



# **STATEMENT OF PURPOSE**

## **New Paradigm Social**

### **Owl Park**

**“All children need,  
A little help,  
A little hope,  
And someone who believes in them”.**

Magic Johnson

**New Paradigm Social believe.**

**“Behind Every Child Who Believes in themselves there is someone who believed in them first “**

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## Quality Standard 1

## Quality and purpose of care: Regulation 6

### **A statement of the range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.**

The home will accommodate a maximum of one young person of any gender between aged 10 to 17 years of age on admission.

The Home can accommodate young people who have social, emotional and/or behavioural difficulties. Owl Park also recognizes the needs of young people with DOLs in place, learning difficulties such as ADHD, ASD and associated medication needs. Where applicable, Owl Park staff will be trained appropriately to manage these young people and ensure communication links with health professionals.

The home will operate the following key principles for residential childcare as follows:

- Children in residential care should be loved, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Residential childcare should value and nurture each child as an individual with talents, strengths and capabilities that can develop over time.
- Residential childcare should be ambitious, nurturing children's educational learning both in attending provisions and at home learning. Also promote their ambitions for the future.
- Residential childcare should be attentive to children's needs, supporting emotional, mental, and physical needs, including repairing earlier traumatic experiences, building positive trusting relationships, promoting their self-esteem, and encouraging positive peer friendships.
- Residential childcare should be outward facing, working with an umbrella of professionals for each child, and with the children's families and communities of origin to maintain links to be able to identify and understand past traumas.
- Residential childcare should have high expectations of all staff as committed members of a team, as role models, decision makers and covering all responsibilities of keyworker responsibilities. In support of this, children's homes should ensure all staff and management are engaged in ongoing training/learning relevant to their role and the needs of children and families they work with.
- Residential childcare should provide a safe, nurturing and stimulating environment in high quality accommodation with space available that supports nurture and allows privacy.

### **Meeting the needs of the children - To meet the needs of the children the staff team at Owl Park will endeavour to:**

- Involve and promote all young people in making decisions that affect their future.
- Encourage children to maintain their religious, cultural, and linguistic identity promoting equality and diversity
- Actively protect and promote the health and well - being of the children
- Assist all the children to fulfil their educational potential.
- Respect children's need for privacy and for information concerning them to be treated confidentially.
- Ensure that the children can develop and maintain self-respect, self-reliance and personal care skills and enable them to make informed age-appropriate decisions concerning their present and future
- Provide all the children with a continuity and consistency of care whilst being looked after
- Involve the children in the day to day running of the home through 1 – 1 consultation, Direct work sessions and young person's meetings held monthly
- Ensure that all information is made available to the children and their parents informing them of their rights and responsibilities and how representations can be made
- Provide children with an opportunity to comment and give their views generally about the service provided
- Communicate regularly with the child's Social Worker and any other professional bodies involved in their care
- Share information with the wider system ensuring all the children's needs are met

The purpose of the home is to provide a safe, nurturing, stable and consistent living environment where a young person can thrive and develop to reach their full potential. Young people within the care system can often feel that they are isolated and different. We at Owl Park will actively challenge these barriers whenever the opportunity arises. Being in a residential environment should be a positive, warm, welcoming, and nurturing experience for young people and we believe that our homes will provide this.

### **Details of the children's homes ethos, the outcomes that the home seeks to achieve and its approach to achieving them.**

#### **Message from the home manager**

*My name is "Nina", I have many years of experience working in various residential settings with young people from all backgrounds with acute emotional and behavioural difficulties. I am a positive person with a caring, compassionate, and empathic nature. I am highly motivated, led by example and have a passion to care for young people striving to achieve positive outcomes in all areas of their lives. I implement and promote a therapeutic approach through my practice, as I feel this helps young people to trust adults to feel safe and secure. The importance of training for the team is a priority and ensuring they have the skills, knowledge and understanding when caring for young people and their individual needs. Sharing information with the wider system Regulation 5 is an important part of my role when caring /safeguarding young people ensuring building positive relationships and that information is shared with professionals and families, ensuring the young people receive the best possible care and that their individual needs are met.*

In line with the Quality Standards and 1989 Children Act, we encourage partnership with parents where appropriate, social workers and children's involvement in decision making. We aim to provide a homely, nurturing, family living environment with positive values and actively promote children's rights. All the young people will have a person-centred support plan in place. We will treat each child as an individual with different needs and backgrounds to be catered for.

