



Mayfield Children's Home

STATEMENT OF PURPOSE

OCTOBER 2018

Mayfield Children's Home
Mayfield House
East Street
Mayfield
East Sussex
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Tel: 01435 872201

The following document is written in accordance with
Schedule 1 of the Children's Home Regulations 2015 and any amendments thereafter.

Quality and Purpose of Care Standard

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.

Mayfield Children's Home provides full time and respite care for children and young people with learning disabilities, associated challenging behaviours and mental health to include Autistic Spectrum Disorder, Prada-Willi Syndrome, Attachment Disorders, Post-traumatic Stress Disorders, Bi-polar Disorder and Pathological Demand Avoidance Disorder.

We offer supportive and individualised care packages for children and young people with complex behaviours which restrict their opportunities and negatively impact their development, such as issues with physical and verbal aggression and self-harm.

2. Details of the Children's Home Ethos and the outcomes that the Children's Home seeks to achieve and its approach to achieving them.

At Mayfield Children's Home, our ethos is based on the belief that all young people should be given the same opportunities in life regardless of their experiences, disability, age or sexuality.

The Home consists of a dedicated and experienced team who strive to achieve the best possible outcomes for our looked after children and young people and aim to ensure that living in a children's home is a positive experience for them. Our philosophy is to value each and every person for who they are as an individual and offer opportunities in life that may have otherwise been out of their reach.

The team at Mayfield Children's Home work in very close partnership with all those who play a role in protecting and caring for the children and young people, in order to meet the over-arching requirements that run across the Quality Standards. Mayfield Children's Home promotes the best interests of the children and young people at all times, including advocating for the individual to ensure that other agencies fulfil their role and deliver the high quality support that is needed.

We aim to create a nurturing, family environment which encourages strong bonds between staff and young people and creates a setting where improving self-esteem is a focus in all the work we do. We strongly believe that young people should be supported and encouraged to achieve their ambitions, and in order to do so, building self-esteem must be a priority.

Children and young people in our care should be happy, healthy, and safe from harm, able to develop, thrive and fulfil their potential. We have set out below how we aim to achieve these Outcomes for the young people in our care focusing on the five, *very Child Matters* headings below:

Be Healthy

Our Home aims to provide children and young people with an outstanding standard of care which supports a healthy life style in all aspects of their lives. Where the young people are able, they are supported and encouraged to take responsibility for their own health and are guided by staff to achieve the following outcomes:

- **Be physically healthy:**

We place a great deal of emphasis on educating the young people regarding the importance of health, and aim to enable them, with careful individualised planning and support, to;

Look after their personal hygiene - by providing the necessary support for the individual. This could in some cases include support and guidance with how the young people manage their intimate care, where the young person's need has been assessed at a level which requires support in this area. In this case guidance will be provided for staff on how to address this sensitively and appropriately, in conjunction with robust policies and risk assessments which are in place to support staff in carrying out this support.

To be appropriately immunised – Mayfield Children's Home seek all necessary support and advice from medical professionals in relation to immunisations. The young people are provided with such information, especially when an individual may be feeling anxious and in need of some guidance and encouragement. We support our young people to attend immunisation appointments and they are rewarded and praised when they achieve this.

Understand the importance of a healthy, nutritious diet – Our menus are prepared with the input from our own Nutritionist as well as with the young people's suggestions. This is a system which aims to widen the variety of evening meals and gives our young people the opportunity to enjoy meals they may not have previously tried. The menus are planned for a healthy balanced diet taking into consideration the health needs, likes/dislikes and cultural needs of individuals. All menus are prepared in line with the new Allergen Aware Legislation which came into force in December 2014 as well as the 14 foods that have been identified by the Food Standards Agency as having a possible increased risk level to some people, are listed in any meals prepared containing them.

Understand the importance of getting enough sleep – We encourage this by having structured evening routines for each individual which they are encouraged to enjoy and participate in. If a young person is thought to be sleep deprived, individual work will be carried out with them on the importance of getting enough sleep. Appropriate changes will be made to their routine or care plan, and this will be closely monitored by key members of staff.

Take regular exercise – Creative and fun ways to engage in exercise will be included in the activity planners for each young person, which are created by the Activities & Life Skills Coordinator. The extensive facilities within the grounds, include a gym, indoor heated swimming pool, changing rooms, activity kitchen and cinema room which the young people are encouraged to use regularly with appropriately trained staff. Mayfield Children's Home has a vast outside space with a play area which the young people have unlimited access to.

- **Be mentally and emotionally healthy**

Staff receive training in various mental health conditions such as Bi Polar and Personality Disorder. This provides staff with knowledge and understanding of how to best look after young people with these conditions, and how to achieve to the best of their ability and live fulfilling lives.

- **Be sexually healthy**

Young people are supported to gain the best possible understanding of what it means to be sexually healthy and how this is maintained. This is often a difficult subject for children and young people in our care so the topic is managed sensitively in one to one key working sessions. If young people have any questions or worries relating to sexual health, they have a staff member available to talk to at all times as well as various other methods they can use to communicate issues of a sensitive nature.

Stay Safe

Staff work within the *Working Together to Safeguard Children* guidelines and receive regularly refreshed safeguarding training delivered by our own Designated Safeguarding Lead. Mayfield Children's Home ensures that all children and young people feel safe in their Home. They are cared for in an environment which is intended to ensure that they feel able to communicate any concerns about their safety and wellbeing, and that they feel listened to and taken seriously if and when they do have concerns.

