



# DAME HANNAH ROGERS CHARITY

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**DAME HANNAH ROGERS CHARITY  
CHILDREN'S HOME  
(HANNAH AVENUE)  
(Ofsted URN: SC065443)**

## **STATEMENT OF PURPOSE**

**WOODLAND ROAD  
IVYBRIDGE  
DEVON  
PL21 9HQ**

**01752 892461**

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### Introduction

Throughout this document the Dame Hannah Rogers Charity (DHRC) Children's Home is referred to as Hannah Avenue.

The "Statement of Purpose" is written in accordance with the requirements of the Children's Home Regulations and Quality Standards 2015. Its designed to accurately reflect and describe what Hannah Avenue sets out to provide for the children and young people living in the home.

The Statement of Purpose is reviewed annually and at other times of change in the operations and/or staffing of the home so that it continues to reflect best practice and outcomes for the children and young people accommodated at Hannah Avenue.

A copy of this Statement is provided to Ofsted and is available on request to:

- Any person working at Hannah Avenue children's home.
- Any child or young person accommodated at Hannah Avenue.
- The parent or person(s) with parental responsibility of any child or young person accommodated at Hannah Avenue.
- The Placing Authority or Agency of any child or young person accommodated at Hannah Avenue.

### Ofsted Registration:

URN: SC065443

Hannah Avenue Children's Home

- May provide care and accommodation for children with learning disabilities and/or physical disabilities
- May only provide care and accommodation for up to 15 children

The "Registered Provider" for Hannah Avenue is:

Dame Hannah Rogers Charity  
Woodland Road  
Ivybridge  
Devon  
PL21 9HQ  
Tel: 01752 892461

The "Responsible Individual" (as defined under current legislation) for Hannah Avenue is Dr Tanya King

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Email: [tanya.king@discoverhannahs.org](mailto:tanya.king@discoverhannahs.org)

The "Registered Manager" (as defined under current legislation) for Hannah Avenue is Mrs Emma McVinnie

Emma McVinnie  
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### **1. Location of and accommodation at Hannah Avenue**

Hannah Avenue children's home sits in a 6 acre site on the outskirts of Ivybridge, a small town in South Devon. Ivybridge provides the home with all local amenities and has a wide range of activities for our children and young people to enjoy. The home is also close to the City of Plymouth which also offers a wide range of activities and opportunities, including cinemas, bowling, ice skating, theatre and numerous parks and open areas. We offer outings to locations locally and further afield. We hold communication groups in the evenings and the children can take part in a number of activities as they would at home.

Hannah Avenue provides 14 single bedded rooms, nursing surgery, leisure areas, bathrooms, kitchen and the space can be configured to suit both the age and the needs of each child. Rooms are suitably furnished and may include play equipment, toys, soft play areas are in place as are facilities for families and siblings.

Children and young people living in Hannah Avenue have personalised rooms many with adjoining en-suite facilities. There are also large lounge/social areas, dining area and kitchen facilities. The lounge area's leads onto outside spaces over-looking a large area of green space.

The site offers learning zones, a sensory room, a hydrotherapy pool, rebound (Trampoline) space, music room, environmental controls, interactive and immersive room, food science kitchen, medical facilities. Access to multi disciplinary therapy team, comprising of Speech and Language Therapy, Occupational Therapy and Physiotherapy.

Other facilities include a sensory garden, playing field. There are raised beds and adapted toys and swings available to the children and young people.

### **2. Admission**

Hannah Avenue children's home takes all possible care to ensure that all the children accommodated meet all of the criteria for registration, placement continuation, and eventual discharge as and when appropriate.

The accommodation is arranged in smaller group living, which is mainly age related, with recognition of the requirements of the differing age groups, stages and need. Placement length is also a consideration when living groups are arranged. In respect of all admissions, the assessment and approval process will always consider the needs of any new child concerned and the likely effects of their admission upon the existing group of children and young people which includes appropriate risk assessments. Ensuring that no one child or young person admitted presents a known significant risk likely to compromise the safety or

developmental opportunities of any other.

Hannah Avenue aims to, where possible, undertake the following criteria:

- Inform the child or young person concerned, along with any person with parental responsibility of the pre-admission assessment.
- Consider all information from partners involved in the child or young person's care.
- Arrange where possible to meet the child or young person in their current placement prior to them visiting Hannah Avenue.
- Provide opportunities for the child or young person to visit the home prior to admission.
- Agree with social work teams the tasks, preferred outcomes as outlined in the care plan and generate placement plans.
- Review the placement and care plans within 28 days of admission and then three and six month respectively. Further reviews will take place at least every six months or as requested if necessary. This may be carried out in conjunction with the placing authority.
- Inform Local Authority (Devon) of all admissions to Hannah Avenue.

