



**Statement of Purpose**  
**13 Lushington Road**



**Registered Provider:** SuperCare  
**Registered Individual:** Chris Coleman  
**Registered Manager:** Becky Silvester  
**Deputy Manager:** Rachel Hill  
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## Quality and Purpose of Care

## **Vision Statement:**

Our Mission is to provide a nurturing environment where children with complex needs, including autism, epilepsy, and cerebral palsy, can thrive, grow, and achieve their fullest potential.

We are committed to creating a supportive environment, providing a secure and inclusive home where children with a range of abilities are valued, recognised, and empowered to tackle life's obstacles with confidence and determination. Through support, respect, and encouragement, we aim to cultivate a community where every child feels appreciated, embraced, and equipped to navigate life's journey with resilience and a sense of belonging.

Our main goal is to support all-around growth. Offering a welcoming space that encourages the physical, emotional, social, and cognitive development of each child, while also celebrating their individual strengths and abilities.

We are dedicated to empowering children by equipping them with the necessary skills, resources, and encouragement to develop independence and a strong sense of belonging.

Embracing diversity and inclusion is fundamental to our purpose. We celebrate the beauty of diversity and champion inclusion by providing a welcoming home where children of all abilities are embraced, respected, and empowered to embrace their individuality.

We're devoted to teaming up with families, working together to deliver extensive support and resources that improve the well-being and success of every child in our care.

We advocate for equality and justice, striving to ensure that children with complex needs have equal access to opportunities that enable them to live fulfilling lives and contribute meaningfully to society.

Promoting compassion and empathy is our core focus. We endeavour to cultivate an environment where every child feels cherished, encouraged, and embraced without conditions, nurturing a deep sense of belonging and confidence that empowers their growth.

We're dedicated to inspiring hope and unlocking potential in children with complex needs, encouraging them to dream big, set ambitious goals, and pursue their aspirations with courage and resilience.

Our home is a safe and welcoming place where every child can grow and learn at their own pace. We work together with families to make sure every child feels happy and supported. Our goal is to be a place of hope and help for children and families dealing with these challenges."

"Our home at 13 Lushington Road is licensed to accommodate up to five children with complex needs and learning disabilities, including autism, PICA, epilepsy, ADHD, PDA, attachment disorder, and challenging behaviours. Residents may reside at this address until they complete their sixth form education at age 19, provided they remain in full-time education and alternative adult provisions are not arranged. While our facility is not exclusively for one gender, we meticulously assess and match residents to ensure a safe and harmonious environment. We know that each child is unique and requires special care. Our home is a safe, and welcoming place where every child can grow and learn at their own pace. We work together with families to make sure every child feels happy and supported.

## **Description of the accommodation, including any adaptations.**

Lushington is an end of terrace 3 storey town house property within a residential street; it has 5 bedrooms and can accommodate up to 5 children both boys and girls up to the age of 19, if in full time education. The home is fully staffed over a 24-hour period and operates the required staff ratio to meet the young people's needs. Lushington operates a 24-hour management on-call system to facilitate advice, or rapid response as required. We support children with multi diagnosis, such as Autism, epilepsy, cerebral palsy, and ADHD. The children's home is fully regulated by OFSTED. The children's home accommodates children 365 days of the year via 52-week placements.

Lushington is a large property with ample room for the young people living here to enjoy.

On entering Lushington you are greeted by a good-sized hallway with doors leading off to respective rooms. There is a spacious living/dining room, an area that the young people may use to relax and unwind, there is access to entertainment such as Netflix and Disney. Children have access to a selection of books and games.

The bedrooms are light and airy, and special attention has been paid to ensure that they have been decorated to enhance a family atmosphere/environment, allowing children/young people to relax in the privacy of their rooms. Young people are encouraged to personalise their own rooms upon admission.

Lushington's kitchen is located towards the rear of the property, where there is an additional dining space, which can be used for children who prefer a quieter area to eat. The kitchen will be (where risk assessed to be) accessible to the young people and will be an area that they will be supported to gain independence skills in, like preparing and making meals.

Located on the ground floor is the first of 5 bedrooms, bedroom 1 is a sizeable room, this bedroom would suit those who have limited mobility due to its easy access of the ground floor. A bathroom with Bath/small toilet can also be found on the ground floor.

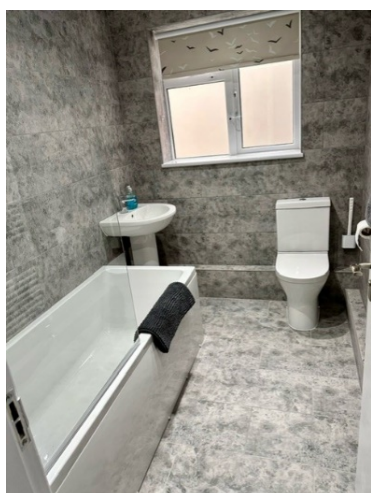
On the first floor there are 2 large bedrooms, bedroom 2 has a large bay window and looks onto Lushington Road, bedroom 3 looks onto the enclosed garden area.

