



23

Statement of Purpose

Registered Provider: *SuperCare*
Registered Individual: *Chris Coleman*
Registered Manager: *Mat Smith*
Deputy Managers: *Tash West & Manoli Vachoumis*
URN: *2778271*

Contents

Quality and purpose of care

1. The range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.
2. Ethos and outcomes and how we will achieve them.
3. Accommodation offered by the home.
4. Location of the home.
5. Supporting the cultural, linguistic, and religious needs of children.
6. How to make a complaint.
7. Child protection and behaviour management policies

Views, wishes and feelings

1. Policy and approach to consulting children about the quality of their care.
2. Policy and approach in relation to anti-discriminatory practice in respect of children and their families and children's rights.

Education

1. Supporting children with special educational needs.
2. Education curriculum and the arrangements for education.
3. Promoting educational attainment.

Enjoyment and achievement

1. Creative, intellectual, physical and social interests and skills.

Health

1. Health Care and Therapy
2. Good nutrition

Positive relationships

1. Promoting contact between children and their families and friends.

Protection of children

1. Monitoring and surveillance.
2. Behaviour support.

Leadership and management

1. Registered Provider and Managers contact details.
2. Experience and qualifications of staff.
3. Management and staffing structure and support.
4. Promoting appropriate staff role models.

Care planning

2. Admission of children to the home, including emergency admission.

Quality and purpose of care

1. 23 provides 24-hour support and accommodation for children and young people 52 weeks of a year, up to the age of 18 years who present with diverse conditions such as Autism, Epilepsy and ADHD.

2. Ethos and outcomes and how we will achieve them

23 exists to provide a loving, safe, and nurturing home where children and young people can be supported, encouraged, and challenged to develop their resilience, empathy, confidence and skills which they will rely on to lead a happily and fulfilled life. We believe that this has the power to transform children's lives with the following benefits:

- Gaining an understanding of healthy loving relationships
- Increased self-esteem
- Positive development of identity
- Increased resilience
- An ability to form healthy adult relationships later in life.
- Forming strong bonds that last beyond the home.
- To provide a loving and family orientated home designed to nurture and support.
- To offer a quality of life that supports children and young people's development through emotional resilience and educational achievement.
- To be able to provide clear, meaningful, and precise evidence of the outcomes and impact of the lives of our young people.
- To maintain a long term, stable and effective home for the children and young people in our care
- To develop and maintain long term relationships and repeat placements with select local authorities.
- To be the provider of choice for local authorities.

Philosophy

Each child or young person with whom we support should feel loved, safe and comfortable in a relaxed, family-oriented home. All children and young people at our home are important to us. We believe that children and young people should be entitled to be loved and supported to live a happy life which allows them to feel protected from harm. Our ethos is to allow each young person to grow and develop in a safe home.

The children and young people who live at 23 can have difficulty in managing their behaviour. Adults working with the children must hold high expectations of behaviour whilst accepting that there are times when the children and young people may not be able to comply with these expectations.

At 23, each child and young person undergoes individualised risk assessments to identify potential risks and outline strategies for risk minimisation, behaviour management, and de-escalation of challenging situations. Positive reinforcement through rewards is utilised to acknowledge and reinforce the achievements of children and young people.

Our care plans are tailored to the unique needs of each individual, crafted from the perspective of the child or young person. Catering to children up to 18 years old who require full-time residential care, our home provides a supportive environment for their progression. This allows local authorities (LAs) to place their children and young people in a forward-thinking and innovative residential setting. With our highly trained, motivated, and qualified staff, we ensure an exceptional standard of care around the clock, equipping our residents with the skills and resilience needed for success in life.

We believe in working collaboratively with the young person, parents, social workers, educators, and other relevant professionals to achieve positive outcomes and help our children and young people realise their goals, fostering independence.

Central to our approach is the belief that the well-being of young people is of utmost importance. Our support is founded on the understanding that young people require safety, space, clear boundaries, opportunities for personal growth, and involvement in decision-making processes affecting their lives. We recognise the importance of positive relationships with adults and provide support, guidance, and structured environments conducive to new experiences.

To uphold our philosophy, 23 is intentionally designed to accommodate a maximum of four children or young people at any given time. With a consistent 1:1 ratio of adults to child or young person, our staff can focus on individualised support, fostering a familial atmosphere. This, combined with our skilled and dedicated team, effective leadership, and high-quality accommodation, creates a nurturing environment aimed at nurturing the well-being of children and young people.