The safety of the residents is Mayfield Children's Homes staff's first priority. This is reflected in our recruitment process, care and carefully planned life skills building work, carried out over the course of the young people's placement, in order to support them to learn how to keep themselves safe at all times. This includes E-Safety training for all of our young people whom have access to the Internet, as well as Child Sexual Exploitation and Radicalisation training for all staff.

Enjoy and Achieve

Mayfield Children's Home staff actively encourage learning and development. Our aim is to create a culture within our team, who encourage everyone to be aware of the areas the young people need help with, for them to be happy, successful, healthy and safe. Our consistent approach to daily structure aims to enable our team to build an excellent understanding of where our young people display strengths, and identify where they may need more support. Our own Activity & Life Skills Co-ordinator will carefully plan goals for the young people, which may be a challenge for them due to anxiety, learning disability or behavioural difficulties. They will be supported and nurtured to achieve their goal at a suitable pace, and will be rewarded and praised when this is accomplished.

Make a Positive Contribution

We strongly value the importance of consistency in the lives of children and young people, and ensure that this is reflected in the care that we provide. There will be clear and structured boundaries and routines in place to help manage their more challenging behaviours, and encourage them to express their difficulties in a more positive and creative way. Mayfield Children's Home provides a safe and nurturing environment with an excellent level of tailored support in place to ensure that the residents of the Home feel listened to, well looked after and inspired to display positive behaviour.

Achieve Economic Wellbeing

Young people are fully supported and encouraged to look at their future positively and to reach independence goals that will enrich their confidence and knowledge on how to achieve independence in their future lives as adults.

We will produce extensive independence portfolios for every full time young person recording the goals, evidence and progress the young person makes with the support from staff, in photos and reports. These are monitored and overseen by the Activities & Life Skills Co-ordinator.

Through our own training centre we are able to offer a range of Post 16 Qualifications that are tailored to meet the individual needs of the young people. The range of qualifications the young people can access focus on them having the appropriate opportunities to develop their skills in

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independent living, by allowing them choice and where possible, control over their educational journey, which is fully supported every step of the way.

Through access to a tailored range of suitable qualifications the young person is encouraged to achieve their full potential as they prepare to move onto adulthood.

3. A description of the accommodation offered by the Children's Home including:

- a) How accommodation has been adapted to the needs of the children
- b) The age range, number and sex of children for whom it is intended that accommodation is to be provided.
- c) The type of accommodation including sleeping accommodation

- a) Mayfield Children's Home has been adapted to ensure it is a safe, suitable, homely and enjoyable space for children and young people with a range of needs. It comprises of 5 self-contained houses within a small gated community within 2 acres of ground. It has its own purpose built swimming pool, cinema/social room, small gym and an enclosed garden for those young people who prefer smaller spaces. The Home has been fitted with a comprehensive fire system and safety measures. Further adaptations will be made when necessary, and if possible, and the management team will ensure the accommodation will always meet the needs of the young people according to their interests, preferences and tolerance.
- b) Mayfield Children's Home offers full time residential and respite packages for up to 16 young people of either sex aged between 5 and 18 years. However we also recognise that our children and young people are particularly vulnerable and it is not therefore always appropriate for them to leave our Home by their 18th birthday, so we would offer continued support to the age of 25 providing we reduce the number of children by the number of adults over 18 complying with the 'wholly or mainly' guidance.
- c) Each House is run as a separate home. The houses are small and friendly and all young people have their own single bedroom which they can decorate to their own choice and display their personal belongings to replicate, as far as possible, a normal home environment. The bedrooms are decorated to reflect the young people's interests, preferences and tolerance, and they are always encouraged to keep their personal spaces clean and presentable so they are a calming and positive space.

The houses are decorated to a high standard and the young people are encouraged to have an input to gain a sense of belonging and feel at home in their surroundings.

The dining areas are equipped to provide communal meal times for the young people and staff, in order to promote a family experience and atmosphere.

There is an attractive fully fitted kitchen in each of the houses with safe appliances so that the young people can safely partake in preparing meals with staff as part of their independence and life skills training.

Mayfield Children's Home has a variety of quiet places where children and young people can do their homework and use a computer or laptop.

4. A description of the location of the Children's Home.

Mayfield Children's Home is located on the outskirts of Mayfield, an attractive rural village in East Sussex, ten miles south of Tunbridge Wells and within easy reach of London and the south coast

The Home is situated in a rural village with a very low crime rate. The local police have confirmed that they do not hold any concerns regarding the locality of the Home, the safeguarding of the residents, or local residents living near to the Home.

The Home is located in East Sussex and therefore has close access to a wide range of very good resources for children and young people with learning difficulties which include:

- Special Schools within 10 miles of the Home (Grove Park, Crowborough and Grove Park 6th form college)
- Speech & Language Therapists accessed through educational channels
- CAMHS (Child & Adolescent Mental Health Service)
- FISS (Family Intensive Support Service)
- Access to a learning disability Nurse and Looked After Children's Nurse
- Doctors Surgery in Station Road, Mayfield (Woodhill Surgery)
- Hospital in Tunbridge Wells (10 miles) and Eastbourne (15 miles)
- Cottage hospitals in both Crowborough and Uckfield offering minor injuries unit
- Learning disability dentist (Sturton Place – Community dental clinic Hailsham)
- Dental surgeries in Uckfield
- Optician in Wadhurst
- Chiropodist
- Leisure facilities and clubs for children and young people with learning disabilities (Mencap, Autism Sussex, Funabounds – Trampoline centre, soft play, Phab club – Uckfield)

5. The arrangements for supporting the cultural, linguistic and religious needs of the children and young people.

Mayfield Children's Home respects and values diversity and religious beliefs. The specific requirements of individuals will be met whenever possible. This will be discussed at the time of placement and plans will be put in place for meeting specific needs, which will be agreed with the young person and placing Authority.