Towards the rear of the first floor there is a dedicated utility room.

The home is in Eastbourne town centre, a central location that gives great links to local transport and many, varied activities for the young people to take part in, the home is around a 10-minute walk away from the seafront.

Finally on the top floor, we have a further two spacious bedrooms with ensuite shower rooms.

Lushington boasts a beautiful, enclosed garden space so that the children can enjoy the outside while being in a safe place. There are fences surrounding the garden providing appropriate boundaries for the children.



**Location:**

Lushington resides on a street that serves as a thoroughfare linking to the town's main high street presents its own set of advantages and drawbacks. It provides easy access to local amenities such as shops and eateries, enhancing convenience for





children.

Lushington is located in the town centre of Eastbourne. The home is a short walk to a number of public transportation opportunities for the children, which will aid in their independence, accessing the train at Eastbourne train station and the various bus stops located within a short radius.

Within walking distance, you can access shops, parks, the beach, local gyms, Crazy Golf, Cinema, Pier, Soft Play, Arcades, Ninja Arena, Library, The art house, Theatre, Treasure Island adventure park.

Eastbourne has many seasonal opportunities for the young people to enjoy. Such as; Airbourne, Dotto Train, Ice Rink, Markets, Pride, Big Wheel and fun fairs.

The home also has access to a house vehicle that will allow the children to travel further afield and access more opportunities. Public transport can allow children to access neighbouring towns such as Brighton, Hailsham, Hastings and Bexhill, offering a variety of activities as well as good transport links to London. Eastbourne town has many amenities to offer such as cafés, small convenience stores, many restaurants including fast-food restaurants such as McDonalds & Taco Bell. It also has hairdressers, banks, post offices, ice cream parlours and tourist attractions that are seasonal.

There are several places of worship around Eastbourne town centre and the surrounding areas which will accommodate many religious interests the children may have, including Churches of Latter-Day Saints and a Mosque.

Eastbourne town has become an upcoming town as of late, with a lot of redevelopments having taken place, most notably with the overhaul of The Beacon, a large shopping centre comprising of high street shops, cafe's and a 13-screen cinema.

Eastbourne lies on the Southeast coast of England, which is home to the iconic white cliffs of Dover, the beautiful Seven Sisters and Beachy Head located right in our town of Eastbourne.



### **Cultural, linguistic & religious needs**

Every effort is made to consider the religious and cultural backgrounds of children/young people and their families.

The opinions and views of children and young people on all matters affecting them, including day to day matters, are ascertained on a regular basis. Enquiries are made into the religious and cultural background of each child/young person as part of planning their admission into the home. Provisions can then be made to allow the child/young person to practise their religion in a manner appropriate to their age, ability and understanding. Each child/young person is, as far as practicable, to have an opportunity to attend such religious or cultural needs and preferences. Young people will also be encouraged to contribute to the homes menu and supported to purchase, cook, and consume foods from their cultural background. In order to support the individual appropriately, the staff team will seek out advice, knowledge and support from the relevant religious or cultural centres and authorities as necessary. Training and guidance will be given to staff where this is needed. All staff within the home will receive training on Equality and Diversity to proactively promote rights, choices, beliefs and traditions. As far as is possible, young people will be matched with staff who are able to positively promote their cultural and religious needs.

## Complaints

We value open communication and are dedicated to addressing any concerns promptly and transparently. Our open-door policy encourages parents, guardians, and children to voice their opinions and grievances, fostering a collaborative approach to problem-solving and continuous improvement.

Complaints should be dealt with at the earliest opportunity and by the most appropriate person.

We have a Policy, which fully acknowledges the principles of the Children Act, the Representations Procedure (Children) Regulations 1991, and the requirements of the Children's Homes Regulations 2015. This is made known to children, their parents, placing authorities and adults. In all cases any Child Protection Procedures will always take precedent.

The Registered Manager will ensure that all complaints and representations will be recorded in writing along with any action taken and the outcome of the complaint.

All complaints are recorded, and information is held at the home. This information is available for inspection by Regulation 44 independent visitor and Ofsted. We are committed to handling all complaints with the utmost seriousness and ensuring they are addressed promptly. Our manager will respond to your complaint within 48 hours, with a maximum response time of 14 days. If the complaint is not satisfied, they can take the complaint to the Responsible Individual who will respond in 14 days up to a maximum of 28 days in accordance with the seriousness and nature of complaints. All children are issued with information on placement.

A child friendly complaint guide is available for young people who need additional support. Any complaints are taken seriously and addressed without delay, and a complaint will be fully responded to within a maximum of 28 days. The complainant is kept informed of the progress and offered support as required. We have advocates on board to assist the young people with complaints.

Complaints are also discussed within Children's Meetings.

