

Rowan House

Statement of Purpose



URN 2639083	
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Updated by:	J. Heneghan (Registered Manager)

Mission statement

“Working together to make sense of the world, to reach personal goals and life aspirations”



My3

Live – Learn - Grow

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Section One

The Quality and Purpose of Care Standard (Regulation 6)

1.1 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.

Rowan House cares for young people, who have a range of conditions - most notably Autism Spectrum Condition (ASC), Sensory Processing Issues and Learning difficulties with the associated emotional difficulties and challenging behaviours that these conditions may present. However, as every child is unique, we will always assess children individually.

The atmosphere that we aim to create and uphold in the home is one of a nurturing and happy nature. We provide care for up to three young people, of any gender, from aged 8-17 years old. Our aim is to ensure that the development stages of all children and young people accommodated at Rowan House are met at each level and plans are appropriate for their age and understanding. We embrace personalised, holistic, and individualised care for each one of our young people.

Our aim is to ensure that all the children and young people can co-habit together and enjoy the value of group living, whilst maintaining high safeguarding and bearing in mind the different issues that varying age levels and developmental stages can raise. At Rowan House, we believe that each young person needs a sense of routine and consistency in their lives and a caring system of support to encourage, develop and maintain pride, self-discipline, self-esteem, confidence and to feel trust and respect for themselves and others. To this end, we endeavour to have a team of adults who are committed to working with young people, to encourage them to express themselves positively and freely.

We provide individual packages of care tailored to meet the needs and requirements of each individual young person.

1.2 Details of the homes' ethos, the outcomes that the home seeks to achieve and its approach to achieving them

The homes ethos is to be more than just a 'residential setting.' Rowan House aims to be a 'home from home' for the children and young people living here. That is a place in which they can feel safe, secure, comfortable and cared for. The home will focus upon establishing a place of safety and building meaningful and lasting relationships, whilst supporting young people to access the support they require, in order to become the best possible version of themselves. We recognise the importance of treating each young

person as an important and respected member of a “family unit”, whilst at the same time recognising their individual personality.

The home endeavours to achieve excellent outcomes for children and young people in all aspects of their care, from their starting points. We believe that all children and young people, regardless of their gender, race, ethnicity, social status and ability, deserve to have equal access to opportunities.

Rowan House will strive to provide these opportunities by offering a warm, homely environment where our young people can feel safe to learn and experiment. They will be supported by a stable and committed team of adults and have access to educational opportunities and medical professionals and therapies. We will promote and maintain, where appropriate, relationships with home communities and we will embrace cultural and religious requirements, whilst providing a diverse range of opportunities for enrichment.

We believe that the involvement of everybody concerned with the young person's well-being, most importantly the involvement of the young people themselves, is of paramount importance in facilitating and achieving our aims and the young person's personal goals and aspirations.

The adults and management team will challenge services and professionals alike, who do not share the same commitment or deliver a less than adequate service.

1.3 A description of the accommodation offered by the home including; (a) How accommodation has been adapted to the needs of children, (b) the age range, number and sex of children for whom it is intended that accommodation is to be provided and (c) the type of accommodation, including sleep accommodation.

Rowan House is a large, detached house, which can provide a home for three children. The home is registered with Ofsted, to provide residential care for looked after children from ages 8-17 of any gender.

Children and young people living in the home, will each have their own spacious bedroom, which they will be encouraged to decorate and personalise, to their taste, with the support of the adults. The home also has a number of communal areas, for children and young people including a spacious, homely lounge, a chill out room and a large, fully equipped, open plan kitchen and dining room. There is a large bathroom and

then also a further toilet on the lower floor of the home. There are two bedrooms for adults, and an office.

The home is set in a residential area, close to the centre of the village. There is a large driveway and a detached double garage, allowing off road parking for at least four vehicles, and then a generous back garden, which has both a lawn and a decked area. Here children and young people can relax, enjoy a BBQ and spend time outdoors.

We aim to always ensure that both the external and internal physical condition and also the soft furnishings of the home are maintained to a high standard, and to work within HSE regulations and requirements.

