- \* Harmful Sexual Behaviours
- \* PTSD
- \* Radicalisation
- \* Covid 19 Awareness
- \* DOLS

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

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

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

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

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

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

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

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

- \* Due to the age of the young person currently in the home (7 years of age) and the risks to the child with her recent patterns of running away Door latches have now been fitted to the front door and back door to support her safety. The catches can be accessed by the adults in the home along with the other children. This will be reviewed at regular intervals.
- \* Night-time as with daytime is supervised by staff, not only to observe and support the child but to be available to offer advice and assistance if required, with backup support of the Manager.
- \* The hallways and stair alarms will only be used to support the children in the home and to safeguard each young person if deemed necessary. Permissions are gained from social workers before this being put in place. The alarms would only be used when all children are in their bedrooms and sleeping, and when staff are going to their rooms. This alarm system is only managed by staff.
- \* On no account would the alarms be used during daytime hours or for staff members to reduce their overall supervision of the children.

#### **8.6 Management monitoring and review.**

Richard the Manager will be responsible for the monitoring and reviewing of the welfare of the children within the home. This is achieved through observation and interaction with the child, family/carers (where appropriate), and any professionals involved with the protection and welfare of the children.

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

### **Quality of Care Review**

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

### **Independent Visitor**

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

## **Section 9 - Care Planning**

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

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

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

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

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

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

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

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

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

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

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



### **9.2 Reviews and Placement Plans.**

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

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

### **9.3 Behaviour Management Plans.**

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

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

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

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

### **9.4 Pathway plan.**

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

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

### **9.5 Independent Skills Workshops.**

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

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

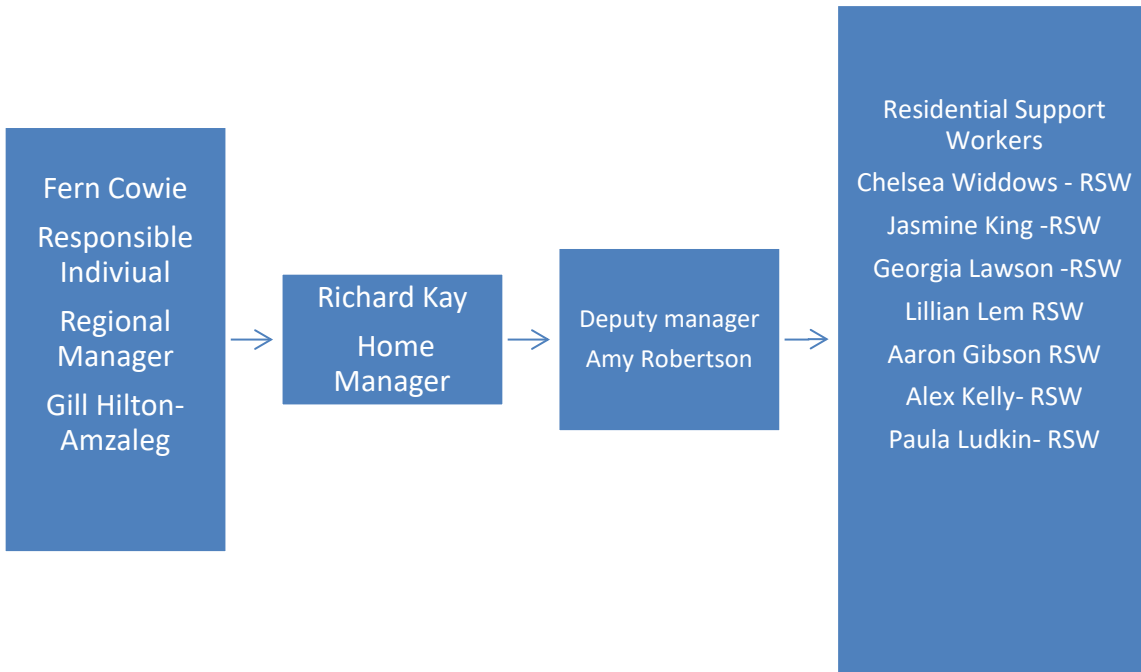
## Section 10 - Staff Table

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible Individual	15/3/86	Ofsted Enhanced	28/07/10	B Tec national diploma in Health and Social care, High educational diploma in social care, and completed her NVQ 7.	Fern is the responsible individual for Moonreach, She has many years of experience working within a residential setting and caring for children and young people who display very challenging behaviours some of whom are emotionally damaged.	Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills and knowledge. She also is trained to facilitate Safeguarding in-house as well as completing the QCF level 7 in leadership and management to further develop her skills and assist her in the management of the homes and development of the staff team.
Gill Hilton-Amzaleg	Regional Manager	15/3/63	Enhanced	25.10.21	Gill has a level 5 in leadership and management as well as a diploma in Counselling and a Diploma in welfare studies. Gill has her level 3 in advanced Safeguarding lead, NVQ Level 3 in children and young people and has completed extensive in-house training and is completing her level 7 in strategic management.	Gill has previously worked alongside children with special educational needs in a school, she has had several years' experience as a foster carer and has vast experience of working as a dually registered manager across Children's homes. Gill has sound knowledge of working with children with emotional and behavioural difficulties. Gill has spent several years at the 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 Appraisal, and Disciplinary Training as well as all mandatory in-house training. Gill has completed her Opus Medication Competency Assessment Advanced course. Gill is currently on her level 7