3. A description of the accommodation offered by the home

23 is a mid-terrace three-story townhouse located on a residential street, offering four bedrooms to accommodate up to four children, both boys and girls, up to the age of 19 if they are in full-time education. At 23 we have decided to not have signage on display within the home to come into line with our ethos of the home and not make it clinical for the children we care for. The bedrooms are designed to be light and airy, with special attention given to creating a family-friendly atmosphere through carefully chosen decorations, allowing children and young people to relax in the privacy of their rooms. Personalisation of their individual rooms is encouraged.



The facility provides support for children with multiple diagnoses, including learning difficulties, Autism, epilepsy and ADHD. Fully regulated by OFSTED, the children's home operates 365 days a year through 52-week placements, tailored to individual circumstances regarding educational needs and contact plans.

23, a spacious property with ample room, features bedrooms with abundant natural light. The third-floor bedrooms include a bathroom with a shower, providing additional privacy for those who may require it.



Upon entering 23, a generous hallway leads to various rooms. The living room is a spacious area for young people to relax, offering access to entertainment such as Netflix and Disney+, as well as a dining table.



The kitchen, located towards the rear of the property. The kitchen, where risk-assessed to be accessible, is an area where young people are supported in gaining independence skills, such as preparing and making meals.



23 features an enclosed garden space, ensuring children can enjoy the outdoors in a safe environment with appropriate boundaries provided by surrounding walls.

On the first floor, two large bedrooms offer varying views—one overlooking the street with a large window (bedroom 1), and the other looking onto the enclosed garden area (bedroom 2). Towards the rear of the first floor, there is a bathroom that host a bath, shower, and toilet. Also, on this floor there is a separate toilet.



On the second floor, two large bedrooms offer varying views—one overlooking the street with a large window (bedroom 3), and the other looking onto the enclosed garden area (bedroom 4). This floor also host a bathroom that has a shower and toilet.

4. A description of the location of the home.

Residing on a street that serves as a thoroughfare linking to the town's main high street presents its own array of advantages and disadvantages. On the positive side, it offers convenient access to local amenities such as shops and eateries, thereby enhancing convenience for residents. Located in the town centre of Eastbourne, 23 enjoys proximity to various public transportation options, facilitating independence for the children. This includes easy access to Eastbourne train station and nearby bus stops, allowing for convenient travel within the town and to neighbouring areas.

Furthermore, the home has access to a vehicle, enabling children to explore farther afield and access additional opportunities. Public transport also opens possibilities for excursions to neighbouring towns like Brighton, Hailsham, Hastings, and Bexhill, which offer a diverse range of activities and strong transport connections to London.



Within proximity to the home, children can access recreational areas such as playing fields, local parks, tennis and basketball courts, cinemas, and beachfront walks with stunning views of the south coast. Eastbourne town boasts numerous amenities, including cafes, small convenience stores, restaurants (including fast-food options like McDonald's and Taco Bell), hairdressers, banks, post offices, arcades, promenade facilities such as cafes and ice cream Parlors, and seasonal tourist attractions.

For children with religious interests, Eastbourne offers several places of worship, including Churches of Latter-Day Saints and a Mosque. The town has experienced recent redevelopment, notably with the transformation of The Beacon, a large shopping centre featuring high street shops, cafes, and a 13-screen cinema. According to the 2019 census, Eastbourne has a population of 104,000 and lies on the scenic South East coast of England, home to iconic landmarks such as the Seven Sisters and Beachy Head, which are located within the town's vicinity.

5. The arrangements for supporting the cultural, linguistic, and religious needs of children

The care offered by 23 will meet each child or young person's needs and promotes their welfare, taking into account the child's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences, and any relevant plans.

23's Equality Policy:

Inclusion for Children and Young People

Every child and young person are afforded the chance to receive nurturing and education, striving toward unlocking their full potential. Whenever feasible, this occurs within a setting among their peers, fostering holistic development.

Encouragement and support are provided to children and young people to comprehend their rights and gain comprehensive awareness of avenues to address discrimination.