1.4 A description of the location of the home

Rowan House is located in Rainford, which is a small village within the borough of St Helens. The area is suburban with easy access to a wide range of local amenities, including a medical centre, dentist, shops, post office, community centre, and a variety of sports and leisure opportunities. The home is 1.5 miles away from Rainford train station and is within easy reach of the local bus service. Although the home has its own car, as a team we do try to encourage the use of public transport; in order to promote independence and confidence in knowing the local area and also in seeking opportunities to promote the benefits of regular exercise,

There are a number of primary, secondary and specialist schools within the local and nearby area, and wherever possible and appropriate, our young people are encouraged to attend these schools, in order to further embed themselves in the local community and make friends within the local area.

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

The home can support the children and young people with their cultural, linguistic and religious needs. There may however be occasions where careful consideration should be given, for example when placing a young person with a more diverse background. This is due to the local area being largely occupied by those of white British ethnicity, so in order to ensure needs are fully able to be met, and to also help prevent feelings of isolation, considerations would be made. The home can support people from a range of religious backgrounds, and we would do this by encouraging and supporting our children and young people to access places of worship, attend religious services and follow any dietary requirements, in order to maintain their cultural and religious beliefs.

Our team of adults are fully committed to providing equality of opportunity for all children and young people resident in the home and will endeavour to support young people to maintain strong links with their families, where it is safe and appropriate to do so.

Children will be supported to access books, resources and specific foods that they may require in order to promote and embrace their beliefs. The home has identified places in which children and young people can meet with those from similar groups in order to facilitate opportunities to socialise, within their own cultural and religious backgrounds.

1.6 Details of who to contact if a person has a complaint about the home and how that person can access the homes complaint policy

We have a clear policy and procedure for managing complaints. A copy of this is available in the Rowan House office, on the computer desktop. A paper copy can be made available for anyone who requires this. On admission, a complaints pack outlining all relevant person's that can be contacted in respect of a complaint about the home or person's working at the home will be made available to all significant others, such as parents.

Where a child or young person may feel unhappy with the support or service they are receiving, they will be encouraged and fully supported to make a complaint. All complaints are taken seriously and will be acknowledged, investigated and responded to within the set time period, as per the policy.

Upon admission to the home, all children and young people are informed of the complaint's procedure. There are a supply of complaints forms available in the home's 'rainbow room' should the young people wish to use these. If a young person would like to complain to somebody outside of the company; the address details of their social worker, IRO and Ofsted will be within the copy of the children's guide, which they receive when they move into the home.

Complaints can be made to the home's manager Julie Heneghan.

Julie can be contacted either by;

Telephone – 07539 573 843

Email – julieh@my3ltd.co.uk

If the complaint is about the manager, or the young person wants to complain to an adult outside of the home, complaints can be made to the responsible individual, Shelly Daly.

Shelly can be contacted either by;

Telephone – 07515347477

Email – shelly.daly@my3Ltd.co.uk

In addition, each young person, parent, or member of the public can make a complaint known to,

Ofsted

Piccadilly Gate,

Store Street,

Manchester,

M1 2WD

0300 123 1231

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

All policies relating to the safeguarding and behaviour management of children and young people are accessible to all adults at the home and can be found on the Rowan House Desktop. Copies will also be shared with the placing authority of the child following their admission to the home.

Prior to working at the home all adults take part in a comprehensive induction programme, which includes participation in CPI (Crisis Prevention Institute) Safety Intervention Foundation Course. This is a trauma informed behaviour management training programme – with a focus on risk reduction and prevention strategies. This is a holistic approach involving policy, guidance, management of the environment and deployment of adults. Adults are trained to understand young people's emotional and developmental needs and to provide positive, consistent care and control. Adults are trained to promote positive behaviours by establishing positive relationships with young people, giving them the opportunity to express their fears, anger and frustration safely. At the same time, adults will also be provided an understanding that other young people use challenging behaviour in order to communicate their fears and concerns.

Adults strive to intervene proactively to divert young people from negative behaviours. They work in a flexible way, defuse potentially aggressive situations and minimise/avoid

the need for restraint through use of 'CPI'. They also learn how to safely restrain when absolutely necessary.