Providing a safe, nurturing, and stable environment is of great importance to us. Through the way ourselves, as a company and staff to manage our homes, the environment and working practices. Safeguarding young people is always at the top of our agenda. To demonstrate this, all senior management will have Designated Safeguarding Lead (DSL) training.

We are acutely aware of young peoples' potential vulnerabilities and will update any of our procedures for emerging trends while attempting to secure their independence and confidence. Therefore, we will promote safe, caring practices through our policies, procedures, on – going training, professional development and implementing research informed practice.

We at Owl Park believe all young people deserve to grow up in a safe, nurturing, and stable environment. We will ensure the young people will be encouraged to communicate openly, and engage, giving them the confidence to overcome any issues or past traumas they may have experienced and that they are supported to reach their full potential.

The home aims to provide a small, homely environment in which there will be no more than one child placed at any one time. Significantly, we recognise the need for stability in young people's lives. Owl Park family morals are a core value, and everyone that's involved in running the homes will be highly visible to the young people, operating in a parental role, as a wider family always leading by example. We aim to provide young people with all the support they would have in a family home, ensuring that their health, educational, recreational, cultural, and social needs are addressed and facilitated as they would be in a loving, family home.

We will ensure strong care planning meetings and reviews are held within relevant time frames for which the key worker roles are essential in coordinating the services that the young people will access, overseen by the management team. We will ensure involvement of the young person in all aspects of their own care we are providing, the environment, planning and implement a positive reward system to build up trust and promote positive engagement/ behaviour.

### **How our approach supports the achievement of outcomes and independence**

We have high aspirations for our service and aim to stimulate high aspirations in the young people to whom we provide a home to. We will encourage honesty and openness as per our company values. Enquiry and questioning are important to ensure we challenge each other calmly and effectively, applying reflective practice to discuss whether and where we can improve. Communication with Social Workers and other professionals involved with the young person is paramount to us as is strong care planning for positive outcomes.

We take a person-centred approach to working with young people supporting them to be able to identify and express their strengths, weaknesses, opportunities, and what barriers we can break down. Every Child will have an individual person-centred Care Plan with outcomes which have been agreed with them. Children and young people will be encouraged to participate in making positive decisions about all aspects of their lives through formal and informal processes.

All children and young people are supported and encouraged to have a voice and be heard, raise any complaint or concern with their social worker, any member of staff, a solicitor, a member of the police force, and the children will have advocates necessary. All children and young people have free access to a telephone and are provided with the telephone numbers of the local Safeguarding team, ChildLine, the local social work office, the local Ofsted Office, and the local police station.

We will ensure that children know when they are on the right path to achieving the outcomes they have expressed, by breaking the pathway to the outcome down into smaller achievements and quick wins that are recognized and that they can be rewarded for. This starts a virtuous cycle of improving their sense of self-worth and achievement.

The staff team will all act as key workers and conduct regular direct work sessions with the young person continually assessing progress and adjusting and readjusting expectations which we aim to increase as the child gains a better sense of their strengths

Consultation with the young people is vital and to reiterate what we have said above; we will provide numerous opportunities through individual and group sessions for feedback to be given on what the children and young people need or wish for.

Our ethos around behaviour management is to foster positive relationships and behaviour and reward this behaviour rather than tolerate levels of increasingly negative behaviour, until consequences are necessary. Expectations and reasons for this are made very clear from the outset. Taking responsibility is a big part of helping young people to achieve change in their lives. We will use prevention-based strategies to manage challenging behaviours as opposed to managing them when they occur through consequences; consequences will be a last resort.

Owl Park will implement a therapeutic approach into practice: PACE (Playfulness, Acceptance, Curiosity, Empathy). We feel with therapeutic rapport, support, and effective positive communication, which entails a trauma-informed approach will enable us to support children and young people. This will help them to feel safe and is particularly effective in meeting the needs of children and young people who have experienced trauma. All staff at Owl Park will complete PACE training and be aware of the beneficial aspects to our service provision.

These principles help to promote the experience of safety in our interactions which focus on the whole young person and not just the behaviour presented. This approach focuses also on building trusting relationships, emotional connections, containment, and a sense of security. Using PACE within our practice helps adults slow down their reactions and remain calm, and tune into what the young person is experiencing in the moment, supporting us to gain a better understanding of what the child is feeling and for us to self-regulate and guide the young person through tricky moments helping young people to feel connected, understood, listened to promote the child / young person to self-regulate themselves.

## **A description of the accommodation offered by the home**

### **How accommodation has been adapted to the needs of children.**

There are no adaptations required at present to the home and the home is a modern family home.

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

The home will be registered to accommodate one young person of any gender, aged 10 to 17 years of age on admission.