It is the responsibility of the home's managers to pinpoint local community resources that play a role in fulfilling the requirements of individuals. These resources are accentuated and advocated for. In cases where these resources fall short of fulfilling specific needs, alternative options are sought out.

6. Details of who to contact if a person has a complaint about the home and how that person can access the home's policy.

The complaints policy of 23 is accessible in the home's policies folder or upon request. Mat Smith, the Registered manager for the home, is designated as the point of contact.

Registered Manager: Mat Smith

Mobile: 07919490101

Email: mat@supercare.org

"When a child wishes to file a complaint, the recipient should make every effort to explore all available resolutions before resorting to filing a complaint. If an individual insists on making a complaint, the adults or managers at the home should address the matter, providing choices where possible. It is expected that adults recognise the importance of maintaining continuity between the individual's previous home/placement and 23 to meet the individual's needs.

Adults are anticipated to offer suitable support to facilitate inclusion and ensure that children and young people can actively participate in the home's activities. If necessary, additional support should be sought to ensure an individual feels secure in participating in activities. Additional assistance is provided to adults and/or children and young people who encounter difficulties in understanding diverse or complex situations, as needed.

In the event that a complaint is made about the manager of the home or another senior member of management, it should be forwarded to a manager outside of the Management Structure. Any person who is the subject of a complaint will not be involved in its consideration, except at the local resolution stage (Stage 1), if deemed appropriate.

Complainants may direct their complaints to the Regulatory Authority or the Placing Authority. While complaints are preferably submitted in writing, either in a letter or using a Complaints Form, alternative methods such as audio tapes or verbal communication may also be used. If assistance is provided to complainants in documenting or writing their complaints, the record/letter should specify the name, position, and contact details of the assisting individual.

Brief details of all complaints received must be documented in the Complaints Log at the relevant location."

The complaints process involves three stages:

Stage 1: Local Resolution

Stage 2: Formal Consideration

Stage 3: Review Panel

23 endorse the view that, whenever possible, complaints should be dealt with informally. At the same time, however, 23 acknowledges that if an informal resolution is not possible, the process for making a complaint must allow for an examination by someone who is not directly involved in the care of the young person concerned. Finally, the importance of young people and their families having the right to complain to their placing local authority, Ofsted and local LADO.

If neighbours, members of the public would like to consider making a complaint this can be done using the registered managers email mat@supercare.org or if preferred can call the mobile number on 07919490101 where the manager or a senior member of 23 team on duty can assist with any concerns, in line with the complaints policy and procedure. We will always inform the complainant of the progress of concerns or complaints where applicable.

The Registered Manager monitors any complaints or concerns. The Independent Person monitors any complaints received and how they have been dealt with.

The Registered Manager will supply to Ofsted, at its request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken. The Complaints forms and a copy of the complaint procedure are kept in the office and can be obtained either from the home Registered Manager or senior member of 23 team on duty.

7. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

Designated Person: Mat Smith is designated for child protection and safeguarding at 23.

Contact details: Mobile: 07919490101, **Email:** mat@supercare.org.

Availability of Policies:

Child protection and safeguarding policies, including the behaviour management policy, are available upon request from the designated person (Mat Smith).

Anyone with a genuine interest in the child or young person can request a copy of the relevant policies.

Promoting Positive Behaviour:

Emphasis is placed on encouraging and promoting positive behaviour through praise and appropriate reward systems.

Adults in the home are expected to model respectful behaviour, cooperation, and effective communication.

Guidelines for adults include listening to children's views, nurturing and supporting them, praising successes, using rewards meaningfully, involving children in selecting and applying reward systems, and modelling good behaviour.

Discouraging Inappropriate Behaviour:

When inappropriate behaviour occurs, adults should use verbal reminders to convey that the behaviour is unacceptable.

Reminders should be firm but fair, informing the child of the behaviour's impact and how to correct it.

Clear language should be used when issuing a sanction, focusing on why the behaviour is wrong and its impact.

Children should be given the opportunity to explain their behaviour, with discussions focused on resolving the situation and preventing similar incidents in the future.

These policies and procedures aim to create a safe and supportive environment for children and young people while effectively managing behaviour issues.

The use of Sanctions

Where positivity and support are at the heart of everything we do. At our residence, we believe in promoting positive behaviour through understanding, empathy, and effective therapeutic methods. Our goal is to foster an environment where everyone feels valued, respected, and empowered to thrive.

