



Statement of Purpose

Sycamore House

(Regulation 16)

'Compassion, Innovation, Trust'

Name of Young people's Home:	Sycamore House
Address:	51 Birchfield Drive
URN:	
Company:	Brooks and Brooks
Manager:	[REDACTED]
Telephone Number:	0
Email:	[REDACTED]
Responsible Individual:	[REDACTED]
Telephone Number:	[REDACTED]
Email:	[REDACTED]
Date reviewed:	3/2/2026
Reason for review:	New home

Contents:

Page 3 Welcome to Sycamore House, Our Mission Statement.

Page 3 Sycamore House and its facilities.

Page 3 & 4 Our Area.

Page 4 Locality Risk Assessment.

Page 4 & 5 Regulation 14- Care Planning.

Page 8- Therapeutic model of Care

Page 8 Ensuring quality.

Page 8 Staffing Structure

Page 9 Regulation 24 - Approach to surveillance and monitoring (including security):

Page 9 Regulation 6- Equality and Diversity.

Page 10 Regulation 7- The Young people's Views, Wishes, and Feelings.

Page 11 The Rights of the Young People.

Page 12 Complaining and the Right to be Heard.

Page 14 Regulation 8- Education.

16 and over.

Page 15 Regulation 9- Enjoyment and Achievement.

Page 18 Regulation 10- Health and Wellbeing.

Page 19 Regulation 11- Positive Relationships.

Page 21 Visitors.

Page 21& 22 Regulation 12- Protection of Young people.

Page 23 Safeguarding.

Page 24 Supporting Positive Behaviours.

Page 25 E-Safety.

Page 26 Our Approach to Restrictive Practice.

Page 26 Regulation 34- Missing from Care.

Page 27,28 Regulation 13- Leadership and Management.

Page 30 Meet our Team.

Page 33 Staff Rational.

Page 34 Staff Policy.

Page 35 Staff Supervisions and Appraisals.

Page 36 Staff Training and Development.

Pages 37 &38 Fire/ Health & Safety.

Welcome to Sycamore House- Our Mission Statement:

‘Sycamore House believes that all young people should be offered Compassion, Innovation, Trust and Guidance to enable them to have the best possible start in life’.

Sycamore House and its Facilities:

Sycamore House is a Detached property located in Rochdale. We aim to create a family orientated home environment where young people can flourish. The home is decorated and furnished to a high standard reflecting current trends.

The home is over two stories and comprises of four bedrooms and one staff office with a bed for a sleep in room.

The young people’s bedrooms are lockable but can be adapted if risks should be presented. The bedrooms are spacious and there is opportunity and encouragement for the personalisation of the young people’s bedroom consisting of a double or single bed, wardrobe, bedside table, chest of draws and a desk as minimum. This can be adapted (If risks are identified).

The young people will be provided with a welcome pack which has toiletries and snacks.

The staff office is lockable and consists of a sofa bed, shelving, and storage for personal belongings.

The staff sleep in bedroom is lockable and the young people will not have access to this room.

Communal areas are spacious and attractive in layout, these include: 1 lounge, two lockable bathrooms, and a kitchen/diner. The front and back door have an alarm to indicate if anyone is leaving or entering the building and will be used if needs necessary with individualised risk assessments and consent from the placing authority. The property also has Wi-Fi, Now TV, and a smart TV which can connect to all streaming services including Netflix and Disney+.

There is a paved and grassed garden to the rear and side of the property and tends to hold the sun all day, so we have a dining set for when meals are done alfresco.

We aim to always ensure that the external and internal physical condition and fabrics of the home are maintained to a high standard and to work within HSE regulations and requirements.

Our Area

Sycamore House is situated in Marlands, Rochdale, only a short distance from local amenities, transport links and the motorway networks. It is also close to many walking trails and paths.

The local area has extensive resources such as schools at primary level education, as well as access facilities to higher education including vocational training provisions through local colleges.

The Rochdale area has a selection of shopping facilities such as supermarkets, clothing retailers and small outlet shopping, which ranges from major retailers to small independent traders.

There are community facilities for recreation such which include local gyms, restaurants, and coffee shops, sports teams, libraries, and local nature spots.

With such a variety of towns and cities nearby, the home can volunteer a wide range of educational, cultural and leisure activities to reflect the individual choice of the young people in our care. Within Rochdale there are various religious places for worship dependent on a young people's religious identity and several voluntary organisations that can offer opportunity for voluntary involvement.

The adults working in the company have links with local football and rugby clubs, as well as gym's, cookery classes and art clubs. Young people placed at Sycamore House will have priority to attend these due to our close links.

Our Locality Risk Assessment:

Sycamore House has a locality risk assessment which will be comprehensively reviewed annually and submitted to all relevant people for viewing. The review will include the identification of any risks and opportunities presented by the homes location and strategies for managing these risks. However, systems are in place to monitor crime, deprivation, exploitation, and other emerging issues within the local area under regular review and monitoring. The police, health team, placing authority, social workers, and exploitation teams can be, or are already aware of our location risk assessment. We will also build a positive relationship with the local PCSO team, inviting them round to meet the staff and young people in service to get to know them.

Regulation 14- Care Planning:

Sycamore House offers short, long-term and planned placements to young people aged 8-17 of the multi sex with Emotional behavioural difficulties and/ or learning difficulties. Some young people accommodated may be due to emotional and behavioural difficulties in which

a family placement has either temporarily or permanently broken down. For other young people, these reasons may include the family placement being unsuitable for various reasons. All of which can leave the young people feeling unwanted, rejected and lost.

The home provides services to meet the needs of up to three young people with EBD and/or Learning difficulties. This may include young people who have suffered traumatic experiences in their life; We will support young people whom:

- Display sexualised behaviour
- Are at risk of exploitation
- Display aggressive behaviour
- Have a neurodevelopmental disorder (such as ADHD) or a learning need
- Missing from home
- Have low self-esteem and confidence
- Have suffered neglect and abuse

We will provide a home to a young people from all ethnic backgrounds. The young people residing at Sycamore House, regardless of their background and past experiences will be treated with compassion, respect and dignity. They will be supported and engaged in a way to promote and encourage a positive outcome throughout this difficult time of their life. A young people of any ethnic origin or religious persuasion may be admitted to the home and will be encouraged to actively follow a given belief(s) if they wish to do so.

If it is deemed that the young people require a DoLS whilst already accommodated in the home, this will be discussed with the young person and the manager will ensure that they are able to facilitate this without impacting on the other young people in the home, receive an up-to-date copy of their local authority care plan, and any plans are updated in the home.

The delivery of the service will be defined by the identified parameters within the care plan and the evolving needs of the young people. Our aim is to ensure that the development stages of the young people living at Sycamore House are met at every level, and plans are appropriate for their age and understanding and therefore we embrace personalised, holistic, and individualised care for the young people when they come to live here.

Admissions would normally be planned, with a time scale enabling progression through an introductory process and familiarizing the young people with the layout, the adults working with the young people and the expectations and boundaries within the home. The young people's needs will be reflected in this process. This will provide a more effective transition for young people to enter their home.

Where young people are accepted on an emergency basis, the same processes will apply, with the exception of a planned transition.

Placements may be requested through [REDACTED] or through the [REDACTED] where they will be addressed by the Manager and the RI, this will be followed by a meeting or telephone conversation with social care and the undertaking of an impact risk assessment process, to ensure the adults in the home are suitably qualified to work with the needs of the young people.

The manager will make every effort to gather appropriate information to inform their initial impact risk assessment. This may include chronologies, care plans, health plans and information from previous homes.

Admissions are usually accommodated by placing authority (Section 20) or Full Care Order (Section 31).

Coming to a new placement can be a very daunting experience for a young people.

At Sycamore House the adults working in the home are familiar with the importance of supporting new admissions.

To enable a smooth transition to the home, the young people will be encouraged to visit the home before they move in, or the manager and their appointed keyworker can visit them.

Adults will be allocated to directly work with the young people upon admission and to answer any concerns that the young people may have. It is also a good time then to explain about Sycamore House and not just to give out a young people's handbook, but to actually sit down with them and go through it thoroughly enabling the opportunity for questions and answers and ensuring this is in line and individualised to the young persons understanding.

Within 72 hours it is expected that a planning meeting will be held to discuss the requirements of the placement to ensure that the young people, staff, and placing authority have clear expectations of the placement subsequently meeting the needs of the young people. The 72-hour planning meeting will only take place if it is emergency placement.

The next planning meeting after should be approx. 28 days after admission to identify any additional requirements of the placement.