We have developed many ways in which children and young people can make formal and informal complaints, comments, or observations. These are made accessible in the Children's Guide, also full advice on how to make a complaint and where to find support in doing so. (Please refer to 13 Lushington Road complaints policy). A young person can also make a complaint or raise any concerns to their Social Worker should they wish to do so.

### Complaints can be made to:

Name	Position	Address	Telephone Number	Email
Becky Silvester	Registered Manager	13 Lushington Road, Eastbourne, East Sussex, BN21 4LQ	07717656185	Becky@supercare.org
Chris Coleman	Responsible Individual		07747037662	Chris@supercare.org
OFSTED		National Business Unit. Piccadilly Gate Store Street Manchester M1 2WD	0300 1231 231 0300 123 4666	enquiries@ofsted.gov.uk

## Child protection

Lushington adheres to its own Safeguarding Protocols aligned with Working Together to Safeguard Children (2018) and Keeping Children Safe in Education (2021). Our Safeguarding and Child

Protection measures are consistent with the Pan Sussex Child Protection and Safeguarding Procedures Manual, as well as the collaborative efforts outlined in the East Sussex Safeguarding Children Partnership (ESSCP). These resources will be accessible on-site and can be provided upon request.

All staff receive training on safeguarding as an integral part of their induction package and ongoing training program. This training is refreshed at regular intervals in line with the company's policies and procedures. The staff at Lushington are fully aware of the protocols when dealing with safeguarding issues. These protocols are an integral part of initial and ongoing training, and they are made aware of the sensitive nature of which these issues must be dealt.

**Behaviour Management**

We support children with multi diagnosis, such as Autism, epilepsy, cerebral palsy, learning disabilities and ADHD. Some children may display challenging behaviours, this could include; self-injury, injury to others, kicking, hitting, punching or biting, being destructive to property etc. It is understood that these behaviours are usually due to the child/young person difficulties attempting to communicate their feelings of frustration, anger or upset. The home will use appropriate methods of communicating with the children which will include the use of PECS and other visual means. Guidance sort from inhouse Speech and Language Therapist.

We will be using positive behaviour support plans; these will be written based off a functional assessment with the psychologist. These plans will be detailed and concise and updated as when needed. The keyworkers will regularly review the child's PBS plan and with reviews of incident reports to ensure that the plans in place are still accurate. It is our belief that through building trusting and secure relationships and assisting young people in developing communication and negotiating skills, most behaviour that challenges can be minimised.

Lushington does not promote physical intervention. However, should any child or young person require physical intervention this will be recorded under the incident report (Policy and procedure to be applied). All staff are trained in Team Teach.

**Physical interventions including restraint.**

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

**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 Lushington are trained in the use of Team Teach. Lushington 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.

1	2	3	4	5	6
Anxiety / Trigger	Defensive / Escalation	Crisis	Recovery	Depression	Restoration
Need for diversion, support and reassurance	Need for diversion, reassurance, clear limits, boundaries and choices	Possible need for Intervention appropriate for the service user	Need for coordinated letting go. Support, reassurance	Need for observation, support and monitoring - recovery and repair	Reflect Repair Reconnect

## **Details of the home's approach to behaviour support**

The Behaviour Management Policy details the approach used to encourage positive and constructive behaviours within the household.

It also outlines the rules and procedures for managing, disciplining, and guiding the behaviour of children and young individuals living at Lushington. The team at Lushington are committed to continuously enhancing their understanding and techniques to promote positive behaviour tailored to the specific needs of the young people. All adult staff members at Lushington are equipped with an understanding of potential triggers for challenging behaviours and employ the principles of positive behaviour support to explore proactive, child-centered support options. They undergo training in trauma-informed practices and attachment theory, acknowledging the importance of nurturing secure attachments built on trust and mutual respect between children and adults.

At Lushington, there's a strong emphasis on tailoring intervention strategies and plans to suit each young person's needs. The adults at Lushington aim to promote positive behaviour in young people, by giving them opportunities to make choices and participate in decisions about their living arrangements, daily routines, and how the household runs.

Team teach is monitored by the Registered Manager/Deputy Manager, the monthly Regulation 44 visits, and the Responsible Individual as well through monthly monitoring forms. The Children's Homes Regulations are adhered to at every stage with notifications and recording and reporting arrangements. In all circumstances restraint will always be recorded and documented on an incident report form. Each young person's behaviour is assessed, and a global risk assessment is produced and maintained to reflect his or her needs and challenges.

We follow the strict guidelines set by the Children Act 1989, Care Standards Act 2000 and Children's Homes Regulations 2015, and Quality Standards 2015. All professional bodies working in partnership with 13 Lushington Road can access our child protection policies and behaviour management policies on request. Adults are trained in Team Teach. Team Teach is a programme which has been designed to enhance adults understanding and management of disruptive, aggressive and/or violent behaviour. The training aims to ensure that everyone involved in crisis situations, which includes disruptive, challenging, or violent behaviour can maintain the care, welfare, safety, and security of all involved.