Section Two

The Children's Wishes, Views and Feelings Standard (Regulation 7)

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

At Rowan House we believe that children have the right to expect high quality care, and this includes the right to express their views and feelings about the care that they receive with us. These rights are protected through the policies and procedures that we have in place and follow.

We take a creative approach in seeking and capturing the views and feelings of all our young people in order to further develop our home and our levels of care.

We consult with our young people in a variety of ways;

- By spending time with them, listening and taking time to understand their needs through planned and unplanned conversations.
- In children's meetings, where we consult about what is going on, any grumbles and concerns and also seek a contribution to the homes menus and activity planners.
- At team meetings where young people have the opportunity to have items put on the agenda for discussion.
- By promoting the use of independent advocates for our young people.
- Children and young people living at Rowan House are always encouraged to discuss any aspect of their care, anytime, with an adult of their choice.

2.2 A description of the homes policy and approach in relation to (a) anti discriminatory practice in respect of children and their families and (b) children's rights.

My3 have a strong Equality and Diversity policy, which all the adults understand and strive to promote.

At Rowan House we are fully committed to promoting equality of opportunity and in supporting inclusion for all. We take positive action to prevent any form of prejudice or discrimination against our young people based on their culture, ethnicity, gender, religious beliefs, disability or sexual orientation.

In addition, we have a robust anti-bullying policy in place and adults take a zero-tolerance approach to bullying behaviours. Victims will be supported, whilst perpetrators will be educated to understand the impact of their behaviours on others and

encouraged to make positive changes. Our adults will role model non-judgemental and tolerant behaviour, and all young people in our care are encouraged to learn to become tolerant of all others.

The home ensures that all young people are made aware that there are a number of independent advocates that can be commissioned to assist young people to have a voice and to ensure that their rights are met. They are also encouraged to complete feedback forms and have discussions with the Regulation 44 independent visitor, in order to have the opportunity to express their views on the running of the home, to somebody independent of the provider. Our young people are also made aware of the children in care council (CICC) and know that the adults will facilitate their engagement in this.

Section Three

The Education Standard (Regulation 8)

3.1 Details of provision to support children with special educational needs

At Rowan House there is a strong belief that education provides the foundation for future success and achievement, and great emphasis is placed upon our children having excellent attendance and punctuality at school.

We work closely with local schools and colleges, with guidance from the virtual school, in order to ensure that our young people get the most appropriate placement for them, and that any special educational needs are identified at the earliest opportunity. To secure the most appropriate provision, the registered manager will seek historical education information, including school reports and Personal Education Plans (PEPs), to try and ensure as smooth an educational transition as possible. Assessments completed by therapy staff will also inform the young person's educational plan.

It is recognised that looked after children, may have had negative experiences of learning, due to previous moves between education settings and low levels of attendance. This can result in challenging behaviour at school, or refusing to attend. Due to this, whilst an initial education placement is being sought, an interim program will be put in place in order to introduce a pattern of learning to aid successful reintegration back into school. The registered manager will work closely with the social worker, the school, family and other professionals to ensure that all young people receive their full entitlement of 25 hours per week, or if not are on a formal plan to increase the amount of education incrementally. During periods where children and young people may be awaiting confirmation of a set educational provision or have periods of disengagement or exclusion/suspension from school, the home will work with schools, education departments and the young person to gain schoolwork that is appropriate to their current level and assist the young person to complete this whilst being home schooled. If required and where appropriate we will send adults into school with young people to give 1:1 support throughout their school day.

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

3.2 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

Rowan House is not dual registered as a school.

3.3 If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote educational achievement

As above, we will work closely with local schools and colleges, with guidance from the virtual school, in order to ensure that our young people get the most appropriate placement for them. The adults will promote a positive attitude to learning, keeping in close contact with school staff, sharing all relevant information, attending all parents evenings and supporting all out of school learning.

There is a laptop for young people to use to complete research and out of hours study. Transport to and from the school is facilitated by the adults using the home vehicle, however independent travel will be promoted, where appropriate.

