

Beaulieu House



Providing a home and short breaks for disabled children

Statement of Purpose

Beaulieu House
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Quality and Purpose of Care

Aims, ethos and philosophy of Beaulieu House

Aims

- Beaulieu House aims to be child centred and involve children in the development of service.
- Beaulieu House staff have a caring and nurturing approach
- Beaulieu House staff have a positive and proactive approach to behaviours
- Beaulieu House aims to offer an activity based experience
- Beaulieu House aims to be a home from home for children who have a short break stay

Beaulieu House ethos and philosophy

Beaulieu House follows the following principles:

Beaulieu House is part of a range of support services for children open to the disabled children's team on the Isle of Wight. It is the only home on the Isle of Wight specifically for disabled children and the only traditional short breaks option for disabled children. The children who access Beaulieu House are children with severe and complex needs primarily health needs and/or behaviours that challenge.

Beaulieu House believes in offering our children and young people a safe, nurturing and caring environment where they can build purposeful relationships with the team who will offer support, advice and encouragement to attain and experience life chances and choices. Every child or young person will have a care plan designed around their identified needs/ wishes and views.

Structure is provided through a staffing ratio to meet the identified need of the child/ young person, this could be 1-1, 2-1 or shared support to enable consistent daily living routines, group activities (if appropriate) and one to one time with key workers. We encourage children and young people to lead active and healthy lifestyles and pride ourselves in the success in reaching and maintain positive outcomes which we achieve together.

Beaulieu House subscribes 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.

The home is committed to promoting the 9 quality standards and ensuring this is part of everyday practice.

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.

Accommodation

Beaulieu House is a purpose built/ designed 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 residential 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 accommodation is maintained by our caretakers and cleaners, the management team undertake regular premises inspections to ensure that the accommodation is maintained to a high standard.

Description of accommodation

Residential

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, games room and a "chill" out room. 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/snack making.

The main kitchen is not available/accessible 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).

Visitors have access to separate toilet facilities. Staff will have access to a staff room with shower. 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; these are 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.

Location of Beaulieu House

Description of the location of the home

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 minutes' walk away. There is a large selection of shops including chemists, take aways, convenience stores, clothes and sports stores within Newport. As the main town of the Isle of Wight Newport has all the facilities of a county town including cinema/ theatre/ churches and leisure.

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/ice skating 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.

Children and young people are also able to access several eateries, cafes and restaurants. These venues can provide places for children and young people to meet with their families and on occasions are chosen by children and young people to visit to celebrate birthdays and anniversaries etc.

A detailed outline of the location is covered in our Location Review Risk Assessment.

How accommodation has been adapted to the needs of children supported by Beaulieu House.

Beaulieu House is designed to accommodate all children and young people who have different complexity of needs and may be dependent on a wheelchair. Beaulieu House is a purpose built unit, which was built and opened in 2004.

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 profiling beds as standard and children are able to choose their beds in the residential home if they prefer a different bed.

The age range, number and sex of the children for whom it is intended that accommodation is to be provided.

The residential service provides mixed sex accommodation for children and young people up to the age of 19 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.

The short breaks service provides mixed sex accommodation/programmed care support for children and young people up to the age of 19 dependent on an assessment of need/matching/risks which will be taken into account before agreement to provide a service.

Who can access Beaulieu House?

Beaulieu House offers a home to children and young people to meet their identified need for residential care or overnight short break. There are six residential places in the main house and four short break places in the attached wing.

Beaulieu House aims to provide a settled period of residential care with emphasis on learning life skills and enjoyment and enriching activities. Beaulieu House support's children and young people through a multi-agency approach to help improve young people's life chances and outcomes by enabling them to rebuild relationships with their families and/or to achieve a stable living situation. Beaulieu House seeks to inspire and support the young people to achieve and make positive life choices.

Every new child who accesses Beaulieu House will have been assessed by a social worker or key worker as requiring residential care or overnight short break in order to meet this needs. A referral is completed by a social worker or key worker, which is discussed with the Registered Manager and an impact assessment completed to ensure that the service can meet the child's needs and assessing their impact on the children already using the service.

Children and young people accessing Beaulieu are children who have complex health or behavioural needs relating directly to their diagnosed disability and have an associated learning disability.

All children accessing Beaulieu House, access the service under section 17, 20 or 31 of the care act. Beaulieu House currently does not provide a privately paid service.