The ultimate focus of this training is to ensure that adults gain the essential knowledge, skills, and confidence to prevent, decelerate and de-escalate crisis situations. This is a method which is based on a series of levels of responses in reaction to an ongoing assessment. This strategy will only be used as a last resort, once all diversionary and diffusion methods have failed. Such situations would be if a young person or persons were placing themselves or others at an unacceptably high-level of risk or if the building/property were being seriously damaged.

All adults will have their competency assessed during initial training. Adults will then be assessed in supervision and during their post incident reviewed following an incident. Training will be refreshed within the required time scales, and any concerns about an adult's competency when using restraint will be addressed.

## **Views, Wishes, and Feelings**

### **Consultation with the child/young person.**

We firmly believe in empowering children and young people to actively participate in decision-making processes that affect their lives and the functioning of their home environment. We recognise everyone's right to express their views and preferences, and we actively seek out and respect the opinions of children, young people, and their families or significant others.

We are also visited by an External Regulation 44 Visitor. The visitor meets/communicates with the young people, parents and staff monthly and submits a Regulation 44 report on findings each month to the Registered Manager and Ofsted.

### **Anti-discriminatory practice & equality of opportunity, which respects children and their rights.**

At 13 Lushington road we are committed to upholding anti-discriminatory practices, ensuring that every child is treated with dignity and respect, regardless of their background, ethnicity, gender, or any



other characteristic. We actively promote equality of opportunity, striving to eliminate discrimination and bias. Our policies and procedures are designed to create an inclusive environment that fosters diversity and celebrates differences.

We uphold the Principles of Care, for promoting anti-discriminatory practice and promotion of children's rights, respect and dignity as follows:

- Children and young people have the right to live in a home that is safe, warm, happy, nurturing, stable, valuing, affectionate, and secure, free from abuse and recognises the individual needs of the service user.
- Children and young people have the right to have full access to education, health care, social life, community facilities, and have the opportunity to live a full life as possible.
- Children and young people have the right to be listened to, express themselves, take full part in decisions affecting them, have things explained to them and the right to complain.
- Children and young people have the right to privacy, space, time and dignity, have fun and allowed to be a child.
- Children and young people have the right to their religious, cultural, dietary needs and to celebrate their individuality.

All Staff undergo regular training and supervision to ensure they possess a thorough understanding of young people's rights as per regulatory standards.

At Lushington we have created a safe, supportive environment where children feel valued and respected.

## Education

Lushington believe that education is a passport to adult success, achievement and wellbeing. Every 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 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, Lushington 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.

Lushington is not registered as an educational provider.

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. Lushington has high expectations for young people's potential and support them to consider their plans after compulsory schooling. Lushington provide the children and young people with information about further schooling opportunities such as college and university.

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. Encouragement and support are given to young people to pursue academic and social activities that enhance their development.

## Enjoyment & Achievement

The Registered Manager, (working in conjunction with the parents and social worker) will strive to identify suitable pursuits and plan for support to be put in place for the young people. Our activities program is designed to adapt to the unique needs of each child and align with their developmental stage. Children will have access to a range of engaging activities at home, including computer access, music, various games, and both indoor and outdoor activities within our premises and garden. This diverse selection ensures that children can explore their interests while promoting their overall development."

At Lushington, we are dedicated to encouraging a culture of continuous learning and development among both our team members and the young people under our care. Our approach centers on understanding the unique needs of each individual, and providing tailored support to ensure their happiness, success, and well-being. Rather than imposing rigid expectations, we prioritise observation and guidance, allowing us to create a structured daily routine that facilitates a deeper understanding of our young people's strengths and areas for growth. Collaboratively, our keyworkers and managers set achievable goals for each young person, taking into account any challenges they may face, such as anxiety or learning disabilities. We provide unwavering support and encouragement, celebrating every milestone achieved and empowering our young people to thrive at their own pace.

- At Lushington we believe that it is paramount to recognise an individual's strengths and provide praise when a young person achieves a goal or displays positive behaviour. The team at Lushington are committed to supporting and working with the young people in our care to make positive progress in their lives and successfully deal with significant life changes. Each young person's interests and strengths are encouraged, and this is reflected in our extensive activities, achievements, goals, and independence system.
- As the placement develops, the young person will be encouraged to undertake new, different, and challenging pursuits to extend their skills and experiences and to give them confidence to try new things in all aspects of their life.
- Lushington adults place importance on the planning of child centred activities, which entails the planning of specific programmes which are discussed with each resident and planned by our adults, to give a balanced range of cultural, recreational, and sporting activities.
- Where safe and appropriate, children and young people will have access to computers for recreational and educational use in their own room or in communal areas. All computers are protected, and activities are carefully supervised as appropriate.