Within 72 hours it is expected that a Key Worker will be appointed to work closely with the young people, complete relevant paperwork including individual risk assessments, inventory, care and placement plan etc., register with doctor, dentist, optician etc.

Young people will always be given written & verbal information about Sycamore House at the earliest opportunity that is in line with their understanding. This will include a copy of the young people's booklet, complaints procedure, access to advocacy service, the fire procedure, independent visitors, rules of the home & expectations, and contact details for their Independent Reviewing Officer.

Where possible Parents/Guardians should be involved with the admission process. In this way, critical plans & their implications can be discussed & agreed upon with the social worker & other professionals involved. In certain circumstances, we will offer emergency placements, if background information of the young people is made available. A planning meeting will be held within 48 hours of such an admission.

Care plans should be formally reviewed on a regular basis. Reviews should be chaired by an IRO and attended by parents /carers (if appropriate), social worker. Other professionals and others of significance to young people including speech and language and occupational therapists.

The young people will be actively encouraged to attend and to express their views and wishes, this will be supported by their IRO. The young people and parents/carers will be invited to submit material in writing.

The meeting will have minutes and copies made available to all those attending, including the young people.

The care team will meet on a regular and frequent basis to share information and insight, and to monitor and ensure progression towards positive outcomes.

End of Placement-effective processes should enable the young people or young people to move onto their new environment in a planned and positive manner. However, ongoing risk assessments may dictate that the service for an individual young people is not sustainable and with appropriate agreement the service would therefore be withdrawn. There is recognition of the timescales involved in sourcing the required provision.

Ensuring Quality:

Sycamore House is committed to the delivery of high-quality services to the young people and ensures the home is inspired, people centered, partnership-based approach, supported by aware, resourceful, and engaged staff. We aim to meet current and emerging needs and provide a safe, secure and emotionally supportive home environment to assist the young people to flourish in adult life.

As a home, we operate an internal quality assurance system which consists of managers' audits which are required to be completed within the first five days of the month. The operations team will then complete an audit within the month as well. This will operate in addition to Ofsted inspections and the monthly independent (Reg. 44) visit, which will be provided by Evolution Care consultancy LTD.

Quality will be maintained through effective management, meaningful, reflection-based supervision sessions, transparent operational processes and ongoing training and development.

The manager will undertake a monthly audit of the provision as detailed in Regulation 45.

The manager will consult with external organizations and placing authorities through regular quality assurance questionnaires.

Young people will be encouraged to contribute to the quality of the home through consultation with the manager, young people's meetings and key worker sessions.

Therapeutic Model of Care:



██████████

████████████████████

██

████████████████████

██████████

████████████████

██████████ is an Accredited Professional with NCPS with qualifications in Counselling & Psychotherapy including therapeutic play. ██████████ also has a background in studying Psychology. Having worked with adults and children for over 5 years in multiple settings, primarily children in the care system, his practice draws from different specialisms with a primary focus on trauma and it's impact.

As well as supporting children therapeutically ██████████ works with other professionals to help support and develop their therapeutic practice. Using DDP at the heart of this work but also using his shared experience of his time working as a support worker for many years.

Staffing Structure:

The staffing structure enables the young people to have a high ratio of adult support, as this promotes a safe environment and enables the staff to effectively respond and safeguard the young people's needs, and to effectively provide individual young people focused care.

The staffing rota provides flexible arrangements to meet the needs for the provision of activities and to cover busy times for young people.

Waking night staff members will be in place to help support young people and during the hours of 22:00-10:00 should this be required.

The number of care staff required to be on duty by day and night may differ depending on the needs of the young people. We aim to provide a high staff to young people ratio to ensure that each young person has support and opportunities available to them.

Appropriate staffing for the young people will always be available for the needs of the young people in the service.

Regulation 24 - Approach to surveillance and monitoring (including security):

Sycamore House will monitor young people in the home 24 hours a day 7 days a week, 365 days of the year via adequate staffing measures.

There is a door alarm on the front and back door. This has been placed on as the home is in a residential area which is easily accessible from the street. Due to the nature of the home and the vulnerabilities of young people this has been put in place as an additional safeguarding measure.

Consent forms for door alarms will be signed upon admission by the young people and the young people's social worker. Young people will also be made aware of this during their induction to the home.

All windows currently have a window restrictors for the safety of the young people.

The home has CCTV installed to the exterior front and rear of the home. The CCTV is there to monitor events the outside of the home to ensure the young people are safe. In addition, that any suspicious events or individuals coming onto the property can be monitored. This is a safety measure and not to monitor the young people but to capture any potential concerning activity externally to the home. A risk assessment for the use of this surveillance is in place. All young people will be spoken to upon an admission regarding the CCTV and will be reassured that this is a safety measure to keep them safe. The young people's social workers will be made aware for the CCTV being used at the home.

Regulation 6- Equality and Diversity:

The young people will be actively supported in following the religion or belief system that they have chosen.

Adults working with young people will be provided with training and support to underpin their awareness and knowledge base. Additional information or resources as identified will be put in place to facilitate the young people's participation-this will include the celebration of festivals, diet related matters, opportunities for prayers and attendance of services.

Sycamore House is committed to delivering and promoting a service which reflects the values of Diversity and Equality-valuing the individual for who and what they are and what they bring; this will be addressed through a range of approaches and mediums within the home.

All adults employed to work in the home receive training in Diversity, Equalities and Cultural awareness, which is also offered to the young people to complete where they will receive a certificate and qualification upon completion. The training addresses issues around power and inequalities with reference to Looked After Children. This approach is supported by effective policies, reflective processes, and supervision.

The young people are actively encouraged and supported to embrace difference and diversity and to value alternatives.

We aim to positively meet all cultural needs and the young people are supported appropriately in the development of their personal identity.

The young people's rights will always be protected and promoted, and an appropriate understanding of their responsibilities developed including self-management and regulation of behaviors and emotions and positive interaction with others. Furthermore, the home will ensure that any dietary needs are met, a space to worship is identified if required, and all special days are promoted and celebrated.

Sycamore House will encourage the young people to engage in discussions around difference and different cultures, promoting a monthly culture night and encouraging them to join the adults working with them to help raise awareness and tolerance of other cultures.

The adults working with the young people will act as positive role models, so that the young people are encouraged to engage positively with difference and other cultures.

Where possible and appropriate, if a young people have displayed a behaviour which has upset or insulted someone external from the home, restorative justice action will be explored.

Regulation 7: The Young people's Views, Wishes and Feelings Standard:

The ethos promoted at Sycamore House nurtures a culture that empowers the young people within our care. This is achieved by placing the views, wishes, and feelings of the young people at the core of the care they receive. The young people are made aware of their rights continuously, and a variety of methods of communication will be used to enhance the young people's understanding. It is a core element of their induction to the home, and this is further addressed within Keywork sessions on an ongoing basis. The young people will be positively encouraged and enabled to express their views about the care they receive, and to input into all matters that impact their lives.

These rights include: the right to voice their view/position, the right to be heard, and the right to have meaningful feedback.

All issues raised will be addressed positively, and feedback provided in an appropriate manner. This may include an explanation as to why it is not possible for something to take place in a way that they will be able to understand.

Sycamore House has a range of mechanisms and tools in place to facilitate and promote the voice of the young people, these include:

- Monthly young people's meetings
- Keywork sessions with attuned and empowering keyworkers.
- The creation of a positive and inclusive home environment which promotes openness, mutual trust, and the development of empathy.
- A 'whole team' approach supporting the achievement of shared standards and outcomes.
- Continuous professional development and training opportunities for adults working in the home.
- A range of mechanisms to enable young people to express their views and wishes, e.g., young people's meetings, mind of my own app and access to 'ClearCare'.
- Young people meet with the manager and Responsible Individual.
- An effective staff supervision system which promotes reflective practice and CPD.
- Fulfilling appraisal processes promoting involvement and ethical practice.
- They will have access to an identified Advocate or Independent person for support.
- Monthly unannounced visits carried out by our Independent Visitor
- Quarterly consultation from young people and professionals within the wider system.
- OFSTED inspections. Inspections are unannounced and take place once a year, inspecting the quality of care provided as well as the home environment. The inspection report is a public document available to them and all relevant/interested parties.
- Monthly announced and unannounced visits from Responsible Individual
- Effective oversight from local authorities.

The young people will also be encouraged to use the help of other people or adults supporting them to liaise on their behalf if they wish. Sycamore House welcomes feedback from families, neighbors and/or independent visitors, should the young people prefer them to act as advocates. They will be supported to attend their reviews and planning meetings. Prior to the review, the young people's keyworkers from the home will have discussed with the young people anything that they may want to raise, and how this will be achieved. Adults in the home will act as advocates should the young people so wish. The young

people will also be given the opportunity to read the review report written by the home and will discuss any issues that the home intends to raise, prior to the meeting, to prepare the young people. The young people will always receive feedback and where possible see the results of their being listened to and acted upon.