Quality Standards

Beaulieu House is committed to the quality standards for children's homes as outlined in the **Children's Homes (England) Regulations 2015**. Beaulieu House aims to achieve these in the following ways:

1. The quality and purpose of care standard

- Staff are aware of the statement of purpose and work to its ethos
- Obtainable and achievable outcomes for our young people
- Life and independence skills for our young people to work towards, achieve and maintain
- Communication tools individual to the young person to help them understand the world around them
- The home subscribes to the PROACT SCIPr-uk ethos

2. The children's wishes and feelings standard

- Young people complete regular feedback sheets to get their views heard and acted upon
- Young people participate in regular sessions with their keyworker [1:1, group meetings] to have a say in their activities and care
- Children make monthly choices regarding planned activities

3. The education standard

- Staff have a good insight to a young person's journey at Beaulieu being aware of what the intended outcomes are for them to help them thrive and develop
- Staff have good strong relationships with school to help aid continuity and consistency of care and education for the young people
- Beaulieu House works collaboratively with schools to ensure that attendance is maintained and education goals are achieved.

4. The enjoyment and achievement standard

- Young people have a say in their activities in making monthly choices
- Young people who access short breaks have an activity based experience
- Support staff work alongside children and their parents to support the child to enjoy and achieve.

5. The health and wellbeing standard

- All staff are trained in safe handling and administration of medication
- Beaulieu House works with other local health professionals
- In house nurse provides oversight to medication administration

6. The positive relationship standard

- Children are promoted to have positive relationships with each other and with the support staff
- Children are encouraged to have positive relationship with other agencies in their lives
- Contact with parents and relatives is promoted and facilitated

7. The protection of children standard

- Staff have up to date safeguarding training
- Senior staff members are designated safeguarding leads
- Monthly Regulation 44 inspections take place and any recommendations are acted upon

- Young people have a voice through feedback sheets and sessions with their keyworkers
- Staff are aware of all safeguarding procedures and how to report any concerns
- Support staff have regular supervision and support
- Staff have regular PROACT SCIPr-uk training and adapt its ethos in behaviour support plans.

8. The leadership and management standard

- The management team have oversight of day to day events at Beaulieu House and of incidents and accidents
- A positive culture is promoted from the management team
- Staff undertake required training (QCF/mandatory council training)
- Staff receive regular support and supervision

9. The care planning standard

- All new children have a full assessment of their needs prior to starting at Beaulieu and an impact assessment undertaken.
- Young people new to Beaulieu House have a 3 month assessment period to ascertain we can meet their needs
- A child's care and support will be reviewed frequently with the child and family
- Care plans are regularly updated by a keyworker involving the child and their family.

Children's Views, Wishes and Feelings

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 residential service are encouraged, enabled and supported to explore their feelings, wishes and views through using different communication methods.

We encourage children and young people to be involved in the decisions made with them and for them affecting their lives in a way that enables them to contribute effectively. Children and young people are supported to express their views and their key worker may act as an advocate or they may be supported by the young inspectors/children's rights/participation forum to give them a voice.

Appropriate advice and expertise can be sought to ensure ethnic, linguistic and cultural issues are resolved to enable a young person's full involvement in consultation. Beaulieu House use a range of communication aids to assist in consulting with young people.

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.

Arrangements for supporting the cultural, linguistic and religious needs of children accommodated at Beaulieu House.

Beaulieu House respects and celebrates the diversity of cultures, ethnic identities and traditions.

All young people accommodated within the home are supported to celebrate their racial and cultural identity.

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.

The home will make sure that a young person's cultural, religious and ethnic identity is recognised and will help young people to be involved in cultural and other events that are important to them.

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.

Anti-discriminatory practice in respect of children and their families

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. The staff group are fundamentally committed to redressing the inherent disadvantages and discrimination often experienced by looked after children in matters of education, social opportunities, health and employment and will tackle the issues of social exclusion by doing their best to ensure that all young people have the relevant information about their legal rights, and will support them in exercising these rights whilst also highlighting the young people's personal and social responsibilities that sit alongside these rights. Each young person has a copy of the home's Young Person's Guide and further information is located on the young people's notice board.

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.

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 (were 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.

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.