## **The type of accommodation, including sleeping accommodation.**

The home is a three bedroomed terraced property. The home is similar to other properties located nearby. One bedroom is designated for a young person. The young person will have their own double/large bedroom on the first floor with a lockable door and lockable storage space. Their own bedrooms will be personalised by the young person on admission and monies will be available to the young person to purchase furnishings of their choice for their bedrooms.

There is a staff sleep-in bedroom/office as well as a further separate office on the first floor. There is a family bathroom on the first floor. The home also has a lounge, dining area and kitchen on the ground floor.

There is a reasonable sized backyard that can be used as outdoor space. The young person will have the opportunity to design this space. The home is located within a 2-minute walk of main bus routes. These bus routes have access to all major and public transport across the region and country, and have good access to local amenities and social clubs.

The home is decorated, furnished, and maintained to what we believe to be a very high standard and has a very homely feel, as we feel this is important that the young people feel it's "a home" not a residential children's home. On admittance to the home, we will encourage the young people to express preferences and items which they wish to individualise to their own tastes, such as bed quilts, bedroom accessories, colour themes etc, and these will be provided for the young people. We will always involve the young people in the home in plans for redecoration or redesign. It is part of our ethos that it is important to encourage the young people to think of the whole home as their own so they have something invested in all the shared areas as well as their own room. This makes them more likely to be motivated to minimise breakage and damage and take pride in their home.

We will ensure the environment is safe. If needed we will connect an electronic device to the young person's door, to ensure that the young person is safe, this will be discussed within their placement plan and care planning meeting. Staff will be immediately alerted when the door opens. There will be a consent form for children and young people and social workers to sign to use of this device if it is deemed a safeguarding measure. A policy around this will also be put in place.

Privacy and dignity are respected but always ensure we maintain the balance of involvement required to ensure the safety of the young person. We provide facilities children, and young people would expect to have in their own homes such as electronic games consoles, televisions with access to popular apps such as Netflix, Disney+ and sports channels, all with the necessary filters to always maintain online safety. Additionally consents for access will be in place as well as risk assessments to ensure the young people are safe. We will encourage young people to make their own snacks and to interact with each other as a family. Sitting at the family dinner table for meals will be encouraged for example.

We believe that the quality of the environment is a significant advantage in helping children and young people. Local buses located near to the house travel to and from all areas and surrounding areas of Wirral, Liverpool, Merseyside, and Cheshire. Also, regional and national motorways are just a short drive away. There are a variety of shops, schools, and recreational facilities within the

area; additionally, a community gym offering a wide range of community sport is close to the house. There are local Doctors, Dentists, Opticians and a Health Centre, all within a 10-minute walk. We have assessed the risks for the locality of the property in a location area risk assessment with information collated from crime statistics in that area.

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

All religious and cultural needs will be discussed at referral and during the admission process. The management and staff team will encourage and support young people in relation to their religious or cultural needs. Linguistic interpretation will be accessed if required.

We hope to stimulate in our children and young people a strong sense of self-worth and invite them to be open and honest about the things they want to achieve whilst a resident at Owl Park. Our aim is to stimulate a culture in which they expect that they will be heard and a culture in which they expect to participate in all decisions relating to their lives and futures.

### **Details of who to contact if a person has a complaint about the home and how that person can access the complaints policy.**

Owl Park has a complaints procedure and can be found in the policies folder at the home with the children's guide. Young people will be given information regarding how to access the children's complaints book on admission, and this can be requested at any time. Staff can also be approached for a complaint form by family members of the young people. All young people on arrival will have the independent advocacy service explained to them and how they can access this service. All complaints will be actioned, recorded, and documented appropriately.

All complaints can be made verbally or in writing to the Responsible Individual at New Paradigm Social office: 121 Lark Lane, Aigburth, Liverpool, L17 8UR. All complaints will be reviewed and responded to within 7 days.

### **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.**

Policies and procedures will be kept in the home's office including the Child Protection and Behaviour management policy. Social workers and all professionals can request copies, and these can be emailed to them on request. These are also available online via the shared confidential staff drive (Google Drive).

## **Quality Standard 2**

### **Views Wishes and feelings: Regulation 7**

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

We hope to stimulate in our children and young people a strong sense of self-worth and encourage them to be open and honest about the things they would like. We will ensure they understand how to give us feedback and to complain or comment on the home and any other

area of their life. Our aim is to stimulate a culture in which they expect that they will be heard and a culture in which they expect to participate in all decisions relating to their lives and futures.

