

# Beaulieu House



We nurture, care for and safeguard our children while supporting individuality and encouraging adventure

## Statement of Purpose

URN: SC395944

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## Contents

### Caring for Children

1. Statement of the range of needs of the children for whom it is intended that Beaulieu House provide care and accommodation .....	4
2. The Ethos of Beaulieu House; the outcomes we seek to achieve and how we work to achieve them.....	4
3. Location of Beaulieu House.....	6
4. Accommodation .....	7
a. Adaptations .....	7
b. Age Range, Number and Sex of Children.....	7
c. Description of Accommodation... ..	7
5. The arrangements for supporting cultural, linguistic and religious needs of Children... ..	8
Communication Needs of Children... ..	8
6. Details of Who to Contact if a Person has a Complaint about the Home and How the Person Can Access the Home's Complaint Policy... ..	9
7. Details of How a Person, Body or Organisation Involved in the care or Protection of a Child Can Access the Home's Child Protection Policies or the Behaviour Management Policy... ..	10
8. Safeguarding Children, Preventing Bullying and Missing Child Policy... ..	11
Preventing Bullying... ..	11
Missing Child Policy.....	11
9. Views and Wishes: A description of the Approach to Consultation and Participation.....	12
10. A Description of the Policy and Approach to.....	13
a. Anti-Discriminatory Practice.....	13
Equality and Diversity... ..	13
b. Children's Rights.....	14
11. Education.....	14
12. Where the Home is Dually Registered.....	15
13. Arrangements for Children to Attend Local Schools and Provision Made To Promote Educational Attainment... ..	16

14. The Arrangements for Enabling Children to Take Part in and Benefit from a Variety of Activities that Meet Their Need and Develop and Reflect Their Creative Intellectual, Physical and Social Interests and Skills.....	16
15 Health.....	17
Details of Any Health Care or Therapy Provided... ..	17
a.Details of the Qualifications and Clinical Supervision of the Staff... ..	19
b. Information About How the Effectiveness of Any Health Care or Therapy Provided is Measured, the Evidence Demonstrating its Effectiveness and Details of How the Information or the Evidence Can be Accessed.....	19
16. The Arrangements for Promoting Contact Between Children and Their Family and Friends... ..	19
Protection of Children... ..	19
17. Surveillance and Monitoring of Children... ..	19
18 Admission Criteria Including Policy and Emergency Admissions... ..	20
19. Emergency Admissions... ..	22
20. Behaviour Support... ..	22
a. Approach to Use of Restraint.....	23
b. Protocol of Staff Training and Competence in the Use of Restraint... ..	23
Training.....	24
Leadership and Management... ..	24
21. Contact Details... ..	24
Staffing Matters.....	25
22. Experience and Qualifications of Staff.....	25
23. Management and Staffing Structure... ..	25

## **Caring for Children**

### **1) Statement of the range of needs of the children for whom it is intended that Beaulieu House provide care & accommodation**

Beaulieu House provides a home and short breaks service to children with disabilities, complex health needs or behaviours that challenge. Children can access Beaulieu House from 0 - 18 up until their 19<sup>th</sup> birthday.

Beaulieu House does not provide a privately paid service, however will accept referrals from other Local Authorities for the children's home.

Beaulieu House is part of a range of support services for children open to the children with disabilities team on the Isle of Wight. It is the only home on the Isle of Wight specifically for children with disabilities and the only traditional local authority run short breaks option for children with disabilities.

Children who are in receipt of a short breaks service will be open to the Children With Disabilities Team in the Isle of Wight's Childrens Service. A need for an overnight short break will be identified through a Children and Families' assessment and a referral through a panel will be made to Beaulieu House. The panel includes a senior manager from children's services, team manager for Children With Disabilities Team and the registered manager for Beaulieu House.

All children moving into the home or accessing a short break are subject to an assessment process which includes a referral, an impact risk assessment and visits to meet and observe the child. This process ensures the child referred can have their needs met by Beaulieu House and then in turn fit in well with their peers within the home.

### **2) The Ethos of Beaulieu House; the outcomes we seek to achieve and how we work to achieve them**

Beaulieu House believes in offering our children and young people a fun, safe, nurturing and caring environment where they can build purposeful relationships with the team who will offer support, advice and encouragement for the children to learn, develop, grow and achieve.

Beaulieu House subscribes to the PROACT SCIPr philosophy of proactively reducing the likelihood of behaviours occurring through functional analysis of behaviours and building positive relationships with children. The philosophy demands a focus on the preventative support that can be implemented to avoid crisis being reached this includes understanding the child's triggers and actively avoiding/removing them, changing the environment or teaching the child coping mechanisms and providing safe and reassuring debriefs.

Beaulieu House recognises the importance of working in partnership with other agencies to ensure that the best possible service is provided to children and young people. The staff at Beaulieu House pride themselves in developing long lasting and meaningful relationships with children and their families to ensure there is open communication and to ensure the developing needs of children are met.



up by bi-monthly surgeries to support in the implementation of theory into practice.

### **3) Location of Beaulieu House**

Beaulieu House is situated on the outskirts of Newport, Isle of Wight, on the Medina Leisure site which includes a gym, swimming pool and theatre (ample car parking) and within the grounds of the Arboretum.

The home is positioned back from the public footpath, bus stop and road and is located approximately 20 minutes' walk away from the town centre.

#### **Transport:**

Beaulieu House is on the main bus route to Newport town centre with a bus stop located directly on the public footpath outside the services. Links to the rest of the Island are via Newport town via public bus links.