Activities at Lushington include:

- Summer barbeques and parties.
- Celebration of festivals/holidays.
- Sensory garden space.
- Take away evenings.
- Cooking/baking.
- Pamper evenings.
- Board games.
- Reading.
- Arts and crafts.

- Film nights

Local activities include:

- The sovereign centre, Swimming Pool/Gym
- Football fun at Hampden Park.
- Planet golf.
- Sharnfold farm.
- Drusilla's Park.
- Knockhatch Adventure Park
- Park visits.
- Beach visits.
- Ninja Areana.
- Restaurants.
- Soft Plays
- Arcades
- Cinema and many more.....

The annual holidays for young people hold significant importance at Lushington. These holidays encompass a diverse array of destinations, with a strong emphasis on involving the young people in selecting where they wish to go.

The home celebrates birthdays, Christmas, other religious festivals, and other cultural events, encouraging and promoting the children and young people to learn about cultural and religious differences.

To help achieve positive outcomes, the home will work very closely with parents, and anyone associated with the care of the children such as Social Workers, Psychiatrists, CAMHS and other health care professionals. This multi-disciplinary approach will help to ensure that the child's needs are fully assessed, and arrangements put into place to meet these needs.

## Health

The health needs and wellbeing of the children is of paramount importance. Every effort is made to ensure all children are provided with everything necessary to meet their health care needs. As a staff team, we actively discourage children from smoking. Smoking is not permitted in any of the home. Prior to admission, the Homes Manager will ensure that as much history as possible is supplied with the referral form by the placing authority in respect of health records for the child. Each young person's file will contain a "health section" which will detail any medical conditions and disabilities, emotional wellbeing and any illnesses suffered and other medical history.

All medication will be kept in a lockable cabinet with the date, time and name of person to whom they are given. Only fully trained adults are permitted to undertake medication administration which uses a two-signature system for increased safeguarding. A fully comprehensive First Aid box is easily accessible to adults.

## Healthy, Balanced Diet

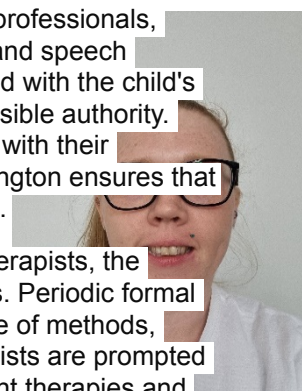
All young people at Lushington are encouraged in healthy eating habits and are educated about the health benefits of eating a well-balanced diet in accordance with guidelines set out by 'Change for Life'. Mealtimes are an opportunity for young people to make decision on choice, and get involved in snack preparation, discussing breakfast, lunch and dinner menus, food preparation and food hygiene, health and safety in the kitchen, shopping for food items, health in terms of choices, identifying nutritional options etc. To encourage choice and variety, young people are also encouraged to attend food shops and choose from the shelves if able as well as making choices in key working sessions through widget or other appropriate communication techniques. A Young person (where appropriate) may be provided with a 'Health Passport' to work through.



## Therapeutic Input

Children and young people at Lushington have access to support from a variety of professionals, including CAMHS psychiatrists, clinical/educational psychologists, communication and speech therapists, occupational therapists and play therapists. Therapy sessions are aligned with the child's placement plans and are agreed upon by their parents or guardians and the responsible authority. Only practitioners who are licensed or registered are authorised to provide therapy, with their registrations being cross-checked against the relevant professional registers. Lushington ensures that every team member delivering therapy has the appropriate training and supervision.

The efficacy of therapy undergoes regular evaluation through meetings involving therapists, the Registered Manager, and the child or young person's keyworker to assess progress. Periodic formal meetings are convened among the home's team members to facilitate the exchange of methods, evaluate their effectiveness, and monitor the progress of individual children. Therapists are prompted to provide feedback to ensure ongoing updates for the home's staff regarding current therapies and programs. Reports detailing children's progress from therapy sessions are collected and securely stored, both electronically and in their main files on Clearcare. Access to these records is restricted to authorised personnel. Upon request and in adherence to regulations, this information can be shared with parents, guardians, and placing authorities.



## Meet our Therapy Team:

### Clinical Psychologist

#### Dr Laurie Preston

Clinical Psychologist (D.Clin.Psy, C.Psychol)

Health & Care Professions Council Registered (No: PYL043208)

My name is Laurie, and I am a Clinical Psychologist. My job is to help people understand their feelings and thoughts better. We can have a chat and do fun activities to understand your feelings better and find ways to manage them together. I'm excited to meet you and learn more about you!



## Occupational Therapist

### Claire Cooper

Occupational Therapist  
Health & Care Professions Council Registered (No: OT089305)

My name is Claire, I am an occupational therapist. My job involves supporting young people to learn new skills, increase their independence skills and boost their confidence. I love my role and enjoy helping young people to achieve their goals, I am studying sensory integration therapy. When I am not helping young people, I like to go for a walk, use the gym and paddle boarding. I also enjoy playing games and doing puzzles. I have two dogs and love playing with them.

