

**Statement of Purpose**

**July 2024 (Regulation 16)**



**The Mariner**

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OFSTED REGISTRATION NUMBER: 2750251

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**Mission Statement**

**“Navigating together towards a brighter future”.**

**H Helping young people to build and maintain positive connections**

**E Empowering Young People to make positive decisions and take charge of their lives.**

**L Learning together to understand our young people’s journeys**

**M Making a safe and stable base for our young people to grow and achieve their full potential**

# QUALITY AND PURPOSE OF CARE

Our home cares for young people who have a range of complexities and conditions including, Social and Emotional Mental Health difficulties (SEMH) development trauma, neurological conditions such as Autistic Spectrum Disorder (ASD) Attention Deficit Hyperactivity Disorder (ADHD) sensory difficulties, processing difficulties and cognitive difficulties. Every child is unique, and we will always assess young people based on their own distinct personalities, journeys, and requirements. The atmosphere that we aim to create and uphold is one of a nurturing and happy nature, with a culture that celebrates difference and embraces individuality and diversity.

We provide intensive rehabilitation for up to four young people of varying ages up to the age of 18. We provide integrated support with adherence to a biopsychosocial model while using trauma informed model of care.

We follow the principles of HOPE:

**Home:** a safe and secure place to live

**Opportunity:** pursuing meaningful leisure, recreation, education, cultural opportunities and work.

**People:** enablement of friendships, confidantes, and supporters.

**Empowerment:** young people are fully involved in decisions affecting their life’s. Young people will define the outcomes which matter to them.

**A welcoming environment**

At Helm Care Services, we believe that each young person needs a sense of routine and consistency in their lives and a caring system of support to encourage, develop and maintain pride, self -discipline, self-esteem, confidence, a sense of identity and ultimately to feel trust and respect for themselves and others. To this end, we endeavour to have a staff team who are committed to working with young people, to encourage them to express themselves positively and freely. We recognise the importance of treating each young person as an important and respected member of a “family unit”, whilst at the same time recognising their individual personality. The home provides a nurturing environment with appropriate boundaries relating to the needs and presentation of each young person.

The home will meet the young people’s basic day to day needs and physical necessities, understanding that young people placed in care have not always had these needs met consistently throughout their lives and in doing so will demonstrate that staff care and value them.

Young people will be provided with nutritious meals suitable to each child’s needs and will play an active role is selecting and preparing meals. All young people will be encouraged and supported to sit down and eat together at mealtimes.

The home will provide appropriate consistent routines for each young person and meet all their basic needs. Staff recognise that many young people in care have experienced inconsistencies and have not always had their basic needs met. By delivering a consistent approach demonstrates reliability and aids the building of a trusting, stable relationship.

The home is a welcoming, warm, safe, nurturing environment while ensuring that we comply with the relevant health and safety legislation. The home will seek to maintain a domestic rather than an institutional appearance where possible.

All shared areas will be accessible by all young people within the home, unless there are specific safeguarding reason’s which will undergo a thorough assessment and include the young person’s external support system and kept under constant review.

Young people will have their own personal space in their bedroom and will be able to personalise and decorate it as they wish. Young people will be able to spend time away from other young people and have their privacy and dignity respected when they do so. Young people will have a privacy lock on their bedroom door, whereby staff will knock before entering. Each young person will have a specific care plan in place for times when staff need to enter their bedroom without consent in line with safeguarding policy. Young people will have their own lockable cupboard/safe to enable them to store securely personal items and letters.

**Choice and Expression**

The home will support young people to express themselves as individuals and input accordingly into their day to day arrangements such as hobbies, interests, education, culture, religion, clothing, diet, technology and leisure in line with placement plans and safeguarding policies.

The home will support young people to maintain and develop their cultural and religious beliefs safely. In promoting diversity staff at Helm Care Services are committed to meeting each young person’s religious needs and beliefs. Each young person’s support plan will detail their individual cultural and religious needs and how these needs should be supported, as identified by themselves and significant others. All the main cultural and religious feast days and festivals will be collectively celebrated with appropriate food, music, and information shared to educate our young people around differing cultures and religions. The staff team will work in partnership with the young person, and where appropriate the family, to facilitate religious observation. This includes enabling the young person to attend services and special sites of religious interest. Furthermore, the home will ensure that any dietary needs are met, a space to worship is identified if required, and all special days are promoted and celebrated.

Young people will be offered to attend an in-house equality and diversity training course to further help raise awareness and tolerance of other cultures. This will be an interactive and visual session which will be adapted and accessible for varying levels of understanding.

There will be an appropriate and diverse range of staff, for example, a good mix of both male and female staff/role models, varying ages, and staff with different life experiences. The full staff team will act as positive role models, so that the young people are encouraged to engage positively with difference and other cultures.

Our staff team will encourage young people to show respect for their community and neighbours.

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

**Care and Support**

Our trauma informed approach is an integral component when supporting our young people, it enables the identification of realistic and achievable short term goals which in turn builds self-esteem self-worth and confidence. It acknowledges the importance of people being supported in ways that work for them. We recognise there are many external factors and conditions which will impact on a person’s recovery and that recovery is not always a one directional staged journey. We develop a robust and flexible workforce where the therapeutic team work systemically within the service that we provide. We have clear systems in place to respond to trauma and support our young people to resist being retraumatized. All our staff have a deep understanding of young people, emotional and mental health difficulties, trauma, the effects of Adverse Childhood Experiences (ACE), developmental trauma attachment difficulties, challenging behaviour and neurological disorders.

We believe in a systemic approach which focuses on the whole support system, we are passionate that outcomes have longevity and are not only met during their placement, but are sustainable post Helm Care, where young people often move back near to or directly with their own families.

We value families as a useful contribution to recovery and encourage all persons involved with our young people to have the same shared priorities, working in co-production with the child, family, and support networks. We offer families, where appropriate, psychoeducation, through therapy sessions, written material in the form of Psychology Tools, information, handouts, guides and exercises, where both the young people and families are encouraged to discover information for themselves.

We are able to provide direct training via a Triple-P Parenting programme to help families develop skills, strategies, and confidence to handle any parenting situation. Restorative practice is also at the core of our working approach, and we endeavour to create and maintain respectful and trusting relationships. We work WITH people, rather than ‘doing to’ or ‘doing for’ and to this end we hope that any fragmented relationships can ultimately be repaired.

Helm Care Services has its own clinical team which consists of Consultant Psychiatry, Registered Mental Health Nurses, Assistant Psychologist, ADHD specialists and therapists including Eye Movement Desensitization and Reprocessing (EMDR), Cognitive Behaviour Therapy (CBT) Dialectical Behaviour Therapy (DBT) and Solution Focused Therapy. Therapists are able to provide formal therapy to our young people according to need.

The Clinical team work closely with all staff in terms of training, reflection, formulation, team meetings and incident reviews to ensure all staff have excellent knowledge and understanding. The clinical team input into all risk assessments, care plans and treatment plans together with completing assessments and providing formulation for each young person. They provide specific training to the staff team ensuring that they have a deep understanding of each young person following an evidenced based approach.

We understand the relevance past experiences such as trauma, neglect and abuse have on young people and how this can manifest into different presenting difficulties. Young people very often have developed maladaptive ways of coping which often perpetuate the cycle. Helm Care Services understands how difficult it is for young people living with an invisible disability, they very often struggle to understand their own difficulties making it almost impossible for them to communicate their needs in a way that others understand, often resulting in negative and unhelpful methods of communication.

Staff receive robust training specific to the young people they are caring for. They have regular reflective sessions and play a vital role in formulation. Only when we understand our young people’s journey can we deliver the appropriate support and interventions.

### Our Purpose, aims and objectives

Our purpose is to provide high quality therapeutic trauma informed residential care to young people from admission to transition. Working closely with our Clinical Director and clinical team we provide individual packages of care tailored to meet the needs and requirements of each individual young person. We pride ourselves on ‘stickability’ and recognise that the young people entering our service are some of the most complex young people with varying maladaptive coping mechanisms, hence the team are equipped with specialised training to cope and navigate through challenging times, to prevent placement disruption or breakdown.

1. **Aims:**

* To provide an environment where young people develop the skills, confidence, and self-esteem that they need to flourish in their lives.
* To provide understanding and responsiveness to the impact of trauma to create opportunities for survivors to rebuild a sense of control and empowerment.
* To provide an integrated, and personalised living and learning experience.
* Engage in pioneering new approaches through research and training.
* Raise awareness and increase understanding in society for our young people to enable them to positively integrate into their local community.
* Develop wider systems for our young people.
* Provide families with the support and guidance and the opportunity to spend quality time with their child and help to repair relationships and forge better family connections.
* Support our young people to make a positive difference where they live and in all other areas of their lives.
* To develop the needs of everyone in terms of their emotional, social, and educational welfare.
* To provide a happy and safe environment, in which negative connotations and language are avoided and positive language promoted.

1. **Objectives:**

* To encourage, all individual’s, to build and maintain positive relationships with others.
* To address negative past experiences, in order, to facilitate a more positive future, recognising that different people exposed to the same trauma may respond in different ways.
* To create individual Care Plans / Pathway Plans/education Plans with the involvement of each young person, so that they have an active role in planning for their future.
* To encourage young people to achieve their goals as set out in their individual EHCP/ Care Plan/ Pathway Plan.
* To enable young people to become emotionally stronger and resilient to ultimately assist them in making a brighter future.