#### **Shopping:**

The local supermarkets (Morrison's, ASDA and Sainsbury's) are a 10 minute drive away with a petrol station for occasional items less than a five minute walk away. There is a selection of shops including chemists, takeaways, convenience stores, clothes and sports stores within Newport.

#### **Health:**

The local doctor's surgery is close by, only taking 15 minutes to walk. Dentist and opticians are located close to the town centre (15 minutes walking). CCAMHS is situated further along the road being within 15 minutes also. There is an A & E department at St Mary's hospital with Beaulieu House having direct access to the Children's ward for advice and support.

#### **Education:**

There are several schools within a 10 minute drive which the children and young people who access Beaulieu House attend. All of the schools are either for special educational needs or have a special educational needs provision within the school. There are good and positive links with all the schools which enables consistency of support and a multi-agency approach to the individual child/young person.

#### **Leisure:**

Beaulieu House has a very good leisure facility across the car park; Medina Leisure complex - swimming/gym/theatre/crafts with Ryde having outdoor pools and bowling.

There are many green open spaces that allow for other leisure activities, including hard tennis courts in the park, grassed areas where football or other ball sports can be played and many dedicated cycle routes where the young people and team members can access community facilities.

## **4) Accommodation**

### **a) Adaptations**

Beaulieu House is a purpose built large bungalow, which is divided into two separate services, each with a separate front access and rear garden. Within the layout there is a six bedroomed children's home and a four bedroom short breaks service. There is a large and safe parking area to the front with double gates for safe access. To the rear is a purpose built playground/ court yards, landscaped gardens/ decking, summer house, soft play unit, mud kitchen, and an all-weather play area. All areas are suitable for the needs of all of the children/ young people and their visitors.

The home is adapted to ensure that all children can access the whole building, including wheelchair access.

Beaulieu House has developed the services offered and has changed the layout of the building since originally opening in 2004. Beaulieu House underwent refurbishment and change of use to rooms in 2012 clearly dividing the services.

The building has ceiling tracks in the rooms of those children who require hoisting and three spacious communal bathrooms adapted for wheelchair dependent children. All the beds at Beaulieu House are specialist beds to meet individual children's needs.

### **b) Age range, number and sex of children**

The children's home provides mixed sex accommodation for children and young people aged from 0-18 [until their 19<sup>th</sup> birthday] depending on grouping of children and young people. An impact assessment is undertaken at the time of referral which will inform if the potential placement is positive.

### **c) Description of accommodation**

#### **Childrens home**

Beaulieu House provides accommodation for six children/ young people. There is a large garden to the rear of the property with decking and landscaped garden.

There are six individual bedrooms all personalised and equipped to meet the individual needs of the child/ young person - with locks (keys) where appropriate and safe. Between each bedroom there is a shared (between 2 bedrooms) bathroom (bath/ shower/sink/ toilet).

There is an open lounge and a separate lounge for privacy. There is a sensory room and an arts room. The home has a separate wing within it to provide children with profound and multiple disabilities a protected space from other children in the home who have behaviours that challenge. Each child that has behaviours that challenge have their own 'breakout room' which is customised for each child where they can have a space away from communal areas. Children and young people are encouraged to participate in their daily life activities (skill acquiring) and have access with support to the utility room, kitchen and dining room with an area within the dining room for domestic skills and snack making.

The main kitchen is not available to the children and young people when the "cook" is in the process of cooking. However when the cook is not in "residence" the kitchen is available for all children and young people to use (with support).

There are four offices which are utilised for meetings/ reviews and necessary administration.

All areas within Beaulieu House are designated non-smoking areas with a designated area for staff and visitors off site, this is situated in the arboretum.

### **Short Breaks**

Beaulieu House provides a four bedroom short break service to the children and young people from the Isle of Wight. Each bedroom is individual with two bathrooms shared between them. There are two lounges/dining room and a domestic type kitchen. Children and young people are encouraged to undertake life skills and achieve realistic and enrichment experiences such as messy play or forest school.

All children and young people are encouraged to bring with them personal items from home to enable them to personalise their room for the time they are staying.

To the rear of the service are landscaped grounds/decking, Play Park [including swings, roundabouts and slides], summer house and soft play unit.

## **5) The arrangements for supporting cultural, linguistic and religious needs of the children**

The staff team at Beaulieu House is committed to providing equal access and quality of service for all families and their children. To achieve this we aim to promote a culture within our team based upon respect for all and recognition of the uniqueness of all cultures and language and the importance of religious observance.

All young people accommodated within the home are supported to celebrate their ethnic, religious and cultural identity. If a young person belongs to a religious faith, staff will discuss with him or her any help needed to follow the teachings of their religion, such as attending services at particular times or keeping to a special diet. Staff will encourage the young person to attend services of his or her religion.

Everyone has a right to be treated fairly and with respect. Staff will not tolerate anyone behaving or treating others in a way that is hurtful or disrespectful.

### **Each Child's means of Communication**

Effective communication in all its forms is an essential prerequisite to establishing positive relationships. To promote other desired outcomes, including independence, participation and opportunities to exercise choice, we need to have the knowledge, skills and resources to understand each child's means of communicating. As part of each child's introduction to the service the staff member undertaking the child's initial assessment / key worker will spend time at least ½ a day in the school environment identifying communication needs and how they are addressed. This will be supplemented with information from the child (where possible), other professionals and family members. Staff at Beaulieu House are trained in the use of Makaton, communicate in print and P.E.C.S.

Staff ensure each child's individual communication methods are used. Many of the children and young people have specific communication folders or iPads that are individual to them.