If a young person wishes to pursue a particular cultural or religious belief, it is important that they feel able to do so. The staff team will always actively support the young people in pursuit of their beliefs, and will accommodate all requests to support this, whether it is a particular food, studying information, clothing or a place of worship.

Children are encouraged to take part in activities which reflect their diversity of race, culture, religion, language and abilities. Birthdays, cultural and religious festivals are celebrated as appropriate. The Home organises "cultural nights" once a week where there is a different theme for the evening meal. On special occasions, this will include music and the staff and young people will make decorations to display for the event.

6. The details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.

Mayfield Children's Home has a Complaints Policy and Procedure which is available to all upon request. The Home also has an External Complaints Policy. This is given to parents/carers when a child/young person is admitted to the Home. All young people are given a Children's Guide written in Widget format incorporating a complaints procedure.

If any person wishes to make a complaint about the Home, they should contact the Registered Manager. (Please refer to section 18 for contact details). External complaints will be dealt with by the Registered Manager, or if necessary, the Responsible Individual. Complaints can also be sent directly to Ofsted.

Wherever possible complaints are discussed at an informal level with the Registered Manager in the hope that they can be resolved as quickly as possible, with the minimum of anxiety to the young person or persons making the complaint.

Young People

Should the young people, for any reason, feel unable to use these methods to communicate safeguarding worries or complaints of any kind, then they are encouraged to use our robust and closely monitored complaints procedure which is available to them at any time and is accessible from within the Home. In the event that a young person feels unable to share their worries or fears with staff at Mayfield Children's Home then they have the option of direct access to their parent (if appropriate) or their Independent Advocate, Social Worker or Ofsted. Many complaints are, upon discussion, an expression of dissatisfaction and can be easily explored and remedied to the young person's/complainant's satisfaction and recorded.

The young people are also provided with contact details of the following agencies in their Young Person's Guide:

- Child line
- Ofsted
- Advocacy Services
- The Children's Commissioner
- Social worker

The young people are also able to contact their social worker upon request, and have time allocated once a month with the Independent Visitor.

All young people will:

- be heard by the staff team
- be reassured by the staff team that they will be taken seriously
- will have their complaint acted upon
- be given support throughout
- be kept informed throughout
- will be given names and telephone numbers of organisations who can help them independently if they are dissatisfied e.g. Ofsted, their Local Authority Complaints Officer, Advocacy, or the NSPCC.

Unless the complaint is against the Registered Manager, it is the Registered Manager who will conduct any investigation. The Registered Manager will inform the young person's Social Worker and any other parties with a legitimate interest in the welfare of the young person and decisions may be made to involve other professionals such as Child Protection Teams.

Where the complaint is a safeguarding issue concerning a member of staff, the member of staff will be immediately suspended pending review and investigation of the complaint. Complaints against staff can lead to the Disciplinary Procedure being invoked and our policies and procedures will be followed at all times.

All complaints, whether made verbally or in writing are recorded on Complaint Forms and kept on the young person's case file as a formal record, available to the young person, their Social Worker and Ofsted.

External/Staff Complaints

Any person can make a complaint about the discharge by the home of any of its functions. There is no restriction on what may be reasonably complained about.

The complaint will be dealt with in the following way

- The Registered Manager will attempt to deal with the complaint to the satisfaction of all parties
- The Responsible Individual will deal with the complaint if the complaint involves the Registered Manager.
- The complaint will be acknowledged within seven days of receipt
- Complaints will usually be investigated within twenty eight days.
- The complainant will be informed, in writing, if there is any delay in the investigation.
- Following the investigation the Registered Manager/Provider will write to the complainant with the results of the investigation confirming the action, if any, to be taken.
- If the external complaint is partly or not upheld at all, the complainant has the right to appeal within twenty eight days of the date specified to the Registered Provider.
- The Registered Provider will attempt to undertake the appeal within twenty eight days of receipt and carry out an investigation regarding the complaint.
- The Registered Provider will inform the complainant in writing of a revised timetable if there are any delays
- The Registered Provider will inform the complainant in writing the outcome of the appeal. This will then conclude the internal investigation.
- External complainants retain the right at all times to refer their complaint to external regulatory bodies such as the Local Authority and Ofsted.

7. Details of how a person, body or organisation involved in the care or protection of a child can access the child protection polices or the behaviour management policy.

Upon request by any person, Body or Organisation involved in the care or protection of a child, our full behaviour management and safeguarding will be provided by the Registered Manager. The Home has a comprehensive Safeguarding and Behaviour Management policy and procedure in place. Mayfield Children's Home is based in East Sussex and therefore comes under the East Sussex Local Safeguarding Children Board (ESLSCB). The Home's policy and procedures are in line with the current ESLSCB procedures and an up to date copy is always available at the Home.