### Underlying Principles and Ethos

The management team and staff at Helm Care Services believe that residential care can be a positive choice in meeting the holistic needs of our young people. This cannot be achieved in isolation, and it is our belief that through strong partnership and engaging with the wider system, so much more can be achieved than working on our own. Most importantly the young people themselves are always the central figure in determining their needs and identifying the best possible ‘package’ of care.

At Helm Care Services we fully endorse UNICEF’s mission to advocate for the protection of young people ’s rights, to help meet their basic needs and to expand their opportunities to reach their full potential.

We strive to ensure young people are fully supported to flourish within all the quality Standards and that each child has the opportunities and support available to reach achieve their own personal aspirations. In determining our model of care the home uses a ‘can do’ attitude to explore all that can be achieved. We believe that the homes approach should follow that of any good parent. Making decisions and supporting all our young people as we would with ‘our own child or family member’.

### Location and Design

The home’s atmosphere has a welcoming feel, the décor and soft furnishings are neutral and calming. Downstairs the home is made up of a communal lounge, kitchen/dining room, utility room W/C and has enclosed storage area’s for coats and shoes, there is also a small office on the ground floor for the registered manager. There is a private rear garden with seating area’s where young people can relax and enjoy outdoor activities and BBQ’s. There is a detached building in the garden which is the main care office, here private meetings can be held without them affecting the young people’s day to day care.

There are three double bedrooms and one large single bedroom on the first floor, one of which has its own ensuite shower room. Each bedroom is individual in design and the young people are encouraged to consider this to be their personal space. As such the young people are encouraged to choose their own colours for decoration, posters, choice of bedding on admission. There is a house bathroom with enclosed shower and a study room where young people can complete homework either independently or with the support of staff, young people can also utilise this room for 1:1 sessions.

All data and information is stored in the main care office within locked stationary cabinets. Medication is stored securely in a fixed locked medication cabinet.

As a means of security, the home has sensors on both the front and back door to alert staff should anyone enter or leave the building. Additionally, at times there maybe young people living in the home that are subject to DOLS (Deprivation of Liberty Safeguards). On occasion this may mean, that to enable the safety of our young people the doors maybe temporarily locked. Should such instances be necessary then all placing authorities will be notified formally within no longer than 24 hours.

Family contact will be planned in advance to ensure that each young person is able to utilise the lounge area in private.

In keeping with the philosophy of the home, all rooms are decorated and furnished to reflect a domesticated setting and the young people are encouraged to contribute to planning the ongoing decor and facilities within these rooms. The home is designed to feel homely and not like an institution, a place where young people can relax and feel comfortable having visitors. There is certain equipment that is needed in line with regulations such as fire equipment, smoke alarms, window restrictors to first floor windows, door closures and emergency lighting. These have been positioned and fitted in order to maintain the homely feel as far as reasonably possible.

The home ensures that the external and internal physical condition and fabrics of the home are maintained to a high standard and to work within HSE regulations and requirements.

### Location of the home

The Mariner is in the West Yorkshire region of England. The home is a four bedroomed detached property located in the Yorkshire and Humber region of England. The home is within Wrenthorpe and Outwood West ward/electoral division, which is in the constituency of Morley and Outwood. The home is situated in a quiet cul-de-sac close to transport links, motorway access and is close to the Castle Grove Park and as well as scenic routes like Arsley Reseroir. With such a variety of towns and cities nearby, the home can offer a wide range of educational, cultural and leisure activities to reflect the individual choice of the young people in our care. Within local distances there are various religious places for worship dependent on a young person’s religious identity and several voluntary organisations that can offer opportunity for voluntary involvement

Helm Care Services has a location risk assessment which is to be reviewed annually and submitted to all relevant people for viewing. The review will include the identification of any risks and opportunities presented by the home’s location, with strategies for managing these risks.

Systems are in place to monitor crime, deprivation, CSE and other emerging issues within the local area. The Registered manager will attend any community meetings to provide further opportunity to keep abreast of community issues and progress.

### Supporting young people of varying ages

We will ensure that there are timetables available which will be specific to individual needs and development stages and assessed needs, these will incorporate both group and 1:1 activity. Group activities both in house and within the community will be supervised by residential support staff to enable full monitoring of interactions between all young people. All our young people will be supported in no less than a 1:1 capacity to ensure they have full support and to maintain high levels of safeguarding. At night there will be two waking night therapeutic parents.

Through 1:1 meetings and house meetings activity plans can be agreed. The home has explored varying external activities to share with our young people and will provide a structured activity plan for those young people to access if they choose. These will include activities, such as youth groups, sports groups, for specific needs and ages. Parents can receive a leaflet informing them of the activities which are on offer for the young people over a four-week period, in which the home will welcome any new ideas.

Bedtimes, TV’s and films will be staggered and monitored according to age.

At Helm Care Services, all ages will be treated with respect and equality, and any hierarchy system per age will be discouraged. We will acknowledge when they positively support and encourage their peers, to reinforce such behaviour from peer to peer. Where appropriate we will introduce peer mentoring into the home where young people will have the opportunity to mentor and support new and younger people. External mentors may be sourced and as such have their own lived experiences and life challenges that they can share to empower and motivate any current cohort of young people living in the home.

### Complaints

On admission, each young person will be made aware of the in-house complaints procedure and how they will be supported to use it if they so wish. Following admission our young people are issued with their own individualised help phone numbers lists so they have all relevant support numbers available as and when they require.

Each young person will have access to complaints forms where any formal complaint can be made. Additional to this for ‘minor gripes’ we have a ‘grumbles form’. Staff will try to solve the concern for the young person; however, the matter may be more appropriate to pass onto the Manager. All steps will be carried out for a satisfactory outcome to be achieved. A young person can also make a complaint or raise any concerns to their Social Worker and Independent Reviewing Officer should they wish to do so. In addition, we will consistently offer the young people access to advocates and independent visitors.

A Young people ’s Rights Officer can also be contacted if the young person did not feel that they were being listened to. The nominated officer would then visit and speak to the young person and follow up with any subsequent actions.

Child line also offer support and advice to young people choosing to use this service. Telephone number - 0800 1111.

Young people ’s commissioner for England-Dame Rachel De Souza – 0207 783 8330

In addition, each young person, parent, or member of the public can make a complaint known to, OFSTED, 0300 123 1231- Piccadilly Gate, Store Street, Manchester, M1 2WD

On admission, a complaints pack outlining all relevant person’s that can be contacted in respect of a complaint about the home or person’s working at the home will be made available to all significant others such as parents.

We hold monthly young people’s meetings where young people are asked if there is anything they wish to be raised in the staff team meeting. Staff will then feedback to the young people any comments, agreements and outcomes from issues and ideas raised. The home has an anonymous locked box at the home for young people to comment and raise suggestions. Access to this box is only available to the senior leadership team.

Helm Care Services works stringently and collaboratively within the guidelines and ethos of ‘Working together to safeguard children and young people updated 2018. We value a co-ordinated approach to ensure effective safeguarding and to ensure we are not working in isolation. We have designated senior person’s for dealing with all child protection and safeguarding Issues. We recognise that safeguarding is everyone’s responsibility and that a child centred approach for services to be effective should be based on a clear understanding of the needs and views of the young people.

The home has clear policies and procedures around child protection and behaviour management together with specific face to face training and staff workshops to ensure all staff have a deep understanding of their roles and responsibilities.

# VIEWS, WISHES AND FEELINGS

### Consultation with the young people about the operation of the home

Helm Care Services embraces the general principles of the UN Convention on the Rights of the Child (UNCRC) and article 12; -

* Parties shall assure to the child who can form his or her own views the right to express those views freely in all matters affecting that child, the views of the child being given due weight in accordance with the age and maturity of the child.
* For this purpose, the child shall be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly, or through representative or appropriate body, in a manner consistent with the procedural rules of the National law.

Helm Care Services recognises the unique communication skills of all our young people and aims to develop these skills to support our young people to communicate effectively in all areas of their lives. Our service is creative and open to using whatever form of communication works for a person. For some people that may involve music, art, or any range of multi-sensory approaches. Where necessary we will access the support from SALT (Speech and Language Therapist) to enable our staff to respond to and promote communication successfully. Communication passports can be utilised to help people understand how different individuals may communicate, considering both their spoken word and nonverbal communication. Furthermore, each young person will be supported to develop their own ‘getting to know me’ plan to help people get the true sense of themselves and what is important to them. The staff team continually work hard at building relationships with the young people to gain a better understanding of how they express and communicate their needs and wishes.

A young people ’s friendly version of Helm Care Services vision, mission and purpose is available and identified Key workers meet regularly with their key child and represent their views.

Helm Care Services wants to provide a homely family environment. To achieve this, the young people are encouraged to take an active part in decisions that affect their daily life as well as the homes structures. Most of these decisions happen informally, i.e., group chats during mealtimes etc. A young person’s house meeting is also held monthly, and this allows the young people to input their ideas on a range of issues, from what activities they would like to see offered or the food on the menu for the following month, through to input on the development plans for the home and the design and use of the communal living areas.