## **6) Details of who to contact if a person has a complaint about the home**



## **and how that person can access the home's complaints policy.**

We are committed to providing the highest level of care, but there will be occasions when a complaint may arise from a young person, family member or professional who may be unhappy about a specific issue. We invite young people, their families, carers and social workers to tell us about any concerns they have about any aspect of the home or care provided verbally or in writing. Young people are encouraged to discuss issues with their keyworker, the Registered Manager, advocate, independent visitor or their social worker about their care or anything they are worried about and will be supported to do this.

We seek to be proactive in gaining feedback from children and young people and will always act upon their wishes and feelings (where appropriate and realistic). This is via enabling the children and young people to participate in "choices/ activities/ views/ feelings". Through this we endeavour to gain insight into what/how the child/ young person feels and to encourage support him/her to complain.

Beaulieu House is committed to providing individual children with all the available information about their legal rights and every opportunity to exercise these rights. Beaulieu House has an established complaints procedure which ensures all complaints are listened to and dealt with.

Formal complaints can be made via the departments central complaints team either in writing or directly at;

The Complaints Team  
Children's Services  
Elizabeth II Court  
The Castle  
Winchester.  
SO23 8UG

Alternatively direct representation can be made to OFSTED by telephoning 0300 1231231

E-mail [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) Web  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Information about how children can complain and how to access the advocacy service is included in the young people's guide and available in the home.

Any complaints about the registered manager will immediately be directed to the Service Manager to oversee.

A copy of the complaints policy is available upon request.

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

Information on any of the policies and protocols that inform practice within Beaulieu House is available upon request. Please contact the registered manager for further details.

## **8) Safeguarding Children, preventing bullying and missing child policy**

At Beaulieu House we recognise that the young person's welfare is the paramount consideration

and overrides all other considerations. The children and young people will be listened to, heard and taken seriously. They will be consulted and involved in all matters and decisions that affect their lives in a manner, which is sensitive to their age and level of comprehension/understanding. Safeguarding is given top priority and is discussed regularly with the young people, one to one discussions and key working sessions through various communication methods. Each young person has their own individual risk assessment, safeguarding plan and SERAF [if applicable] which will include consideration of how the child/young person can keep themselves safe whilst out in the community accessing facilities with their friends and associates (if appropriate).

Beaulieu House firmly believes that children have the right to be safe and feel safe whilst in our care. The team around the child/young person works in partnership with the young people so that this can become a reality and continue to ensure that the young people's health and wellbeing is at the centre of their work. We seek to provide our children/young people with equity of opportunity to make and sustain positive friendships by not imposing any artificial barriers however we are always alert and mindful that they are very vulnerable to exploitation of any kind and as a consequence we will act as any reasonable parent would do when promoting the safety and welfare of their children.

Information as to how we do this is contained in the young people's individual detailed placement plans and contained in the young people's guide, this is adapted to meet the individual child/young person's need.

We have policies and training programmes in place to support staff in the care of the children and in protecting them from significant harm and accident.

Examples include guidance and training in; the safeguarding of children, safe administration of medication, moving and handling, and the positive management of behaviour.

## **Preventing bullying**

It is important to the success of our service that the children feel safe and comfortable with in a warm and stimulating environment. This is not possible if bullying of any form is taking place.

The staff at Beaulieu House will work together to promote consistency of approach and attitude, in order to create a climate in which any form of bullying is regarded as unacceptable. This can be achieved by showing due regard and respect to all with whom we work, and to the children and families who use the service.

A significant number of the children who use the service are unable to communicate verbally. In such cases, the child's key worker will ensure that the staff team are aware of whatever communication system the child uses. Children are regularly consulted about their stays in the home or short break service to identify any issues between children.

## **Missing child policy**

One of our core aims is to provide a service where parents are confident that their child is being cared for by responsible and caring adults within a safe setting. This procedure links in with all our other service protocols designed to safeguard the children and young people we work with.

As part of each child's introduction to Beaulieu House, a staff member will be appointed who will formulate a child's care plan and individual risk assessment that will include an assessment of the likelihood of the child going missing and identify

any risks they may face as a consequence.

Prevention measures will start when a child is first allocated to Beaulieu House. During the initial assessment process the key worker will work with parents, carers and other professionals involved in identifying, and putting strategies in place to avoid, the risk of the child absconding from the unit or outside activity.

The level and type of risks identified will help inform the staffing ratio and personnel when the child is receiving a service and also the other young people he/she will be grouped with.

Having an up to date good quality photograph of the child should be held on record prior to the child's first visit and should be periodically reviewed and updated. This is an important tool in the process of tracing a missing person and searching / identification could be hindered without such material.

In our experience it is rare that we will have children who actively aim to abscond from our care. However all the children do require a high level of adult supervision, particularly in the community setting.

Many have little sense of potential hazards, such as when crossing the road, and a number could potentially wander off and quickly find themselves lost. It is paramount that the members of staff on duty are always aware of where each child resident at the home are at all times.

## **9) Views and Wishes; A description of the approach to consultation and participation**

Beaulieu House prides itself on obtaining and acting on the views, wishes and feelings of children and young people, to shape the direction of the service and activities offered.

### **Beaulieu House's approach to consulting children about the quality of their care.**

Children and young people are encouraged to participate in the review and development of services both in general and in relation to themselves. Opportunities are provided to assist children to make informed decisions about their own lives and children are actively encouraged to feedback their views of Beaulieu House, their experience of the quality of care and ways that improvements can be made.

Methods include;

- Use of Advocates
- Participation and children's rights forum
- Young Inspectors
- Feedback forms and questionnaires
- Participation groups
- Monthly reports
- Young people's choices and meetings
- Reviews with social workers and families.