For example, we will involve young people in our staff recruitment processes. When we are considering appointing a new staff member, we have a commitment to bring them in to observe how they interact with young people before they commence employment with ourselves at Owl Park. We have a robust safer recruitment policy.

We have also instituted the young people's own child friendly risk assessments. For instance, if a young person is going out they will consider and write down what issues there might be and how they will manage those issues and risks.

Monthly young people's meetings will be held once a month at the home with the young people and staff. This will give the young people a chance to express their wishes and feelings, and plan activities and shopping lists for the coming month. This is done in an informal manner and whilst we are all sitting for our evening meal at the dinner table.

Young people will be involved in their Care Plans and in Development Plans for the home. They will have the opportunity to individualise areas of the home to their own tastes and preferences and if common areas are being redecorated or refurbished, they can participate in deciding what they will look like. Their own bedrooms will be personalised by the young person on admission and monies will be available to the young person to purchase furnishings of their choice for their bedrooms.

Direct key working sessions and discussion groups, will be encouraged with the young people on various subjects i.e. child sex exploitation, county lines and safety whilst out in the community. This is to ensure the young people recognise and are educated on keeping themselves safe at all times when socialising in the community and also the dangers that can arise by going missing and not returning to the home. The safety of all the young people residing at Owl Park is paramount.

We will give our young people information about the National Youth Advocacy Service (NYAS). We will also ensure they have information available to them about their rights and entitlements. We have a young person's handbook which will be discussed in detail with the young person on arrival including all the phone numbers and contact details they may wish to access during their placement.

The young person will be informed that we also have an Independent Visitor (Reg 44) who will monitor the home on a monthly basis. The young people will be encouraged to speak with the Regulation 44 Independent Visitor. The young person's placing authority may provide an Independent Person for them, where requested. We will ensure at Owl Park, that children and young people who may have problems for example in communication or in assertiveness, are given assistance and encouragement to overcome any barriers which may discourage them from voicing their own opinion. **"The Voice of the Child"** is paramount in line with the ethos of Owl Park.

### **A description of the children's home's policy and approach in relation to – Anti-discriminatory practice in respect of the children and their families**

Equal Opportunities along with anti-oppressive practice will be predominant within Owl Park. The home will promote the rights of the young person at all times. When looking at the young person's

culture, language, religious background, sexual orientation, gender and disability, staff will encourage and promote equality. They will also challenge attitudes around this. Welfare along with the rights of the young person is highly important within the home's environment. The young people within our care will be treated with respect and dignity at all times. Owl Park's policies and procedures reflect this and are following on from the Equality Act 2010.

### **Children's rights**

Young people will have daily summaries completed daily. They will be fully involved in their placement, plans, risk assessments and in any development plans for the home.

We will give our children and young people information about the National Youth Advocacy Service (NYAS). We will ensure they have information available to them about their rights to independent advocacy and entitlements.

We have an easy read young person's handbook/guide which is completed with the young person on arrival including all the phone numbers and contact details they may wish to access.

### **Quality Standard 3 Education: Regulation 8**

#### **Details of provision to support children with special educational needs.**

In line with our company values, we are passionate about promoting hobbies and educational opportunities. We have accessibility to a wide range of local training programmes; whereby young people can experience a multitude of potential career pathways. We have developed strong relationships with local alternative provisions, training providers and colleges. We have clear lines of communication and direct educational opportunities for all young people. We also recognise that young people may already be in educational settings. All young people's educational pathways will be fully financially supported, including transport, nutrition and specialist equipment that may be required (uniforms, sports kit, work experience kits, etc). Staff will encourage and support all young people in committing to education, hobbies, and skills development. We will set out a clear pathway plan for all our young people when they reach the age of 16 to help them prepare in supporting them building up resilience for when they leave care.

Our partner companies offer opportunities and qualifications in English and Maths, work skills, sport, construction, catering, hospitality, business and media, vocational studies, Duke of Edinburgh and The National Citizen Service. We also have opportunities with traineeships and apprenticeships as options upon completion of the above and age dependent (all of our partner companies are outlined within the business plan).

Staff along with the management team will support each young persons' learning and development, including support with homework where appropriate.

Staff along with the management team will also discuss with the young people the value of education and training during Direct key working sessions. Education is a core value of our ethos for young people who reside at Owl Park.

Staff and management will support the young person if they refuse to engage with education. Educational facilities will be brought into the home to encourage the young person to engage with the teaching professional and ensure that they have access to a range of equipment, facilities and resources to support the young person's learning needs.