Young people are supported to attend their reviews and planning meetings. Prior to the review a staff member from the home will have discussed with the young person anything that they may want to raise, and how this will be achieved. Staff will act as an advocate should the young person so wish. The young person will also be given the opportunity to read the review report written by the home and will discuss any issues that the home intends to raise prior to the meeting to prepare the young person. The child will always receive feedback and where possible see the results of there being listened to and acted upon.

All young people will input into their own placement and management plans. Strategies will be adapted as we learn more about the young person to enable them to feel they are being listened to, valued and respected.

The home has a form ‘you said we did’ where any requests and resulting actions are recorded and this is made available to our young people for further visual representation of their voice being heard.

The young people are also asked to complete an in -house feedback or service questionnaire which gives them opportunity to express their views on all aspects of the care that they receive. This is offered on an annual basis, or sooner if a child is only placed short term and enables Helm Care Services to develop and enhance identified areas. Additional to this is a young people ’s suggestion book which they can add to as and when they choose.

The young people will have opportunity to be involved in the recruitment process and meet new applicants, ask questions and then the home will gain feedback from the young people on whom they feel would benefit our existing staff team.

Where appropriate young people will be encouraged to join in with the ‘Children and Young people in Care council’ to have a voice in the wider system.

Helm Care Services supports all young people to understand they have a legal right to an advocate, the role of an advocate and how to access appropriate advocacy support.

Helm Care Services welcomes feedback and involvement from families or independent visitors, should the young people prefer them to act as an advocate.

The home completes an annual development plan for which staff and young people, families and external professionals are consulted for their own ideas and input. This is extended to the managers six monthly regulation 45 monitoring report whereby all will be consulted around how they feel each six-month period under review has been.

Each year a feedback on service questionnaire will be sent out to significant others/parents and all relevant people involved within everyone’s package of care. The feedback gained may then be incorporated within our annual development plan and provides continued evaluation of the service that we are providing.

### Anti- discriminatory practices and Young people ’s Rights

Helm Care Services places the rights of the young people in their care of primary importance. The staff team strive to encourage the young people to express their feeling and wishes and promote a culture whereby our young people not only understand their rights but the rights of others.

Helm Care Services is committed to develop an environment that is free from discrimination in any form. The starting position to achieve this is by ensuring that all relationships are built and maintained by the guiding principle of ‘mutual respect’. In treating each young person as an individual, they are supported in recognising their own identity and to be accepting of difference in others. The aim of this is to encourage tolerance and understanding whilst developing confidence and self -esteem.

Policies within the home outline our approach to dealing with issues around equal opportunities. Whilst our Equal Opportunities Policy is the central document, the home has ensured that an anti -discriminatory approach is adopted throughout its policies and procedures. For example, our policies on countering bullying and combating racism reflect our expectations regarding equal opportunities.

In making a stance against anti oppressive practice the home considers all acts of discrimination to be unacceptable. This includes discrimination on the grounds of ethnic or social origin, race, gender, age, disability, sexual orientation, or religion. This includes both direct and indirect discrimination, no matter how subtle. All such instances will be challenged and addressed. The Complaints Policy and Whistle blowing Policy provide further support to ensure that young people are not oppressed in such a manner. In dealing with such situations with young people it is important to achieve a balance between imposing sanctions on discriminatory language and behaviour and to develop and increase understanding and learning to change future behaviour.

In addition to the above Helm Care Services recognises that certain groups within society are disadvantaged. This can be because of many of the criteria such as ethnicity, gender, and disability. In embracing diversity, the home, the staff, and management team within the home will always seek new ways to overcome such disadvantages.

Wherever possible we aim to listen to our young people’s contact requests seriously in respect of friends and family and if these requests have not been specified within the placing authority care plan, then advocate where possible to act as a ‘good parent’ would and make parental decisions via safeguarding checks and measures, to allow contacts to take place. Where contacts are not deemed, appropriate and are conflicting to a young person’s wishes and feelings, time will be spent exploring other alternatives while giving a clear rational as to why the contact is not able to take place.

On admission, the young people will receive a young people ’s guide and at regular intervals are encouraged to help up date the young people ’s guide. The young people ’s guide is age appropriate and has been developed for varying ages and levels and highlights the day-to-day routines, structures, and boundaries, what care they can expect to receive in line with our SOP, how to make a complaint, how to access advocacy and the Office of Young people ’s Commissioner.

# EDUCATION FOR OUR YOUNG PEOPLE

Before accepting a young person, Helm Care Services will ensure and be able to demonstrate that they are able to meet the young persons needs including educationally. If the Young person is currently attending an educational provision, the home must ensure it has the capacity to maintain these connections before a placement is considered.

Prior to placement the home will know what level of decision making they have been delegated by the placing authority in relation to the young person’s education and this will be recorded in the placement plan.

Every young person in our care will be treated as an individual and as such his/her educational needs will be assessed accordingly. They will most likely hold a EHCP (Education Health Care Plan) and will be given appropriate levels of support to fully access it. Assessments completed by therapy staff will also help inform the young person’s educational plan. We will work closely alongside each young person’s assessments and EHCP as these outlined objectives inform their individual learning targets.

Helm Care Services will ensure that, alongside placing authority and educational provisions that PEP meetings are regular and Individual Educational Plans are in place so that staff have up to date information about each child’s progress, school attendance, goals and targets. This information will then feed into internal care plans, with target and goals that the home will be jointly working towards with each individual young person. The home’s Education Officer will ensure that they maintain regular contact with each child’s school, college and alongside the placing authority we will advocate to help overcome any barriers the child may encounter to accessing their education. The staff team will have a good understanding of a school’s functions, admission processes, roles of designated LAC teachers and virtual head teachers. The home will professionally challenge the education provision if the young person does not receive appropriate support to progress at outlined in their relevant plans.

The home will collectively support and encourage young people to remain in education until at least 18 years of age through either apprenticeships, employment, or training. We will work closely with the local authority to ensure our young people are getting the support and guidance they need to participate together with supporting them to receive any financial support available through the 16-19 Bursary Fund.

The home ensures that each month data for each young person’s school, college or employment is recorded. The home will look at measurable progress from each young person’s starting point and this will not only include academic and vocational awards but success in increased attendance, reduction in behaviours including suspensions/exclusions and extra-curricular achievements. All young people can earn weekly reward money to acknowledge and celebrate their efforts and achievements.

We recognise that young people who have experienced severe trauma, have mental health difficulties or have been excluded for significant periods have specific needs to address while working through past experiences and present needs before they can be expected to positively participate in learning. For those young people that struggle to access mainstream education Helm Care Services will work in partnership with specialised alternative educational provisions who’s holistic approach of nurture, academic achievement, vocational opportunities, and inclusion are more fitting. These schools specialise in working with young people with Special Educational Needs (SEN), adverse childhood experiences and trauma as well as Social Emotional Mental Health (SEMH).

During periods where young people may be awaiting confirmation of an educational provision or have periods of disengagement or exclusion/suspension from school the home will work with schools, education departments and the young person to gain schoolwork that is appropriate to their current level and assist the young person to complete this whilst being home schooled through an elected home education policy.

Helm Care Services will provide the necessary support to all young people to enable them to access education or training for example transportation, supporting them to use public transport or educational transport, facilities and technology for completion of online work. Where appropriate staff will accompany young people into school to support them throughout their school day. Where needed, we will support our young people to access any pupil premium money or Personal Education Plan Support Allowance (PEPSA) towards items required for schooling or to gain additional tuition outside of schooling to best ensure each child’s full academic potential can be achieved.

Helm Care Services will work collaboratively with all young people’s educational provision, attend any meetings and act as an advocate.

Within the home there are a variety of different educational and communication support systems which can be implemented by the education and support staff teams. The therapist involved in the individual young people’s care will advise on the appropriate support systems and techniques to use to facilitate access to education and will provide staff with training as required to ensure competency in the use of such techniques.

The staff team also have knowledge of sensory integration and sensory processing to ensure that they can effectively support young people to maintain a calm alert state to be able to access their education fully.

We value the importance of a person centred approach to identify and develop a support programme based upon each young person’s abilities, interests and needs and an integrated approach where we can support the continuation of the school room approach beyond learning into everyday living.

The staff will communicate with external agencies committed to furthering the young person’s academic and career progress. Helm Care Services will support young people who no longer receive compulsory full-time education, to explore further education, training, or employment, alongside guidance and consultation with our local Young Persons Service, and each young person’s allocated YPS worker.

All young people will be provided with appropriate facilities and private areas for home study. Staff will be on hand to offer any support in completion of homework. The home has a young person’s laptop that can be accessed for recreational and academic purposes. We understand that homework is a vital aspect of a young person’s educational programme and are committed to assisting them. As part of the 24-hour curriculum we support our young people to access and achieve alternative qualifications such as the Gateway Independence programme, Duke of Edinburgh award, ASDAN, and AQA qualifications.

Helm Care Services recognises the importance and value of education, the homes routines will be carefully considered as to not form barriers to young people’s learning. There will be a number of fiction and non fiction books available to encourage young people to read for fun. Young people will also be encouraged and supported to complete independent study.

Internally we will support the young people to work through an independence pack and we will also fund and encourage the young people to complete in house training courses, for example, bullying, first aid, sexual health, criminal exploitation, mental health, and wellbeing. Young people are encouraged to develop a portfolio of additional qualifications to support chosen career paths and provide additional sense of pride and achievement in their life’s.

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

Young people will be encouraged to enrol at our local library and encouraged to visit the library and use their resources for both the purpose of learning and leisure.