The home has two participation leads who are in contact with the participation officer for children in care to discuss and explore creative methods to engage and work with young people in consulting about their home.

The children and young people residing within the children's home are encouraged, enabled and

supported to explore their feelings, wishes and views through using different communication methods.

Children and young people are encouraged to participate in decisions concerning the home and daily life for example; menu planning, house decoration and decisions concerning recreational activities. Children and young people are encouraged and facilitated to meet individually with their key worker or participation lead, and fed back through to the Registered Manager any ideas/suggestions which are then shared with the team and agreed actions are fed back as appropriate.

## **10) A description of the policy and approach to**

### **a) Anti-discriminatory Practice**

Beaulieu House is committed to providing a service that does not discriminate on the basis of race, culture, gender, sexual orientation or disability. Any form of discrimination within the home is challenged, with the aim of promoting an increased awareness of discrimination issues. The management team promote non-discrimination by raising staff members' awareness through updating training, by discussing issues in staff support sessions, and by making sure that learning materials are available to both staff members and young people.

Beaulieu House recognises that there may be occasions when a child/young person needs the support of an independent person/visitor or advocate, for example, a children's advocate, independent person, participation officer, solicitor or mentor. If such an occasion arises, staff will actively participate, with social workers, in making that service available.

Beaulieu House operates within the Isle of Wight Council's Equality and Diversity Policy. The policy states that Beaulieu House is committed to advancing equality and diversity as a key feature within all its activities. This is a shared vision which is ethically right and socially responsible. Beaulieu House aims to provide a positive working environment and culture which recognises and values differences. Beaulieu House will proactively tackle all discrimination and ensure that no individual or group is discriminated against in any way or form for any reason.

The home aims to promote anti-discriminatory practices by:

- Treating children with disabilities as children first
- Supporting children and their families in advocating the breakdown of environmental, cultural and personal barriers that serve to inhibit their opportunity to participate in mainstream community activities
- Careful and thoughtful use of language
- Ensuring that our practices are free of negative stereotyping
- Challenging any racist comments, actions or attitudes in others and by tackling racist structures and individual practises when encountered.

### **b) Children's Rights**

Beaulieu House subscribes to the United Nations convention on the rights of the child. These rights are based on what a child needs to survive, grown, participate and fulfil their potential. They apply equally to every child, regardless of who they are, or where they are from. The UN rights of the child are displayed within the home.

The contact details of the Children's Commissioner for England and Ofsted are included in the young person's guide.

## **11) Education**

### **Provision to support children with special educational needs**

Beaulieu House believes that education to be pivotal in the life and development of children and young people and recognise their rights to both a formal and informal education. Every effort is made to ensure all children and young people receive the education to which they are entitled in order for them to achieve their full potential. Individual talents are recognised and supported and the home works in conjunction with families, local schools and all partner agencies to enable the young people we look after reach their full education potential.

There may be occasions whereby a child/young person may not be able to access a school type environment, if such we will support the child/young person to continue to achieve through a partnership approach.

Staff members work in partnership with schools and local education service staff to ensure that each young person attends regularly, and any difficulties are dealt with promptly. They are fully supported in doing so with transport arranged where necessary and appropriate.

Staff members will fulfil a parental role through assisting with homework and showing an interest in work and progress including attending parent's evenings and other school events. Key workers work closely with the child/young person's school teacher to ensure links are made, are positive and supportive.

The child's key work team will support them to access education or training, post 16 and ensure they are linked with the appropriate service and support as detailed in the child's plan. Beaulieu House staff work closely with school about the curriculum that young people are following, and about what they may be expected to achieve. The home has wireless broadband, access to this connection is by password only.

Beaulieu House will actively promote and encourage access to the widest range of educational and learning experiences by;

- providing appropriate access and supervised use of the home's computer to make use of educational websites and e-learning tools
- encouraging children and young people to use the home and local library
- supporting e-learning
- organising visits to places of interest/significance, recognising the importance for every child and young person to experience new and stimulating challenges
- facilitating access to appropriate social and cultural events

### **12) Where the home is dually registered**

This does not apply to Beaulieu House.

### **13) Arrangements for children to attend local schools and provision made to promote educational attainment**

All children attend school as usual when they have a short break stay at Beaulieu House. Beaulieu House staff transport and/or escort most children to and from school, unless there are alternative transport arrangements in place. Occasionally children will walk to/from the local special schools.

### **14) The arrangements for enabling children to take part in and benefit from**

**a variety of activities that meet their need and develop and reflect their creative intellectual, physical and social interests and skills.**

Beaulieu House staff identify and provide appropriate opportunities for growth and development for all the children accessing either residential or short breaks.

Beaulieu House promotes opportunities for children to try out new activities and interests, which may broaden their horizons and nurture their talents and interests. We offer and support children and young people to access activities, clubs and excursions which enable them to build on their strengths, to attain skills and to develop social awareness.

Celebrations of special occasions e.g. birthdays, anniversaries, bank holidays, religious festivals etc. are planned and undertaken for by both staff and children. We aim to have regular holiday's for the children or for trips to the mainland to experience off-island activities. Before any activity/holiday/break is undertaken a full and comprehensive assessment is completed to ensure:

- The child / young person wishes activity
- The activity is appropriate – risk assessed
- The activity is appropriately staffed

Children and young people who are residing within Beaulieu House have weekly pocket money. Children and young people accessing Beaulieu House for a short break are encouraged to bring with them pocket money. However if this is not possible this will not prohibit the child/young person from enjoying the same activities as other children/young people.