DHRC may from time to time close areas of the provision in order to ensure that peer group needs and developmental needs can be met. All relevant assessments will be made and parents, carers and relevant authorities will be notified.

### Emergency Admission

Within the short breaks service emergency short and longer term placements for children and young people will be considered. Any new child would need a full assessment before being allowed to use the service and the needs of those currently receiving care will be assessed in the light of a potential new admission. Agreement of funding and payment of fees required by Dame Hannah Rogers Charity is put in writing by the placing authority on the day of admission and before the child or young person arrives at the home.

### 3. Aims and Objectives of Hannah Avenue

At Hannah Avenue Children's Home, we strive to provide high quality person centred care and support to all children and young people who stay with us. Our approach is to maximise children and young people's life chances through providing care that is; individualised, enabling choice, engagement, encourages learning and development, clarifies roles and responsibilities, and promotes action through timely planning and working together to facilitate change across all outcome areas.

Staff work to understand and meet individual personal, educational, emotional, social, religious and cultural needs of all children and young people who live here or access Hannah Avenue for short breaks. We provide a safe home environment with equal opportunities in all our services.

Hannah Avenue is a quality provision where individuals matter and we strive to ensure that children and young people achieve their fullest potential within an enabling holistic environment.

As a Charity we meet the needs of children and young people from childhood through to adulthood and beyond. The interests of the children and young people are central to the DHRC

and the provision it provides.

We work in partnership with each child, young person, parents, families, social workers and other professionals to enhance individual's levels of self-esteem by creating and maximising safe opportunities to develop, learn and realise their potential.

Hannah Avenue achieves this through a holistic approach to devising and implementing Individual Care Plans that address each child and young person's care needs, enabling them to optimise their potential and to achieve, or contribute to the achievement of planned outcomes.

Hannah Avenue aims to adopt:

- A child centred approach, where a child and young person's opinions, feelings and wishes are valued and listened to and children and young people feel supported and cared for.
- Offering an environment conducive to the child and young person's personal development, where staff act as positive role models.
- Providing each child and young person with a sustainable programme of appropriate social integration tailored to their changing needs, interests and choices.
- Considering the cultural, racial, spiritual, linguistic and all other needs of young people and make strenuous efforts to meet those needs.
- Where appropriate supporting children, young people and their families to maintain and strengthen relationships and contacts.
- For children and young people to experience the joy of the best that life can offer.

Hannah Avenue objectives are:

- To protect each individual child or young person and keep them free from harm, abuse, exploitation, injustice and discrimination.
- For children and young people to be as actively involved as possible in their individual care and decisions relating to their care needs.
- To provide a range of quality assured opportunities for the child or young person to experience.
- For each individual child or young person to enjoy good physical and mental health and live a healthy lifestyle.
- To offer accurate and comprehensive risk assessments to keep our children and young people safe.
- To work in partnership with families and placing authorities.
- To actively pursue positive outcomes for children and young people through an individualised care programme to support each child and young person to reach their potential.
- To listen to our children and young people to help shape our service.
- To work collaboratively with Dame Hannah Rogers School and other local schools to provide consistency of support of the educational progress of children and young people in our care.

- Preparing young people for their transition to adulthood in accordance with agreed plans.

#### **4. Profile of children and young people accommodated at Hannah Avenue**

The Children's Home provides a residential and short breaks service for children and young people aged 2 to 19 of both sexes. We can accommodate up to 14 young people at any one time.

We support children and young people with a variety of complex and profound disabilities. There are clear admissions criteria set out in the Admissions Policy and Procedure. We are registered with Ofsted for children with Physical Difficulties and/or Learning Disabilities.

All of the children and young people who attend Hannah Avenue children's home have statements of Special Educational Needs (Gradually converting to EHC plans in line with the Children and Families bill), which protect their rights to receive education until the end of the academic year in which they are 19. This means that some of the young people resident in the Children's Home will be over the age of 18.

#### **5. Care planning and philosophy of the work undertaken at Hannah Avenue**

Hannah Avenue children's home's philosophy is one which promotes the development of meaningful relationships between staff, children and young people based on the core values of mutual respect and good parenting, respectful to the values of privacy, dignity, independence, choice, rights, responsibilities and fulfilment.

All staff at the home are encouraged to have an active awareness of each child and young person's racial, cultural, religious and dietary needs, and all children will receive sensitivity in practice, especially when dealing with personal issues.