# ENJOYMENT AND ACHIEVEMENT

### Promotion of recreational, sport and cultural activities for young people

All young people are encouraged to develop and pursue hobbies, interests, and outdoor activities, including sport, clubs, music, dance etc. Where a young person arrives at Helm Care Services with an existing hobby or interest the home will try to facilitate and encourage the continuation of this. In planning activities we encourage young people to partake in both group and individual pursuits. These activities not only consider individual young people’s ethnicity, culture, language, interests, and ability, but seek to expand young people’s experiences of inclusion and diversity. To this end the staff will seek to introduce young people to new activities and experiences to complement their existing interests. Equally the young people within the home will be encouraged to participate in activities with their friends from outside the home, and link in with the local community. Naturally before any activity is undertaken a risk assessment process is followed.

The homes in house activity co-ordinator will take a lead in supporting young people to explore varying activities and set these up.

All young people will be encouraged to take part in age-appropriate peer activities, considering the framework of the placement plan, decision making and any assessment of risk to the child.

Young people are encouraged to buy books and magazines. They are given many opportunities to make choices about activities and new resources within the home, including the purchase and rental of age-appropriate computer games, DVD’s, board games etc.

Further to this, the home organises planned outings within the school breaks and takes the young people on holiday. The home also makes sure that birthdays and other special days such as Christmas, Easter etc are enjoyed and celebrated.

Each young person will have set allocated activity money each week to accommodate for their preferred activities, however for other activities that may pursue specific talents or are deemed to promote health and emotional well-being, additional monies will be made available, for example swimming, dance classes, horse riding, football training and singing lessons.

The young people will be encouraged to make a positive contribution to the wider community and the staff will encourage our young people to be mindful of those less fortunate by engaging in charity and fundraising events and doing ‘good deeds’ for neighbours and the local community.

The home will celebrate and recognise achievements by reward systems and ensuring photographic memorabilia is up on display around the home environment.

Each month the home will produce a monthly newsletter which will recognise and celebrate the young people and homes achievements, and these will be sent to social workers and made available for the young person’s own personal viewing.

During any periods where external activities are not being permitted due to COVID restrictions/guidance, each young person will be supported to access daily exercise. For those with Autism and mental health difficulties consultation with their medical professionals can take place to incorporate the requirement for additional walks, to prevent a serious digression in their welfare. This would be documented in individual care planning documents. The home will purchase additional resources to help combat boredom and offer regular stimulating activity during the day, due to any loss of normal external activities.

# PROMOTING THE HEALTH AND WELLBEING OF YOUNG PEOPLE

Helm Care Services are committed to ensuring that health promotion is at the forefront of care planning for each young person. To meet our aims, the home encourages a holistic and integrated approach to health, recognising the importance of factors such as diet, exercise, and emotional wellbeing, alongside the practicalities of doctors, dentists, and opticians. As such staff take an active role in promoting all aspects of healthy living. Staff are proactive in ensuring each young person eats healthily and regularly, develops and maintains a good level of hygiene, follows appropriate waking, and sleeping routines, is encouraged to take regular exercise, and engage in a range of stimulating leisure activities to contribute to their physical and emotional well- being. Where appropriate, monitoring in relation to specific health needs will be undertaken through consultation with external professionals, to include incontinence nurse, dietician, speech and language therapist, occupational therapist, and psychological interventions.

Young people will be encouraged and supported to take an active and lead role in managing specific health conditions according to age and understanding.

We have a Clinical team who will provide support to the home staff through the delivery of training and guidance in implementing therapeutic programmes. Therapeutic services are provided to meet to meet the individual needs of the young people. As part of these services, we will work closely with specialist core services such as Speech and Language Therapist (SALT) who can assess communication needs and work directly with young people to develop individualised communication plans.

We have a range of resources to utilise dependent on the child’s level of understanding, preferred communication, and representational systems.

Once the young person has joined the service comprehensive and accredited assessment/screening tools will be utilised by the clinical team according to need. These will provide a baseline of functioning, health and wellbeing which can be utilised as an outcome measure to monitor and evaluate progress. The young people’s health is promoted in accordance with their individual placement and care plan.

On admission, we would contact the local GP and get an appointment for the young person to receive a thorough check-up. A full health check will be completed annually.

Staff receive extensive training on health and hygiene so that they can help develop the young people’s knowledge around health issues in a safe and informed manner. Further training includes, drug and alcohol, sexual health and first aid training, eating disorders/restrictive diets, body dysmorphia and LGBTQ+

All staff receive extensive training to be able to respond effectively to young people’s health needs, administer basic first aid and minor illness treatment. First aid boxes will be available at all times, adequately stocked and checked by way of a weekly audit. All young people will provide consent for staff to administer first aid on commencement of placement.

Staff are trained effectively in medication administration including the role of prescribed medication, side effects and effective monitoring. All young people will have agreements in place, signed by their GP/social worker/family for the administration of homely remedies. All medication is stored securely in a locked medication cabinet withing the staff office and will be administered as prescribed using the approved medication administration records (MAR) provided by the local pharmacy. Any refusal in medication will be recorded and reported to the social worker and prescriber. Medication will be checked and counted daily at handover and a weekly audit completed.

Any young person wishing to commence self-administrating prescribed medication will do so in line with robust plan, formulated collaboratively with the social worker and prescriber after a thorough risk assessment.

The young people will have an established routine for evening meal where staff role model and support the ‘eat well plate’ however we recognise that young people may need time to feel comfortable to eat in a group situation. We actively seek the views of our young people around food, menu planning, and engage them in food purchasing and preparation. Food related issues are integral to the day-to day activities of the home. If any child has a food intolerance, allergy or self- imposed restrictive diet, then appropriate medical advice sought and any dietary requirements which avoid specific foods or ingredients will be closely followed. The young people are encouraged to rise early enough to enjoy breakfast and packed lunches contain at least a third of the nutritional value and young people involved in preparing their own packed lunches.

Should a concern arise around body image then immediate medical advice will be sought and staff are encouraged to address issues around under/overweight sensitively and food intake charts and eating habits closely monitored and recorded.

Each young person has a Personal Health Plan. This is devised in conjunction with relevant health professionals, and where possible the young person themselves. The plan covers the whole range of potential health needs, including physical, emotional, psychological, and sexual health. Young people are encouraged to have regular dental, health and eyesight check-ups and attend their annual statutory medical. Wherever possible and if young people choose, we aim to help them remain with their own doctor, dentist, and optician. However, if this is not possible or desirable, we will ensure that young people are registered with the local GP, Dentist, and Optician. The young people are supported in accessing help with any illnesses or health issues that they experience. Any identified allergies and special dietary requirements and cultural or religious needs will be included. The staff team are mindful of privacy and confidentiality issues about the young people’s health. Where the Personal Health Plan identifies a specific health need outside our expertise, we will work with local provision to meet that need.

Individual and group work will take place with the young people to further develop their physical and mental health and awareness. This will cover a range of issues as determined by the Personal Health Plan, but may include raising self- esteem, sexual health, relationships, therapeutic support, and drug awareness.

Health and well -being charts will be completed as part of our internal monitoring of overall health and well- being and any patterns of identified issues will be discussed at core team meetings and with social worker, to hopefully resolve and support any emerging or current health issues. The ACC tool maps changes and patterns relating to health and behaviour over a whole month to support staff to see the relationship between health domains and prompt staff and young people to act on and visualise changes over time.

We also provide all young people with a range of leaflets. This will provide them with information on various things i.e., the impact of drugs, alcohol, smoking and information on sexual health. This are in varying formats to ensure accessibility for varying levels of understanding.

We support young people to attend their local stop smoking programme which initially supports the young people to assess their level of habit/addiction and offers alternative therapy, incentive schemes to work alongside reduction programmes and stopping smoking.

We will work with individual young people on food preparation and cooking, exercise programmes and lead direct sessional work around healthy lifestyles, supported by the clinical team within Helm Care.

# POSITIVE RELATIONSHIPS

Helm Care Services believes in partnership with young people, their families, and significant others in their lives. We recognise that both the young person and families will have high anxiety during their transition into the home and will endeavour to work at a pace that everyone is comfortable with. Placing a child in a residential setting affects the whole family, the staff team has extensive training around working in partnership with families and the wider support system.

We gain insight through our focused research and family survey initiatives, family forum meetings, and family focused social activities together with 1:1 sessions and group work with our young people to understand their perspectives and any barriers that are present.

Where appropriate families will be provided with training to develop their own awareness and skills to effectively support their child. Therapy staff will provide bespoke training for families where appropriate to support understanding of their child’s condition and difficulties and promote positive relationship development.

Our clinical team will be experienced in Triple P parenting interventions for families and carers who have young people with neurological conditions, complex emotional/mental health and challenging behaviour. Support, training and guidance will be offered to the young person’s family in order to enhance their knowledge and skills.

The staff team will be pro-active within the development and maintenance of relationships with families, they are able to contact us at any time for guidance, updates, support or to raise a question/concern.

The staff team will work in line with family contact arrangements as per care plan ie completing update calls to each family, every six weeks the manager and key worker will personally meet with parents for a progress update, annual family open day. We believe in the importance of sibling relationships and offer activity days, based at the home and in the local area to encourage sibling relationships giving them opportunity to meet the staff team.