The adults at the home will work closely with school staff to minimise the risk of a school placement breakdown, and to provide the support and encouragement, usually provided by the family.

The adults will support all young people as they reach the final year in school, in identifying post - 16 opportunities; whether that is continuing education/training or employment. We will work closely with the local careers service to facilitate this. Additional support will be provided through key work sessions, for example to consider the available colleges, discuss resources, plan visits to look around colleges and offer help to complete application forms for chosen provisions.

Parents are encouraged, where appropriate, to remain involved in their young person's education and are kept informed of parent's evenings and other school events.

Section Four

The Enjoyment and Achievement Standard (Regulation 9)

4.1 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.

At Rowan House, we recognise the benefit both physically and emotionally to children and young people of regular exercise, taking part in fun activities and having the opportunity to socialise and be part of their community through membership at local clubs and groups. These same hobbies/interests also provide opportunity for enrichment and extended learning. Our children and young people identify, with adult support if needed, their choice of weekly activities which are then built into the activity planner. These may be either individual or group activities and can include horse riding, cinema, bowling, dance classes, football, swimming lessons and ice skating to name a few. All children and young people are encouraged to become a member of a local club/group for example, cadets, guides, sports and athletic clubs and Duke of Edinburgh schemes.

In addition to paid and group activities, the adults also plan visits to local attractions and places of interest for example, Alton Towers, Chester Zoo and local museums. Some of our young people can be reluctant to join groups and clubs within the community and prefer home based activities like board games, baking, cooking and arts and crafts. With this in mind, here at Rowan House, we have a wide range of arts and crafts materials, books, board games and baking utensils.

Upon admission to the home our young people are supported and encouraged to register at the library and the local gym (dependent on their age).

All children will have the opportunity to have at least one holiday per year; this could be a holiday within the UK, a cultural city break or a holiday abroad.

At Rowan House we are very committed to making records of our young people making memories and having fun, and so we take photos and collect memorabilia, so they are able to keep this to look back on in the future.

Birthdays, Christmas, themes days and religious festivals, as appropriate, are celebrated with the young people within the home.

Section Five

The Health and Well Being Standard (Regulation 10)

5.1 Details of any healthcare or therapy provided including; (a) details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy and (b) information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

At Rowan House all aspects of our children and young people's health and well-being is promoted; their physical, emotional, social and sexual health needs are of paramount importance. We recognise that for many of our young people, throughout their childhood their health needs have often been ignored or neglected.

Upon admission to the home the registered manager and adults seek prior health records such as medical reports and immunisation records, and these will start to form the basis of our health plan. This is a comprehensive document that details all aspects of health, and how we as a home are ensuring that our young people are having their needs met.

All young people are registered with a local GP, Dentist and Optician within three days of admission, with initial appointments then being made for them. Following this, regular appointments will then be made whilst the young person lives at Rowan House, with the record of attendance and any advice given, recorded in the health care plan. All medication will be recorded on Medication Administration Record Sheets. Medication held at the home will be stored in a locked cabinet, in the homes office, with regular medication audits being undertaken. All adults have received first aid and medication administration training, and refresher training in these areas will be provided as required.

Consent for medical treatment must be in place as soon as the young person is admitted. The young person will have an assigned Looked After Children's Health Nurse who will undertake annual assessments and share these with both the adults at the home and social worker.

Healthy eating is promoted by the adults, who have all completed Health and Nutrition training, and work within the 'Safer Food, Better Business' standards for safer storage of food. Although our young people will help to choose menus, adults will ensure that vegetables and fruit are incorporated into the menus wherever possible and that there are always fruit and healthy snacks available for young people.

All aspects of a young person's health will be discussed in regular planned conversations, and the adults will work closely with providers of specialist services, for example smoking cessation clinics, sexual health services and substance misuse services to ensure that all young people get any/all help required. Adults work closely with providers of these services in order to maintain up to date and relevant knowledge so that we can properly educate and guide our young people to remain safe and healthy.