All services and care provided for young people at Hannah Avenue will be based on the information provided by the placing agency and our own assessment documentation which will be used to develop an appropriate child centred plan of care.

Children and young people will be supported by a multi-disciplinary team of professionals which includes; physiotherapists, speech and language therapists, occupational therapists, support workers and nurses. By working in partnership with these professionals we will aim to ensure that every child and young person, parents or carers and the wider family receive consistent support and guidance through each and every stage of their life at Hannah Avenue.

Hannah Avenue provides 24-hour care and nursing under the clinical care and guidance of the local general practice and NHS Paediatric Consultants. The level of care is based on an individual needs assessment. Many of our children need 1:1 support.

We will assess the strengths and needs of each child and young person and address them through individual care programmes. Each child and young person will be given emotional support and understanding in order to ensure they feel happy and secure and, therefore, able to learn and develop. This will help them to feel safe and decreases the anxiety, which in turn will help them to cope better with daily life. The level of structure provided for each child and young person will vary according to his or her individual needs and abilities.

The individual Care Plan acts as a central document which is reviewed and updated regularly. The Care Plan is used to ensure that we are appropriately meeting the social health and educational needs of each child placed at Hannah Avenue. The MDT (multi disciplinary therapy team) inputs to the care plan providing the following guidelines (which are reviewed annually and updated as and when necessary): Oversight of manual handling, postural management, hydro therapy and rebound therapy, eating and drinking, including specialist equipment plans as required that including bathing, toileting, standing frames, communication guidelines for staff in the form a of an individual 'Communication Profile'.

We encourage children to express themselves to their potential via effective personalized, communication systems. We use a **Total Communication Environment**, which means that we use a full range of communication methods, and one where all attempts to communicate are valued. The range of communication methods include:- use of objects of reference, picture exchange communication system(PECS), Makaton signing, symbols/ photographs and Voice Output Communication Aid's.

Each child and young person has an identified key worker; many have 1:1 care and support at all times due to their level of need, some have 2:1 care due to increased assessed needs. This level of support and observation many be required to continue throughout the night. Each child and young persons individual needs will be assessed and if identified that, for the purpose of safeguarding and promoting the welfare of that child or young person, overnight monitoring will be agreed. Consent for this will be sought from the parents, the local authorities and where possible, so far as reasonably practicable in the light of your child's age and understanding, the child or young person will be informed in advance of the intention to monitoring or use surveillance overnight. This could be in the form of auditory monitoring, regular checks, live stream (none recorded) or 1-1 support throughout the night. This level of need will be regularly reviewed and altered accordingly.

Choice is offered to children and young people regarding trips and activities. Transport is available so that the children and young people can go out into the local community. We are also able to offer a multi disciplinary service to children and young people and have Physio, OT, hydrotherapy, rebound therapy, SaLT, music and yoga therapy.

All children and young people at Hannah Avenue will be actively encouraged to share and influence the day to day routines and practices within the home as well being provided with the opportunity to actively engage in, and influence the planning and delivery of a wide variety of leisure activities.

Children and young people placed at Hannah Avenue will have the opportunity to gain confidence and build self-esteem in an atmosphere that encourages involvement in a range of social, leisure and cultural experiences dependent on their interests and abilities. Our care team will strive to ensure that each young person has a strong awareness of, and pride in, their individual identity and culture and that they are enabled to develop their personal, emotional, social and educational potential.

Children and young people at Hannah Avenue will be made aware of how to raise a concern through the homes complaints procedure. Information on how to raise these concerns is included in the homes young person's guide, which is provided to children and young people on commencement of their placement at Hannah Avenue.

Staff at Hannah Avenue will actively promote appropriate, positive family contact, as agreed in the Care Plan and in consultations with social services for each child and young person.

Hannah Avenue will work with the Adult Care provision (Where appropriate) to facilitate the individual transition plan for each young person who transfers to an adult placement within the timescale of their plan. It is recognised that sometimes this plan can be delayed or not be