The rights of the young people:

Every young people has the right:

- To be heard.
- To be valued for who and what they are and what they bring.
- To be responded to meaningfully.
- To be treated fairly.
- To have choices offered and respected.
- To be respected and to have dignity.
- To be cared for in a consistent, holistic, and people-centered manner.
- To be supported in a way that meets their needs.
- To work with aware, empathic, and committed adults.

Complaining and the right to be heard (Reg 39):

The complaints process for Sycamore House is outlined within the young people's induction process/ young people's guide, this can be tailored to the specific needs of the young people, within the Young Peoples Guide along with a sample complaints form and stamped addressed envelopes to the social worker in order to provide a space to raise any concerns if needed.

On admission, the young people will be made aware of the in-house complaints procedure and will be supported to use it if they wish. This will involve either a verbal or written complaint and will be recorded. Adults working in the home will try to solve the concern for the young people however, the matter may be more appropriate to pass onto the Manager. All steps will be carried out to ensure a satisfactory outcome is achieved. Should this not be the case, then the young people may want to use an alternative complaints procedure, as stipulated below. A young people can also make a complaint or raise any concerns to their Social Worker and Independent Reviewing Officer should they wish to do so.

The young people have an individual complaints sheet in communal areas where any formal complaint is logged, and actions and outcomes completed and documented. They can also access a complaint form on clear care if they wish to do this electronically.

Our three-level process, from informal resolution to making an external complaint, is accessible and unambiguous in affirming the young people's unequivocal right to make a complaint if they are dissatisfied or unhappy with any aspect of their care. The young people will always receive a timely and effective response and be fully supported to access and understand all processes involved.

There are three distinct stages through which a complaint may be progressed. The following is a summary of these stages.

Stage 1 Local Resolution – Maximum of 10 days

This stage provides the opportunity for an informal complaint to be resolved locally by the home manager. All efforts will be made to resolve complaints immediately within the home, being as impartial and unbiased as possible. The Responsible Individual will assess the complaint to see if it merits to be put forwards to stage 2 in line with the most recent complaint policy.

Stage 2 Formal Consideration – Maximum of 10 days

When the complainant is not satisfied with the outcome at Stage 1, or the complainant feels that the complaint needs to be dealt with formally, then a formal investigation is undertaken by the home manager.

Stage 3 Review Panel – Maximum of 10 days

When the complainant is not satisfied with the outcome at Stage 2, then the matter will be forwarded to the Responsible Individual to review the recommendations that are made.

Complaints can also be made about the young persons placing authority. Details of how to do this will be available in the home and will be made available to the young people or young people on admission.

The Regulatory Authority, OFSTED, can be contacted by post at:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel : 0300 123 1231

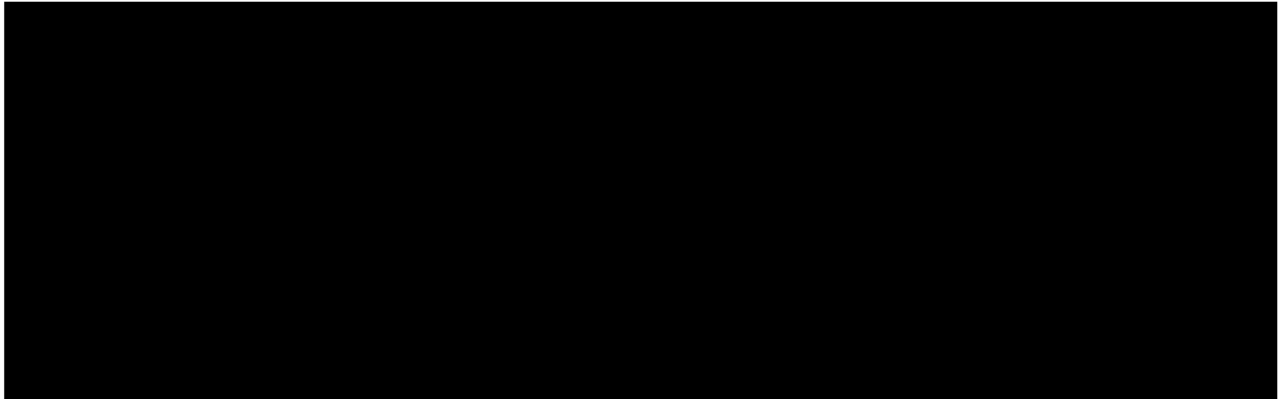
Email : enquiries@ofsted.gov.uk

Web: <https://contact.ofsted.gov.uk/online-complaints>

The Young people's Commissioner can also offer free support, advice, and information to anyone in care, leaving care, living away from home or working with young people's services:

Young people's Commissioner for England – Rachel de Souza

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Tel: 0800 528 0731



There are several organizations that can provide an advocacy service. We can support by contacting one of them. The individual advocate for that child should be obtained by the local authority, if one cannot be sourced in the local area.

Parents and professionals are provided a copy of the homes statement of purpose which includes the complaints procedure.

All complaints are taken seriously, and every effort will be made to resolve problems internally when and where appropriate.

Regulation 8- Education:

We understand that the young people we care for may often suffer educational and social disadvantages because of moving schools frequently or through lived experiences that have impacted negatively on their attendance.

At Sycamore House we place great emphasis on supporting a meaningful and productive engagement with educational processes and recognize that this significantly enhances young people's life opportunities. The young people in our care will be treated as an individual and as such his/her educational needs will be assessed accordingly. They will be provided with targets to work towards that are SMART, which will be included in their placement plan. The young people will have an educational timetable, which will be given to them each Sunday evening.

Wherever possible, we will maintain attendance within the learning environment currently in use by the young people. Should this prove to be not possible, for example if the journey to school is too long to be practical, staff will work with local educational authorities to identify an appropriate school. This should be undertaken with the minimum disruption to the young people's education. The young people's views and wishes will be fully considered throughout this process.

The adults supporting the young people will have a good understanding of the school's functioning's, admission processes, roles of designated teachers and virtual heads and will collectively support and encourage young people to remain in education until 18 years of age through either apprenticeships, employment or training and will work closely with the local authority to ensure the young people is getting the support and guidance they need to participate.

Where the young person is not in education, or has limited access to educational provision, adults supporting them will act as advocates and work closely with educational authorities to promote access to the young people's full entitlement of twenty-five hours of education per week. We believe that education is a priority and that our expectation should be that all relevant authorities actively work together to achieve this.

Specific educational needs will be taken fully into account when identifying any appropriate provision, and we will work with guidance from all relevant professionals. Personal Education Care Plans (EHCP) will form part of the provision and care plan, this will reflect a people-centered approach and make use of data from previous placements to inform decisions and goals. Ongoing, regular contact with educational providers will be actively maintained, to provide support, consistency, and encouragement to young people. This working relationship will minimize the potential for breakdown and enable issues to be addressed in a timely manner.

Sycamore House aims to create a home environment in which education is both valued and constructively supported. The young people will have access to a range of educational resources and informal learning opportunities within the home and community. We will actively promote and develop engagement with learning experiences within the wider community through creative and accessible opportunities. Keyworkers have a dedicated responsibility to address education issues including support and access needs. Keyworkers will also promote positive routines around attendance, homework, preparation, etc.

Sycamore House actively supports the young people to:

- Access their right to education.
- Realize their potential.
- Access to appropriate educational opportunities.
- Achieve people-centered outcomes.
- Participate in informal learning opportunities.
- Meet educational support needs.
- Celebrate achievements.

Adults supporting the young people will communicate with external agencies committed to furthering the young people's academic and career progress. We will work together with outside agencies to explore educational and career opportunities for them.

Internally we will support the young people to work through an independence pack where appropriate and we will also fund and encourage them to join us on many of their mandatory training courses, such as First Aid, Food Hygiene, Equality and Diversity, Bullying/challenging behaviour, Fire, sexual health, and any other course which may be of benefit to them.

We also provide opportunities for the young people to learn informally through outings and activities such as cooking, visiting museums, theatre, cinema, craft sessions, board games, etc...

Sycamore House will ensure that, alongside placing authority and educational provisions that EHCP meetings are regular and EHCP plans are in place, so that we have up to date information about the young people's progress, school attendance and goals and targets. This information will then feed into internal care plans, with target and goals that the adults working with them will be jointly working towards.