Young people that are above compulsory school age will be encouraged to seek further training or higher education and we would support them to attend including transportation to and from the educational facility which we can provide. Staff and management to work alongside the young person's education and training provider to monitor achievement along with accessing future needs whilst in education.

New Paradigm Social has a strong educational culture, and is able to offer an array of educational opportunities through strong partnerships with local alternative provisions, training providers and regional colleges.

**If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.**

N/A

**If the home is not registered as a school, the arrangements for children to attend local schools and the provisions made by the home to promote children's educational achievement.**

Education provisions will be discussed prior to admission to the placement and in more depth at the initial planning meeting. Every effort will be made to maintain a young person in their own school unless the distance involved makes this impracticable. In such circumstances an alternative school will be sought within the home's locality. Children's interests are to be taken into account along with their age, aptitude and needs. The young person's personal education plan sets out a record of educational achievements, needs and targets; a copy is to be kept in the young person's file and updated appropriately.

For those young people who are currently unable to attend mainstream education, a personal education provision will be arranged if required, ideally during the referral procedure or at the initial planning meeting. Owl Park will provide personal tuition by qualified teachers through our partner organisations supported by the care staff at the home, to enable the young people to achieve education appropriate to their needs, age and interests.

The home will strive towards improving engagement with school and education. We will maintain our strength in promoting educational involvement and educational Opportunity. We therefore will make a commitment to be in attendance at all meetings with the school or education provider. We have a strong educational background and have coinciding partnerships with educational providers that can offer a range of opportunities for the young people at Owl Park. Our children are supported to take advantage of school trips and any other enrichment opportunities. Staff will support access to additional activities and extra tuition. Staff will also support the young people's homework and help the young people recognise the importance and value of a good education. Education is of significant importance for the young people who reside at Owl Park.

**Quality Standard 4**

**The enjoyment and achievement standard: Regulation 9.**

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

The needs of the individual young person will be taken into consideration when planning sporting, recreational and cultural activities for the young people living within the home. A variety of activities will be offered to the young people to broaden their awareness of the wider social network and build their confidence. Staff will promote a variety of cultures and cultural awareness through attending cultural events, enjoying food from other cultures along with recognising various religious restrictions. The young people placed within the home will plan with staff future recreational activities. Examples of activities are: Attending the gym, swimming, Walking, Football, Snooker, Tennis, cinema, and any other activities the young person may have preference too. Owl Park will also facilitate holidays and various days out to adventure parks etc for the young people to experience and enjoy.

Activities where appropriate can be facilitated with the young person's family and friends.

In the local vicinity there is a well-established Gym/Boxing and MMA academy where the young people residing would have access too. If the young people required any equipment / clothing etc to access this facility Owl Park would cover any financial assistance for the young person.

The home will support all sporting, recreational and cultural activities that the young people were involved in prior to the placement.

All overnight stays, holidays, etc. must be clarified before any decisions are made, and planning and permission sought. Where appropriate these will be fully supported by the home.

Young People will be encouraged to take part in age-appropriate activities with peers, and children will be encouraged to make and sustain friendships with other positive peer groups outside the home, which may involve friends visiting the home and reciprocal arrangements to visit friends' homes.

## **Quality Standard 5**

### **The health and well-being care standard: Regulation 10**

#### **Details of any health care or therapy provided, including –Details of qualifications and professional supervision of the staff involved in providing any healthcare or therapy.**

**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 evidence can be accessed.**

On admission to the home all young people will register with the local GP, Opticians and Dentist as a matter of urgency upon commencement of the placement.

The home will work in partnership with health professionals the young person may have or need access to. The home will encourage attendance and will facilitate transportation to all appointments. The home will ensure all medication is administered and recorded in line with the

medication policies and procedures. Where professionals have agreed the young person is required to be self-medicating, risk assessments will be put in place and reviewed as required.

Throughout the placement the home will monitor and review all individual health needs and ensure ongoing Health Plans are met.

Therapeutic support is accessed where required by the company either through the CAMHS services or other local identified support services.

The home does not use in house professional therapeutic support services. If required to provide these methods, the home works with external professionals taking advice, guidance and support. The home will support the young people to work through the program of intervention that has been identified for them. The home will work alongside the professionals by providing feedback and attending sessions/meetings etc.

## **Quality Standard 6**

### **The Positive Relationship Standard: Regulation 11**

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

We work to the laws and procedures outlined in the Children's Regulations and Quality Standards 2015. Therefore, we will work in partnership with all young people, their families, and other professionals to ensure that the child/young person's needs are met – Regulation 5.