## Hannah Avenue Children’s Home – Statement of Purpose

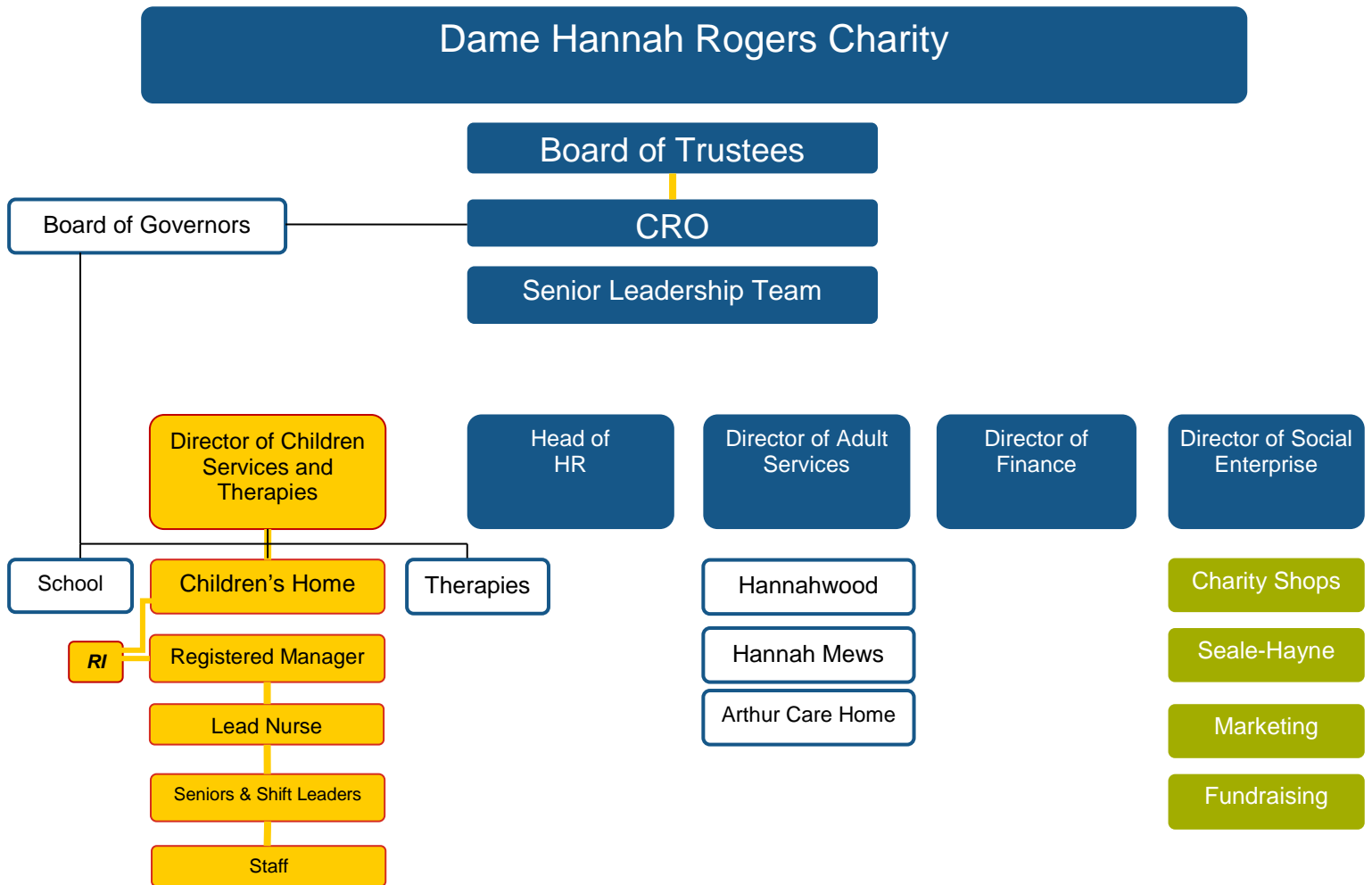
appropriate for the young person and therefore within the guidance related to the Placement of Adults within a Children’s Home setting a plan will be set up to focus on:

- Life skills
- Preparing for Adulthood.
- Specific aspects of daily living including budgets, shopping, independent management of money and household skills.
- Introduction to adult care staff and their personal assistant.
- Risk assessments will be carried out as required.
- Young adults will be appropriately placed in the accommodation in relation to other children and young people

### 6. Organisational structure of Hannah Avenue Children’s Home

#### The Golden Thread – Monitoring & Accountability – Children’s Home

*Linking a simple but inspirational philosophy shared by all who work in the organisation, showing a clear ‘line of sight’ of responsibility and accountability from the bottom to the top.*



*(Please see appendices 1 for full staffing list)*

Hannah Avenue employs a large number of care staff all of whom undertake regulatory training and have undertaken the Charity's induction programme. All permanent (On completion of probation) staff are expected to have or be working towards the level three diploma in accordance with The Children's Home Regulations 2015. Staff also access training programmes relating to the specific needs of a child or young person.