8. A description of the Children's Home policy and approach to consulting children about their quality of care.

Mayfield Children's Home encourage young people to give their views and to have a say in the way they're looked after. This is managed in a creative way which the young people feel comfortable with and we believe that the young people benefit a great deal in many aspects of their lives when they are involved in their care, feel listened to and respected.

All children and young people will be consulted on their views and are included whenever possible in all discussions and decisions that need to be made. The children are encouraged to attend a key-working session once a week, meeting their own keyworker on a one to one basis. A House meeting is held once a month involving all young people and staff.

The young people are given a three monthly questionnaire which gives them the opportunity to put their views down on paper. This is in addition to child friendly care plans which is a positive way to involve the young people in their care planning process and encourage them to actively take part in goal setting.

The young people are also very involved with the day to day running of the Home, for example with the daily menu and their activity planners, and they all receive a 'young person's guide' at the time of their placement beginning. All children and young people will be supported to develop self-esteem, independence and self-confidence.

Where children and young people are not easily able to vocalise their wishes, keyworkers will use a variety of means to communicate with the child including undertaking one to one activities to assess their skills and ascertain whether the child likes or enjoys that particular activity. If there is any aspect of their care the young people or their families wish to discuss, they are encouraged to do so either with the support staff or Registered Manager.

The young people are involved in and consulted with in relation to all aspects of their lives at Mayfield Children's Home, including their care, community, future, interests, culture, religion, education, aspirations, life stories, families and their role in society, through the below methods:

- Involvement in meetings such as LAC reviews, PEP meetings and placement planning meetings.
- Weekly key-working sessions
- Monthly resident meetings
- Menu and activity planning
- Child Friendly care plans
- Single bedrooms
- Access to advocacy
- Access to social workers and other agencies
- Access to health provisions
- Regular monitoring of care questionnaires
- Young person's guide containing important contact numbers including Child Line and Ofsted
- A clear and accessible complaints and compliments procedure
- Visits from the Independent Visitor
- Access to a cordless telephone to make private calls to family members if appropriate

9. A description of the Children's Home policy and approach in relation to:

a) Anti-discriminatory practice in respect of children and their families

b) Children's rights.

- a) Staff at Mayfield Children's Home are committed to working with young people in an anti – discriminatory manner and do not discriminate against any young person or family member, on any grounds whatsoever. In recognition that many of our young people come from difficult backgrounds, we strive to provide an atmosphere where all young people feel safe enough to challenge anything that makes them unhappy or feel unsafe.

We provide a safe environment where all the young people are able to contribute to the Homes goals and ethos, irrespective of their gender, race, disability, family, sexual orientation, age, religion or beliefs. All children and young people will be treated equally, with respect, and in turn the young people are guided to treat the staff in the same way.

There are clear policies on how Mayfield Children's Home promote anti-discriminatory practice, which all staff members are required to read at the beginning of their employment. All staff members receive 'Equal opportunities' training as a part of their mandatory training programme. Equal opportunities and anti-discriminatory practice is a theme which runs through all training, as a way to ensure that the topic is consistently discussed and influences our day to day practice. This approach will always be adopted when working with the families of our children and young people.

All children and young people are actively encouraged to make choices and decisions about their needs and wishes. All staff recognise this as the underpinning foundation of all the work they undertake with children and young people at Mayfield Children's Home. It is recognised and understood that children and young people will sometimes behave in a way that will result in consequences. When this happens, the consequences will be applied fairly and consistently in line with current Standards. Staff are clear that the purpose of consequences with young people is to promote change and positive behaviour, not punish.

PJL Healthcare are committed to equal opportunities and anti – discriminatory practice, both in terms of the staff it employs and the children and young people it looks after.

- b) Children and young people who are looked after in children's homes face many difficulties in their lives, living away from their families. It is of crucial importance that they are supported through their journey, and that those caring for them ensure that all children and young people understand their rights, and how to access advocacy services available to them.

The young Persons guide, which all children and young people at Mayfield Children's Home will receive, includes important information on Children's rights as well as contact details for their social worker, Ofsted, Advocacy services, and the office of the Children's Commissioner.

All children and young people, wherever they are, whoever they are with and whatever they are doing, have these fundamental rights while in the care of Mayfield Children's Home:

- To be valued as an individual
- To be treated with dignity and respect
- To be cared for as a child first
- To be safe
- To be provided with emotional support
- To be developed as a member of society
- Non – discrimination
- To express his/her opinion freely and have that opinion taken into account in any matter concerning the child
- Privacy
- Access to appropriate information
- Access to advocacy
- Protection from abuse and neglect
- Education
- The highest standards of medical and health care
- Specialist care and education training if disabled
- Leisure, recreational and cultural activities
- Protection from abuse and exploitation
- Protection from bullying

The Education Standard

10. Details of provision to support children with special educational needs.

Mayfield Children's Homes recognise that all young people have the right to education and understand the importance and significance of education in the lives of young people, and how education can enrich and empower them. Education is a high priority to us and a great deal of emphasis is placed on encouraging the young people to reach their optimum potential.

Educational needs are assessed for each individual. The Home has a long and positive close working relationship with schools, in order to keep up a very high standard of communication, to work together to manage challenging behaviours, and to ensure a consistent and familiar approach is maintained throughout their lives.

We believe that consistency from all those involved in the care of young people achieves positive outcomes and leads to young people feeling safe and looked after in all areas of their lives. Young people need to be emotionally supported in order to focus on their education so it is vital that all agencies are working together to achieve the best possible outcomes for the individual.