Central to our approach is the use of Positive Behaviour Support (PBS) and a dedicated therapeutic team. Rather than relying on sanctions or punitive measures, we emphasize proactive strategies that encourage and reinforce positive behaviours.

Our philosophy is simple: we seek to understand the underlying reasons behind behaviours and address them with compassion and targeted interventions. By focusing on prevention and early intervention, we aim to create a supportive atmosphere that nurtures personal growth and development.

Our therapeutic team comprises skilled professionals who are committed to individualised care and the well-being of each resident. They work collaboratively with residents and their families to implement personalised strategies that promote positive outcomes.

We recognise that every individual is unique, and our approach reflects this diversity. Through open communication, active listening, and evidence-based practices, we strive to build strong relationships built on trust and mutual respect.

While we prioritise positive reinforcement, we acknowledge that there may be times when other interventions are necessary. In such cases, we exercise discretion and fairness, always with the best interests of our residents in mind.

Ultimately, our home is a place where everyone is encouraged to reach their full potential in a supportive and nurturing environment. We believe in the power of positivity and are dedicated to helping each individual flourish.

Sanctions are inappropriate for many children who do not have the capacity to link cause and effect. Likewise, children who have been subject to frequent ineffective sanctions in the past may not respond positively to the imposition of sanctions.

The child's individual care plan states whether sanctions are to be used to support the management of their behaviour. At 23, sanctions are seen as a last resort in the management of inappropriate behaviour and the promotion of positive behaviour. It is always more effective to notice and reward good behaviour than to punish inappropriate behaviour. Children often respond well to praise, encouragement, and intrinsic and extrinsic rewards whereas sanctions can have the effect of reducing a child's level of self-esteem.

Where sanctions are used, they should, where possible, involve the child in terms of setting their parameters. If a child can see that a sanction is fair and proportionate then they are likely to accept it more readily, and it is likely to be more effective.

Appropriate sanctions might include:

- Reparation - putting right the harm or damage a young person may have done.
- Restitution – (compensation) e.g., paying for damage caused.
- Curtailment of extra leisure activities e.g., loss of television/gaming time - Increased supervision

All sanctions should be planned in advance and explained to the child so that they are helped to make an informed/conscious choice about their behaviour and its consequences.

Sanctions should be recorded in the home's sanctions log.

With specific regards for regulation 19: No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child accommodated at the home.

(2) The following measures may not be used to discipline any child accommodated at 23:

- (a) any form of corporal punishment
- (b) any punishment involving the consumption or deprivation of food or drink
- (c) any restriction, other than one imposed by the court or in accordance with regulation 22(1) (contact and access to communications) on – (i.) a child's contact with parents, relatives or friends
 - (ii.) visits to the child by the child's parents, relatives or friends
 - (iii.) a child's communications with any of the persons listed in Regulation 22(1)
 - (iv.) a child's access to any internet based or telephone helpline providing counselling for children
- (d) the use or withholding of medication, or medical or dental treatment
- (e) the intentional deprivation of sleep
- (f) imposing a financial penalty other than a requirement for the payment of a reasonable sum (which may be by instalments) by way of reparation
- (g) any intimate physical emanation of the child
- (h) the withholding of any aids or equipment needed by a disabled child
- (i) any measure involving a child in the imposition of any measure against any other child
- (j) any measure involving punishing a group of children for the behaviour of an individual child

Physical interventions including restraint.

Regulation 20 of The Children's Home Regulations (England) 2015 states:

- (a) Restraint in relation to a child is only permitted for the purposes of preventing:
 - Injury to any person (including the child)
 - Serious damage to property of any person (including the child) or:
 - A child who is accommodated in a secure children's home and absconding from the home (b)Restraint in relation to a child must be necessary and proportionate.

Adults at 23 are trained in the use of Team Teach, 23 chose this due to Team Teach being an accredited, award winning provider of positive behaviour management training. They equip the team of adults in a variety of ways to deal with challenging situations and behaviours in ways that lead to desirable outcomes and positive relationships. Restraint at any level is used only when there is no other alternative. Team Teach centres around the 6 stages of crisis.

Under "Restricting a child's liberty" this would require the actions to be recorded in 23. All incidents and restraint are logged on our Clearcare systems.

Views, wishes and feelings.