Therapeutic Services

The role of therapeutic services is to support the assessment, management and coordination of care for each child, young person and adult living within My3Limited homes and houses. Therapeutic services offer our care teams the knowledge, resources and tools required to provide excellent therapeutically led care.

Therapeutic services support the identification and facilitation of appropriate training for our care teams. Ensuring care teams have the appropriate knowledge and skills to support individual needs. Additionally, care teams engage with our team of clinicians to consult on individual needs or behaviours. Our clinicians include a CBT Psychotherapist, Occupational Therapist, PBS coaches and practitioners. Clinicians will support functional analysis, assessment, and development of appropriate care team led interventions, which are regularly reviewed. Where required, clinicians will support care teams to engage with local services who provide interventions. As well as, offering regular reflective practise sessions, promoting our value of continuous learning and adaptation. Supporting a resilient, compassionate and empathetic care team who understand the individual needs of each person within our care. In addition, therapeutic services engaged in the assessment of social and physical environmental care needs. Identifying adjustments and adaptations required within each home or house, to meet the individual needs of each child, young person or adult.

Overall, it is the role of therapeutic services to support our skilled, competent and caring teams in the delivery of day-to-day care. To offer care, which is therapeutically underpinned, person centred, improving quality of life, maintaining safety, and increasing independence. Care which is regularly reviewed, to learn and develop new approaches. Supporting the physical, social, emotional and mental wellbeing of each child, young person and adult. As well, as supporting the wellbeing, resilience and positive culture within our care teams.

The therapeutic services teams consist of Kirsty Lucas-Smyth, our head of therapeutic services. Kirsty is a qualified CBT Psychotherapist, with a Post-Graduate Diploma in

Cognitive Behavioural Psychotherapy, Master of Science degree in Applied psychology and a Bachelor of Science degree in Psychology. Kirsty has over 10 years' experience within healthcare services, and over 5 years' experience of working within tier 4 services, supporting young people and adults with complex care needs and behaviours which challenge. Kirsty oversees the development and implementation of therapeutic services across My3 homes and houses. Including, supervising each clinician, engaging in assessment and multi-disciplinary care planning meetings, identifying and coordinating facilitation of appropriate interventions, and delivering reflective practise sessions. Kirsty is supervised by Consultant Psychiatrist Mahadev Jasti and CBT and EMDR accredited therapist Nonye Ibekwe.

Additionally, our therapies team comprises of our consulting HCPC Occupational Therapist and Sensory Integration Practitioner, Caroline Pintar. Offering staff training, care team consultations, supporting assessments, development of support strategies, guidance regarding delivery of interventions and review of individual care needs. Moreover, our therapies assistant Mary Davidson, Mary is studying a Master of Science degree in Psychology and Child Development, has a Bachelor of Science Degree in Psychology and has 3 years of experience as an SEN Level 3 teaching assistant, supports the delivery of therapeutic services across My3. Lastly, we have our PBS team comprising of our PBS coaches, and soon to add PBS practitioners. The PBS team support each care team to understand and deliver PBS care plans as well as engagement in functional analysis, and assessment of behaviours to support continuous learning and adaptations to care plans.

Section 6

The Positive Relationships Standard (Regulation 11)

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

The adults at Rowan House aim to keep parents and families as involved as it is practically possible in the care of our young people.

We encourage parents to visit the home, attend school meetings and parents evening and wherever possible to accompany young people on medical appointments and on activities like shopping trips. We consult parents and other significant adults (where appropriate) about all major decisions concerning their young person.

Family and sibling contact is promoted where directed by the Local Authority Care Plan, whether this be face to face, telephone or letter. All children in the home have access to letter writing materials and a landline telephone, and any supervision requirements are implemented as outlined in the young person's care plan. Parents and siblings are welcome to come and visit the home to see their young person, these visits are coordinated by the adults, to ensure they can be fully facilitated at a suitable time and date. Children are also encouraged to spend time with their friends. Adults will keep in touch with young people when they are away from the home, spending time with their friends, and introduce themselves to the parents of our young people's friends and exchange contact details, as any good parent would do.