The home and allocated school liaison officer will ensure that they maintain regular contact with the young people's school or college and alongside the placing authority we will advocate to help overcome any problems the young people may be experiencing in their educational setting.

The young people's educational achievements and activities will be recorded on an education/ development form on their personal care account. This form links into national curriculum standards and evidence learning objectives, reflective practice, and targets to focus on. Education will also be evidenced in their placement plans.

16 and Over:

The home and the young people will work in partnership with Connexions, local schools, colleges, and training providers to identify suitable opportunities post 16. These may include access, qualification led, apprenticeship, and vocational courses. The home maintains current details of opportunities, courses and providers and will work with identified individuals within each organization to promote the best interests of the young people.

We also have a range of mandatory online courses available for young people to complete if they wish. The courses range from first aid and health & safety to healthy nutrition and mental health and capacity awareness.

The young people will be encouraged to begin an independence package, which will prepare them for adulthood where appropriate.

Regulation 9- Enjoyment and Achievement:

Positive engagement and participation are actively promoted within the home, with a diverse range of activities and opportunities in place. Planning for activities will be discussed

and negotiated with the young people every Sunday morning, and they will be provided with an activity planner on Sunday evenings for the week ahead. There will be ample space for spontaneous (unplanned) opportunities to be taken up however there will be structured routines for any young people who require this to be in place using visual aids if necessary and individualized to the young person.

Weekly planners will be aimed around activity scheduling, education commitments, family and friends time, appointments and 'to do' lists, which will include developmentally appropriate chores and independent work. These planners focus on pleasure, social inclusion, gratification, and development. Balance of the four domains will support young people in developing values and reaching their full potential. This can be adapted. (If risk is identified).

The basic weekday will consist of the young people attending their educational provision. They may have individualised educational programs consisting of core subjects in the morning and then participating in an afternoon activity, some of which will be relevant to mapping into a portfolio of work in class.

Each evening will also have a theme, examples of which are a key working night (at least once a week with a young people's Key Worker), this will be time where a young people have an evening with their respective Key Worker. Other evening activities will include arts and crafts, cooking, cinema, eating out, pursuing a hobby, life skills and watching DVD's etc.

Weekend activities can include picnics, walks, visiting different towns and cities, theme parks.

Activities will be a repeat agenda item in the young people's meeting held every month to ensure that the children have a direct involvement in the planning.

The staffing structure at the home allows the young people to be constantly supported and to engage them in such activities.

As part of normal life, holidays are also important to give the young people a well-deserved break.

Holidays will be planned by the Homes Manager, staff team and the young people.

Holidays are an essential tool for the young people to build appropriate relationships with staff and to share experiences and look back and reflect on them.

Again, an ideal means for both young people and adult to have time away and to reward a series of goal setting achieved by the young people by making positive choices. We believe it important that a lot of young people can sometimes get lost when having nothing to look forward to and nothing to work towards. It is with this view that Key Workers and young people is encouraged to set achievable goals with a reward that entices to make the right choices.

In planning activities Sycamore House encourages our young people to partake in both group and individual pursuits. These activities not only consider the individuals ethnicity,

culture, language, interests, and ability, but seek to expand their experiences of inclusion and diversity. To this end the adults working with the young people will seek to introduce them to new activities and experiences to complement their existing interests. Equally the young people within the home will be encouraged to participate in activities with their friends from outside the home, and if appropriate, linking in with the local community.

The adults supporting young people possess a wide-ranging set of skills, interests and knowledge which will feed into planning processes and both support and extend the offer. All appropriate resources to enable active participation will be put in place, for example, arts materials, cooking equipment, walking boots, and transport.

We recognize that engaging in positive activities and experiences promotes a sense of self-worth and achievement. This impacts positively on the development of meaningful relationships and offers young people new and different perspectives, alongside opportunities for people's growth. This directly contributes to enhanced well-being and promotes positive choice and decision making, underpinned by the acquisition of new skills.

We will use people-centered approaches to identify the young people's current interests and preferred activities, actively supporting continued participation in these areas. Ongoing attendance at groups young people are already involved with, for example sports clubs or youth clubs, will be facilitated. We aim to build on existing talents, hobbies, and interests and to promote further engagement with new opportunities.

A raft of new experiences will be on offer, this will support positive challenges and the development of resilience, problem solving abilities and develop a wider participatory awareness. Appropriate Risk Management processes for activities will be put in place to recognize the level of support the individual young people should have in place.

The home, in partnership with the young people, will develop a resource bank of activities, providers (where appropriate) and opportunities. This will be viewed as an evolving resource which reflects the young people within the home.

Active engagement within the local community is strongly promoted-this includes the use of local resources, youth clubs, parks, public spaces etc. Where appropriate volunteering and community engagement opportunities will be sought and put in place.

Regulation 10- Health and Wellbeing:

Sycamore House takes a proactive approach to the promotion of health and well-being. Adults working with young people provide guidance and support for issues of health and people's care.

The young people will be registered with a GP, a dentist, and an optician within the local neighborhood. An appropriate level of physical fitness is encouraged and promoted, a gym pass is made available to the young people and a negotiated range of physical activities, for

example, walking, swimming, sensory play, climbing walls etc. This is built into individual weekly planners. These activities will reflect the interests and abilities of young people.

A varied and nutritious diet is made available to young people, this will reflect specific dietary and cultural requirements, alongside people's choice, and preferences (for example should young people adopt a vegan diet). Meals are at regular times and eaten together as a whole house activity. The young people will have input into the choice of foods available and an active engagement in the preparation of meals is encouraged.

Staff further encourage the development of hobbies and interests as a means of promoting and sustaining well-being.

Issues of significance to young people, which promote their safeguarding and reinforce positive decision-making processes, are addressed through Keywork sessions and individual targets which are made in conjunction with our psychologist and the young people. Delivery is people-centered and reflects individual learning styles and levels of development. We will offer specific, targeted input as defined by the needs of the young people, for example, issues around gender identity.

The young people's engagement with any specialist service, CAMHS, SALT, OT, counselling or a substance use service, will be fully supported and facilitated by everyone in the home.

The manager and train the trainer will provide guidance and training for adults working with young people who may display behaviors that challenge and actively support the whole team's approach to managing behaviors positively.

Ongoing contact with the designated Looked After Children's nurse will be facilitated and the home will endeavor every effort is made to ensure a child has a looked after child medical assessment.

All medication prescribed to young people (including controlled medication) is stored, administered, and recorded in accordance with the medication policy and risk assessment. All medication records are maintained on site in secure storage.

Individual files and the young people's clear care portal maintain full details of health and well-being related matters. These can be found within their individual placement plans (health plan) daily logs, medical records, looked after child health assessments, and Education Health and Care Plans.

At least one adult on every shift, working with the young people in the home, is first aid qualified and operates within clear informed protocols.

A range of tools, including self-use tools for the young people are in place to measure a range of aspects of well-being, these include resilience, confidence, anxiety, satisfaction, and others. These enable discussion and support meaningful planning processes.

Regulation 11- Positive Relationships:

The holistic approach taken at Sycamore House recognizes the importance of working in partnership with the young people and is designed to promote their ability to form and maintain healthy relationships, develop a sense of self-worth, and make positive choices when accessing support.

The development of meaningful, trust-based relationships within the home creates an emotional template for young people, based on people's dignity and respect. Building from this, we aim to promote resilience, acceptance, and openness and, to provide emotional and practical support to the young people as they engage with others to:

- Maintain contact with those who are significant in their lives (with regards to risk assessment processes).
- Access to a range of services and resources which address identified needs.
- Develop healthy and balanced peer group relationships.
- Participate within the local community, through youth clubs, faith-based organizations etc.
- Engage in educational opportunities.
- Take part in cultural opportunities and maintain cultural links.
- Have their wishes and views heard in all decision making that impacts upon them.
- Expand horizons and potential.

Parents, family members and others of significance to young people will be encouraged (where appropriate and with regards to risk management processes) to participate in promoting the general welfare of the young people. The wishes and feelings of the young people will be taken fully into account over issues of contact. Where contact is both desirable and desired, we will actively facilitate and support this in accordance with the care plan. Private space will be made available for people's visits.

Parents and others significant to young people are welcome to visit, it is preferable to contact the home first to ensure appropriate planning. Friends, be it from the past or local acquaintances, can visit the home after being arranged through staff. There are house rules that the young people have access to which inform them of visitors.

Social worker guidance will be followed re: specific arrangements for the young people. Supervision during visits, if agreed necessary, will be provided with sensitivity, and respect the young people's right to privacy, balanced with maintaining safety.