8. A description of the home's policy and approach to consulting children about the quality of their care.

23 ensure that the voice of the child or young person is paramount. This ensures that the views, wishes and feelings of the child or young person are heard by all members of 23. The children and

young people are encouraged to participate in a regular house meeting which have set agendas such as, meals, activities, decoration of the home and their bedrooms, grievances, and any concerns. As well as this the children and young people have the option to add to the agenda in their children's sessions, there is also time in the house meetings to share unplanned topics.

Children sessions are scheduled to take place regularly, in accordance with their care plan, as well as when necessary and needed to provide support and guidance to a child or young person. In addition, children and young people are encouraged to attend their reviews such as LAC and My Voice Matters which support them with their education and place within the home.

23's leadership team will review all policies within the home regularly to ensure their relevance in accordance with current legislation and regulations as well as practice within the home. Upon the regulation 44 independent visits, the visitor will gather the views and opinions of the home, the standard of care provided and any other appropriate information from each child.

23, where applicable will involve the children and young people in the interview process for available positions within the home, for their views and thoughts of the individual.

Each child and young person will be given information on their advocate within the children's guide for 23. This guide contains relevant information about how the child or young person can seek advice on any matters as well how to make a complaint against 23.

9. A description of the home's policy and approach in relation to – Anti-discriminatory practice in respect of children and their families; and children's rights.

23 are committed to ensuring that all children, young people, adults, visitors, and their families are treated equally and have freedom from discrimination. 23 recognise and respect diversity in society and will provide a consistent quality of service without discrimination on grounds of gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, age, and disability.

We respect and promote people's differences, challenge oppressive discriminatory attitudes and behaviour and actively encourage young people to develop the ability to show empathy to others and positively participate in a diverse society.

The adult team at 23 aims to be continually aware of the ways in which certain groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability, and sexual preference. To help address inequality and disadvantage, the 23 team embraces diversity. Our policy is underpinned by the Human Rights Act principles:

Fairness - right to a fair hearing

Respect – respecting people's right to privacy and confidentiality.

Equality – freedom from discrimination

Dignity - freedom from inhuman and degrading treatment

Autonomy – the right to be involved in decisions that affect you.

We have a commitment to young people's rights and entitlements as set out in The Children Act 1989 and The United Nations Convention on the Rights of the Child and which are further endorsed within Quality standards and Children's Home Regulations 2015.

We will treat all personal information respectfully, sensitively, and confidentially. The 23 team are committed to sharing personal information with other professionals with a genuine interest.

10. Details of provision to support children with special educational needs.

23 believe that education is a passport to adult success, achievement, and wellbeing. Every looked after child has the right to fulfil their true potential and the adults in the home encourage this by

prioritising educational progress and achievement, developing emotional resilience, and encouraging play and recreational activities.

It is acknowledged that education is important for children and young people's lives and 23 will work in a variety of ways that support and help each individual child or young person to reach their full potential within their time in education. It is therefore ensured that 23 support and contribute to the child or young person's Personal Education Plan and Education, Health, and Care Plans.

23 use clear care which is a reporting system tool designed to support and monitor the progress of positive change and greater well-being for children and young people. The system ensures all reports about a child or young person include an outcome and can link these to their targets. All adults at 23 will use this system to support each child and young person's development. 23's adults take part in regular training to keep up to date about changes to the system as well as working cohesively with other professionals.

It is recognised that continuity within a child or young person's education is important and wherever possible children and young people are supported to attend their existing school or college. If there is a reason a child or young person of school-age cannot attend, or is not enrolled with a school, adults will liaise with the young person's social worker and the Education Department to secure a place at school or facilitate an alternative education provision. Great emphasis is placed on finding the young person a school place as quickly as possible. If the young person does not have a school place, 23 will work alongside the young person's Local Authority's education officers to ensure that an educational support package is available either in the home or elsewhere until an appropriate place can be found.

11. 23 is not registered as an educational provider.

12. Arrangement for children and young people to attend local schools and the provision made by the home to promote children's education achievement.

The adult team at 23 promote ideas of development and education by full participation at progress meetings at school, taking an interest in the child or young person's schoolwork and activities, checking homework diaries, keeping in contact with school and attending parents' evenings.