Where appropriate we can link new families in with existing families, which offers a different and often more personal perspective. Families are able to seek support in each other while learning and developing alternative strategies that may be helpful.

Quarterly we are able to offer family forum meetings, where appropriate, where everyone can get together, these forums provide and review new research and other relevant information relating to the young people that we support. These will incorporate a guest speaker to target key learning themes for the friends and families of all our young people.

Contact with the young people’s families and significant others will always consider the best interests of everyone and any arrangements will include the input of the young person themselves. Helm Care Services will work with the placing authority and social worker to formulate a thorough risk assessment within the placement plan, this will include detailed arrangements for contact with friends and family including procedures for overnight stays and the level of delegated authority. We will carry out the same kind of checks which a good parent would, to seek reassurance that the young person will be well cared for and safe.

The home will facilitate transport for family members or young people to and from their place of contact. Alternatively, we can arrange for a young person to travel by other forms of public transport if appropriate. If parents visit from a long distance, we can support them in organising accommodation, although this will be at their own cost.

Friends are able to visit young people in the home, young people are also able to spend time with friends in the local community and be supported effectively to develop positive relationships through group and 1:1 sessions. Young people will be supported to identify healthy relationship, while negative relationships will be discouraged. All contact inside and outside of the home will be in line with the young person’s individual plans, understanding and age.

As well as visits by, and to, family and friends, we also encourage other means of contact such as telephone calls and letters. Young people are entitled to phone immediate family whenever they wish, so long as it is at acceptable times of the day. They can also contact their Social Worker, advocate, leaving care workers and any other persons involved in their care and welfare during the week. The home will supply all stationery and stamps should a young person want to write to family or friends.

In addition, family members and significant others will be encouraged to participate in Care Planning, review meetings and school parent’s evenings where appropriate.

**Joint Working**

Helm Care Services understands the importance of joint working, effective communication and information sharing procedures are essential together with a transparent consistent approach identifying shared goals and outcomes. Each young person will have a wider support system around them usually referred to as ‘The Placing Authority’ together with a statutory social worker. These are key professionals and a close working partnership is crucial in order to effectively care for and protect each young person.

Helm Care Services seek to involve the placing authority and social worker at every opportunity from referral to discharge. Helm Care services work closely with the statutory social worker to formulate placement and management plans. These plans are reviewed collectively every 6 weeks (or post incident/change) Any incidents that occur are reported to the social worker and the relevant plans reviewed/amended. All CLA reviews will be attended by Helm Care Services together with any statutory meetings.

There are likely to be many other people, organisations and bodies that have responsibility towards the young people placed within Helm Care Services, including but not limited to, health, education, local safeguarding young people ’s boards, missing from home teams, CCE teams, public services and local authority if the young person is placed out of area. Helm Care Services will work proactively and take the initiative in identifying others that are required to play a role in our young people’s journey of recovery while advocating for them appropriately.

# PROTECTION OF YOUNG PEOPLE

### Monitoring and surveillance

The home has external CCTV to the front, side and back of the home in line with safeguarding policies and procedures. The home will gain written consent from the placing authority prior to any placement. The use of CCTV is regulated by the Protection of Freedoms Act 2012 and the surveillance Camera Code of Conduct (Home office 2013) All young people will be made aware of this verbally during the assessment process and it is also detailed within the young people ’s guide.

Consent will be gained in writing by the placing authority together with written consent by the young person on admission.

The CCTV monitors are situated in the staff office and have a 30 day recording system in place. The Responsible individual and registered manager have the ability to access any CCTV footage following any incident of risk and provide this to the police if required for example in cases where vehicles or unknown people visit the home and are deemed to pose a risk.

The home’s external doors are fitted with door chimes and first floor windows are fitted with restrictors.

**Health and Safety**

The home has robust health and safety policies and procedures including fire safety, infection control and COSHH. All safety measures, emergency procedures and audits are in place to ensure effective safety in all these areas including emergency lighting, fire fighting equipment, and training.

### Safeguarding

Helm Care Services has a commitment to promote and safeguard the welfare of our young people. We have a commitment to protect our young people from exposure to harm and develop their own awareness around dangers to enable them to make good decisions to keep themselves free from harm. We believe that everyone involved in the care of our young people should be alert to the possibility of abusive situations. Our policies and procedures recognise this possibility and aim to promote an environment in which abuse is unlikely to occur.

Helm Care Services train all our staff to a high level in safeguarding. The home will have a designated Safeguarding Lead and Safeguarding Champion, who will take the lead of safeguarding procedures. Safeguarding is discussed every month at team meetings and specifically for each young person at their monthly core team meeting. These meetings will be a forum to discuss open safeguarding’s, any actions that need to be taken, ensuring care plans /risk assessments have been updated accordingly following safeguarding incidents, the current operational procedures, identifying any areas of improvement and identifying any additional training needs. Minutes will be taken with designated actions identifying who is responsible for completing the action together with a timeframe.

Young people will be continually and actively assessed throughout their placement. Placement and risk management plans will be reviewed and updated monthly as a minimum or upon a change in risk. These plans will include any strategies or steps to reduce/prevent risk and will be reviewed daily upon active safeguarding concerns with the wider support system. We understand that by having an integrated approach which understands a child within the context of their wider environment strengthens our ability to implement effective safeguarding strategies.

We recognise the importance of taking measured risks alongside our young people, in order, that they can learn from their own life experiences and choices, whilst still having a supportive safety net. We follow a graded exposure method to unsupported leave due to the complexities and sometimes risk taking behaviours our young people may present with, particularly in the early stages of their time in our home. Freedoms will be necessary to progress our young people and help them develop their own sense of responsibility and accountability for choices that they make. This will be carefully planned and risk assessed with the wider support system and reviewed regularly. All appropriate agencies working with the young people will be informed of any presenting risks together with helpful strategies and procedures to follow if risk presents while the young person is in their care ie school, clubs etc. When Young people do progress to having ‘free time’ relevant plans will be formulated to include safety measures such as being issued with a safe code word and a power bank to ensure that that any mobile phone device can be recharged should they so require.

Young people will be encouraged to develop positive relationships both in and outside of the home. Staff will be alert to the possibility that young people may be at risk from these relationships and take the appropriate steps to safeguard them where there are concerns around the young person’s safety.

Helm Care Services has clear policies and procedures around internet safety, privacy and security and telephone use; however, these are based on individual risk assessment. Where necessary, for young people that have been given permission to use WIFI/social media they may be subject to random phone checks to ensure appropriate and safe communications, are being upheld.

The Registered Manager and staff team will work in partnership with other agencies to ensure that we are not working in isolation and the young people have the benefit of a multi- disciplinary working approach to enable high levels of safeguarding to be maintained. Helm Care Services ensures that it has close links with the local police officers, Child Sexual Exploitation (CSE) team and Missing From Home team, if any concerns arise then these professionals are consulted for necessary checks and guidance. The home’s allocated safeguarding champion will link with targeted youth groups and family support services to further embed the homes holistic and systemic approach to provide stringent safeguarding procedures for all our young people.

Helm Care Services is a member of the NWG Network (formerly National Working Group for Sexually Exploited Young People. The network covers voluntary and statutory services and private companies working in this field. They offer support, guidance and raise the profile, provide updates, training, share national developments, influence the development of national and local policy informed by practice. The NWG team is made up of specialists with a range of skills and are there to offer support and expertise to the network, they proactively engage with Local Safeguarding Young people ’s Boards (LSCB’s) and their partner agencies, media, researchers and policy writers promoting child sexual exploitation, training, prevention work, disruption, prosecution and therapeutic care for victims and survivors by sharing effective practice, developing according to need, and actively seeking effective practice from other countries tackling exploitation and trafficking within the UK.

The staff team have extensive safeguarding training and are able to recognise situations that are of increased risk or signs that young people may be actively at risk. They are skilled in supporting young people to understand how they can protect themselves and feel protected while supporting young people to develop skills and strategies to manage and reduce risk. Staff will support young people to understand how to ask for help, the home promotes and develops an ethos that supports open and transparent communication thus building a strong safeguarding culture where young people feel listened too, valued and respected.

Young people are provided with a young person’s guide upon admission which details the procedure for raising a concern or making a complaint. If young people wish to do this anonymously there are a constant supply of forms to do so within the communal spaces of the home. Young people will have regular 1:1 sessions throughout the week where they can raise any concerns they may have, these concerns will be listened to and responded to immediately in the appropriate manner.

Safeguarding education will be provided during 1:1 and group sessions so that young people understand what abuse is. Young people will be regular reminded and provided with the appropriate information and material to enable them to contact their wider support network such as social worker, placing authority, IRO, Ofsted inspector as well as advocacy services and helpline numbers.

Detailed safeguarding policies and procedures reflecting the principles of the Frances review are in place working in conjunction with whistleblowing policy and key local policies, legislation and guidance.

Helm Care Services works in line with ‘Working together to safeguard young people legislation. Within this the Local Authority sets out clear arrangements for the management and oversight of allegations against people who work with young people. These teams will be informed promptly of any allegations that come to Helm Care Services attention.

Any incident involving self-harm, suicide or any other serious actions will have senior level oversight by way of responsible Individual.

Unchecked visitors are always fully supervised when on the home’s premises and the home has external contractors check sheets.

Young people are offered opportunity to have an advocate and/or independent visitor at regular intervals.