Regular trips to social clubs, outdoor farm parks, country parks, beaches, theatre and other leisure facilities take place, and young people are also supported to take part in outdoor opportunities through staff members at Beaulieu House. The home has frequent visitor passes for the main attractions on the Isle of Wight.

The home invites external providers to hold sessions at Beaulieu House such as forest school, messy play and local stables to provide children with an outdoor learning opportunity on site.

Visitors and friends are welcomed to the home and children are encouraged to develop and maintain relationships outside of Beaulieu House. Visitors may be invited to stay for meals and friends may be able to stay for the evening, attend celebrations or participate in an outing. We understand the importance of supporting friendships that have a positive influence and encourage these friendships.

Within the home, a range of equipment, including board games, art and craft materials and sports equipment are available. Young people can use the home's computer, and have access to the Internet with staff support and with necessary filters in place. We have consoles available with a range of games for all age groups. Although we acknowledge the need to be out in the fresh air, there are times when computers, television, videos and DVD play a part in children's choice of activities.

Beaulieu House has a sensory room, arts room and soft play unit. All of these encourage and enable the child/young person to gain a sense of self relaxation; these are either used as a stimulus or as a relaxation tool. Staff are able through the PROACT SCIPr approach to gain some insight into the emotional/behavioural needs of the children and young people and will enable and encourage self-awareness and social norms.

Beaulieu House has positive links with the wider community of the Isle of Wight and can access information on local music festivals (e.g. IOW festival) celebrations. This may include community events and opportunities for residents to undertake new experiences within the local environment.

There is access to local leisure complexes which have bowling, tennis, and swimming available, as well as a local go karting track and also local football.

The Isle of Wight has a short break initiative which enables children and young people to participate safely in many social clubs and activities. Through the short break initiative there is a system in place to enable children and young people to have a gateway card. This then enables the child/young person to access clubs/activities, sometimes at a discounted rate or with free carers.

Beaulieu House has a fleet of vehicles, three are adapted to have wheelchair access which is used to take children and young people out into the local community or to the mainland.

## **15) Health**

### **Details of any health care or therapy provided**

The home has individual arrangements for managing the children's health depending on their legal status. In short breaks as the children live at home with their parents then all their health care needs are supervised by them. If children are under a care order their health care needs are the shared responsibility of Children's Services and their parents.

As part of the assessment process, the health care needs of the child are explored with the parents and others involved in the child's care including child's GP, paediatrician, health visitor, children's community nurse to ensure a robust health plan is put in place before the child moves in or begins a short break stay at Beaulieu House.

The assessment and planning process will inform the training, skills and knowledge that the staff team require to meet the specific needs of any of the children in our care. Current training includes:

- Gastrostomy training
- Epilepsy & emergency seizure management training
- Medication training

The home operates a local procedure for the safe handling and administration of medication, which staff members must adhere to at all times. Medication is kept in locked medical cupboards either in the child's individual bedroom or in the central medical room. The central medical room also houses the controlled drugs cabinet.

Each child's medical condition has an individual care plan for when they are unwell for staff to follow. If a child is staying for a short break every effort will be made to contact their parents or primary carers and keep them informed of their child's condition, however if a child is clearly unwell then parents maybe requested to collect them from Beaulieu House. Although this is not a common occurrence, we feel that when a child is unwell the best place for them is at home in more familiar surroundings with the people close to them.

Staff promote positive health care through education, and utilising the expertise of Children's Community Nurses, Physiotherapists, Occupational Therapists, Speech and Language Therapists and Community Learning Disability Teams.

Wherever possible young people living at Beaulieu House will remain registered with their own GP, dentist and other health practitioners. If this is impractical, or they wish to change, they, with the agreement of their parents, will be helped to register with local services. Parents are encouraged to arrange and attend medical appointments, and are kept informed of medical issues

with the agreement of the young person, with due regard for their right to confidentiality. Young people are encouraged to have regular health checks. Staff members will advocate with health professionals on behalf of young people.

Staff will continually monitor the health and the wellbeing of children and young people in their care and if required, medical assistance will be sought as soon as possible. Diagnosis of any illness or condition must be left to a medical practitioner and when in doubt staff will seek medical assistance rather than not.

The home supports the children and young people to access health care, and provides information, and opportunities to maintain a healthy lifestyle by addressing, in reviews and 1:1 sessions, issues such as diet, exercise, sleep, emotional health, risk, sexual matters, drug and alcohol abuse, and bodily awareness (In the child/young person's preferred communication method).

The home's food and meal arrangements and bedtimes should ensure that the young people are well fed and well rested: exercise is also encouraged, and young people may go swimming or to the gym at the home's expense.

Beaulieu House is committed to promoting healthy living through the provision of a balanced diet and engagement in activities. All main meals are provided by and cooked by Beaulieu House's catering team which have information regarding the nutritional needs and the sensory needs of all the children and young people.

### **Therapeutic techniques**

Any therapeutic intervention is provided by an external consultant and staff interventions will be guided by the consultant. Beaulieu House benefits from the services the Educational Psychologists attached to the schools CCAMHS intervention/therapist.

#### **a) Details of the qualifications and clinical supervision of the staff**

Every team member is required to undertake training from an appropriately qualified health colleague on the administration of buccal midazolam, gastrostomy care and feeding, epilepsy and medication management including an annual assessment.

It is an expectation that all senior care staff will undertake qualified first aid training and refreshers as required. This ensures that we will always have appropriate first aid support available on site.

As well as the above all members of the care staff team are trained, and receive annual refreshers, in the safe moving and handling of people. This occurs 'on site' and includes procedures for hoisting.