Parents are encouraged, where appropriate, to remain involved in their child's education and are kept informed of parents' evenings and other school events. Adults maintain contact with the young person's school and seek regular information about their progress. 23 has high expectations for young people's potential and support them to consider their plans after compulsory schooling. 23 provide the children and young people with information about further schooling opportunities such as college and university and utilise young person sessions to make available further educational prospectuses for courses.

All young people have access to the internet, where appropriate and in accordance with their care plan, as well as space within their own rooms to do homework. The young people have access to a range of educational resources to support their learning experience and have opportunities beyond the school day to engage in activities which promote learning.

Enjoyment and Achievement

13. The arrangement for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical, and social interests and skills.

With 23 located in Eastbourne, this provides the children and young people with a range of interesting and engaging activities and experiences in the local community. Adults working at 23 encourage the children and young people to gain new experiences and life skills which may include the use of public transport into Brighton, Hastings where they can visit shopping malls, cinemas, the beach, local attractions such as Brighton Marina, The Redoubt Museum, Pevensey Castle, British Airways i360 or Brighton Pavilion. There are numerous nature reserves and parks nearby to spend time outdoors. There are opportunities for children and young people to develop or improve skills such as ice skating, horse riding, sailing, swimming. As well as everything we have locally, Eastbourne pier, Cineworld, ninja warrior and many more.

Eastbourne has local green spaces and playgrounds, recreational and nearby sports facilities for physical exercise, games, or other leisure activities such as pool, snooker, bowling, laser quest. There also local farms which allow for pick your own fruit and vegetables, tractor rides and meet the animals. There is also a fantastic independent zoo, Drusilla's which has a variety of different animals such as snakes, monkeys, penguins, and meerkats as well as a newly renovated play park with climbing wall, treehouses and splash zone.

During school holidays the adults at 23 will organise activity weeks when special activities will be organised and these may include kayaking, camping, theme parks, weekends away, outdoor activity centres such as Bowls Activity Centre in Tunbridge Wells or Blackland's Farm, as well as trips further afield too.

23 encourages the children and young people to join local clubs to help develop their social interests and skills as well as their intellectual skills. Support is given which enables them to build their self-esteem and confidence to attend groups. 23 emphasise the importance of children and young people developing their cultural heritage and identity, as well as developing an understanding of others.

Arrangements are made for children to attend places of worship.

23 ensures children and young people have the opportunities to experience meals outside of the home in local cafés or restaurants to help build social skills which are associated to these environments, which supports them later in life.

Majority of children and young people enjoy time on their computers and gaming consoles and particularly when interacting online with others. 23, where appropriate, encourages the use of internet for social interaction and adults monitor this usage carefully, in conjunction with the e-safety policy and each child or young person's individual internet agreement and risk assessments.

14. Details of any healthcare or therapy provided, including

1. (a) Information regarding the qualifications and professional supervision of staff members involved in administering healthcare or therapy services will be provided. Children and young people at 23 may receive support from various professionals including CAMHS psychiatrists, clinical/educational psychologists, communication and speech therapists, occupational therapists, music therapists, and play therapists. Therapy sessions are conducted in accordance with the child's placement plans and are agreed upon by the child or young person's parents and placing authority. Only licensed or registered practitioners are permitted to provide therapy, with all registrations being verified against the appropriate professional registers. It is ensured that no team member at 23 delivers therapy for which they are not appropriately trained and supervised.

(b) Information regarding the assessment of the effectiveness of healthcare or therapy services provided will be furnished. At 23 we have our own in-house therapeutic team who will work closely with then children and the adults. The efficacy of therapy is regularly evaluated through meetings between therapists, the Registered Manager, and the child or young person's keyworker to gauge progress. Formal meetings are convened periodically among the home's team members to facilitate the exchange of approaches, assess their effectiveness, and monitor individual children's progress. Therapists are encouraged to offer feedback to ensure continuous updates for the home's adults regarding ongoing therapies and programs. Reports detailing children's progress from therapy sessions are collected and securely stored, both electronically and in their main files. These records are accessible solely to authorised personnel. Upon request and in compliance with regulations, this information can be made available to parents, guardians, and placing authorities.

At 23, prioritising good nutrition is paramount to fostering healthy eating habits. Our home is dedicated to serving homemade meals crafted with care, ensuring that each dish is not only nutritious but also delicious. We actively encourage adult involvement in selecting meal choices, empowering children and young people to make informed decisions about their dietary preferences. Our aim is to create a supportive environment where healthy eating becomes a natural and enjoyable part of daily life.