We will work positively and in partnership with Social Services to promote and maximize opportunities for young people and to achieve the best outcomes. The home will operate with full transparency supported by effective information sharing protocols. This includes the provision of all reporting, detailing concerns; accident/incidents; Missing from Care events; safeguarding concerns etc. Comprehensive progress updates will be provided on a weekly basis.

We also encourage other means of contact such as telephone calls, emails and letters. The young people will have full access to contact their social workers by telephone, and there is the expectation that social workers will maintain regular contact with young people through visits and telephone calls. We will help the young people liaise with their social workers and support and encourage the young people's attendance at all meetings in which their views and wishes should be heard. The young people are entitled to phone immediate family whenever they wish, depending on their current care and placement plan. They can also contact their Social Worker, advocate, leaving care workers and any other peoples involved in their care and welfare.

Sycamore House will aim to develop strong, effective working relationships with all professionals and relevant others (as appropriate) engaged with individual young people, working in partnership to promote the best interests of those young people.

To support the positive relationships standard, we will:

- Develop, in negotiation with individual young people, clear, meaningful boundaries.
- Provide positive role modeling through a whole team approach.
- Validate, praise, and encourage positive behavior.
- Support opportunities for reflection.
- Ensure and enable the young people's right to express their views, wishes and concerns.
- Be consistent and coherent in working practice.

On a 6 monthly basis parents and significant others will be asked to complete feedback on service questionnaire to help Sycamore House to develop and ensure we are working in the best possible way for the young people. Regular informal feedback will always be welcomed by all at Sycamore House.

Visitors: Regulation 22:

The home operates within a clear and effective visitor policy. All visitors will be asked for identification, welcomed, and requested to sign the visitor's book on arrival and departure. Visitors will be monitored in the home, unless there is a need not to do this e.g., if a Social Worker is having a confidential discussion with the young people.

They will be notified about the homes' fire procedures and if there is any planned fire drills for the day.

The homes shift lead will monitor all visitors and maintain the safety of young people and adults. The young people are provided with clear guidance on the arrangements for inviting friends and family to the home. These arrangements will be informed by a risk management process incorporating external professionals and parents (if applicable) advice and guidance.

Contractors and other visitors should decide with the home with identified times and dates. Risk Management protocols are in place if access to young people's rooms is required.

Regulation 12- Protection of Young people:

The home undertakes comprehensive risk management processes which actively encourage input from young people in identifying triggers and effective responses. These are reviewed monthly or immediately post any incident, and any additional safeguards identified are then implemented. There are effective lines of communication in place with safeguarding partners, multi-agency panels (re: CSE and CCE) and the Missing from Care/Home coordinator for the placing authority.

Occasionally the young people in our care will present behaviours that inevitably mean that the adults supporting them will have to physically intervene to keep them safe. The Behaviour Management and Physical Intervention Policy clearly outlines the circumstances in which this is permissible along with the young people's positive behaviour support plan. Physical intervention can only occur under to prevent likely injury to the young people concerned or others, likely serious damage to property or preventing a young people leaving the home if they are going to put themselves at risk of injury by leaving (gang related activity, using drugs or to meet someone who is/intends to sexually exploit them).

Furthermore, of equal importance, physical intervention will only be used as a last resort. However, should the need arise the adults working with are trained within CMPI (Conflict Management and Physical Intervention) to safely implement physical intervention. This training is regularly updated via refresher courses.

Sycamore House have their own in-house trainer for CMPI [REDACTED] which enables additional CMPI training sessions as and when needs are identified for adults supporting the young people.

All episodes of physical intervention will be reviewed by the manager of the home within 48 hours. Debriefs with the staff and young people are conducted to identify possible triggers and possible alternative actions to avoid the need for future physical management.

Any adult supporting the young people will make their own professional judgement, supported by the knowledge of the young people's individual risk assessment and care plan needs, to determine level of immediate risk. They will also be aware, and mindful of any past experiences unique to each young people, and the impact this could have on the individual's response to intervention by adults responsible for their care.

The young people will have their own positive behaviour support plan, which they will be encouraged to complete with their keyworker. This will be agreed by the young people, the keyworker, the social worker and parents (if applicable).

Safeguarding:

The manager and adults at Sycamore House, work in partnership with other agencies to ensure that we are not working in isolation and the young people has the benefit of a multi-disciplinary working approach to enable high levels of safeguarding to be maintained.

Sycamore House will also encourage the young people to take appropriate and positive risks as part of normal development and growing up, and the adults working with them will aim to prepare them to keep themselves safe including inside and outside of the home.

Sycamore House recognizes that ensuring the safety and well-being of young people is paramount. To support this, the home operates within accessible policies. These include:

- Safeguarding Children
- CSE
- Anti-Bullying
- Restrictive Physical Intervention and Managing Challenging Behavior.
- Digital and e-safety
- Missing from Home
- Complaints

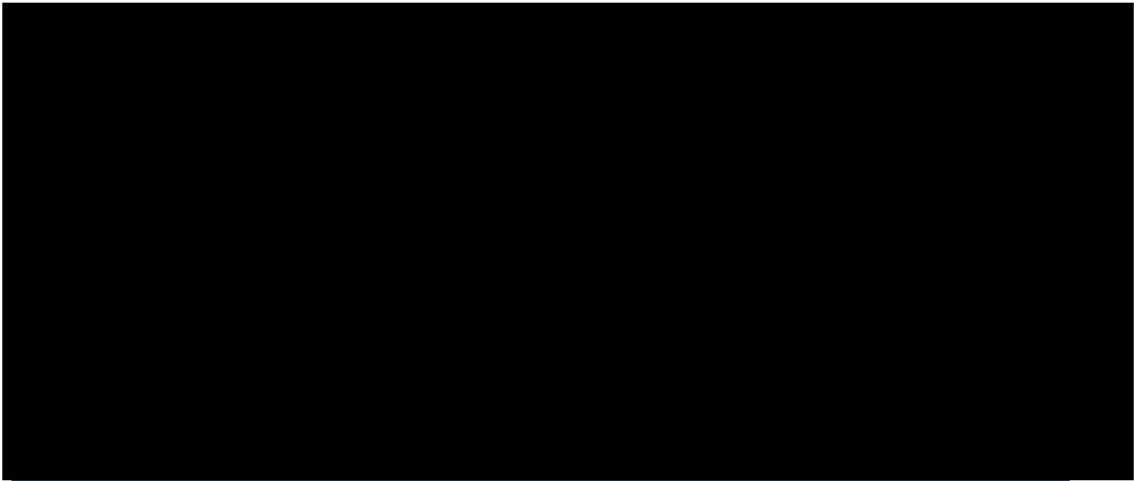
The manager of the home is responsible for reporting all serious concerns and incidents/accidents.

All staff are recruited through the organizations Safer Recruitment Process, overseen by the Human Resource officer. All individuals involved in recruitment hold a certificate in safer recruitment.

All staff are required to demonstrate their understanding of their role and responsibility in safeguarding and in promoting the well-being of young people through interview processes.

Induction training for all staff includes young people protection and safeguarding and is supported by policy reading and an understanding of reporting and recording processes.

Copies of the safeguarding policy, employee handbook and safer recruitment policy can be found on ClearCare under documents and within the homes SharePoint system.



Head of care/ Safeguard lead- [REDACTED]

Head of care/Safeguarding Lead

- Degree in Sport, Leisure and Culture
- Level 5 in Operation Management
- Level 5 Diploma in Leadership and Management for Residential Childcare
- Safeguarding Train the Trainer
- Anti-Ligature Train the Trainer
- Physical Intervention Train the Trainer
- B&B Therapeutic Parenting Train the Trainer

[REDACTED] has worked with young people since 2013, by starting off working in schools. Towards the end of his time working in schools, [REDACTED] a Pupil Referral Unit, working with young people mainly with EBD.

[REDACTED] made the switch to Health and Social care in 2019, working his way up from Team Leader to Operations Manager. In July 2021 [REDACTED] became the Safeguarding Lead for Brooks and Brooks, and since then has been rolling out face to face Safeguarding Training to all the staff. [REDACTED] has his level 5 in children and young people in residential childcare.

[REDACTED] has oversight of the running of the five homes within Brooks and Brooks, as well as having input in the referrals, and having input into the admission process. [REDACTED] is present in the homes to help bridge gaps between the young people and staff, should there be a need to do so. [REDACTED] also supports the Managers in the homes, with any needs they require [REDACTED] has worked closely with staff and residents of all five current homes at Brooks and Brooks and has been able to establish great working relationships with our young people.

Supporting Positive Behaviours:

We believe that meaningful, trust-based positive relationships between young people and adults working with them are central to the delivery of care and effective support. Sycamore House will provide a secure base for young people, promoting a sense of safety, and delivering a consistent and holistic service using a whole team approach. The young people have the right to an emotionally and physically safe home environment.