Our young people are encouraged to contact their social worker by phone or email, whenever they wish to and are fully encouraged to take part in all of their meetings. All incidents and relevant information are shared with social workers. The adults will also share a monthly report with the social worker, and family (if appropriate) which will highlight all activities undertaken, engagement in education, areas of progress and rewards given.

Section Seven

The Protection of Children Standard (Regulation 12)

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

The safety and protection of our young people and adults is of paramount importance at Rowan House. We recognise our children and young person's rights to privacy, however in order to aid safeguarding there is the possibility of some surveillance measures being used within the home. On the front door we do have an alarm fitted, which alerts us if anyone were to open this door. This measure at present is battery operated, as opposed to a hard-wired alarm, and can be switched off, and have batteries removed when not in use. Consent to the use of this surveillance measure will be obtained from the placing authority of our children and young people.

With regards to surveillance there are also audible alarms on each young person's bedroom door, which if there was a concern, would alert us to if a young person had left their room at night, when adults were asleep. Use of the bedroom door alarms will be considered following the admission of our children and young people to ensure that it is not an unnecessary observation; and these can be deactivated if felt to not be required. If a door alarm is activated and in use, then this would be subject to continuous review during placement. Again, if this measure were to be implemented the appropriate permissions would be obtained from the placing authority prior to this taking place.

There is a CCTV system at the home, however this is not currently in use.

The adults at the home, work in partnership with other agencies to ensure that we are not working in isolation and the young people have the benefit of a multi-disciplinary working approach. This enables high levels of safeguarding to be maintained. Rowan House ensures that it has close links with the local police officers and the exploitation team, and if any concerns arise then these professionals are consulted for necessary checks and guidance.

Rowan House will encourage children and young people to take appropriate risks as part of normal development and growing up, and the adults prepare the children and young people to keep themselves safe including inside and outside of the home.

Unchecked visitors, for example people who are legitimately on site but have not been subject to Disclosure and Barring (DBS) checks, are always adequately supervised when

on the home's premises and the home has external contractors check sheets that outline the expected code of conduct that will apply during their time on site.

High levels of supervision enable higher level of safeguarding and early identification and intervention of issues such as bullying, inappropriate behaviour and interactions.

High levels of monitoring and auditing of the service is undertaken by the homes registered manager.

7.2 Details of the homes approach to behavioural support including information about; (a) the homes approach to restraint in relation to children and (b) how person's working in the home are trained in restraint and how their competence is assessed.

At Rowan House we recognise that behaviours are often driven by feelings and the emotions they evoke. These feelings are often a result of past experiences. Many of our young people have experienced trauma, abuse, neglect and these experiences have impacted upon how they feel about themselves, and how they view the world around them.

All adults are trained in physical intervention using the CPI (Crisis Prevention Institute) Safety Intervention Foundation Course. All adults will attend this training course as part of their induction; and again every 12 months thereafter as a refresher. In order to successfully pass the course, all participants need to be assessed as competent by a qualified assessor.

CPI incorporates both trauma informed and person-centred approaches. It is trauma informed training with a focus on prevention. The course covers:

- Prevention and verbal de-escalation skills
- Disengagement Safety Techniques
- Risk Assessment Framework
- Physical Intervention Techniques

Restraint will only ever be used as a last resort if there is risk of harm to the young person, risk of harm to others or significant property damage.

The positive behaviour support plan in place for each young person will focus upon the ways to help them manage their behaviours, with our support, by identifying their triggers, and implementing strategies that they have identified as being helpful to them. In this

way the adults will work with the young person to help them to learn to manage their own behaviours. Being able to do this fosters feelings of self-control and increases confidence, which then supports future independence.

Adults will put in place safe, fair and consistent boundaries for young people in relation to appropriate behaviour. At Rowan House we prefer to place the emphasis upon rewarding positive behaviour and each young person will have individual incentives agreed with them. Through this they will be able to earn extra rewards by achieving their agreed behavioural aims.

Where behaviour is inappropriate and young people have not stayed within the boundaries in place to keep them and others safe, a negative consequence may be put into place. This will be a natural consequence wherever possible; and will be implemented with immediate effect; so that the young person is able to recognise the link and understand the reason for the negative consequence.