Positive Relationships

15. The arrangements for promoting contact between children and their families and friends.

Except in circumstances that have been specified by a court order, or agreed as part of the care plan, every effort is made to enable children and young people to maintain contact with their family and friends. When a child or young person is admitted to 23, arrangements are made for them to maintain contact with their parents and other significant people in their lives in the most appropriate way for the child or young person and his family. The arrangements, which will cover home visits, contact by phone or post, and visits from parents to the home are written into the child or young person's care plan and are supported in managing and preparing for the contact according to their needs. Items of post or emails are passed to the child by 23 adults as soon as possible.

Protection of children and young people

16.A description of the home's approach to the monitoring and surveillance of children.

We have waking night adults in place and will have one sleep inn member who will sleep at 25 and will be on call to attend if any issues arise. We do have a ring door for 23, this will help with monitoring of children coming in and out of the home and for any issues that may arise with MISPERs. If any children within their care plans require having some form of surveillance, we will take the measures for this to be installed with the agreement of the social worker(s)

17. Details of the home's approach to behaviour support

The Behaviour Management Policy delineates the approach to fostering appropriate and constructive behaviours within the home, as well as outlining the methods of control, discipline, and restraint applicable to children and young people therein. The team at 23 is dedicated to enhancing their knowledge and methodologies to encourage positive behaviour tailored to the needs of the children and young individuals. All adult personnel at 23 possess an awareness of potential triggers for challenging behaviours and utilise the principles of positive behaviour support to explore proactive, child-centered support options. They undergo training in trauma-informed practices and attachment theory, recognising the significance of fostering secure attachments founded on trust and mutual respect between children and adults. A culture prevails at 23, emphasising the customisation of intervention strategies and plans to align precisely with each individual's requirements. The adults at 23 endeavour to cultivate positive behaviour among young people by providing them with choices and opportunities to participate in decisions pertaining to their placement, routines, and the functioning of the home.

Leadership and Management

18. The name and work address of the registered provider, responsible individual and registered manager.

Registered Provider 25 Lushington Road Eastbourne	Registered Individual Chris Colman 25 Lushington Road Eastbourne	Registered Manager Mat Smith 23 Lushington Road Eastbourne
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19. Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.

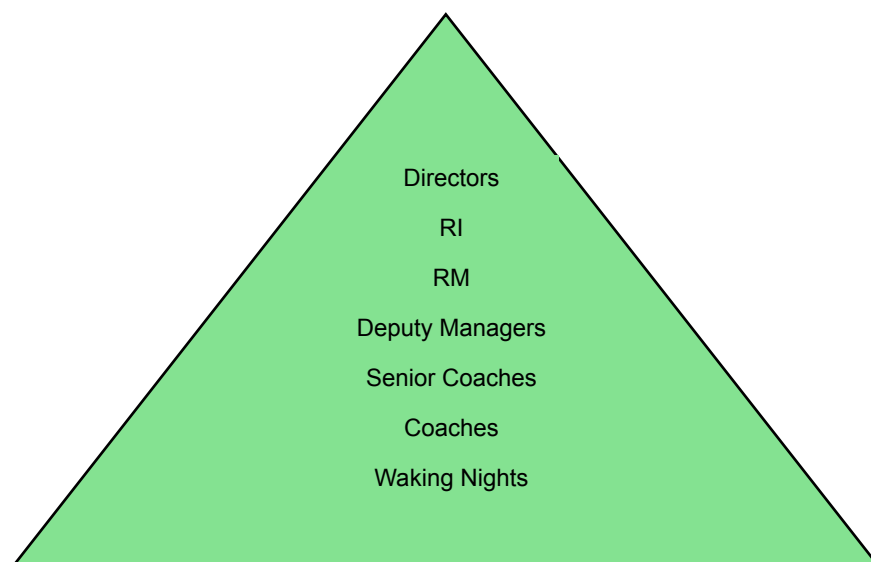
23 is run by a dedicated, enthusiastic and highly skilled team of male and female workers, who are experienced in providing a nurturing and supportive home for children and young people as well as providing support for their families. The diverse nature of the team in terms of age, gender, experience, skill and qualification provides the opportunity to promote a positive view of difference to young people. Furthermore, it is diversity that the team is committed to continually building and extending upon.