Mayfield Children's Home has a commitment to the young people's development and focuses on building social skills, independence skills and self-confidence. The young people are encouraged in these areas not only to engage them but to help them enjoy education. Rewards systems are in place to acknowledge progress and positive change the young people achieve in their lives.

Children and young people at Mayfield Children's Home attend Special Schools in and around the county and are transported either by home staff or taxi companies who have been selected by the local authorities.

In addition to this, our own training centre offers residents aged 16 years or over the opportunity to gain qualifications, based on their interests and skills and are tailored to their needs

The staff team also support and encourage all young people with their homework. There is adequate provision for private study, activities, hobbies and private meeting areas within the Home, in individual Houses and activity rooms. Where appropriate, personal computers/laptops are provided with a desk and a chair within a bedroom area. All computers are protected and activities supervised as and when appropriate.

11. 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

The Home is not registered as a school.

12. 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 children's educational achievement.

Please refer to No.10.

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The Enjoyment and Achievement Standard

13. 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.

We believe that it is paramount to recognise an individual's strengths and provide praise when a young person achieves a goal or displays positive behaviour. The staff team at Mayfield are committed to supporting and working with the young people in our care to make positive progress in their lives and successfully deal with significant life changes. Each young person's interests and strengths are encouraged and this is reflected in our extensive activities, achievements, goals and independence system.

We believe that young people should live in a stimulating environment that offers a variety of activities both within the Home and through carefully organised and controlled activities locally and further afield. The older young people for instance may request to go to discos and clubs locally or in the surrounding towns such as Eastbourne and Tunbridge Wells. Participation in activities is seen as a way to channel negative energies, learn new skills, develop a level of fitness, develop social skills and peer groups, work as a team, grow in confidence and achieve positively.

Our Home has its own purpose built indoor heated swimming pool which is available for use under strict and trained supervision. There is a large garden extending to almost 2 acres of land with a play area & an area for sitting and eating outdoors when weather permits. All children & young people also have access to the cinema room and small gym. These facilities are useful when planning group activities.

In the early stages of a young person's stay, activities will be based around what they like to do and in what they have been successful in. Any special interests will be catered for especially if these have been a feature in their lives prior to admission.

As the placement develops, the young person will be encouraged to undertake new, different and challenging pursuits in order to extend their skills and experiences and to give them confidence to try new things in all aspects of their life.

Mayfield Children's Home staff place great importance on the planning of child centred activities, which entails the planning of specific programmes which are discussed with each resident and planned by our Activities Coordinator, to give a balanced range of cultural, recreational and sporting activities.

Where safe and appropriate, children and young people will have access to computers for recreational and educational use in their own room or in communal areas. All computers are protected and activities are carefully supervised as appropriate.

Activities at Mayfield Children's Home include:

- Summer barbeques
- Playground within the gardens
- Games in the garden
- Celebration of festivals
- Caring for animals
- Cinema room
- Small gym

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- Sensory garden
- Interactive magic carpet
- Heated indoor swimming pool

Local activities include:

- Walking to Mayfield Village
- Weekly food shopping
- Walking in the Ashdown forest and other country walks
- Local bike rides
- Shopping in Tunbridge Wells
- Eating in local pubs and restaurants
- Outings to the zoo at Drucillas in Alfriston and the wild animal parks at Howletts and Port Lympne
- Trips to the seaside at Eastbourne, Bexhill, Hastings and Brighton
- Trips to Bewl Bridge Reservoir
- Observing the stock car racing at Arlington Stadium
- Bodiam Castle
- Bluebell Railway
- Disco's and clubs locally and in adjoining towns

The annual holidays for children and young people are a very important part of their life at Mayfield Children's Home. These holidays are taken in a wide variety of locations and as far as possible the children and young people are encouraged to participate in choosing their holiday destination.

The Health and Well-being Standard

14. Details of any health care or therapy including:-

- a) Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy
- b) Information about how the effectiveness of any healthcare or therapy provided is measure, evidence demonstrating the effectiveness and details of how the information or the evidence can be accessed.

- a) Where specific therapeutic techniques are identified in a Care Plan and approved by the child's placing Authority, they are carried out only by a practitioner holding a currently recognised qualification in the therapy concerned and whose qualification has been independently verified by the Home.

The young people have access to a host of therapeutic support including sexual therapy, music therapy, reflexology, and CAMHS.

- b) Mayfield Children's Home will work closely with any therapists providing a service to its young people, and will ensure that any identified needs resulting from such services are recorded and kept on file, communicated to other relevant agencies are and actioned appropriately.

The effectiveness of any health or therapeutic services received by our young people will be monitored, by ensuring that close and positive working relationships are upheld with the

practitioner, and an excellent level of communication is maintained. Mayfield Children's home will ensure that, where appropriate, will take guidance from therapists and include suggested strategies in the young person's care plan.

The effectiveness will be evidenced in behaviour monitoring systems, which will be regularly reviewed. Evaluations will be carried out in cases where it is identified that strategies are failing, or it is noticed that a young person requires additional support in a particular area of their life. The effectiveness of any therapy or health service provided to the young people will also be discussed in meetings and LAC reviews. All records will be kept on file and will be available upon request from people who are involved in the care of the young people.