#### **b) Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.**

As part of the assessment / introduction procedure, the health care needs of the child are explored with the parents and significant others. This will include, where necessary, the child's GP, Paediatrician, Paediatric / Community Nursing staff. The integrated assessment of need completed by the child's Social Worker also includes a health assessment, and the home has its own internal procedures designed to ensure that the staff feel confident in their ability to meet the specific needs of any of the children in their care.



Beaulieu House operates a procedure for the administration of medication, which requires that two staff members are involved to ensure that all dosages of medication are checked as being correct. Each child has an individual medication chart that allows for monitoring of medication throughout the whole process of coming into Beaulieu House, being administered to the child and leaving Beaulieu House. This procedure is overseen by the registered manager and deputy manager and regular audits are undertaken.

Accident/incident reports enable the management team along with the team to identify any areas of concern around a child's care, review it with other health professionals and make changes to a child's care plan.

## **16) The arrangements for promoting contact between children and their family and friends**

The staff team fully support in the implementation of any arrangements as agreed in the child's care plan. Parents are able to call for an update about their child or speak to their child at anytime.

### **Protection of Children;**

## **17) Surveillance and monitoring of children**

Each child will have a behaviour and health risk assessment which is used, for amongst other things, to highlight potential hazards and inform the levels and type of adult support and supervision required in different settings and at different times.

If a child requires monitoring overnight e.g. if they have epilepsy, complex health needs or challenges around behaviour, especially at night, this can be accommodated by the use of digital alarm systems. Beaulieu House may use dual monitors to monitor children specifically with unpredictable and complex health needs to ensure that their safety is preserved overnight. However, all monitoring systems in bedrooms should be turned off during any personal care and if there is no requirement to have the monitoring system on.

If these monitors are used it is evidence based, risk assessed and agreed by an multidisciplinary team and parents of the child. The local authority provides written permission for this and there is a clear care plan of use which is reviewed at least annually.

Beaulieu House has door alarms which can be used in individual cases, for instance if a child has tried to go into another child's room overnight. This monitoring, prior to use, is agreed with the parents and social worker.

Beaulieu House does not use CCTV on the property.

Within Beaulieu House the outside doors are controlled electronically and opened with fobs which all staff are allocated.

Within the home there are further doors which have magnetic key locks that release when the fire alarm is activated. The bedroom doors, office, sensory room, staff room, COSHH, kitchen, medical room and the laundry room doors are locked with a regular key lock. All doors can be opened from the inside.

The home aims to promote a healthy and friendly environment for both children and staff.

As staff team we continually look at how we can develop our ability to meet the needs of the children whilst also considering staff needs and safety.

There are walkie talkies available which staff can use to communicate with each other if they are in different parts of the building or at night.

## **18. Admission Criteria including policy on emergency admissions**

All children who access Beaulieu House will have a named Social Worker.

### **Childrens home**

The social worker will request a children's home placement at Beaulieu House through the Isle of Wight's children's services placements/commissioning team. This referral is reviewed by the Registered Manager and the Assistant Team Manager responsible for the home. An assessment is then completed to identify whether the home can meet the child's needs and an impact risk assessment is completed.

### **Short Breaks**

The Social Worker will complete a referral for short breaks at a panel held monthly. This referral is considered and if agreed by panel then Beaulieu House complete an assessment to identify whether the short breaks service can meet the child's needs and complete an impact risk assessment.

### **Introduction**

A child who fits the criteria for admission to the home/short breaks service follows a programme of introduction as documented below:

- Two Staff members will be identified who will visit the placement/home of the child to obtain information for the family questionnaire which formulates the care plan.
- The key worker will arrange a visit to the child's school to observe their interaction with their peers, and how much support they need in the group setting.
- The staff members will then complete the care plan along with any risk assessments.
- A programme of tea visits is arranged; these will continue until the child, parent / carer, and the Beaulieu House team feel that the child is ready to begin overnight stays. Progression from tea visits to overnight stays varies for each child.
- The Social Worker must be informed of the child's first overnight stay.

### **Short breaks**

Overnight short break stays are allocated on a rolling basis, unless there are any changes to care provision.

Beaulieu House may consider requests at short notice for extra support due to crisis situations where the child and their family/ carer are already receiving a service.

In all situations, home staff will strive to ensure that the service is tailored to the needs of each child. In the event that the home manager feels that the home is unable to adequately meet the child's needs, they will discuss this with the appropriate social worker his / her

team manager and the parents concerned.

### **Childrens home**

The designated bedroom for the child/young person will be personalised before moving in where possible to ensure/enable the child/young person to gain a sense of ownership. Items from previous home/placement will be welcomed which will forge a sense of safety/calmness for the child/ young person.

On arrival at Beaulieu House, the young person will be met by a designated member of staff, and sufficient staff will be available to ensure that the young person is not left alone whilst any essential paperwork is completed.

The young person will be given time to talk to staff, and will be supported in settling at Beaulieu House. Parents/carers should be encouraged to participate in this process, with the young person's agreement. The home's staff will do their best to ensure that making the move to Beaulieu House is a positive experience for the young person. The young person will be given a copy of the home's Young People's guide, and their parent/carer offered a copy of the home's Statement of Purpose.

A planning meeting will be held either before a young person moves into Beaulieu House or within seventy-two hours of them arriving. The purpose of this meeting will be to agree a placement plan, which will, in turn, inform the home's internal care planning.