Richard Kay	Home Manager	27/01/83	Enhanced	05.08.24	Richard holds both the level three diploma in children and young people's workforce as well as the level five in leadership and management. Richard has also completed a level 2 in understanding autism and a level 2 in working with children with mental health issues.	Richard has worked alongside children in care since January 2016 and has sought to develop his knowledge and practice ever since completing both in-house training and seeking further development in his own time. Richard has a good level of understanding of children's mental health needs and has worked closely with CAMHS to support children with complex additional needs.	All staff completes the following courses on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, COVID-19 awareness

Amy Robertson	Deputy manager	29.04.1984	Enhanced	22.06.2015	Amy holds her level three in children's and young person's workforce. Amy also has level two in children's mental health. Amy is currently completing a level 3 mental health course	Amy began at Moonreach as a residential worker before working her way up to senior. Amy has now been promoted to the Deputy manager position. Amy is responsible for implementing workshops for staff across the company on pathway planning.	Amy has completed all of the following courses at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist courses on Understanding bullying and youth court justice, additional courses have been implemented as per the needs of the children in the home
Paula Ludkin	Residential worker	15/2/1970	Enhanced	19/1/2022	Paula has qualifications in the Youth and Community Common Assessment Framework. Managing challenging behaviour, Paula's carer works with children and young people she also completed counselling level 2.	Paula has worked with children and young people in various roles and settings, including youth work, outreach, drug and alcohol work, sexual health, and residential homes. Paula is also a qualified football coach.	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, COVID-19 awareness.
Jasmine King	Residential Support worker	26/6/2000	Enhanced	13/9/2021	learning disabilities, Jasmin completed behaviour management training and was a PBS practitioner.	Jasmin began working in a nursery when she was 16 and then began working with adults when she turned 17. Jasmin worked with adults with challenging behaviour and helped them adults become independent.	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Attachment, Awareness of Autism and Asperger's, Youth court justice,
Chelsea Widdows	Residential Worker	13.04.1994	Enhanced	15.02.24	Chelsea has her school qualifications. Chelsea has completed her safeguarding and her prevention today.	Chelsea is a bubbly positive individual who likes to see the best in people and the environment around her. Chelsea has shared that she is a positive person and hopes that her positivity impacts on others. Chelsea enjoys nature along with all its imperfections. Chelsea is looking forward to working with the children and supporting them to fulfill their	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on

						dreams. Chelsea is eager to learn and is excited about her new role.	Understanding bullying, Youth court justice, Dolls Training, COVID awareness
Georgia Lawson	Residential Support worker	17/06/1997	Enhanced	08.04.2024	Georgia for the past 4 years has been running a beauty business from home, before this she was looking after adults with mild to severe learning difficulties.	Georgia has said that she loves the thought of working with children and bettering their lives. I'm also a very family-oriented person and love nothing more than being around them, Georgia comes from a large family, and the get-togethers are always great fun. Georgia enjoys reading and doing anything that keeps her mind busy. I enjoy bike rides and going to the gym.	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses that staff attend.
Alex Kelly	Residential support worker	14.08.1996	Enhanced	30.06.2024	Alex has completed safeguarding along with all mandatory training for Moonreach. Alex has completed his team-teaching training and has a pre-existing qualification in First aid.	Alex has previously worked in schools with children ranging from 4yrs to 16yrs as well as working as an instructor at Betteshanger Park working with school groups and S.E.N. children. Alex is looking forward to working and supporting the children in the homes	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, COVID-19 awareness, and DOLS training
Lillian Lem	Residential support worker	14.03.1984	Enhanced	20.08.24	Lillian has 3 years of previous experience in supporting vulnerable individuals. Lillian has her master's in counselling which she achieved in the USA,	Lillian is passionate about creating safe and inclusive environments where residents can thrive and achieve their goals. Lillian's approach centers on building meaningful connections, promoting independence, and providing emotional support tailored to everyone's needs she is committed to making a positive impact on the	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, COVID-19 awareness, and DOLS training

						lives of those she serves. In her free time.	
Aaron Gibson	Residential Support Worker	03.07.1979	Enhanced	01.04. 2023	Aaron has his level 3 Diploma for Children and young people. Aaron has completed Safeguarding training along with several other in-house training.	. Aaron has several years' experience of working alongside children with emotional and behavioural difficulties. Aaron has previously worked in a residential setting with children who had a range of different needs and is	All staff when starting at Moonreach, complete the following: Team teaching, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses on Understanding bullying, Youth court justice, COVID-19 awareness, and DOLS training



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