There will be clear expectations of behaviors and boundaries, as negotiated with the individual young people through house rules and the young people's guide. Appropriate levels of support will be put in place to maintain consistency and stability and promote autonomy and the development of positive choices.

Following a holistic approach, we will promote the development of positive coping strategies and ensure the absolute minimization of the use of restrictive/coercive practice. This approach will be supported by validation, positive reinforcement, praise, and encouragement, and is supportive of young people's strengths.

We will work with young people to identify motivation and response to both positive and unhelpful behaviors. Aggressive or destructive behaviors will be addressed in a consistent and coherent manner using a Restorative Approach. This supports the young people to reflect on the event and of the impact of the behavior displayed on others, to understand and empathies with how other people felt and to negotiate what happens next, where the understanding is appropriate.

At Sycamore House, we will try where possible not to use sanctions and therefore only utilize the sanction of pocket money deduction in relation to property damage or theft and is only utilized once all other relevant restorative measures have been unresponsive. Alternatively, additional sanctions will be put in place once professionals' meetings have been agreed is this is felt it is appropriate. Sycamore House will use natural consequences and positive behavior rewards in the first instance.

Adults working in the home will receive training in mental well-being and support needs, facilitation and de-escalation, and restorative practice. This is delivered through the Manager and E-learning, who also provides oversight and on-going support. The aim of the approach is to support the development of individual young people's resilience and self-regulatory and self-management abilities.

E-Safety:

E-safety is considered a priority across the home and there are clear and robust processes to follow allowing everyone to report issues with confidence and trust. We will endeavour to encourage the young people to access formal e-safety training.

The manager takes responsibility for e-safety and will ensure that policies and procedures that are in place are subject to robust monitoring and regular reviewing, alongside the adults working with the young people.

Any internet usage by the service is managed and monitored and the storage, use and transfer of people data is adequately protected in accordance with data protection legislation.

The manager will ensure the home has age-appropriate filters/parental controls and uses a system called DECO. Consent for the young people to use the internet is obtained during admission. Risk management around E-Safety will be completed in conjunction with professionals, parents, staff team and young people.

Our Approach to Restrictive Practice:

Restrictive Physical intervention should always be an action of last resort and undertaken solely to maintain the safety of young people, the home and any other individual.

The aim of the home is to minimize any restrictive or coercive practice. The homes emphasis is on supporting and empowering positive behavior strategies, including:

- Prevention
- De-escalation
- Co-identification
- Active listening
- Validation
- Re-direction
- Reflection and using the learning
- Support strategies

Should the young people's behavior reach a level at which they or others are at immediate risk of being physically hurt, the adults supporting them in the home may have to physically intervene to ensure all concerned stay safe. Under Duty of Care, they may be considered negligent if they undertake no action, and this results in an individual being hurt. All adults working with young people in the home receive training in physical intervention techniques and will use only the minimum amount of force necessary and for the minimum length of time required. Adults should always ensure that the dignity of the young people is respected and that no action undertaken could be misinterpreted.

All incidents involving physical intervention will be recorded, monitored, and assessed. Adults and the young people involved will be debriefed, and behavior management plans and risk assessments will be updated. The young people will be offered access to medical

support post events and offered to make a complaint or speak to an advocate. All information will be accurately recorded, and discussions will be completed with the organisation's psychologist. A manager's review will be completed within 48 hours following any physical intervention.

All adults working in the home undertake certificated behavior management training prior to commencement of work within the home and complete refresher training at least every year.

The adults working with young people use negotiation and restorative practice to address and resolve issues.

Regulation 34- Missing Young people Policy:

The Department for Education provides the framework for young people missing from home and care such as the joint protocol in 2014 'Young people and young people who run away and go missing from home or care'. The home has established contacts within Local Authorities Police Missing coordinators.

Sycamore House works proactively with the young people to talk through any anxieties and difficulties they may be experiencing, to help them find positive solutions. In part this is a strategy to reduce the risk of young people absenting themselves from the home by 'running away', thus making themselves even more vulnerable at a time when they are already anxious.

Episodes of missing reflect the vulnerabilities and insecurities of young people and need to be addressed and the necessary support put in place. Young people who go missing may be at risk through a wide range of factors. The Risk management plan and missing from care protocol should accurately reflect all known risk factors and vulnerabilities and form part of the reporting process to Police, alongside all other relevant information.

On admission to the home a full assessment of the young people's current and future needs will be made, including potential risk to selves and others and their care plan will take into account of any risks that the young people may go missing in future and factors which may increase this risk and this information will also be placed in the young people's placement plan.

If a member of staff has a good reason to believe that the young people are likely to harm themselves or another by going missing, they are expected to take reasonable measures to prevent this.

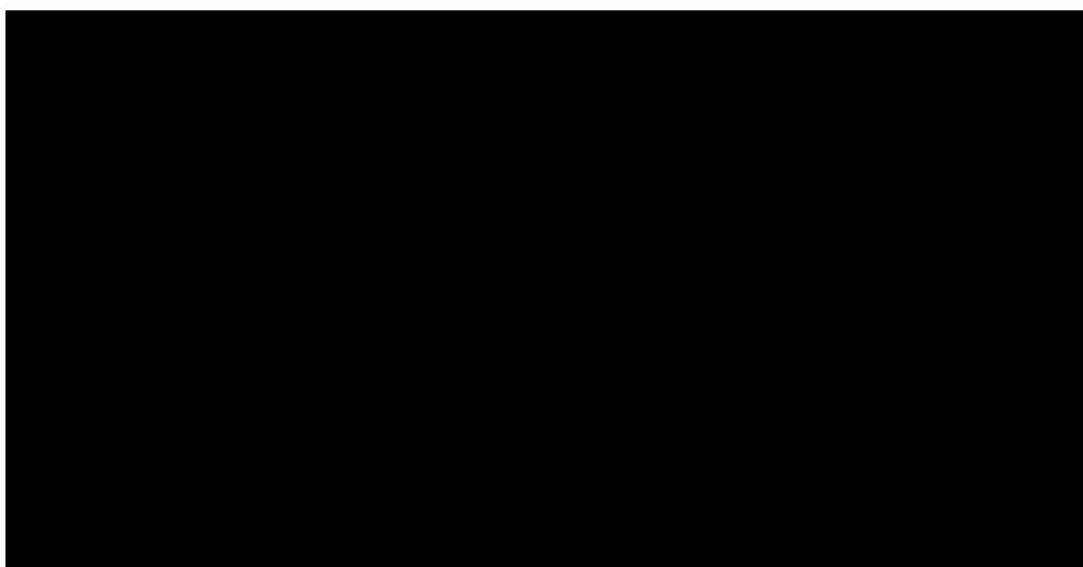
When a young people are missing a range of risk factors will be taken to determine their level of vulnerability and the exact course of action to follow. This will include the age of the young people, time of day, the physical and mental health assessment of the young people, previous history of being missing, the possible location of the young people, and the specific circumstances in which the young people went missing. As a minimum the adults working with the young people will be active in trying to locate the young people. This will include a search of the premises and local area, checking known addresses and places

frequented, contacting known family and friends, the surrounding local hospitals. and checking social networking sites such as Facebook.

On return from being missing the young people will be welcomed back into the home in a positive manner. We will ensure that the young people is safe and comfortable, including warm drink and food if needed. We will also inform all relevant parties of the young people's return as soon as is practicable. The adults working in the home and the manager will identify an appropriate time to talk to the young people about the missing episode to explore the underlying reasons and try to identify strategies to avoid the need to be missing in the future. The manager will ensure that they actively request an independent return interview for a young people that has been reported missing within 72 hours.

Detailed records will be maintained of each missing episode and reviewed regularly.