All those working at 23 are introduced, as part of their induction training, to safeguarding and child protection procedures, health and safety and fire safety training, food safety and hygiene, medication and first aid and the recording of information, prior to starting work within the home. There is a further program of basic training, which should be completed within the first 6 months of employment, for example physical intervention and restraint. All adults working at the home hold as minimum Level 3 Diploma for Residential Childcare or currently working towards achieving this qualification. Level 3

Diploma is available to all contracted adults at 23 following a probationary period. The Registered manager, along with the Deputy Manager are completing their Level 5 Diploma in Leadership and Management in Residential Childcare. The registered manager has also completed a Level 3 Diploma for Residential Childcare.

20. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff.

23 has one director, Chris Colman. Chris is also the home's Responsible Individual.



Adults in house:

- Up to six adults will be in the home at one time, day and night. Where identified as beneficial or through the management of risk, staffing levels are increased to meet the young people's need. If the home is operating as a solo placement, ratio's will be reevaluated as appropriate.
- A designated shift leader is identified, who will ensure that all duties and tasks have been accordingly undertaken during each shift.
- Solo working may occur in the home and will follow the lone Working Policy and appropriate risk assessments.

- The Registered Manager, Deputy Manager and Responsible
- Individual work a separate On-Call rota, in one of their absences, a senior member of the team will take their place.
- If short periods of gaps in rota occur, due to sickness, training or leave. These will be met the core team completing over-time, experienced bank staff or as a last resort, agency workers*
- Provided by an approved agency. Wherever possible 23 use agency workers who are previously known to the home. All agency workers must provide proof of identity and evidence of their DBS status when they come on duty, where possible use of the automated DBS service.
- Employees are required to work on a rota basis of 07.30 – 22.00, breaks are taken during suitable times and to be arranged by the shift leader. 'Sleep in' is a requirement by all those who work for 23, on the premises.
- 23 provides 24 hours / 7 days per week quality care, and this enables contact to be always available.
- Waking Nights may be necessary, and these will be organised by the Registered Manager. Typically, 22:00 – 08:00

Arrangements for the professional supervision of adults

Supervision is a vital part of supporting, managing, and developing the home's team. New adults to 23 who are on a probationary period will receive more frequent supervision, fortnightly to discuss their transition into 23, hear any pending issues or needs, and establish a working relationship with the team members. After this period, formal supervision is regular. Supervision sessions are recorded, and these documents are required to be read by the employee to give their opinion and sign their notes, which are then placed in the team member's file along with a copy for the employee.

Supervisions are an opportunity to bring up personal worries and concerns and identify personal developmental needs such as trainings or courses.

21. 23's gender balance

The team at 23 are diverse, reflecting the strong equal opportunities policy that guides practice. The young people are cared for by both male and female adults and the adults actively avoid setting stereotypical gender roles that undermine the notion of equality. Further to this 23 supports a range of life experiences and ages within the home's team.

Care Planning

22. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission

23 is a home for children and young people with learning difficulties up to the age of 18 years. Accommodation is available for up to four children/young people.

Admissions are on a planned basis. In exceptional circumstances care may be provided for a child or young person who has been assessed as in need of accommodation and immediate risk and for whom no other more appropriate placement is available. In such circumstances, the age and gender criteria must still be met.

Decisions about admitting a child or young person to 23 will take into account:

- Can the Home meet the needs?

- Can the Home manage the child or young person's behaviour along with the current young person?
- Have introductory visits to meet the young person and for them to visit our provision been successful?
- Has the young person agreed to the placement?
- Can the home offer the right service and provision to support and benefit the child or young person?
- Is there a placement match for the current resident?

All referrals for admission to 23 will be made to the Registered Manager. When the Registered Manager has all the necessary information, planned visits (if possible) will be timetabled and implemented to enable a smooth transition. To avoid disruption and instability for the young person, the home will challenge the placing authority who asks to accept a young person in the absence of a complete and current relevant plan. Referral information should include:

- Statement of special educational needs;
- Details of medical needs;
- A current care plan;
- An education report;
- A social care report;
- Special professional report(s) as appropriate (e.g., Psychiatrist/Psychologist).