## Speech and Language Therapist

### Gemma Hoare

Speech and Language Therapist  
Health & Care Professions Council Registered (No: SL37022)

My name is Gemma, and I am a speech and language therapist. My job involves supporting people in a range of areas such as speech difficulties, stammering, social communication, assertiveness, understanding and expressing emotions and learning new words. I really enjoy my job as I love meeting new people and trying to help them to achieve their goals. I really enjoy playing games and reading and often try to incorporate these things into therapy sessions! I also enjoy going for long walks, playing badminton, cooking and eating out, and watching films and TV series so please let me know if you have any good recommendations. I look forward to meeting you!

## Assistant Psychologist

My name is Chelsea, and I am an Assistant Psychologist. My interest in psychology grew deeper during my university studies, where I obtained a First-Class honours degree in Health and Social Care and completed a master's in health psychology. I have gained valuable experience supporting young people with Autism, learning difficulties and neurodevelopmental disorders, both verbal and non-verbal, volunteering for St. Johns Ambulance and working alongside a multidisciplinary team. In my current role, I focus on promoting the emotional well-being of staff, implementing effective strategies and interventions in the residential homes, and delivering low-level therapeutic interventions with the young people. I am really looking forward to meeting the



## Positive Relationships

At Lushington, we deeply value the importance of promoting family relationships for young people in our care. We understand that maintaining these connections and exploring one's personal history is vital for emotional growth and attachment needs. When a young person expresses interest in understanding their family background and history, our dedicated adults provide support for life story work, with support from social workers. This proactive approach allows individuals to gain insight into themselves, establish a sense of identity, and potentially reconcile with past experiences or relationships.

By prioritising these aspects of emotional well-being, Lushington demonstrates a commitment to the holistic development and welfare of those under our care. This approach not only addresses immediate needs but also lays the groundwork for long-term emotional resilience and stability.



Where it is appropriate to do so, the management team work very closely with the families of the young people and ensure that they are involved in their care planning. The team have an excellent understanding of the complexities families face when a child is looked after by a Local Authority and that family relationships can sometimes become difficult for the young people. We therefore work in an extremely sensitive and non-judgemental manner with families to support these relationships. We encourage families of the young people we look after to give their views of the Home and make suggestions. This will be carried out in regular consultation questionnaires, as well as verbal feedback during visits, meetings and regular telephone contact.

Family time arrangements with family and previous carers are agreed and planned with the placing Authority. All information relating to family time is kept in the young person's individual files. Visits are encouraged whenever possible and these are always managed in a clear and structured way with the young person's wishes and views in mind. Visitors will be offered the opportunity to share meals and refreshments. Adults will assist young people visiting their parents in any way deemed in their best interests and agreed as part of their care plan.

## Protection of Children

At Lushington, our commitment is to ensure the safety, protection, and well-being of every child entrusted to our care. Our foundational principles revolve around creating an environment where children can grow, learn, and thrive, free from harm and exploitation.

The multi-disciplinary approach to caring is also essential in ensuring all aspects of the young person's needs are being addressed. Adults at Lushington are committed to working in partnership with all young people and professionals from health, education, social services and others from the voluntary sector to ensure the care is consistent and follows planned procedures.

The Registered Manager is the designated Safeguarding Lead at Lushington. A comprehensive Safeguarding Policy is in operation. It's widely acknowledged that children and young people in care, especially those with higher needs like those at Lushington, are vulnerable. As a caring organisation, it's our duty to ensure they have a safe and nurturing environment where they can grow and develop.

Therefore, our policy is that the young person should always be believed in cases where an allegation of abuse is made. Our priority in cases like this is to protect the child or young person from the alleged perpetrator. It is of paramount importance that the child or young person making the allegation is reassured by the team at the home and always supported.

Child Protection investigations are conducted within the remit of working together within a multi-disciplinary approach. This therefore will include investigations that are either or a combination of internal, criminal and/or external, in nature. A comprehensive Safeguarding Policy supports this process.

Lushington takes a proactive stance against all forms of bullying and cyber threats. Our comprehensive policies cover anti-bullying, radicalisation, and cyberbullying, ensuring a safe environment for all. Adults are equipped with thorough training and provided with clear guidelines for responding to any incidents promptly. Young People are educated about these policies upon admission through our Children's Guide, while continuous training for adults ensures ongoing safety measures. Additionally, strict monitoring of internet usage and e-safety protocols further safeguards our community. For detailed information, please refer to our complete policy and procedures documentation.