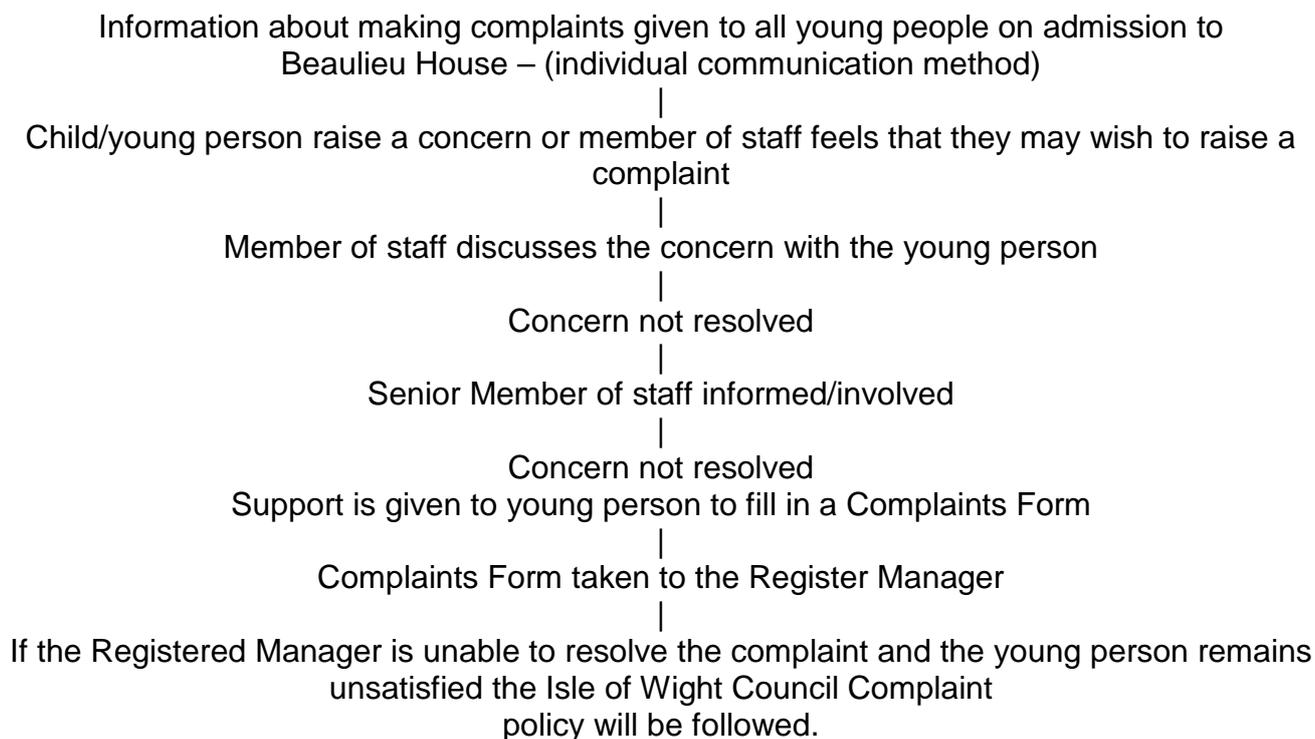
How to make a complaint

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 pro-active 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.

Young Person Making a Complaint



Complaints from children, their families or others may also be sent directly to the Registered Manager or to the young person's social worker. Where the complaint is not resolved to the complaints satisfaction then they have recourse to:

Isle of Wight complaints Officer, County Hall, Newport, Isle of Wight, PO30 1 UD

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel 0300 123 4666, email enquiries@ofsted.gov.uk

Complaints against staff.

The following flowchart is used to manage complaints against staff:



Education

Arrangements for children to attend local schools and the provision made to promote the educational attainment of children

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. The team work to inspire aspirational thinking and effort.

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.

All staff will support, encourage and promote education and will aim for all children and young people to achieve and attain. This may be supporting within the educational establishment or supporting with educational type activities within the service. 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.

When a young person comes to Beaulieu House they are expected and encouraged to attend their usual school in order promote continuity of their education and maintenance of their social networks. They are fully supported in doing so with transport arranged where necessary and appropriate. 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.

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. They will contribute to the process of identifying the most appropriate school and, where appropriate, assist with supporting the young person to and from school.

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. All children and young people have the facilities to undertake private study within Beaulieu House. Access to public libraries and other educational settings will also be made available. Beaulieu House keeps a range of educational materials to enable staff to inform themselves 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. The password is changed weekly.