Mayfield Children's Home has a Systemic Therapeutic approach to its practice and has undertaken a high standard of training delivered by a qualified Systemic Family Psychotherapist (Ba hons, MSC), which the team have received. This will be regularly refreshed and moulds the way we work with our young people who have had difficult and traumatic experiences in their lives. Mayfield Children's Home recognises that all individuals have different backgrounds, values and beliefs therefore it is vital that there is a level of therapeutic input in our daily practice, to ensure that we are working in a safe, thoughtful and understanding way with young people who have such complex needs. Mayfield Children's Home work closely with the qualified systemic family therapist, and seek additional consultation sessions for staff who are working with young people who display particularly challenging behaviour, in order to work with them in the best possible way.

This training enriches the quality of staff supervision which ensures consistency throughout the organisation.

The Positive Relationships Standard

15. The arrangements for promoting contact between children and their family and friends.

Mayfield Children's Home highly values the importance of supporting and encouraging family relationships where appropriate, and recognises that young people having links with their families and knowledge of their history is an important part of their emotional development and attachment needs. When a young person expresses a desire to do this, they are supported to take part in life story work with their keyworkers.

Where it is appropriate to do so, the management team work very closely with the families of the young people and ensure that they are involved in their care planning. The team have an excellent understanding of the complexities families face when a child is looked after by a Local Authority and that family relationships can sometimes become difficult for the young people. We therefore work in an extremely sensitive and non-judgemental manner with families to support these relationships.

We encourage families of the young people we look after to give their views of the Home and make suggestions. This will be carried out in regular consultation questionnaires, as well as verbal feedback during visits, meetings and regular telephone contact.

Contact arrangements with family and previous carers are agreed and planned with the placing Authority. All information relating to family contact is kept in the young person's individual files. Visits are encouraged whenever possible and these are managed in a clear and structured way with the young person's wishes and views in mind at all times. Visitors will be offered the opportunity to share meals and refreshments. Prior to any visit, staff will ensure that the family have a room

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prepared as a quiet space to chat in private whenever possible. Staff will assist young people visiting their parents in any way deemed in their best interests and agreed as part of their care plan.

All contacts are recorded on the young person's file. Any variation in contact arrangements will be made in full consultation with the local authority. It is the responsibility of staff to monitor contact in the best interests of the young person to ensure experiences remain positive.

The Protection of Children Standard

16. A description of the Children's Home approach to the surveillance and monitoring of children accommodated there.

Mayfield Children's Home takes a sensitive and discreet approach to surveillance and monitoring within the home in order to safeguard our children and young people whilst respecting their dignity. It may be necessary in extreme circumstances to use monitoring devices for the surveillance of children within the Home in order to ensure their safety and welfare. This will only be put in place with the agreement of a multi-disciplinary team meeting and only if deemed in the best interest of the young person.

17. Details of the Children's Home's approach to behavioural support including information about:

- a) The Home approach to restraint in relation to children
- b) How the persons working in the Children's Home are trained

In an ordered and caring society rules are necessary. At Mayfield Children's Home rules and boundaries are introduced to ensure the safety and wellbeing at all times of both staff and young people. These boundaries are established around socially acceptable behaviour and help ensure that young people are always safe, valued and well cared for. Dignity and respect are paramount at all times.

Mayfield Children's Home has an excellent understanding of challenging behaviour. Through a supportive learning & living environment we aim to empower the young people in our care to develop positive functional behaviours, which are acceptable within the community. We believe that with the right support and approach, young people can learn more acceptable ways of dealing with difficult emotions. This is an ethos which is highly influenced by the training received by all staff, and our behaviour management policy.

- a) It is the Home's policy that restraint must only be performed as last resort and all staff must do their utmost to use nonphysical intervention and a therapeutic approach in crisis situations and incidents. All restraints are measured to be proportionate, safe and necessary, according to training.

Mayfield Children's Home staff understand that young people can be very confused about their feelings and become angry and upset. There may be times when a young person is at risk of hurting himself or herself, another resident or staff or causing serious damage to property. At these times staff may need to physically intervene until a young person has regained their self-control. Also at these times a child or young person may be encouraged to go to their own bedroom which is their own private place of safety to calm down.

- b) Staff are trained in Team Teach. Team Teach is a programme which has been designed to enhance staff understanding and management of disruptive, aggressive and/or violent behaviour. The training aims to ensure that everyone involved in crisis situations, which includes disruptive. Challenging or violent behaviour can maintain the care, welfare, safety and security of all involved.

The ultimate focus of this training is to ensure that staff gain the essential knowledge, skills and confidence to prevent, decelerate and de-escalate crisis situations. This is a method which is based on a series of levels of responses in reaction to an ongoing assessment. This strategy will only be used as a last resort, once all diversionary and diffusion methods have failed. Such situations would be if a young person or persons were placing themselves or others at an unacceptably high level of risk or if the building/property was being seriously damaged.

All staff members will have their competency assessed during initial training Staff will then be assessed in supervision and during their de brief following an incident. Training will be refreshed within the required time scales, and any concerns about a staff member's competency when using restraint will be addressed.

In all circumstances, the use of intervention will be recorded in a format required in the Children's Home Regulations 2015 and any Amendments thereafter. All parties with a legitimate interest in the welfare of the young person will be informed of the restraint and all personnel involved in the situation will be offered de-briefing and support; this includes the young person and staff involved.