### **The arrangements made for child protection to counter bullying.**

All adults must undergo an enhanced DBS check prior to appointment as part of our safer recruitment practice and be made aware of Lushington Safeguarding policy as part of the Induction. Bullying is totally unacceptable in the home. It is widely accepted that bullying is a pervasive and intensely damaging experience. Adults will undergo training to identify the early signs of bullying and

will be guided by the home's anti-bullying policy. Each case of bullying will be dealt with on its individual circumstances. Our anti-bullying policy will be followed in each incident of bullying. In addition to the above, Lushington adults takes seriously the inherent dangers in the growth of internet usage for all young people, and the harm that they could inadvertently expose themselves to. To ensure their protection, Lushington has an E safety policy for adults which covers the use of electronic devices and for the safe internet use for our young people. Within the residential setting all internet usage is restricted to that which is allowable via parental controls which are managed by the Director remotely. These restrictions cannot be tampered with as they are modem based and needs knowledge of the providers account details and a password access to amend. Safeguarding concerns and procedures are discussed in supervision, team meetings and management meetings. All adults will receive ongoing training in safeguarding as part of their induction programme and have regular refresher training.

### **The procedure for dealing with young people going missing.**

Emphasis is placed on providing a safe and secure environment. In the event of a young person going missing whilst at Lushington, adults will follow company procedures and inform the relevant authorities immediately. All adults will have access to the missing person policy, and as part of their induction they would have read and signed. If a young person can go out unaccompanied then before they leave the home, they are signed out by their adult on shift, giving an indication of where they are going, mode of transport and the approximate duration of time that will be spent away from the home. Should a young person leave the home without permission or go missing from their adult whilst out in the community, they will be reported missing/absent. Social workers/Management/Parents/Ofsted will be informed when a young person is reported missing.

### **Monitoring and Quality Assurance**

We have a Regulation 44 inspector who visits the home every month to review the quality of our service, and who meets and talks with young people, their relatives and other professionals surrounding the young person. The Inspector provides a written report for the home, which is also shared with Ofsted. Quality monitoring of the home will be carried out by the registered manager. The home is inspected by Ofsted.

### **Fire precautions and emergency procedures.**

It is our policy to ensure as far as reasonably practical that all young people in our care, adults and visitors are protected from the outbreak of fire. In the event of a fire all adults are fully conversant with our fire evacuation procedures. Fire drills will be held monthly during the day and when required in the evening/night and recorded in the fire log. The manager and the shift leader will have prior knowledge of a fire drill.

All young people's risk assessments include the homes fire safety evacuation plan. All adults will receive training in the homes fire evacuation plan.

All our equipment is regularly serviced under contract i.e. alarms, extinguishers. Our own Health and Safety Officer monitor on a weekly basis and record and report any defects.

## **Leadership and Management**

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

### **Registered Provider**

**SuperCare Residential Ltd**  
C/O Nunn Hayward LLP  
2-4 Packhorse Road  
Gerrards Cross  
SL9 7QE

### **Registered Individual**

**Chris Coleman**  
25 Lushington Road  
Eastbourne  
East Sussex  
BN21 4LG

### **Registered Manager**

**Becky Silvester**  
25 Lushington Road  
Eastbourne  
East Sussex  
BN21 4LG

## **The Responsible Individual:**

### **Chris Coleman**

Level 5 in Leadership and Management – 2017

NVQ 3 in Health and Social Care – 2011

Diploma 3 in Education in Training

A Leader and Manager with 20 years' experience of working and managing in health and social care provisions for private organisations, including children's homes. Chris has worked in the industry since 2002 as a Residential support worker in a large children's home in East Sussex supporting children with Profound and Multiple Learning Disabilities. Within this organisation Chris completed his studies and then moved up the management chain to Registered Manager in 2014. Chris has achieved multiple Outstanding outcomes and overall gradings as an RM and as an Area Manager overseeing homes with both SEMH and LD provisions. Chris has been a governor of 3 schools as well as being the lead for children with additional needs. Chris has developed new Childrens Homes, therapy centres and respite provisions and has worked within the community to promote awareness for Autism and children deeply affected by trauma. Chris is also a trustee of a charity providing education to primary school children in The Gambia.



The most recent home Chris opened received an Outstanding overall in its inspection December 2021. Chris was the Area Manager and sitting in as an interim manager whilst the company recruited a new RM.

Chris currently works as a Responsible Individual for another organisation and enjoys the challenge of setting up new services and supporting them to grow and enable more children to receive good quality and person-centred care. Chris will be an excellent asset to the team and will provide both experience and enthusiasm to this new team of professionals.

## **The Registered Manager:**

### **Becky Silvester**

Level 5 in Leadership and Management

AVCE double award in Health and Social Care

Epilepsy

Becky has worked in the care industry for 18 fulfilling years, starting with children with learning disabilities before embarking on a dedicated focus on children's mental health for 10 years. Becky has worked up from a support worker to assuming leadership roles in various capacities, including activities, and life skills coordinator, and deputy, Becky is currently on the management team as a registered manager for Super Care.

Becky is committed to ensuring that every child under her care feels not only safe but also loved. Becky is driven by a passion for providing them with the highest quality of care, creating an environment where they can thrive and achieve their full potential. Becky is creating a nurturing space where the well-being of each child is at the forefront, and their journey towards a bright future is supported with dedication and compassion.