### **18) Emergency admissions**

In exceptional circumstances an 'accelerated placement' may be agreed by the Responsible Individual and the Registered Manager. In such circumstances the Responsible Individual and Registered Manager will agree that the introduction and pre-admission procedures can be abridged to facilitate the placement of a child/young person within 24 hours. A discussion will take place regarding the support and resources required to look after the child, when a placement in in the best interests of the child.

Pandemic planning and response may necessitate emergency care and support being provided to children who do not regularly use the short breaks services. Planning will take place prior to staying and assessment and support provided by services who care for the child already. Emergency care and support will only be provided by Beaulieu House's short break service as a last resort if all other parents/carers are incapacitated by pandemic.

### **19) Behaviour Support**

It is recognised that the provision of good and consistent care with an emphasis on positive relationships is the most effective way of managing behaviour. If required children accessing Beaulieu House will have a risk assessment and an in-house behaviour support plan which will ensure that the needs and behaviours of each child are managed in a consistent manner incorporating PROACT SCIPr training.

All children and young people will be treated as an individual, their rights and responsibilities recognised and they will be encouraged to contribute to the formulation of their plans (individual communication methods will reflect how).

Reflective discussions, Key worker sessions, supervision, children's meetings, participation groups and one – ones times plus staff meetings will be used to help children and staff to consider the best way of responding to challenging situations and continual assessment will identify developmental needs and result in the regular updating of plans.

PROACT SCIPr enables staff to gain an understanding of how the child/young person experiences situations, expectations put upon them and how they are feeling (in the situation) and will enable staff to set clear and realistic expectations and will use praise and positive attention to promote good behaviour.

Children and young people will be offered choices within safe parameters and dialogue between staff and children will focus on enabling children to understand their feelings and behaviours and to make good decisions.

Staff will use the PROACT SCIPr model to analyse and manage behaviour. This model ensures consideration of the Antecedents, Behaviour, Consequences and Communicative function of the behaviour is paramount in effecting change to any care/support plan.

Primarily staff will use positive interventions such as praise and reflection to aid learning rather than punitive responses. Staff will help children identify their skills, talents and signature strengths and build on these to resolve problems and build confidence. Staff will support children to use reward schemes and motivators to encourage good behaviour.

Staffs seek to listen to children and young people and be reliable and dependable in order that they can develop a sense of trust and consistency of approach. The children and young people will gain an understanding of what's expected of them and learn through the consistency of the approach safe models of behaviour.

#### **a) Approach to use of restraint**

The home has an agreed protocol concerning control and discipline, based upon developing warm, trusting relationships and a knowledge of each child's strengths and weaknesses.

The ethos within the home is to promote desired outcomes by use of positive reinforcement. Should a child's behaviour cause concern to any staff member, the parents and social worker will be consulted and, where agreed, specialist advice and guidance sought.

The use of restraint is not a sanction and will only be used when other forms of behaviour management are ineffective and then only in situations when a person or property is at risk. Any incident of restraint must be recorded in the restraint book and reviewed by the registered manager or assistant team manager. All incidents which resulted in injury to staff, child or others must be recorded on an incident form and submitted to managers for review and action to reduce likelihood of reoccurrence.

All staff will undertake PROACT SCIPr training. This training provides the underpinning knowledge and practical management techniques for preventing, diffusing and managing aggressive behaviour.

#### **b) Protocol of staff training and competence in the use of restraint**

PROACT SCIPr is the county approved approach to safeguarding both staff and children at times when physical intervention is deemed necessary to minimise injury to a child, other children or staff members, or to prevent significant damage to property.

PROACT SCIPr is used in a context of positive therapeutic relationships and promotes the use of the least intrusive strategy. A log is kept of staff who have undertaken the training with regular refresher training provided as per guidelines. The home also has in-house trainers who undertake

advanced and intermediate training.

It provides staff with a flexible framework of responses stressing a holistic approach moving from the least intrusive to a more restrictive hierarchy and the use of positive handling is a last resort.

Following a physical intervention, the following activities occur:

- Reassure the child concerned.
- Complete a restraint log
- Inform the home manager.
- Agree who will discuss the incident with the parents.
- Inform the social worker.
- Discuss the incident with the home's PROACT SCIPr instructors.
- Incident discussed at the next team meeting.

## **Training**

All new employees have a PROACT SCIPr two day induction shortly after commencing employment then refreshers are scheduled in 12 – 18 months refresher training held at Beaulieu House. If any additional support / advice is required at any time there are two PROACT SCIPr instructors who can provide support.

## **Leadership and Management**

### **20) Contact Details**

#### **Contact details of Registered Provider, Responsible Individual, and Registered Manager**

The name and work address of

##### **a) The Registered Provider:**

Isle of Wight Council  
County Hall  
Newport,  
Isle of Wight,  
PO30 1UD

##### **b) The Responsible Individual:**

Kathy Marriott  
Isle of Wight Council  
Newport  
Isle of Wight  
PO30 1UD

Tel: 01983 821000

##### **C) The Registered Manager**

Mark Dawkins  
Beaulieu House

Fairlee Road,  
Newport,  
Isle of Wight

Tel: 01983 533024

## **Staffing Matters**

### **21) Experience and Qualifications of staff**

The registered manager of the service is a qualified learning disability nurse and has completed their QCF level 5 in leadership and management. The manager has 17 years' experience supporting both adults and children with disabilities.

The assistant team manager for short break services is a qualified learning disability nurse with 32 years' experience supporting children with disabilities. She has completed her QCF level 5 in leadership and management.

The assistant team manager for the children's home has supported children with disabilities for 9 years and has completed his QCF level 5 in leadership and management.