High levels of monitoring and auditing of the service by the Registered Manager is undertaken on a daily, weekly, and monthly basis enhance safeguarding within the home and individual persons care planning and delivery.

Decisions about overnight stays at friends and families are decided and agreed in conjunction with the placing authority and individual’s placement plan. The home will establish and maintain communicative and positive links with friend’s parents/family and complete necessary environmental checks.

### Promoting positive behaviour

The home has an anti-bullying policy and pro-actively and positively challenges bullying supporting our young people to recognise the impact of their words and actions on other people both emotionally and physically and working within a restorative justice framework and encouraging mediation to develop therapeutic rapport.

The home has clear expectations for our young people in respect of positive behaviour and these are outlined within the young people ’s guide and our behaviour management policy and procedures. The young people and staff team are encouraged to review our ‘consequences’ at regular intervals to enable a collective viewpoint when assessing effectiveness of behaviour management support. Team meetings and individual supervisions are utilised as a forum to explore ‘good parenting’ and ‘positive relationship building’ where the homes responses to the young people can be safely and constructively explored. The home promotes a positive role modelling environment where staff and young people have relationships developed on mutual trust and respect.

Helm Care Services recognises the need for each young person to be valued as an individual and recognises that all-young people arrive at the home from differing backgrounds. It is our primary aim to combine high personal and social standards with a friendly atmosphere, where we promote mutual tolerance and respect at all times.

If bullying becomes a safeguarding issue the safeguarding policy will be followed and all relevant people informed.

We ask all young people on admission to sign an anti-bullying contract. Young people will be encouraged to develop their own anti-bullying pledges and have input into the homes annual review of the anti-bullying policy.

Bullying will be discussed at 1:1 key working session’s and during group sessions, enabling young people to recognise and understand what bullying is and feel comfortable in raising any concerns they may have. The young people’s behaviour management plans will address aspects of behaviour that may cause harm or distress to a peer/other persons.

Challenging behaviour presented by some young people can sometimes be directed towards others and could be interpreted as ‘bullying’. Often young people do not understand the concept of bullying and it is our responsibility to educate them. Any form of behaviour that causes distress to others will be taken seriously, regardless of intent or reason. Any instance of such behaviour will be investigated and responded to, and outcomes monitored.

Staff receive annual training on bullying and understand the different forms bullying can take. Staff are able to recognises signs of bullying and are able to intervene and address accordingly.

Policies are in place for allegations of bullying.

### Positive Behaviour Support including restraint

Helm Care Services passionately believe in the principles of positive care. Our aims and underlying philosophy focus upon what can be achieved and worked towards as opposed to limiting ourselves to restricting and controlling negative elements of behaviour. To achieve this, the home will always offer encouragement and praise for positive behaviour. Our expectations of standards of behaviour are high for both staff and young people. We have clear and unambiguous house rules which are discussed with all young people at the assessment stage prior to admission. Young people are given an opportunity to discuss the house rules to ensure they have a clear understanding of what is expected from them.

We understand that behaviour is a means of communication and will endeavour to work with each child to ascertain what they are trying to communicate and give them alternative skills and tools to communicate more positively. Goals are identified with the young people and staff take an active interest in helping young people work towards their goals and in celebrating their successes. The individual planning processes and reward structures within the home are designed to reinforce this plan of positive care.

Similarly, when young people do make mistakes or ‘get things wrong’ the initial response is for staff to work constructively to overcome this. Young people are encouraged to learn from their mistakes following the principles of reflective practice. Staff positively challenge negative behaviour and assist the young people in identifying new strategies and coping mechanisms to reduce the likelihood of negative behaviour reoccurring in the future. This approach helps to build positive, safe and stable relationships thus encouraging secure attachments.

From time to time there is a consequence to negative behaviour, however this is generally a risk management measure rather than a punitive measure. If there is scope to put right the mistake through a positive outcome this will always be sought instead of a sanction. Sanctions are never excessive or unreasonable and are appropriate to the young person’s age and understanding. The effectiveness of all sanctions is reviewed monthly to ensure they have a positive impact on this learning experience. The young people will have meetings with the manager to review the consequence sheet and review the in -house structures and boundaries and where appropriate they can be adapted to incorporate the young people’s views and experiences.

All young people will be supported by our therapeutic team to learn to recognise, understand and regulate their own emotions. All young people will have direct sessional work on key areas that impact on their thoughts, feelings and resulting actions.

The home understands the importance of building positive relationship with young people, at times young people may respond negatively when changes to the staffing rota occur. The manager will respond appropriately to the young person’s views while being aware of the potential impact staffing may have on the young person’s stability and emotional wellbeing.

Staff will have robust training around positive behaviour management and be equipped with the necessary confidence and skills to promote and encourage positive behaviour in our young people. Staff will be provided with regular supervision and reflective sessions to explore and enhance our understanding of the young people in our care. Staff will also be part of regular formulation meetings for each young person to enable a deeper understanding of needs, triggers and early warning signs. Behaviour management plans will be updated accordingly in line with increased knowledge an understanding of our young people.

Occasionally the young people in our care will present behaviours that inevitably mean that the staff team must physically intervene. The Behaviour Management Policy clearly outlines the circumstances in which this is permissible. Consents for the use of restraint for individual young people will be established and gained as part of the referral and admission process.

Physical restraint can only occur to prevent likely injury to the child concerned or others, likely serious damage to property or preventing a child leaving the home if they are going to put themselves at risk of injury by leaving (gang related activity, using drugs or to meet someone who is/intends to sexually exploit them). Furthermore, physical restraint will only be used as an absolute last resort after all other de-escalation strategies have been exhausted and there is imminent risk of harm. The staff team are trained within Team Teach intervention training to restrain a young person safely, in the least restrictive manner to allow them to regain control and regularly updated via refresher courses. The manager of the home will review all incidents of physical restraint, debriefs with the staff and young people are conducted to identify possible triggers and possible alternative actions to avoid the need for future physical management. The staff team will use their own professional judgement, supported by the knowledge of the child’s individual risk management and placement plan to determine level of immediate risk. The staff team will be aware, and mindful of any past experiences unique to each child and the impact this could have on the individual’s response to restraint by adults responsible for their care.

Where a young person requires constant supervision, this will be outlined and agreed in placement plans. We may have young people that are subject to DOLS, however this will only be exercised as a last resort. The terms of any DOLS will be provided by the placing authority and clearly outlined in placement plans.

Following any restraint or DOLS intervention, the child will be given opportunity and encouraged to express their feelings about their experience of the restraint as soon as is practicable possible. Ideally this would be within 24 hours, but we recognise that some young people may need space and time to process their feelings before gaining the young person’s views. The manager will always review the appropriateness and effectiveness of any restraint incident.

The young people will have individual behaviour management plans which will be reviewed monthly or post incident, each young person will have a 1:1 session following a major incident to gain their own personal experience, interpretation and perspective on behaviour and situations that may have occurred. The level of 1:1 staffing to all young people placed at Helm care Services supports high levels of supervision and monitoring and enables early identification of issues, conflicts of behaviours

### E-Safety

E-safety is considered a high priority across the home and there are clear and robust processes to follow allowing everyone to report issues with confidence and trust. The staff team and young people will receive formal e-safety training each year and where possible families will be encouraged to join in with this training. The manager takes responsibility for e-safety and will ensure that policies and procedures that are in place are subject to robust monitoring and regular reviewing, alongside the staff team and young people.

Any internet usage by the service is managed and monitored and the storage, use and transfer of personal data is adequately protected in accordance with data protection legislation. The manager will ensure regular random checks of young person’s own devices to include mobile phones and laptops and the home has age-appropriate filters/parental controls. The home utilises the LSCB self- review tool as part of the home ensuring they are working within the safety guidelines required to ensure e-safety is instilled within the home. As a service we understand the vulnerabilities of the young people that we support and ensure we have appropriate resources and strategies to keep our young people educated to protect themselves and build resilience. Young people will have 1:1 and group education al sessions around the risks associated with online usage, cyber- bullying and coercion towards issues such as CSE and radicalisation.

### Missing from home and unauthorised absences

Helm Care Services work proactively with our young people to identify difficulties, triggers and early warning signs to potential missing from home incidents in order to effectively inform Placement and Risk Management Plans.

Helm Care services have developed a Runaway and Missing from Home and Care (RMFHC) policy and procedure. The RMFHC policy reads alongside and incorporates local policies and procedures, legislation and guidance.

During the pre-admission process, thorough assessments will be undertaken with the young person and their wider support system around the possibility of missing incidents together with the risks posed to a young person if a missing incident occurs. Triggers, early warning signs and factors which may increase this risk will also be explored and detailed within every young person’s personal missing from home protocol.

All relevant professionals and family, where appropriate, will be informed of any missing incidents as per protocol.

All records and documentation will be completed after every missing incident and evaluated to identify any potential learning needs or knowledge for staff and to record any evidence of what worked well to inform existing and future plans.

The registered manager will work closely with the local police and missing from home teams, attending regular meetings.

# LEADERSHIP AND MANAGEMENT

**The Registered Provider: Helm Care Services LTD**

Address; - Business First, Davyfield Road, Blackburn, BB1 2QY

Telephone: 0333 880 3786

**The Responsible Individual: Miss Rachel Greenwood**

Address: Business First, Davyfield Road, Blackburn, BB1 2QY

Telephone: 07483 144693

**The Registered Manager: Mrs Shelly Taylor**

It is the Registered Managers overall responsibility to demonstrate effective leadership and management with the support of the senior management team and the Responsible Individual.