If, by virtue of having been excluded from school, or because of a prolonged absence from an education placement, the young person is educationally disadvantaged, Beaulieu House and the local inclusion manager will arrange appropriate home tuition or a place at the closest pupil education centre if appropriate. The objective, always, is a planned reintegration into a full time educational placement.

Beaulieu House will record daily attendance and celebrate academic progress and achievement and, in accordance with the Personal Education Plan/ Education, Health and Social Care Plan for

each young person, provide support and guidance to them. 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

Enjoyment and Achievement

The arrangements for enabling children to take part and benefit from a variety of activities which meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills

Beaulieu House recognises the importance of children enjoying and achieving. We identify and provide appropriate opportunities for growth and development for all the children accessing either residential or short breaks. We seek to support children in attending and enjoying school.

We understand that helping children and young people succeed in life and have their aspirations encouraged and met is a challenge. However, in ensuring children and young people are ready for school, attend and enjoy, we are supporting them to achieve personal and social development.

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 an annual holiday for the young people and plan for short breaks for two or three at a time as appropriate to the needs of the individuals and the group as a whole. 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 team members at Beaulieu House or via external teams and voluntary organisations.

Trips with key workers to the cinema, shopping centres and other places of interest also take place on a weekly basis. Children and young people are also supported in the participation of outdoor learning opportunities. This can be delivered by Beaulieu House staff or via external teams and voluntary organisations such as those commissioned by the participation team, young people's independent visitor's service or other community groups. Any off site/outdoor activity organised utilises competent staff to manage and support the activity.

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. This creates opportunities for young people to learn and develop social skills and practical activities supported by staff and links to their choices/achievements and outcomes.

For children and young people who have additional needs Beaulieu House has a sensory room, art room and a chill out room. 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, e.g. Bonfire nights run by the Round Table in the local Park, and community led initiatives. There is access to local leisure complexes which have bowling, ice skating and swimming available, skiing and skydiving as well as 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.

Health Promotion

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.

We will make available relevant information and provide guidance and support across a wide variety of health needs.

Information is provided on a routine basis about diet, smoking, drugs and alcohol.

To ensure the wellness of the child/young person Beaulieu House has on the staff team a qualified paediatric nurse/learning disability nurse who all work in conjunction with the Looked After Children Nurse, CCAMHS therapist and Educational Psychologist and links are maintained with other specialists as appropriate to the children's needs.

Wherever possible young people staying 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. All medicines prescribed and any proprietary brands are held in a lockable medicine cabinet and recorded and administered in accordance with IOW Council policy.

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 key work sessions and placement plans, 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.

The sections on Sexual Health and Substance Misuse in the staff handbook offer further guidance.

Therapeutic techniques

All residents at Beaulieu House will have their emotional health needs assessed. 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.

Positive Relationships

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

Beaulieu House encourages young people to retain contact with family, friends and important people in their lives, and friends are welcome in the home so long as their presence or behaviour doesn't disrupt the other young people, and their parents or carers know where they are. Children and young people are positively encouraged to maintain contact with their families, and are given support by staff and social workers to achieve this aim.

Telephone contact with family and friends is encouraged, with Skype being available if preferred and in the best interest of the child/young person.

There is a room available for the young person to see guests in private. However, young people may invite their guests in the communal areas of the home, providing this does not inconvenience or upset the other young people.

Refreshments are always available, and young people are encouraged to invite guests for meals with the agreement of staff members.

Staff provide support for contact with siblings and parents usually within the community and can be based on an activity, such as visit to a park, local recreational opportunity or attendance at key family and friend events such as birthdays.

Management of behaviour

A key supportive task is the teaching/modelling of socially acceptable behaviour.

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. As part of this each resident will have a LAC Care Plan identifying the broad aims of placement, a Risk Assessment and an in-house placement / care plan which will ensure that the needs and behaviours of each resident are managed in a consistent manner incorporating PROACT SCIPr (redirection).

Children and young people accessing Beaulieu House short breaks will have a care plan / risk assessments and will have a PROACT SCIPr plan if assessed as a need.

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.

Antecedents: what was happening before the problem behaviour and what might have provoked the behaviour. This information can be used to identify strategies to reduce the likelihood of the behaviour occurring again.

Behaviour: the setting or context for the behaviour - when did it happen, where it happen and who was there. This information can be used to change the environment

Consequences: what happened after the behaviour (both immediately and longer term).The staff response to the behaviour can be key in determining future behaviour.

Communicative function: the motivation for the behaviour. The chances of modifying unwanted behaviour are significantly increased if the staff/supporter understands what is motivating the behaviour.