At Lushington, we have formed a dedicated and enthusiastic team, ensuring a nurturing and supportive environment for young people within our care. This team boasts a rich diversity in terms of age, gender, experience, skills, and qualifications, which presents an opportunity to instil a positive perception of differences in the young individuals they serve. Additionally, the team remains persistent in its commitment to continuously enhance and broaden its diversity initiatives.

Upon commencing their employment at Lushington, all staff members undergo induction training that covers safeguarding and child protection procedures, health, safety, fire awareness, food safety, hygiene, medication administration, first aid, and information recording protocols. Additionally, within the initial 6 months of employment, employees are required to complete further basic training, which includes physical intervention and restraint training. All team leaders at Lushington.



After 3 months, staff are enrolled on the Relevant NVQ course in Health and social care, starting from the level 3.

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

**Staffing**

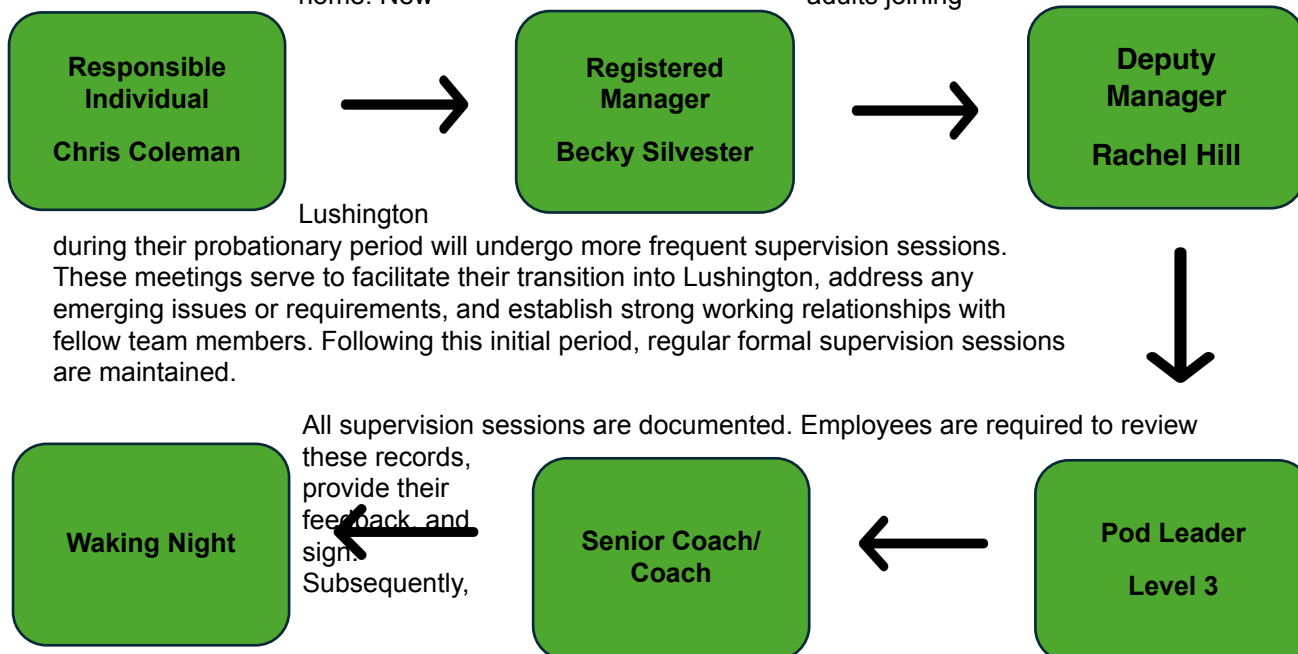
- A designated Pod/Shift lead is identified, who will ensure that all duties and tasks have been completed during each shift.
- Lone working may occur in the home and will follow Lone Working Policy and appropriate risk assessments.
- The Registered Manager and Deputy Manager work a separate On-Call 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 covered by core team members completing over-time, experienced bank staff or as a last resort, agency workers.

Provided by an approved agency. Wherever possible Lushington 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, breaks are taken during suitable times and to be arranged by the shift/pod leader. Sleep in duties may be required, alongside Waking night.

**Arrangements for the professional supervision of adults**

Supervision is a fundamental aspect of supporting, managing, and nurturing the team within the home. New adults joining



these documents are filed in the staff member's records, with a copy provided to the employee for their reference.

## Care Planning

Lushington is a home for children and young people with Moderate/Severe learning difficulties/ Complex Health needs up to the age of 19 years (IF in Education). Accommodation is available for up to five children/young people.

Admissions are on a planned basis.

Decisions about admitting a child or young person into Lushington will take into account the following:

- Can the Home meet the needs of the Child/Young Person?
- 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 Lushington 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).
- EHCP
- Chronological Background