The current staff team is made up of:

11 Senior Care Staff  
35 Care Assistants  
1 cook  
1 cleaner and caretaker  
1 caretaker

43 of our care support team hold a QCF level 3 [or equivalent], 2 are currently undertaking a qualification, with 1 enrolling on the course.

The staff team is made up of a core of experienced staff members who have worked at Beaulieu for a number of years and newer staff who have come from a range of care backgrounds [including, schools, colleges and nurseries] or have been employed for their skills, personality and potential matching to children within the home and short break service.

### **22) Management and Staffing Structure**

There will be at least two staff members (in addition to any management presence during daytime hours) on duty from 7am until 21:45, with three staff members undertaking wake night duties from 21:15 – 7:15. There is one sleep in member of staff when there are 9 or more children or 3 or more wheelchair dependent children sleeping overnight in the entire unit. These numbers may be augmented, and further staff introduced in response to young people's risk assessments

The home's staffing establishment provides for 25 hours of cooking, 15 hours of cleaning, 36 hours of administrative support and 31 hours maintenance per week. These hours can be worked flexibly to accommodate the home's needs

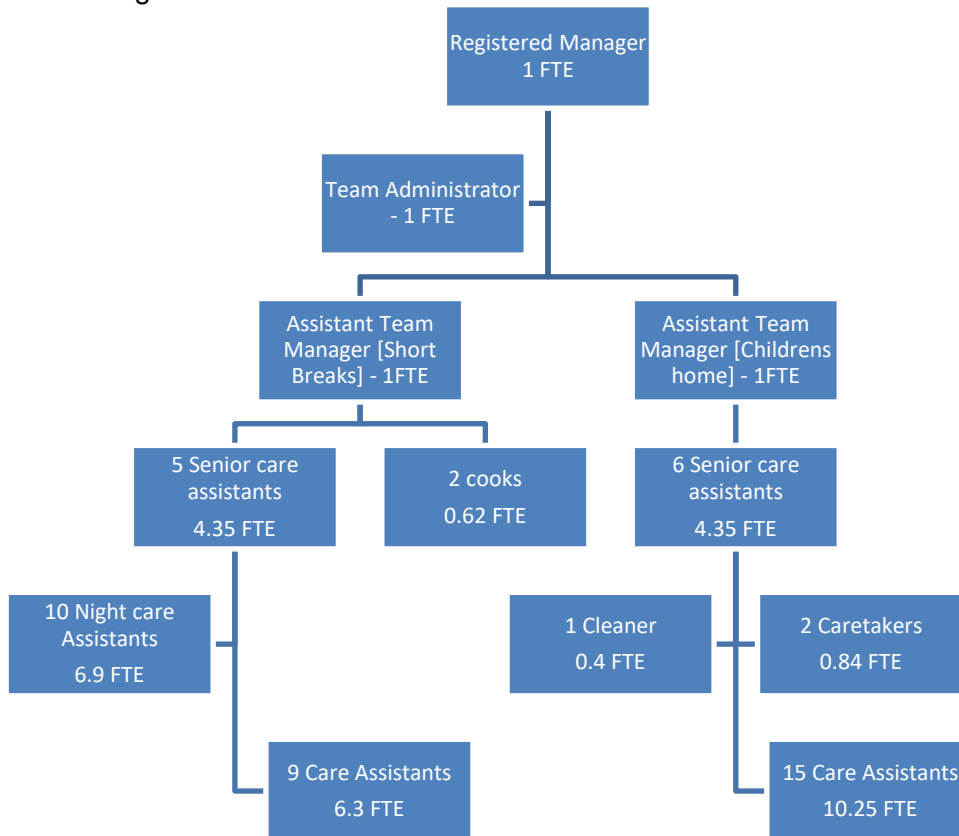
Both daytime and evening shifts in the homes and short breaks will be led by a senior staff member, referred to as the shift leader, who will have sufficient skills, experience and delegated authority to make most operational decisions.

A minimum of two staff members would normally be in the children's home and short break

buildings during the day, subject to risk assessments and the numbers of young people present, in case of school exclusion/sickness. All staff undertakes paperwork/ supervisions and training which will form part of their shift pattern.

There is a duty rota in place for senior management to support the management accessibility 'out of hours'.

This is detailed in the organisational structure chart below



Every team member's learning and development is monitored through an annual personal performance management conversation, which seeks to identify goals and training needs for the forthcoming year.

Formal professional supervision is provided on a monthly basis and is used as an opportunity to reflect on areas such as personal development, safeguarding, performance, incidents [behavioural and health events], children and young people the home supports, the workers wellbeing and team working. Great store is also placed upon the informal day to day advice and support that is on going with in our work environment.

The home operates a system whereby should staff require any 'out of hours' management advice or support they will know who they can contact and how. This will normally be the manager of the home or deputy manager.

Staff can seek advice from the Out of Hours team via 'Hants Direct' at weekends, public holidays and outside of office hours. The home will also seek advice from children's ward for health related matters and 111.

### **Contacting Beaulieu House:**

All staff members use Outlook email, and can be contacted by e-mail by placing a dot between their first and last names and adding "@IOW.gov.uk

Key contacts

Mark Dawkins [Registered Manager]

[mark.dawkins@iow.gov.uk](mailto:mark.dawkins@iow.gov.uk)

Karen Debenham [Assistant Team Manager Short Breaks]

[Karen.debenham@iow.gov.uk](mailto:Karen.debenham@iow.gov.uk)

Richard Evans [Assistant Team Manager Residential]

[Richard.evans@iow.gov.uk](mailto:Richard.evans@iow.gov.uk)

Phone number 01983 533024 or beaulieu.house@iow.gov.uk

### **Children With Disabilities Team**

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