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.

Those involved will be helped to understand why their behaviour was unacceptable and be helped to explore alternative ways of behaving. Some undesirable behaviour may be handled through the use of sanctions e.g. verbal reprimand, loss of privileges, payment for damages etc. (any form of sanction will be to the need/ understanding of the child/ young person). No form of corporal punishment is acceptable. Normally sanctions will be authorised by the staff on duty, but will occasionally be the result of staff team discussion. All sanctions will be recorded and counter-signed by the Registered Manager and the effectiveness of behaviour responses will be reviewed.

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.

The children's home approach to the use of restraint with respect to the children accommodated:

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. Staff will be mindful of legislation pertaining to The Mental Capacity Act 2005 and the restriction of liberty. Any incident of restraint or violence must be recorded and reviewed using the appropriate systems.

How persons working in the children's home are trained in the use of restraint and how their competence is assessed:

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

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.

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

Beaulieu House has a security system which allows for the monitoring of external doors and bedrooms doors. Young people's bedroom doors will only be monitored in accordance with individual risk assessments. Staff may carry pagers (dual monitors) to ensure the safety of the children/ young people in their rooms IF there is a high level of risk/ assessed appropriately and agreed by all and forms part of the child/young person's care plan. The dual monitors may include a visual monitor into the bedroom, this will only be in place and or activated if the individual risk assessment evidences the need and parents/carers /placing authorities have agreed for the safe well- being of the child / young person.

The Protection of Children

Details of how a person, organisation involved in the care or protection of a child can access the home's safeguarding children or behaviour management policy

If an individual, body or organisation involved in the care and protection of a child wishes to access Beaulieu House's safeguarding children policies or the behaviour management policy they may request this by emailing the Registered Manager, mark.dawkins@iow.gov.uk, or phoning Beaulieu House on 01983 533024

Disabled children are among the most vulnerable members of society: they are liable to abuse, exploitation and deprivation. Beaulieu House works in accordance with the Isle of Wight's Children's Services Departmental Safeguarding policy, abides by the Children in Care Pledge and follows the Isle of Wight Children and Young People's Plan (CYPP).

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 at their meetings, 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 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.

All staff at Beaulieu House have undertaken safeguarding training and will be aware of the signs and symptoms of child abuse, exploitation and neglect. This is refreshed on an annual basis within staff meetings and identified training opportunities.

The staff at Beaulieu House have a supportive role and not an investigative role when a young person discloses abuse, exploitation and/or neglect. The duty to investigate is the responsibility of the young person's social worker and the police.

Leadership and management

Strong and committed leadership is a pre-requisite of a consistent service.

The registered manager retains the strategic and operational responsibility and supports staff to achieve and develop Beaulieu House to meet the needs of the children/young people.

Management

Name and Address of the Registered Provider

Registered provider:
Isle of Wight Council
County Hall
Newport,
Isle of Wight,
PO30 1UD

Responsible Individual:

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

Tel: 01983 821000

Registered Manager:

Mark Dawkins
Beaulieu House
Fairlee Road,
Newport,
Isle of Wight

Tel: 01983 533024

Care Planning

Criteria used for the admission of children, including policies and procedures for emergency admission:

Admission Criteria

Children and young people moving into the home will have undergone an assessment of need and an impact assessment and this will have identified that their needs match the philosophy, registration/licence and group dynamics of Beaulieu House. Whilst all referrals will be considered, the needs of the resident group will also be taken into account. Accommodation will not normally be offered to a young person whose needs are such that their placement would compromise safeguarding of other residents, or who require a level of specialist care not possible within the structure or staffing of the home. In this situation, it would be expected, if such a placement was made, that additional staffing, would be arranged.

Short breaks depending on age appropriate need/ ability, short breaks referrals are considered at a monthly panel to determine best use of resources. Given the specialist skill set of the staff at Beaulieu House and the adapted environment, Beaulieu House short breaks should only be considered for children who's disability is either complex or has a significant impact on their ability to be supported through community arrangements or Foster Care.

Staff at Beaulieu House will liaise with social workers and with independent reviewing officers to ensure that they are kept fully informed, that contact is maintained between social worker, young person and their family, and that statutory reviews and planning meetings take place as required.