Section 8

The Leadership and Management Standard (Regulation 13)

8.1 The name and contact details of; (a) the registered provider, (b) the responsible individual and (c) the registered manager.

Registered Provider

My3 Ltd.

300 ST Mary's Road, Liverpool

Responsible Individual

Shelly Daly

Mobile: 07515347477

Email: Shelly.daly@My3ltd.co.uk

Registered Manager

Julie Heneghan

Mobile: 07539 573 843

Email: JulieH@My3ltd.co.uk

8.2 Details of the experience and qualifications of staff; including any staff commissioned to provide education or health care.

Please refer to Appendix A

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

At Rowan House, children are supported by adults on a 1:1 ratio, and one adult each day will be the identified shift leader. This will be reflected on the home's rotas. Each shift starts at 10am and finishes at 10am the following day, where a detailed handover will be given to the next adults arriving on shift. Two adults will sleep in the home however are on hand to provide waking night duties, if required. There is always a duty manager available on call if needed to give advice and support, outside of the manager's working hours.

All adults at the home are recruited following the Safer Recruitment guidelines and are subject to an enhanced DBS check prior to commencing employment. All adults will then sign up to the DBS update service; meaning that from then on, their certificate will be able to be checked at regular intervals by the home's manager.

Adults will undertake an induction programme before starting work within the home. This covers training in Behaviour Management, CPI, Medication Administration, Safeguarding, Health and Safety, Food Hygiene, Fire Safety and First Aid. This is a mixture of both classroom and online training.

When adults commence employment, they will be subject to a six-month probation period, which will be reviewed three times within that timeframe, before being signed off. Supervisions take place monthly in the home, and all are recorded, with the supervisee receiving a copy of the notes, and a further copy being held in their personal file.

There may be occasions where this probation period will need to be extended, for example with the original team that were recruited prior to the registration of Rowan House. Due to being employed for 11 months prior to the home opening, the registered manager did not feel they could sign off a probation period before seeing them work with the children and young people. This is a unique situation; and was explained fully to the employees who were affected. It was documented that in no uncertain terms was this in any way a reflection on the employee's performance, it was just down to circumstances out of their control, that meant they could not fully complete their full role, as outlined in their job description.

Considering the Covid-19 crisis for example, we recognise that there may be an occasion in which Rowan House experiences low staffing. We would always prepare to avoid this, through robust recruitment planning, having rotas prepared in advance and discussions with adults around their potential availability for overtime for example, but we do acknowledge the reality that sometimes, emergencies can and do happen. In this case, the adults at Rowan House will seek cover, firstly through Rowan adults completing overtime shifts where possible, next, with adults from the other home's within the company, and if this is not feasible, we will use agency adults as a last resort. Only those agencies which have been assessed and approved by My3's senior leadership team will be used, and only then, if full evidence of robust safer recruitment checks and relevant training are provided for all workers, prior to Rowan House confirming any shifts.

Before an out of house adult comes into Rowan House, either from another My3 home or an agency, Rowan House will first review their profile, and will then prepare the young people so that they're aware that somebody unfamiliar is coming into the home. The agency adult will not be left on their own with our young people, unless they have worked a number of shifts and are therefore familiar to our young people and are also fully aware of the routines in the home. Any unfamiliar out of house adults will not support our young people directly to begin, and instead will support with household and general admin tasks initially, in order to reduce potential anxieties within our young people.

All agency adults will have a full induction to the home before meeting our young people and will receive details of all relevant plans and routines from which they must work. Following their shift, all out of house adults will have a briefing with either a manager, deputy manager or team leader, to discuss their experience and any feedback they may like to share. Rowan House recognises the benefit of reflecting on external views and experiences to inform best practice, as they continue to review their approaches to the support they provide. There is always new learning to be obtained from considering a new perspective.

8.4 If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

My3 Ltd abide by the Equality Act 2010, and applications from both male and females are welcomed and encouraged. Within our service we aim to have a workforce of people from a variety of cultures, of any gender, and a range of ages. With this being said however, our emphasis is always on a team of adults being able to provide the highest quality care to our young people.