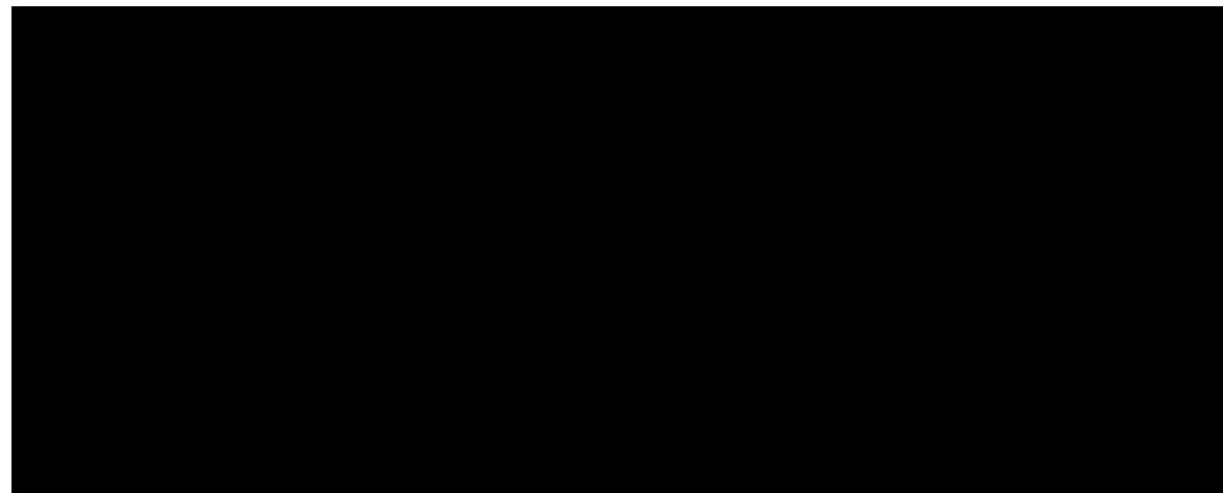
Regulation 13- Leadership and Management:



- Degree in Sports Science and PE.
- Level 5 Leadership & management CYP Residential
- PTLLS
- First Aid Train the Trainer

formed Brooks and Brooks in June 2015 following several years' experience in working with young people in a people-centered leaving care provision. His career before Brooks and Brooks consisted of working with some of the most complex young people in the country, in environments such as secure children's homes and provisions supporting young people with CSE, EBD, Learning difficulties, Emergency Placements, Hospital Homes, Mother and Baby and Outreach. He has also volunteered at Community Centers, local sports teams, and Youth Clubs. has positive engagement at all levels within Brooks and Brooks has

an open-door policy. Junior actively shapes the ethos working practice of the organization. His values are deep rooted in his personal life experiences as a young person of immigrants. Over the years the company has transformed itself and began undertaking unregulated, crisis placements from 2018. In this time [REDACTED] has overseen several placements both in our own residential properties and in the community. [REDACTED] delivers the organizations face to face first aid courses to all employees.



Area Manager [REDACTED]

Area Manager:

- Level 5 Diploma in Psychology with Counselling
- Level 4 CertHE in Higher Education
- Programme facilitator qualification with the Probation Services for Domestic Abuse Perpetrators (Building Better Relationships)
- Core Skills (facilitation skills) with the Probation Services

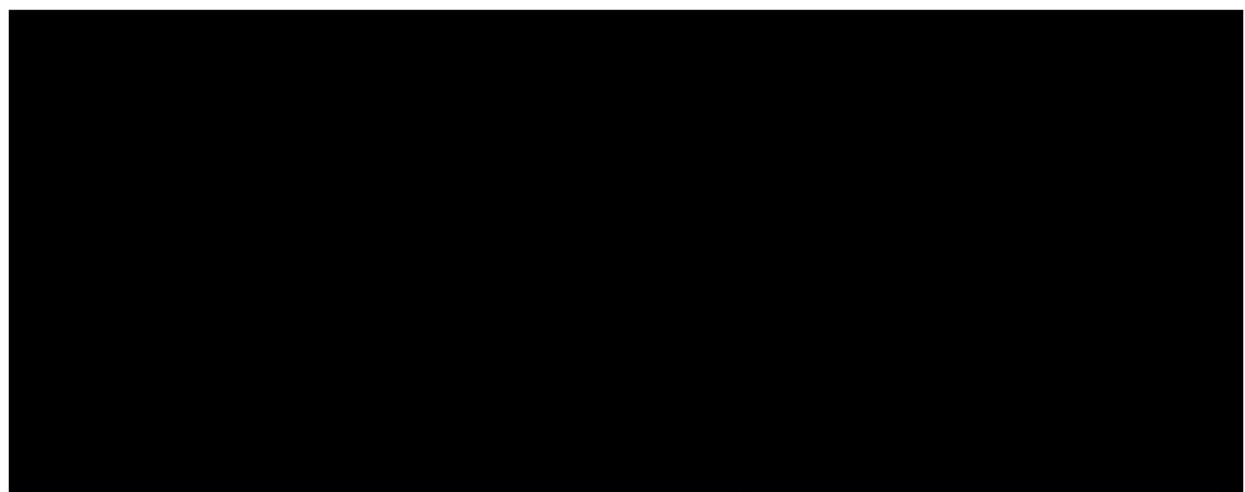
[REDACTED] has worked with vulnerable adults and teenagers since 2018. [REDACTED] started working for the Probation services supporting young adults having issues with the county lines, providing ETE support also by delivering accredited programmes developed for domestic abuse perpetrators. [REDACTED] also worked at HMP Bedford as a Resettlement Officer and HMP The Mount as the Lead Treatment Practitioner supporting offenders suffering from gambling addictions.

In 2021, [REDACTED] had the opportunity to start her career in management by managing a supported living accommodation with 28 residents suffering from homelessness, mental health issues, addictions and dual diagnosis.

[REDACTED] also managed a private rehabilitation centre CQC registered for people suffering from Eating disorders, substance abuse and drug addictions. In the last three years, [REDACTED] was responsible for the governance of two services as a Senior Manager

for a supported living accommodation with 29 residents with complex needs and the Floating Support service with a capacity of 140 vulnerable families.

██████████ always had the intentions of dedicating her experiences and knowledge to children's services and feel that her previous experience working with criminality and with crisis, can be used as a preventative approach and feels that her managerial experience is of a great asset to the company. ██████████ feels excited to be part of Brooks and Brooks Recruitment.



- NVQ Level 5 CYP
- Designated Safeguarding Lead (Level 3)
- Advanced Safeguarding
- Safer Recruitment Certified
- Fire Marshall
- Autism Awareness Certified
- PACE
- Therapeutic Parenting course
- Developmental Trauma
- Advanced Diabetes
- Fire Marshall
- Ligature and self Harm
- Investigation skills
- Pathological demand avoidance
- Supervision
- Advanced supervision in therapeutic settings

██████ has over ten years' experience working with young people within residential settings. ██████ her career in health and social care working in the hospital as an auxiliary nurse on all wards requiring cover gaining experience in the physical healthcare sector. Following on from this she began home care experience and gained experience working with the elderly, assisting them to maintain independence in their own homes.

██████ then moved to childcare and began working in residential settings as a support worker for children with ASD, LD and associated challenging behaviours. Quickly becoming a senior support worker and then gaining the title of Lead senior. Progressing once again to deputy manager, Registered manager in 2020 and Senior registered manager in 2023.

During her time as a registered manager/ Senior Registered manager ██████ has managed a 12 bedroomed residential home with 40 staff maintaining high standards of care across all aspects of the role. ██████ then moved on to open a new home within the company and achieved registration for this home. Eventually becoming senior registered manager ██████ has assisted other homes in investigations and out of compliance with Ofsted and great achievements for many children in her care and staff under her management.

██████ is committed to the children in her care and in 2022 ██████ was awarded registered manager of the year and the National Children and Young Peoples Awards a massive achievement in her career.

Meet our Team:

<u>Name</u>	<u>Role</u>	<u>Experience</u>
	Deputy Manager	
	Senior	
	RSW	

Staffing Rational:

Agency/ Bank Staff

Brooks and Brooks agency will be utilized to cover gaps in the Core Staff Rota where necessary. Adults covering shifts in the homes will have been subject to the safer recruitment process and would have completed Flexible's mandatory in-house training.

The agency staff used are regular agency staff for Sycamore House and will be used for cover where contracted staff are not available.

All bank staff will have or be working towards their Children, young people and family's practitioner qualification (level 4).

Staffing Rationale: Regulation 33

The adults working with the young people at Sycamore House will be carefully selected to provide a balance of experienced, qualified, residential, and therapeutically minded individuals dedicated to meeting complex needs of individual young people.

In the Manager's absence, the deputy manager will manage on her behalf.

Seniors and Deputy Manager will oversee Sycamore House at times when the manager is not available and are responsible to ensure rotas are made up and that there is always adequate staffing on duty.

Should problems arise due to sickness, then it is the responsibility of the manager/ deputy manager on duty to fill this gap with alternative staff. In the first instance the homes bank staff members will be contacted, if this is not possible, then the core team will do overtime, to ensure that the young people are always supported by staff that are familiar to themselves and have full knowledge, understanding and working experience of each individual supported at Sycamore House.

Dependent on the young people's plans, e.g., DoLS Order, within our residence, the staffing levels may have to be increased, and it will be the responsibility of the manager and responsible individual

The Responsible Individual, the Registered Manager and Deputy Manager are on call for support.