Contact arrangements will be discussed prior to admission and at the initial planning meeting. Children will be encouraged, where permitted and appropriate, to have their parents, family, and significant others (including friends) visit them at home. Transport can be facilitated, or funds provided for bus and train fares. Children will be allowed telephone access by way of money if applicable, phone cards or mobile phone use to contact their parents, relatives where this is agreed as part of their placement, and social workers. Contact is highly encouraged where appropriate to do so for the young people, and support in the form of funding by the home is not limited.

Where appropriate contact is encouraged and fully supported by the home, expenses for family contact, overnight contact or days out with family members are all supported by the home, as is supervised contact, the homes where appropriate will facilitate supervised contact with family members.

## **Quality Standard 7**

### **The Protection of Children Standard: Regulation 12.**

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

Surveillance cameras will not be used within the home. There are currently no external cameras on the property. This may be reviewed should the need arise to keep the young person safe. Monitoring is usually conducted visually if required to ensure the young person's privacy. Bedrooms and the bathroom have lockable doors. Staff will always ask permission to enter young people's rooms unless there is an emergency such as fire, illness, self-harming, or significant harm to others.

We will ensure the environment is safe. If needed we will connect an electronic device to the young person's door, to ensure that the young person is safe, this will be discussed within their placement plan and care planning meeting. Staff will be immediately alerted when the door opens. There will be a consent form for children and young people and social workers to sign to use of this device if it is deemed a safeguarding measure. A policy around this will also be put in place.

### **Details of the home's approach to behavioural support, including information about - The home's approach to restraint in relation to children**

In situations where groups of people either live or work together, rules may be written or merely commonly understood. Children and young people need a framework of acceptable standards within which they find safety and security. Part of this framework is the rules which need to be applied with sensitivity and understanding. An atmosphere of mutual respect between both staff and children and young people helps to develop relationships based upon positive experience and to diffuse potential situations.

However, everyone needs rules to define acceptable ways of living together. We use these rules to define behaviour and to develop self-discipline. Children and young people need to be helped to understand this and to learn to be responsible for the effects of their actions and behaviour on others. When children and young people fall short of meeting expectations, they need consistency, firmness, sensitivity and understanding.

Staff will be made aware of their responsibilities and choices about informing the police of assault should this occur within the home. We are all aware of the dangers of criminalisation of young people and consider very carefully what an ordinary family environment approach would be to physical threats. This consideration will always be taken in consultation with the homes' management. We are aware of the benefits of working constantly in partnership with the responsible authority to avoid incidents which lead to reporting to the police.

Support and debriefing will always be provided for staff and the young person following any incident, following sufficient time for reflection. Every incident will be recorded and analysed in team meetings, and processes established to ensure that the incident is not repeated, or its impact reduced. Every incident is regarded as an opportunity to learn avoidance tactics for the future. Through this we will reduce any potential long-term grudges or barriers to rebuilding trust. We ensure that elements of restorative justice, including reparation, will be part of the working practice of our homes.

As well as encouraging young people to contribute to their own risk assessments we would encourage them to comment on their own incident reports. The greatest contributor to managing future incidents is enabling calm reflection following an incident.

### **How people working in the home are trained in restraint and how their competence is assessed.**

Owl Park staff are trained positive handling completed with Compliance Training Solutions Ltd – Specialist Training Provider

- Positive Handling APATC practical competencies:
- Identify what challenging behaviour means
- List laws and regulations related to challenging behaviour
- List the functions of behaviour.

- Explore why people display challenging behaviour
- Demonstrate how to work proactively
- Identify behaviour monitoring tools
- Reflect on how our behaviour impacts other people
- Staff care – managing stressful situations.
- Practical responses – Breakaway techniques.

The following key principles are offered to guide the manager in developing the homes practice on behaviour and the use of restraint:

- there will be times when restraint is needed to safeguard the individual or others, but restraint should be the last response to behaviour that challenges. De-escalation techniques, appropriate to the child, set within a positive and proactive approach to behaviour, should always be used to try and avoid the need to use restraint.
- use of restraint should be based on an assessment of risk
- there would be a real possibility of injury or harm to the child, other children, to staff, the public or others if no intervention or a less restrictive intervention were undertaken
- an intervention should be in the best interests of the child and balanced against respecting the safety and dignity of all concerned, including other children or adults present
- restraint should not be used to punish or with the intention of inflicting pain, suffering or humiliation
- the techniques used to restrain or restrict the liberty of movement must be reasonable and proportionate to the circumstances, risk and seriousness of harm; and be applied with the minimum force necessary, for no longer than necessary, by appropriately trained staff
- use of restraint, reasons for it and consequences of its use, must be subject to audit and monitoring and be open and transparent
- when reviewing plans for restraint with children, those with parental responsibility or, where appropriate, advocates should be involved

At the pre-admission or admission stage, our home's information will be available and shared with the young people which will reinforce the unacceptability of bullying and all young people will be educated by the staff team about how to stay safe and report incidents of bullying. Bullying of any form WILL NOT be tolerated at all by Owl Park.