Section 9

The Care Planning Standard (Regulation 14)

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

Referrals for placements at Rowan House should be made to the Referrals Team, who will screen the referral criteria, before forwarding it to the registered manager. The registered manager will then consider the referral, looking at if the child or young person's needs can be met. The impact that the admission would have on the young person(s) already living at the home would be taken into account, and if it is felt it could be a suitable match, the registered manager will seek further information from social workers/placing authority, family (if appropriate) and any other relevant professionals. With all the information provided, a robust impact assessment will be completed; before a formal offer of placement is made.

It is always preferable that admissions to Rowan House are made in a carefully planned manner so that the young person has had an opportunity to consider where they will be living, whom they will be living with and how the home is organised. Ideally a transition would take place over a number of days; allowing the young person time to visit the home, see their bedroom and pick how they would like it decorated, and meet some of the adults on the team. This can help alleviate any anxieties and prepare for a smooth transition. An admission date that suits the young person and their social worker can then be set. Prior to meeting the young person, a 'Welcome to Rowan House' pack will be forwarded to them, via their social worker, and this contains photos of the home, and also, of all the adults on the team, along with a short piece of information about them. We also provide a welcome video, which gives a tour of the home, and information about the local area. This is in the hope that in knowing more about the home they will be living in, and about the team that will be caring for them, they will be less apprehensive about any impending meetings, and ultimately the move to the home.

With that being said, this planned transition may not always be the case, and it is possible for a young person to move into the home as an emergency admission. In order to meet the immediate needs of the young person the registered manager will consult with the social worker, and other relevant professionals in order to gather as much information as possible.

Following any admission, children and young people will be welcomed to the home, with the team having prepared their bedroom ready for them. Although there may not have

been the opportunity for the young person to have had input at this point into the decoration, all bedrooms will be warm and homely with a welcome hamper made up for the young person, to help them settle in. All bedrooms will have photo frames to encourage our young people to display any pictures they may have. If the young person has not had the opportunity to have input into how they would like their room decorated, it will initially be neutral, with the adults ready to discuss with the young person how they would like to personalise it.

The adults will spend time looking through the Children's Guide with the young person and ensuring that they understand how to make a complaint. The local authority/designated social worker will be asked to provide all the relevant documents and information required for the placement, if not done so prior to the young person arriving.

Throughout their time at Rowan House young people will have been working towards increasing their ability to keep themselves safe, and towards becoming independent. The detailed care plan, which will involve all stakeholders working together collaboratively, will deliver the required outcomes. The young person will have a transition plan in place that identifies their own goals, what they want to achieve and where and how they want to live. They will be supported to achieve this wherever possible, however, some choices are not safe, and in this case, they will be supported to identify a further plan to work towards.

Preparing to leave the home is an essential part of the Care plan, and so the planned conversations will include independence skills and strategies to support emotional wellbeing. Being at Rowan House is a part of their journey towards independence and this ensures that children and young people are taught life skills on an ongoing basis and that they have the opportunity to develop the skills they will need for when they leave the home and move into semi-independence/their own accommodation -including the physical and emotional resilience to cope without the homes' support. Young people will be supported to keep their bedrooms tidy and change their bedding regularly, to do their laundry on a regular basis, to help with shopping and cooking meals, help with domestic chores in the home, learning to travel safely using public transport and making medical appointments for themselves.

When young people approach age 16, a formal Independence Plan will be put into place that will direct guidance and support to specific tasks for example, completing a CV, applying to colleges/employment, budgeting skills, learning to drive, understanding

and applying for benefits, rental property applications, how to access services that can help and support/advocate for them. (The consideration of this independence plan will be individualised for each young person)

During the transition to semi-independent accommodation, young people will be supported by the adults to furnish and purchase items that they will need for their new home and to visit the new location, in order to familiarise themselves with their new locality.

Appendix A

Experience and Qualifications of the adults at Rowan House – Can be shared as part of the local authority process for admission of a child