Sycamore House is committed to providing a high quality and flexible support team to deliver a level of care to fulfil our objectives. Our future staffing strategy will be to maintain a healthy team of experienced residential support workers whilst identifying new potential to further enhance the adults working with the young people.

Sycamore house will operate a mixed gender approach to adults working with the young people to allow for diversity and to support positive relationships with young people. Sycamore House will be working towards staff being suitably qualified. In the future we will ensure staff who are working towards relevant qualifications are supervised by a suitably qualified staff member in line with regulations. All staff members after probation will be enrolled in their Children, young people and family's practitioner (level 4) qualification.

We will operate a Rota which is supportive of employees work life balance and support continuity and routines for the young people and whilst we value and invest in our teams, we aim to ensure the staffing of the home is young people centered around their individual

needs and requirements. All employees are aware of the need to review working patterns should the need be identified.

Staff Policy:

The manager of Sycamore House works on site at the homes and arranges her working time to maintain a thorough overview of the routines and structure of the home. This includes regular interaction with the young people and the adults working with them to ensure that their ideas, issues, and concerns are listened to and reflected upon.

We encourage and involve our young people in the employee interview process and value their input and perspective. The young people are given opportunity to ask prospective employees questions that they feel important. Feedback from the young people is then gained following interview. This may not always be face to face, but young people can be asked in advance any questions they feel would be beneficial.

The exact numbers of adults working in the home will always be needs led, and dependent upon the individual care plan of the young people currently accommodated within the home. Nevertheless, Sycamore House will always ensure that the number of staff on duty reflects the demands of the service at that time, and as such will provide extra staff to cover appointments and leisure activities.

There is a clear and thorough process for the recruitment and selection of staff. This includes an exhaustive vetting process including taking up references, previous employments checks, and a fully enhanced DBS check. No member of staff will commence work at Sycamore House until this vetting process has been completed. All appointments will be made following an application and interview process, to ensure that potential employees have the qualities and personal characteristics that residential young people care demands.

The young people's views and responses will be considered when staff receive their probation and appraisal.

Should agency staff be deemed necessary as part of a shift then they too will undergo a similar vetting process including an induction prior to their first shift; however, agency staff will only be utilised as a last resort.

Supervision and Appraisals:

We recognize that supervision is integral to effective practice and service delivery.

All adults employed in the home, including temporary employees, will receive one-to-one supervision in line with regulatory requirements and in response to the staff and management's needs. Supervision is completed once every 6 weeks withing the first 3 months of probation with a check in meeting between to address issues, concerns and any further need for development or support. This then moves to monthly in the last three months of the probation period if no concerns are raised. All staff employed by the company and signed out of probation will receive supervision on a six-weekly basis.

The manager of the home will undertake supervisions and appraisals to enable quality time with each team member which then enables the manager to lead from the front and gain first hand feedback from the team which then informs training, strategies for the adults working with the young person, as well as utilising feedback to inform the young person's care planning. The manager has professional supervision from the Responsible Individual or Operations manager.

Details of supervision sessions will be in each employee's clear care account, which they will be able to read, comment on and sign.

We value and recognize the hard work of our adults working with young people and on occasions may introduce team building days and have an 'employee of the month' award where the young person and staff have a secret ballot vote to gain a view of who should achieve this and reasons why.

Staff Training and Development:

Sycamore House is committed to training and development. All adults working with young people on commencement of their employment will undertake a training program developed to equip them with the fundamental knowledge of practice, policies, procedures, documentation, and culture.

They will receive training and development opportunities that equip them with the skills required to meet the emotional, developmental, and physical needs of the young people living in the home. The training will be in conjunction with the statutory requirements as defined in response to the needs of the young people.

There are key areas of training, that Sycamore House provide for all new employees and provide refresher courses for the existing team. These include:

Face to Face Courses:

- CMPI
- Safeguarding Young people
- First Aid & Medication
- Ligatures
- DoLs and Mental Capacity
- Self-harm
- MFH, CCE, CSE
- PACE & Therapeutic parenting

Online training:

- MAPA or CRPI
- Epilepsy
- COSHH
- Health & Safety
- First Aid
- Safeguarding Young people

- MCA & DOLS
- Challenging Behaviour
- Duty of Care
- Autism & ADHD Awareness
- Communication & Record Keeping
- Medication
- Fire Safety
- Food Safety Level 2
- Young people Sexual Exploitation
- Young people Criminal Exploitation
- PREVENT
- Equality, Diversity and Human Rights
- GDPR
- Self-Harm
- Drugs and Alcohol
- Bullying and Harassment
- Internet Safety
- Driving awareness course
- Complaints and allegations
- Reporting and recording

Induction will include, but is not limited to:

- Placement planning training
- Company Policies
- Childrens Home Regulations, Quality Standards and SCIFF
- Legislation around young people and young people
- Key working
- Fire procedures
- Practical exercises
- Health and Safety
- Complaints, Grievances & Allegations
- Medication
- Finances

There will also be identified courses to complete via online portals through the Virtual College, Local Authority Children's Safeguarding Boards, Drug, Health and Alcohol services and the NHS.

It is an expectation of Sycamore House that all training offered requires attendance and this forms part of each employment contract.

Further to this the team, are encouraged to 'specialise' in areas of interest or service delivery need and they can approach management with courses they may like to complete and would benefit the young people that we support.

Through the process of regulation 45 the manager ensures thorough and rigorous monitoring of the home to include how the quality of care that is being given impacts on the outcomes for each individual and the home as a group. The manager will be responsible for proactively implementing lessons learnt and sustaining good practice.

Staff who do not already have the applicable Level 4 qualification will be enrolled at the earliest opportunity and will be supported to complete their qualification within the regulatory 2-year timescales.

Fire and Health & Safety Information:

Sycamore House pays full regard to fire precautions and other emergency procedures. Smoke detectors are placed at strategic points throughout the home, and we have service contracts with companies who check our fire alarm system, emergency lighting and firefighting equipment.

The procedure in the event of a fire is as detailed below and is included in the Welcome Booklet issued to young people on admission. The young people's key worker will explain the routine with him or her on admission to the home. Our young people are encouraged to be aware of potential fire hazards and are requested to switch off all electrical appliances before retiring with specific risk assessment round this. A personal emergency evacuation plan will be formed to ensure all staff are aware of any additional identified needs that are required to assist the young people out of the home.

IF YOU DISCOVER A FIRE:

LEAVE BY THE NEAREST AVAILABLE EXIT

CLOSE THE DOOR OF THE ROOM WHEN LEAVING

OPERATE THE FIRE ALARM (ON EXIT ROUTE)

ASSEMBLE AT THE GRASSY AREA ACROSS THE ROAD

DO NOT RE-ENTER THE BUILDING UNTIL INSTRUCTED

The fire alarm is tested every week. The member of staff performing this duty will advise everybody in the house that it is a fire alarm test and not a genuine emergency requiring evacuation.

A Fire Drill is performed every month or when there is a new member of staff or admission. This ensures that our young people and employees are reminded of the procedures to follow in the event of a fire. This will occur at different times, and on occasion, at night-time. Visitors to the home will be informed of our fire procedures.

All the above tests are recorded on ClearCare under health and safety checks. ClearCare also contains records of the mandatory checks carried out by external agencies on our emergency lighting, firefighting equipment, and alarm systems.

In addition to fire precautions Sycamore House undertakes many other measures to ensure that our young people are cared for in a safe environment. A comprehensive risk assessment process identifies and reduces hazards in all rooms within the home. Each year all electrical equipment is PAT tested to ensure they are safe to use, and the boiler and gas equipment is similarly checked. COSHH guidelines are followed in the storage and use of any cleaning and chemical equipment. Adults working in the home are trained in food hygiene to ensure that they observe the highest of standards in the storage and preparation of food and ensure meat is temperature checked before serving.

In the event of any accident in the home, whether it happens to a young people, people on shift or visitor, a record is made detailing the circumstances. This is followed by a review of existing procedures and safety measure to establish if any changes are necessary to reduce the likelihood of a reoccurrence. In addition to this all medicines are stored securely with a clear procedure for dispensing and recording.

All adults working in the home are trained in first aid and ligatures.

Any young people that have been risk assessed and are safely competent to administer their own medications will have suitable lockable cabinet, secured to their bedroom wall, for the purpose of self-administration. Medication checks are completed regularly.

Regulatory Authority: OFSTED

Email: enquiries@ofsted.gov.uk

Post: OFSTED, Piccadilly, Store Street, Manchester M1 2WD