The Registered Manager has a key role in establishing and maintaining good working relationships with external professionals in various settings such as health, public sector, social care and regulatory services.

The Registered Manager is responsible for leading the team in delivering high standards of care in line with the ethos, values and outcomes outlined within the Statement of purpose.

The Registered Manager will promote a culture whereby anything is possible, opportunities for development for both staff and young people will be in abundance in order for everyone to thrive and reach their full potential.

The Registered Manager will work within the outstanding regulatory framework, striving towards an outstanding rating which will be evidenced in the high levels of care, support, knowledge, training, skills, experience, resources and opportunities provided to both staff and young people. The Registered Manager will continue in their professional development in order to maintain a deep understanding of the needs of the young people placed in the home.

The Registered Manager will ensure that up to date and evidenced based policies and procedures are in place and that all staff read and understand their role and responsibilities within these procedures.

A diverse and enriched staff team will be sought, with a range of positive interests, experiences and skills.

The Registered Manager will be based within the home and be accessible and approachable during working hours.

The Registered Manager will develop a workforce plan and development plan. These plans will be reviewed and updated regularly

The Registered Manager will seek internal and external reviews by way of regulation 44 and 45 to ensure continuous improvement.

### Staffing

In the Manager’s absence, a deputy manager will deputise for them with the support of the responsible Individual

Should problems arise due to the likes of sickness, the home operates a two tier on call system. There will be an allocated member of staff in case of staff absence together with a manager for if/when support or guidance is required. Staff are permitted to work overtime at the discretion of the Registered Manager.

Staffing levels are 2:1 as standard during each day, with 1 waking night staff and 1 sleep in staff. Staffing numbers will be increased according to need and with consultation with the placing authority and social worker.

Staff work 12.5 hour shifts to promote consistency throughout the day/night to our young people. This also enable staff to have good levels of down time between shifts.

The Registered Manager has developed a contingency plan should the home experience unprecedented staff shortages due to sickness or unforeseen events. This plan outlines and makes an assessment of the implications for young people ’s care, including any likely risks. Helm Care Services has its own team of Bank staff who are trained to the same high standards as permanent staff. These bank staff will be used for and shortages and crisis periods. The Clinical and Operations Directors work closely within the service and are also available as and when required to provide hands on support if such cases arise together with the utilisation of agency staff. The home will not utilise any more than 50% bank staff for any given shift.

### Recruitment

Recruitment is In line with the safer recruitment policy.

We encourage and involve young people in the staff interview process and value their input and perspective. The young people are given opportunity to ask prospective employees questions that they feel important and feedback from young people is then gained following interview.

The young people’s views and responses will be considered when staff receive their annual appraisal and monthly supervisions.

Should agency staff be deemed necessary, then they too will undergo a similar vetting process including an induction prior to their first shift. Agency staff will only be used as a last resort, and we will endeavour to utilise the same agency where possible to aid consistency.

### Supervision, training, and development

All staff receive regular supervision and all new staff members will undergo an in-house induction programme. Each member of staff has their own Personal Development Plan which is visited at regular intervals and areas identified for further training and development to enhance their skills, knowledge, and practice. Further support to the staff team is offered via informal supervision and team meetings.

Staff and management will meet with the Clinical Director at regular intervals to review and discuss each child’s development and this will extend into regular group reflection, incident reviews and formulation meetings

Each month the Lead Therapeutic Parents will have a formal meeting with the manager, minutes will be taken and a time specific action plan developed.

Therapy staff will receive regular clinical supervision, in addition to organisational supervision from an appropriate professional. They will maintain an up-to-date CPD file evidencing their ongoing training and development.

Each member of staff receives a mid-review appraisal at 6 months and then a further annual appraisal to identify their progress, development needs and goals for the forthcoming year. This will be based around a self-assessment reflective tool and SMART goals collaboratively agreed.

We value and recognise the hard work of our staff team and on occasions may introduce team building days.

We have KPI’s for support staff, Lead Therapeutic Parents and Managers and all staff are able to achieve a monthly bonus for meeting their personal identified KPI’s.

We recognise that the role staff undertake can often be stressful and as a caring service we have joined an employee assistance programme which enables staff and their families to access online support with medical issues, finance difficulties, stress, drug/alcohol issues, legal, debt, gambling, domestic abuse etc. Staff can receive support over the phone and can have face to face counselling and CBT sessions within this scheme. With this service, we aim to nurture and support our staff’s wellbeing.

The Registered Manager will undertake monthly staff check in sessions to enable quality time with each team member which then enables the manager to lead from the front and gain first-hand feedback from the team to inform training, strategies for the staff team, as well as utilising feedback to inform the young person’s care planning.

The Lead Therapeutic Parents will run staff supervisions at regular intervals with therapeutic parents, the deputy manager will conduct Lead Therapeutic Parents supervisions and the manager has professional supervision from the Operational Director, Fitri Brock and clinical supervision from the Clinical Director, Rachel Greenwood.

All staff will be expected to complete the relevant qualifications in line with their role in the specified timeframe. Helm Care Services will offer monthly workshops to support staff within their development.

There are key areas of training, that staff will undertake during their employment. These generally include:

**Online Training**

|  |  |
| --- | --- |
| **Mandatory training (All staff)** | **Mandatory Training (All staff)** |
| * Equality, Diversity and Cultural Competence | * Radicalisation and Extremism |
| * Anti-Bullying | * Reporting and Recording |
| * Child Sexual Exploitation (CSE) Foundation Level | * Preventing Radicalisation and extremism |
| * COVID-19 - Where Are We Now? Young people 's Home | * Information sharing |
| * Privacy and Dignity | * Complaints Handling |
| * Communication | * Lone worker |
| * Personal Development | * First Aid – paediatric |
|  | * Female Genital Mutation (FGM) |
| * Health and Nutrition | * Professional Boundaries |
|  | * Medication Advanced |
| * Mental Health Awareness | * Mental capacity Act |
| * Safeguarding Young people Advanced | * Deprivation of liberty Safeguards (DOLS) |
|  | * Fire Safety |
| * Health and Safety Advanced | * Manual handling |
| * Infection prevention and control | * RIDDOR |
| * Internet Safety | * Food Safety & Hygiene |
| * General Data Protection Regulation (GDPR) | * Bereavement awareness |
| * COSHH | * Emergency first aid at work |

**Face to face training**

|  |  |
| --- | --- |
| **Training (All staff)** | **Training (All staff)** |
| * Team Teach level 1 | * PACE – 12 modules |
| * Team Teach level 2 | * Self-harm and suicide including alternative coping strategies |
| * Ligature Removal | * Safeguarding |
| * Medication theory and practical competency | * Self awareness |
| * Adverse Childhood Experiences | * Professional boundaries |

**Identified staff will complete additional training according to role**

|  |
| --- |
| * Level 4 children, young people and families practitioner |
| * Level 5 leadership and management children, young people and families practitioner |
| * Fire Marshall/warden training |
| * Health and safety level 3 |
| * Supervision and appraisal |
| * Safer recruitment |
| * First Aid at Work |
| * Safeguarding children and young people level 4 - DSL |

It is an expectation of Helm Care Services that all training offered requires attendance and this forms part of each employment contract. Further to this, staff are encouraged to ‘specialise’ in areas of interest or service delivery need and staff can approach management with courses they may like to complete and would benefit the young people that we support.

We have a range of resources available to enable staff to pursue their research interests and encourage them to disseminate the outcomes of their work, including literature and journals, research discussion forums, research and practice briefing sheets, both internal and external professional development courses.

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

Families are also encouraged to attend training days with our staff team, so the home and family can work consistently and confidently with each individual young person.