The Leadership and Management Standard

18. The name and work address of:

- a) The Registered Provider
- b) The Responsible Individual
- c) The Registered Manager

The Registered Provider is:

PJL Healthcare Ltd
Mayfield House
East Street,
Mayfield, East Sussex
TN20 6TZ
Company Number: 5818961

The Responsible Individual is:

Mr. Paul Sellars
Director
PJL Healthcare Ltd
White House,
Withyham,
Hartfield, East Sussex
TN7 4BT
Telephone: 01892 770263 Mobile: 07768505911

The Registered Manager is:

Christopher Coleman
Mayfield Children's Home
East Street
Mayfield
East Sussex
TN20 6TZ
Tel: 01435 872201

19. Details of the experience and qualifications of staff including any staff commissioned to provide education or healthcare.

Mayfield Children's Home recruits a staff team to suitably staff any children accommodated in the home. A rigorous recruitment process ensures that all new employees are carefully interviewed by managers with relevant experience and are then subject to a thorough vetting process before commencing employment. All new staff are required to complete all mandatory training as part of their six months' probation training programme which is delivered as a rolling programme that includes statutory and specialised training in order to help staff support our young people in the best way possible.

Those who have not already achieved a Level 3 Diploma in Residential Care or prior to this the Level 3 CYPW, will automatically be registered to undertake the Level 3 Diploma in Residential Care once they have completed their six month probation period successfully.

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Our Training & Quality Assurance Manager holds the Certificate in Post 19 Education, Level 4 Management, as well as A1 and V1 Awards as an Assessor and Internal Verifier and appropriate updates.

All staff attend training that not only covers the mandatory requirements of the Quality Standards but also specialisms that are required to meet the needs of individual young people:

- Level 2 Safeguarding Children
 - Level 2 Safeguarding Adults At Risk
 - Communication Strategies
 - Working with Challenging Behaviour
 - Team Teach training
 - Fire and Emergency procedures
 - Level 3 Emergency First Aid at Work
 - Health & Safety including Principles of Moving & Handling and Infection Control
 - Food Safety workbook or on-line training
 - COSHH
 - Dealing with Autism day by day
 - Bi Polar
 - Diabetes Awareness and relevant medication
- This list is only a snapshot of training available.

As PJJ Healthcare is dedicated to learning and meeting the needs of individuals, the Training & Quality Assurance Manager will seek external sources of training if a young person is admitted with a condition not previously experienced in order to up-skill the staff.

Key Personnel Qualifications.

Registered Manager:

Chris Coleman:

NVQ Level 3 CYPW

Level 5 Diploma in Leadership in Health and Social Care in Children and Young People's Services.

Trainer of Epilepsy Awareness and the Administration of Buccal Midazolam accredited and up-dated

L2 Equality & Diversity

L2 Nutrition & Health

L2 Safeguarding Children

L2 Safe Handling of Medication

Deputy Manager
Rebecca Matthews

Advanced Double Health & Social Care
NCFE L2 Certificate in Team Leading

Training & Quality Assurance
Manager and Designated
Safeguarding Lead:
Stella Stockley:

Level 4 Management (City & Guilds)
Certificate in Post 19 Education
A1 and V1 Conducting Internal Quality Assurance of the Assessment
Process (V1)
Designated Safeguarding Lead and Safeguarding Trainer
Level 3 Safeguarding
L2 Equality & Diversity
L2 Supervision & Management
L2 Understanding Autism
L2 Medication Administration
L2 Understanding Mental Health Problems
L2 Behaviour That Challenges

Debbie Lewis

Diploma in Life Long Learning Sector (Teaching)
V1, D32/33 (Assessing and Internal Moderating)

Nutritionist:
Lycia Sellars

Registered Dietician (Health and Care Professions Council)
Registration Number DT01155

Director of Care:
Leah Thompson:

Registered Managers Award
NVQ Level 3 Care
Assessing Award A1

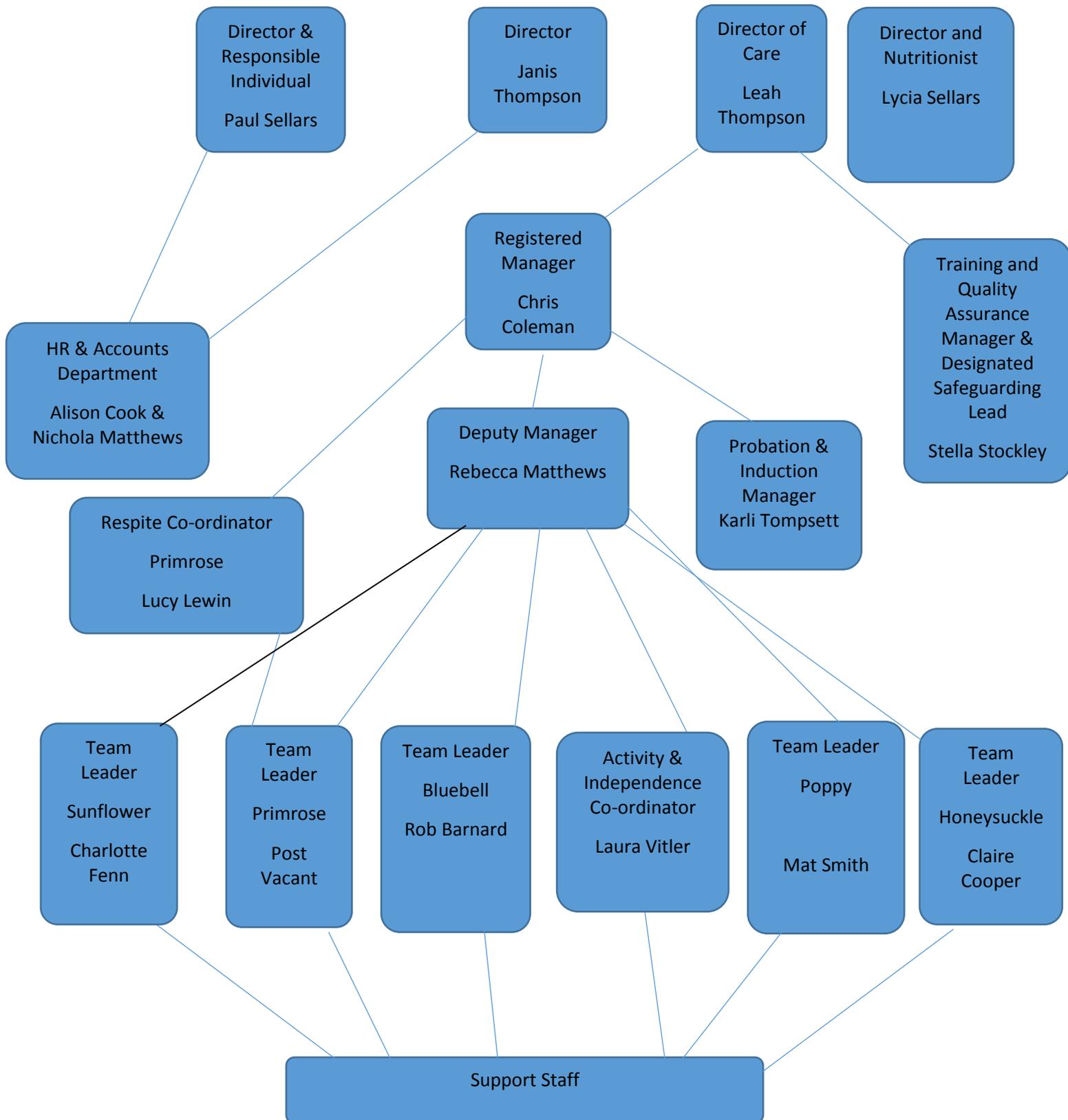
20. Details of the management and staff structure of the children's home including arrangements for the professional supervision of staff including staff who provide education or healthcare.

Staff are supported at least once in every calendar month through a formal supervision process. New employees receive supervision on a two weekly basis during their six month probation period whilst the staff member is completing the Induction Training Programme.

Staff are appraised annually. Throughout the year all staff receive support via regular supervision meetings with their Line Manager and with the Training & Quality Assurance Manager and her training team. This process also links to the needs of young people placed at the Home to ensure all their needs are being met by the staff team and that, individually and collectively, they have the knowledge and skills to provide safety, security and development for each young person and the staff member is moving forward in his/her career path also.

PJL Healthcare provides support for all employees in both their professional and personal lives through a confidential mentoring, counselling and listening service available on a strictly private basis. Lycia Sellars, who provides this service has many years of experience working with sensitive personal issues. Discussions can be held on site or at a neutral location and only when agreed will any information be shared as appropriate or necessary.

Mayfield Children’s Home Organisation Chart, as at October 2018:



21. If the staff are all of one sex a description of how the home promotes appropriate role models of both sexes.

Not applicable.

The Care Planning Standard

22. Any criteria used for the admission of children to the Home, including any policies and procedures for emergency admissions.

Every admission to Mayfield Children's Home will meet the criteria set out in our Statement of Purpose. Every referral to Mayfield Children's Home is subject to a comprehensive assessment, which allows his or her individual needs to be identified and to see how we can meet those needs. The majority of children and young people accommodated at Mayfield Children's Home will receive a minimum of one to one care, thus enabling them to partake in activities, promoting choice whilst working towards independence. Children and young people are encouraged to live within a community and as far as possible experience a loving homely environment which will help them to develop their social and life skills.

The process for admission to Mayfield Children's Home is as follows:

- Social Worker/Placement Officer contacts the Manager to enquire about vacancies/tenders are completed
- Discussions follow regarding the appropriateness of referral with regard to the needs of the young person and the dynamics of the current resident group.
- The Manager will meet with the Social Worker and arrange visits to meet the family, the child/young person and the current school.
- A pre-admission assessment is then made for the child, taking into account the current care, the health needs and the educational needs. The assessment looks at how Mayfield Children's Home can meet the needs of the child.
- A Transition plan is drafted and discussed with the Social Worker.
- The child/young person is given a copy of the Children's Guide.
- An initial visit and further discussions will take place with the placing Authority and with the young person who is being referred.
- Once the placement is agreed a bedroom is prepared and staffing arrangements are made.
- A detailed Care Plan is completed within one week of admission.

Together with the Local Authority a placement planning meeting will be held and a plan written which sets out how the placement will contribute to meeting the needs of the individual, the type of accommodation offered to the young person, delegated authority, and records the wishes and feelings of the young person. This information will be shared with the IRO.

If it is not reasonably practicable to prepare the placement plan before making the placement, the placement plan will be prepared within five working days of the placement beginning.

Mayfield Children's Home does not accept same or next day emergency referrals.