We will encourage good verbal conflict management, defusing and de-escalation, prevention and reduction and implement a therapeutic approach through daily practice. Staff will be trained to spot potential causes of conflict early and we will always utilise de-escalation skills.

### **Quality Standard 8**

#### **The Leadership and Management Standard: Regulation 13.**

#### **(Provider & Staff Information)The names and work address of –**

**The registered provider.**

New Paradigm Social Ltd  
121 Lark Lane,  
Aigburth  
Liverpool  
L17 8UR

**The responsible individual.**

Daniel Shapcott  
121 Lark Lane,  
Aigburth  
Liverpool  
L17 8UR

**The registered manager (if one is appointed).**

Nina Casey  
New Paradigm Social Ltd  
121 Lark Lane,  
Aigburth  
Liverpool  
L17 8UR

**Designated Safeguard Lead**

Daniel Shapcott  
121 Lark Lane,  
Aigburth  
Liverpool  
L17 8UR

**Details of the experience and qualifications of staff, including any staff commissioned to provide education and health care.**

Responsible Individual / Designated Safeguard Lead

Daniel Shapcott

- BA (hons) PE & School Sport
- PGCE Further Education
- MA Advanced Educational Practice
- Working towards NVQ Level 5 Children, Young People and Families Manager

Registered Manager

Nina Casey

- Level 3 Diploma Residential Childcare
- Working towards Level 5 Diploma Leadership and Management Residential childcare
- 6 years' experience working within residential childcare



**Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care.**

**Responsible Individual**

Daniel Shapcott

**Designated Safeguard Lead**

Daniel Shapcott

**Registered Manager**

Nina Casey

**Supervision**

Staff members within the homes will receive at least 1 hour of one-to-one supervision every 4 weeks with the home manager or a more senior staff member. Supervisions will be both formal and informal. A written or electronic record will be kept by the home detailing the time and date, and length of each supervision held for each member of staff, including the registered person. The record is signed by the supervisor and the member of staff at the end of the supervision. Supervision meetings can be requested at any time and are conducted in line with Ofsted guidance (Regular & focused on children's experiences, needs, plans and feedback).

All staff will have their performance individually and formally appraised at least annually and this appraisal takes into account any views of children the service is providing for. Advice and support needed to provide a comprehensive service for children and young people will be easily accessible by staff.

All staff, and the registered person will be properly managed and supported and understand to whom they are accountable. Any staff members who supervise others will receive supervision training. As per the Rehabilitation Act 1974 all staff will have a current Enhanced Disclosure and Barring check prior to the commencement of their employment with New Paradigm Social.

**If the staff are all of one gender, or mainly of one gender, a description of how the home promotes appropriate role models of both genders**

All staff regardless of gender will act as role models in all aspects of life, from domestic responsibilities, work ethics and self-presentation. However, New Paradigm Social are aware that same sex role models may be significant in young people's development, and therefore commit to gender awareness training where required.

**Care Standard 9.**  
**The Care Planning Standard: Regulation 12.**

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

**Planned admission**

Following an initial request from a placing authority the following procedure will apply: -

- The information is received by the referral team, and an initial review is undertaken by them and sent to registered managers to read and comment. The Registered Manager will assess each child which will require a variety of reports. An initial matching & impact assessment will be undertaken to determine whether to progress. Any missing or further information is requested at this stage.
- Times and dates are arranged for visits to gather information about the child's background, history, likes and dislikes. It is also an opportunity to provide information about Owl Park children's home. A copy of the children's guide will be given to the child/young person.
- Following this process, a decision will be made and an offer to move to Owl Park is sent to the placing authority.
- Following placing authority agreement to the transition, it will be arranged for the child to visit the home, supported by their current carer/ parent/ social worker. This is an opportunity to introduce them to the home, adults, and other children. This will include an overnight stay if appropriate. Owl Park routines, activities and opportunities will be discussed during this visit. This will also include the use of bedroom door alarms (where needed) and fire procedures.
- A moving in planning meeting will be held whereby those who have parental responsibility will be requested to complete and sign all documentation such as assessments, delegated authority, and consent forms. Time with family, friends and Social Worker will be set out.
- Owl Park expects the Placing Authority Social Worker to visit the child once per month initially. Statutory reviews take place within 20 days post arrival, four months post arrival and every six months thereafter. The statutory reviews will focus on the needs of the child.
- Owl Park has an on-going commitment to working in partnership with placing authorities (both care and education), parents and other agencies in the best interest of the child/young person.