Admissions procedure:

Completion of the integrated placement referral form, and provision of the information referred to in the form, are prerequisites for placing a young person. Applications are received by the Resource Allocations panel (DCT) with the area manager fully aware of the need for a residential placement (if the case). The Registered Manager and the social work team will consider placement matching and this will be evidenced on the placement matching form.

Children/young people seeking places are welcome and encouraged to visit Beaulieu House before placement decisions are made. The child/ young person will be accompanied, on arrival, by his/her social worker and/or their parent/carer.

A planning meeting will be held either before a young person joins 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. It is the home's custom to produce a simplified, word processed version of the agreed placement plan that can more easily be shared with those involved in the young person's care.

In so far as is possible, all admissions will be planned, and, in principle, Beaulieu House will not accept emergency placements. An emergency placement is defined as the need to identify an immediately available bed for a child or young person with no pre-admission referral or care planning which links the needs of that child with the service that is provided by the home.

In exceptional circumstances an 'accelerated placement' may be agreed by the Service Manager and the Registered Manager. In such circumstances the Service Manager 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.

Accelerated placements will only be considered where a referral form has been completed and it is clear that the young person's needs fit the criteria for admission to Beaulieu House, and that s/he will be well placed in the home.

In extreme circumstances, emergency admissions will be considered if this is in the best interest of the child concerned and the risks associated with an emergency admission can be addressed.

The designated bedroom for the child/young person will be "personalised" before admission where possible to ensure/enable the child/young person to gain a sense of "own space". 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 and Staff Handbook of Guidance

A key worker team will be assigned to the young person to liaise with the social worker and parent/carer. A file for recorded information will be established as soon as possible after admission. Staff will gather as much information as possible about the young person's background and history, and use that information to complete risk assessments that will be responded to with appropriate strategies, interventions and levels of staff support.

Recording, and arrangements for young people to have access to their files, is to Departmental Standards, and all staff have the necessary training to ensure compliance.

Staffing information, including qualifications

There will be at least two staff members (in addition to any management presence during daytime hours) on duty from 7am until 21:30, 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 residential and short break will be led by a senior staff member, referred to as a 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 residential 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.

All staff has access to management support 24 hours a day via an on call duty cover system by the registered manager and deputy manager.

The registered manager of the service is a registered learning disability nurse and has completed their QCF level 5 in leadership and management. The manager has 13 years' experience supporting adults and children with disabilities.

The assistant team manager for short break services is a registered learning disability nurse with 30 years' experience supporting disabled children. She has completed her QCF level 5 in leadership and management.

The assistant team manager for the residential home is a qualified nursery nurse with 18 years' experience supporting disabled children and has completed his QCF level 5 in leadership and management.

The current staff team is made up of:

- 1 registered children's nurse
- 10 Senior Care Staff
- 32 Care Assistants
- 1 cook
- 1 cleaner and caretaker
- 1 caretaker

39 of our care support team hold a QCF level 3, 3 are currently undertaking a qualification and two are completing level 5 courses.

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 personality and potential matching to children within the home and short break service.

Data Protection

The Isle of Wight Council is committed to maintaining the trust and confidence of those who use our services. As part of this commitment, we have published this Privacy Notice. This Privacy Notice states that the Isle of Wight Council is the data controller for the personal information that you provide us with (your e-mail address, name, date of birth, home address etc.). We will ask for your consent to use and store your personal information. Your personal information is held in a secure environment. You may give this consent verbally or in writing. You have the right to withdraw your consent or to request that your personal information is corrected. You have the right to ask us to delete your personal information if this does not prevent us fulfilling our legal obligations. Your personal information will be used and stored so that we can carry out our legal obligations regarding Beaulieu House. Data protection law describes this legal basis as necessary for compliance with a legal obligation.

We may disclose personal information if required to do so by law or in the good-faith belief that such action is necessary to comply with legal processes, we do not share personally identifiable information with third parties without your consent except in the following instances:

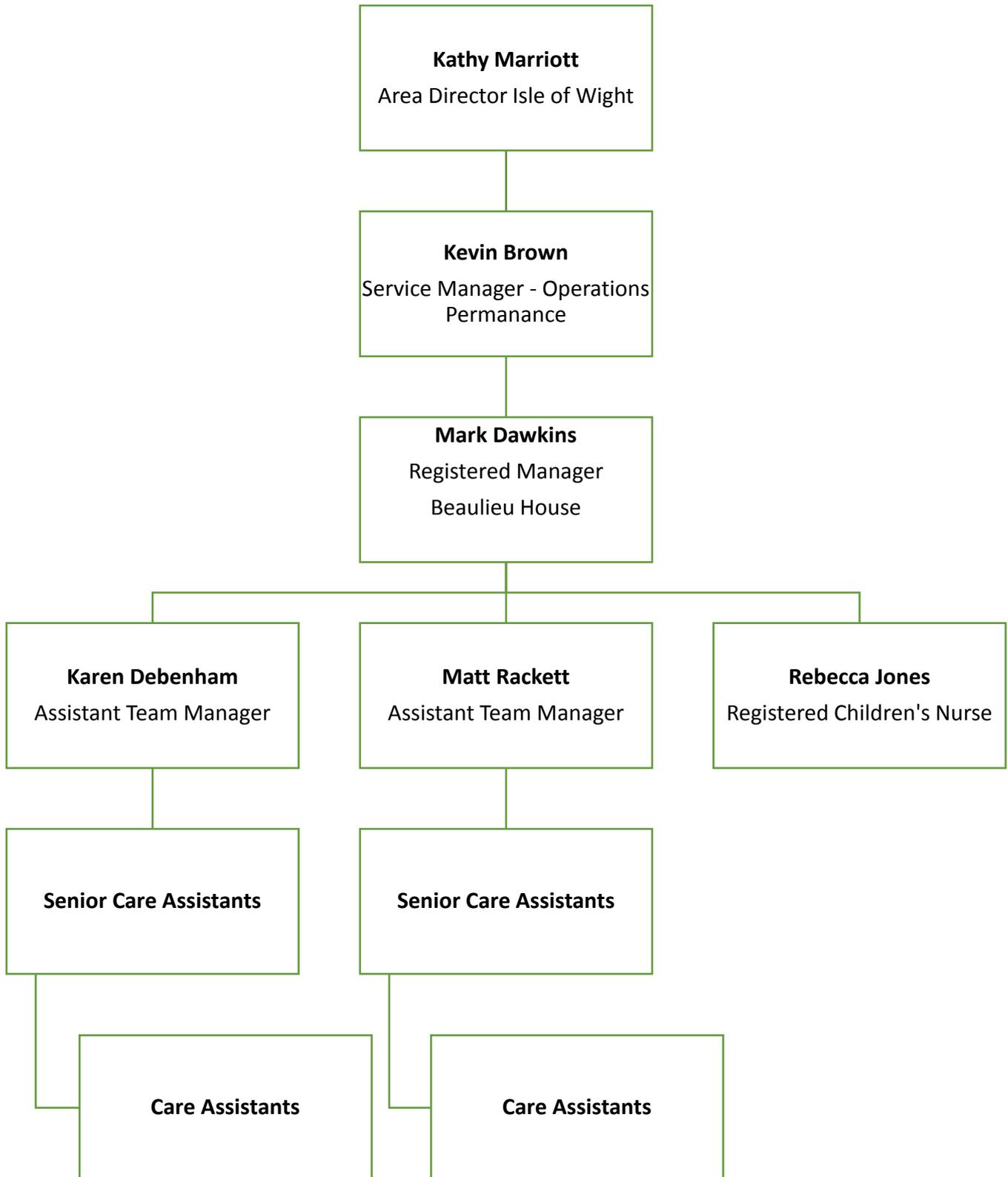
- Unless required by applicable law or pursuant to a court or similar order.
- As deemed necessary, in our discretion, to protect the legal rights or the property of the IW Council, a registered user or third party, or to prevent personal injury.

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information to the Isle of Wight. If you do not have this consent you are not allowed to provide us with your personal information.

We will keep your personal information for as long as we are required to do so under relevant legislation or in accordance with our operational requirements. You can view our retention schedule on our website <https://www.iwight.com/Council/OtherServices/Data-Protection/Relevant-Policies>

The council's Data Protection Officer is the Head of Legal Services and Monitoring Officer and can be contacted at dpo@iow.gov.uk. You can contact the council by phone on 01983 821000, or by writing to us at County Hall, High Street, Newport, Isle of Wight, PO30 1UD.

Organisational structure



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

Karen Debenham [Assistant Team Manager Short Breaks]

Karen.debenham@iow.gov.uk

Matt Rackett [Assistant Team Manager Residential]

Matthew.rackett@iow.gov.uk

Phone number 01983 533024

Disabled Children's Team

Floor Three
County Hall,
Newport,
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