### Current Staffing

|  |  |  |
| --- | --- | --- |
| Post | Name | Experience and Qualifications |
| Registered Manager | Vacancy | We are continuing to recruit a registered manager. We have multiple adverts with various recruitment sites such as indeed, we also have 5 recruitment agencies seeking potential candidates.  Responsible individual continues to have daily oversight of the home. |
| Responsible Individual and Clinical Director | Rachel Greenwood RMN | Rachel is currently stepping into the RM role while recruitment is ongoing and will continue to have daily oversight of the home.  Rachel has worked with young people since 2007 in various settings.  Rachel is an experienced Registered Mental Health Nurse who has extensive experience working with children and young people who have experienced significant developmental trauma. She specialises in attachment difficulties, self-harm and suicide challenging behaviours.  Rachel has worked with a variety of young people in many different settings to include, but not limited to, residential homes, secure environments, locked rehabilitation, acquired brain injury, acute hospital wards, CAMHS, community mental health teams, community rehabilitation, and learning disabilities. Rachel has a wealth of experience as a senior CAMHS Practitioner  She has extensive experience in providing clinical supervision to managers, clinicians and members of the staff team as well as leading clinical governance. Rachel has direct experience of working with commissioners, CCG’s, Public sector workers, Local and Regulatory Authorities. Rachel has taken a lead role in identifying quality improvement requirements while formulating, implementing and monitoring improvement strategies, risk management systems and quality assurance.  Rachel is the Clinical Director of Helm Care Services and is passionate about embedding the services standards, quality, ethos and values in line with current research and evidence based practice. |
| Deputy Manager |  | Candidate found and is currently going through the safer recruitment process. |
| Lead Therapeutic Parent | Charlotte Tilley | Charlotte had 6 years’ experience of working in children’s residential care prior to commencing employment at helm care services on October 2023. Experienced in positive behaviour support and emotion coaching.  Charlotte is passionate in working with young people to promote positive outcomes.  Level 3 in Health and Social Care Children and young people’s workforce.  Charlotte is currently completing her Designated safeguarding lead training. |
| Lead Therapeutic Parent | Michael Joseph | NVQ Level 3 in Residential Childcare  Makaton level 2 |
| Lead Therapeutic Parent | Vacancy | Will recruit upon admission of a third child. |
| Therapeutic Parent | Catherine Chadburn | Catherine has 19 months experience working with adults with learning disabilities, autism and mental health.  Catherine is working towards her Level 3 in Health and Social Care, children and young people’s workforce |
| Therapeutic Parent | Zahra Hussain | Zahra has experience working with young people with SEND and challenging behaviours.  BTEC Diploma Level 2 Health and Social Care  BTEC Diploma Level 3 Health and Social Care  BA Hons Youth Work and Community Development |
| Therapeutic Parent | Alexander Lane | Alex has 4 years of working with young adults with learning disabilities, autism, mental health and rehabilitation back into the community.  BILD accredited Team teach advanced trainer with a PBS practitioner award at The National Learning disabilities awards 2022.  Alex has completed his NVQ level 3 qualification in the children and young people’s workforce. |
| Therapeutic Parent | Millie Heselden | Millie is currently working towards the NVQ Level 3 in Health and Social Care, children and young people’s workforce. |
| Therapeutic Parent | Darcie Clegg | Darcie has 2 years experience of working in the adult care sector.  Darcie has completed her level 3 diploma in health and social care, children and young people’s workforce. |
| Therapeutic Parent | Joseph Newby | Joseph has experience working in care with adults and children with learning difficulties in a social and residential setting.  Joseph is currently working towards the Level 3 in Health and Social Care, children and young people’s workforce. |
| Therapeutic Parent | Dorrica Stubbs | Dorrica has experience working with adults with mental disabilities, the elderly, young people leaving care and in care.  BTEC Diploma Level 2 Health and Social Care  BTEC Diploma Level 3 Health and Social Care  BSc Hons social care justice and recovery |
| Therapeutic Parent | Ellie Benson | Ellie has over 3 years’ experience as a support worker for the elderly, prior to this she worked in children’s residential care for 8 months and 2 years in a nursery prior to that.  Ellie is currently working towards the Level 3 in Health and Social Care, children and young people’s workforce. |
| Therapeutic Parent | Lauren Kane | Bachelors in Primary Education Later years (5-11)  A-Level in Working with children, young people and families  Enrolled onto NVQ Level 3 in Health and Social Care, children and young people’s workforce. |
| Mental Health Practitioner | Samantha Mayle | Sam has experience of working in a brain injury rehabilitation home and within dementia and adult complex mental health needs, with challenging behaviours.  BSc Psychology  MSc Clinical and Health Psychology  Sam Has completed her Level 3 in Health and Social Care, children and young people’s workforce. |

# CARE PLANNING

Helm Care Services has a robust admissions policy and procedure in place to ensure effective information gathering of all referrals as part of the assessment process. All professionals currently and previously involved in the young person would be contacted and information gathered regarding needs, presentation, care pathway to date, reasons around breakdowns and risk.

Admission to the home is based on the home being able to meet the needs contained within a child’s Education, Health, and Care Plan (EHCP) and/or Statement of Special Educational Needs (SSEN). We will need to also assess how we would meet any additional needs which may not be explicit in their SSEN, to ensure that a child’s social, health and welfare needs can all be met appropriately. We will gather information as possible from sources such as the Core or single assessment documents, Annual reports from their current educational provision, medical reports, risk assessments, and any health and care pans that are already in place.

An impact risk assessment will be completed to inform the appropriateness of placement while taking into account the location, other young people placed in the home and current staff team. The Registered Manager, Responsible Individual and where appropriate the clinical team will meet to discuss the referral in detail. Placement matching will be thoroughly considered, the home will ensure that all the young people can co-habit together and enjoy the value of group living whilst maintaining high safeguarding of all our young people, taking into account the different difficulties, presentations, varying age and developmental stages. The staff team have the knowledge and skill set to be responsive to the assessed needs of the young person. Any additional training needs that have been identified will be delivered and embedded prior to the acceptance of any young person. The environment and location will also be considered when placing young people and the location risk assessment will be referred to.

Once Helm Care Services and Local Authority are confident that the needs of the young person can be met the Registered Manager/Clinical Director will meet the young person and complete the final stage of assessment taking into account the views wishes and opinions of the young person.

A transition plan will be formulated with the young person and the social worker together with a placement plan, behaviour management plan and missing from home protocol.

Once the admission date has been agreed, there will be a Placement Planning Meeting within 7 days or if the placement is an emergency placement, then a planning meeting must be held within 72 hours. The first review will take place within 20 working days and subsequent reviews will be 3 monthly and 6 monthly, as each individual care plan dictates.

On admission to Helm care, all efforts are made to assist the young person to settle in and to make them feel ‘at home’. House routines, such as mealtimes, fire and Health and Safety procedures, finances are explained to them and any questions that they may have can be answered. To aid the settling in process the home will work through the young person’s ‘induction’ to ensure they fully understand what is expected from them and what they can expect from Helm Care Services.

An initial key worker will be assigned to the young person to aid transition. Each young person will be allocated a team of 3 key workers making up their ‘core team’ the core team will be carefully selected so that each member brings with them their own unique skills and knowledge that complement each other in the best interests of the young person. The young person will also be given the opportunity to input into the selection of their core team where possible.

Prior to admission or on arrival, each young person will receive a Young Person’s Welcome Pack/young people ’s Guide. This outlines the running of the home and our expectations and boundaries and what the child can expect from us. The young person will be given this information in various formats according to needs, development and understanding.

During the admission process, permission will be sought for the person conducting our independent regulation 44 visits to access relevant parts of the young people ’s records, as agreed with the child.

A full assessment is undertaken during the first three months of all new placements. A formal review is held after one month, and again at the end of the three-month assessment period. Review meetings continue a six -monthly basis, in which a child’s placement plan and progress is monitored.

The child’s EHCP and/or SSEN and placement plan will be regularly reviewed and, depending on the placement arrangements, this may be led by Helm Care Services, Local Authority, independent reviewing officers (IRO) or social workers. It is at this meeting that any amendments to their EHCP/SSEN can be recommended. The child, their family and any departments involved with the child can contribute to this review through reports and/or attendance.

We accept that young people often go through phases of behaviour, and we will strive to support them effectively during troubled times. In the unusual event that a young person’s behaviour poses too much risk to peers or staff then we will endeavour to support the placement, whilst a range of behavioural strategies and interventions can be fully explored.

The registered manager will request a review of the young person’s placement plan if there are continual significant risks or missing from home incidents.

If a young person has to be moved from the home due to immediate significant risk the placing authority will be informed immediately by the Registered Manager and a Statutory review convened as soon as possible.

### Transition

A robust transition plan will be formulated with the young person and their social worker/placing authority. Their family, carers and current care team will also be involved if applicable and deemed appropriate. Transition plans will be person centred and consider a number of factors;

* A ‘getting to know me’ plan will be completed with the young person which includes areas such as preferred method of communication, likes, dislikes, hobbies, interests, goals, aspirations, what the young person understands about their own difficulties, level of insight, fears, worries, concerns, known supportive strategies coping mechanisms and genogram.
* Introductions to their staff team.
* Short visits to the home and view bedroom.
* Introductions to other residents (if applicable)
* Day/half day visits to the home and explore surrounding areas
* Identify core team
* Overnight stay

Placement plans and risk management plans will be formulated and in place prior to transition and reviewed after every contact during the transition period. (detailed further in ‘Care Planning’ section).

The young person will be consulted at every stage of the transition, feedback will be gained and their voice listened too while amending any plans as appropriate in order to build a therapeutic relationship.

### Transition from the home

Helm Care Services supports all young people when moving on from our care, whether that is to return home to live with family, live independently or at the age of 18 into leaving care/supported services. We work jointly with the placing authority to support the young person’s pathway plan, we strive for longevity of outcomes, therefore young people have a robust package of care which enable them to develop emotionally and socially while increasing insight into their difficulties and building resilience. Young people will also be supported to develop the appropriate practical skills such as budgeting, cooking, cleaning and self-care skills.

Young people in our care are likely not to have experienced positive endings and have had little control over their endings. Specific, personalised endings work will commence in advance, where the young person will be fully involved and be supported to steer the direction of this work where possible. This will ensure they remain actively involved in choices and decisions.

### Emergency admissions

Emergency admissions will only be accepted in extreme circumstances and in the best interests of the young person. We understand that, on occasions, young people need to move imminently for a variety of reasons. We will only accept an emergency admission if the homes capacity and support systems are able to support this. It is essential that the home will be able to continue with its high quality service delivery to young people already living in the home and that any emergency admission will not negatively impact upon this. The assessment process must still be followed in full and an appropriate transition plan formulated and facilitated.