## **Emergency admissions**

Owl Park will consider emergency requests in line with the needs of the child/young person. .

Following an initial request from a placing authority the following procedure will apply: -

- During office hours these will come through the normal referral line. Out of hours these will be handled by the out of hour's manager on call.
- Final decision is held by the Registered Manager or Operations Manager in their absence. This will be based on completing a dynamic Risk Assessment and Impact and Matching process with the available information, levels of need and available adults. Although there will not be other children/young people placed within the home.
- Any decision to accommodate a child in an emergency will be reviewed at 72 hours to ensure a more thorough matching process can be completed.
- Initial information will be gathered over the phone as to the need for this being an emergency.
- Where possible any supporting information will be emailed to the decision maker. Where sufficient information is not available, the home deploys a range of safer practices to ensure the initial safeguarding of the child, the peers, and adults.
- If there is a requirement to offer additional training to adults to meet the child's needs, this will be identified provided as a matter of urgency.
- Where this additional training requires external input, an introduction to the issues will be provided to the team and more in-depth training planned for as soon as is practicable. The impact of not receiving the training will be evaluated by the Registered Manager.

As with all placements a robust impact risk assessment will be completed at the point of a young person's referral to the company, if we feel we can meet the needs of the child. As much information as possible about the history of the young person will be sought along with previous placements, cares, education provisions to be contacted if appropriate. The young person will also be given the opportunity to visit the home as part of the referral process. The young person will be transitioned into the home in a positive manner which will allow the young person and if applicable the other resident to feel safe with minimal disruption to either young person. The Manager along with the staff team will meet with the young person at the earliest possible time. All emergency placements will have an initial care planning meeting no more than 72 hours into the placement.

### **Regulation 41 notification:**

Where a child moves to Owl Park from outside the local authority, the Registered Manager completes an online notification to the designated person at our Local Authority (Liverpool). This also occurs whenever a child moves on from Owl Park.

The written notification includes the following information:

- Child's Name and Date of Birth
- Under which legal Section the child is placed under
- Contact details of the placing authority and IRO
- Details of any educational needs for the child

### **Quality Assurance**

The home will have several quality routines which are conducted rigorously.

- An Independent Company will conduct monthly monitoring visits by an Independent Visitor maintaining scrutiny of all Quality Standards and Regulations in-line with Regulation 44.
- Regulation 44 reports will be submitted to OFSTED in a timely manner.
- The reports will recommend actions, and these actions will be resolved prior to the following monitored next visit.
- The home will review monthly audits of all documentation, and the Registered Manager will produce a three-month report which will include how the children's home measures the effectiveness of its approach providing evidence to demonstrate the effectiveness of its approach.
- The home will provide Ofsted with a six-monthly report - (Regulation 45)
- The home will complete regular Health and Safety spot checks and receive an annual Health and Safety Audit.
- The home will maintain an open and honest relationship with the Independent Visitor who will use regular advice and guidance and provide regular challenges in areas of service delivery and environment.

To ensure young people residing at Owl Park receives the highest level of care, following the requirements in The Children's Homes (England) Regulations 2015 and guidelines in the Quality Standards.

- We will ensure we have regular staff meetings to discuss potential improvements within the service.
- During these meetings we will encourage the staff to have a platform to discuss any outstanding issues they may have and to reflect on all the staff achievements and the things that we at Owl Park could improve on so we can maintain to give the young people resident with Owl Park an excellent quality of life and well-being.

- All staff will be fully trained in all areas to ensure they gain a deeper and broader understanding of the issues affecting young people and the theory behind their practice. Staff will undergo further continual professional development to be able to meet the needs of our children and young people.
- We will invite complaints and comments from anyone involved in our home as it is only by receiving this feedback that we can improve our self-awareness and plan change. We will use complaints, comments and compliments in staff meetings to discuss improvements. This will then be taken to the managers meetings which we intend to hold monthly.
- Should any new risk occur, or a young person needs to be identified, training will be implemented for the staff team.
- Research informed practice will be implemented into the home to gain understanding and knowledge on what is relevant within the home and improving effectiveness of the care we provide.