At Hannah Avenue there are appropriate levels staff members on duty from 07:00 until 22:00 depending on the number of children and young people who are resident and based on individual need. Some children and young people may be supported by additional staffing ratio by agreement with their placing authority.

At night time there will be appropriate levels of staff members on duty and in the event of identified risk staff ratios may be increased accordingly. Hannah Avenue operates an on-call rota that affords all care staff the opportunity to request advice and support on a 24 hour basis.

At all times there is appropriate staffing and management oversight to ensure quality of care is provided including on call system with senior managers and director on call.

Supervision is provided for all Hannah Avenue staff in accordance with The Children's Home Regulations 2015. Each staff member receives supervision on a regular basis from a senior team member. Supervisions take place every six weeks, and additional supervisions can be requested by either supervisor or supervisee. The objective of the supervisions is to ensure that staff are supported to perform their role to the standards specified by Hannah Avenue, providing the highest level of care to the children and young people accommodated within the home. Appraisals are conducted on an annual basis. Records, including the detail and date of the supervision are kept in individual staff supervision files within the home. Both the supervisor and supervisee sign the document to state the record is an accurate reflection on what was discussed. Staff observations are undertaken and fed into the process to facilitate reflective practice.

### **7. Recruitment, staff training and development**

Hannah Avenue children's home recognises that its employees are its most important resource. All staff have the opportunity to receive relevant training and development throughout their employment. There is an aim to ensure consistency and fair treatment for all.

Hannah Avenue is committed to the development of its employees. This means time and money are invested in training for all staff. A variety of training is available, some compulsory and some optional. Some staff are required to take part in continuing professional development in order to maintain their professional registrations.

All recruitment of staff at Hannah Avenue follows the Safer Recruitment guidelines. Before any staff are confirmed in a position they have all had enhanced disclosure checks through the Disclosure and Barring Service (DBS) checking system. Our Human Resources department will obtain at least two references for each employee, one of which will be from their last employer, these will be followed up by a telephone call to identify the authenticity of the author of the reference and where reasonably practicable we will also request verification as to why employment ended. The trust will also seek documentary evidence of any qualifications relevant to the position also side a full employment history, together with a satisfactory explanation of any gaps in employment in written

An induction process is in place for all new staff members. Newly appointed staff will also undertake all statutory training and additional training relevant to their roles; that will include:

- Reporting and Recording
- Child Protection/Safeguarding of Individuals in need.
- Equality and Diversity
- First Aid
- Food Safety/Hygiene
- Breakaway – De-escalation & Defusion.
- Health and Safety/COSHH
- Fire Safety
- Risk Assessment
- Manual Handling
- Epilepsy
- Eating and Drinking
- Infection Control
- Child Development
- Total Communication

Additional training is also provided to meet the needs of the children and young people, this includes; communication - including Intensive Interaction Approach; Makaton; Voice Output Communication Aids, Objects of Reference, disability awareness, management of medicines and specific clinical skills training to meet individual health needs, including, gastrostomy care and chest physiotherapy.

There will be a continuing training programme for new staff that will ensure that all staff receive training in relevant areas.

Training will be delivered either in-house, or through external agencies by suitably qualified trainers and independent training providers. All permanent (On completion of probation) staff are expected to have or be working towards the level three diploma in accordance with The Children's Home Regulations 2015.

Training and development opportunities will be provided for each staff member. Training and development requirements will be identified through a range of sources including supervisions, annual appraisals and the changing needs of the children and young people accommodated at Hannah Avenue.

### **8. Outcomes for children and young people**

Primary concern is given to the health needs and welfare of all young people accommodated at Hannah Avenue children's home. As part of the admission process the Registered Manager and Lead Nurse at Hannah Avenue will ensure that every child and young person is registered (Where appropriate) with a local GP, dentist and optician and that arrangements are made for necessary visits and periodic tests. Records of all medical appointments and any treatment and advice are completed and care plans and health plans updated in the child's or young person's individual files. Children and young people will be supported by staff to make appointments for themselves to promote and develop their personal independence skills and self confidence.

Consent for the administration of medications and drugs will also be sought as part of the admissions process. Thereafter, decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with medical professionals, senior staff, those with parental responsibility and social workers and will consider the needs of the young person. All children and young people accommodated at Hannah Avenue will have an individual 'Health Plan' to promote their health and wellbeing. This plan will cover all aspects of the individual's health and health related outcomes. This is to recognise that the children and young people who will be looked after at Hannah Avenue

will have differing health needs. The staff team will be trained in the administration of medication and the National Health Services (NHS) are available to provide on-going clinical interventions.

Healthcare will not be restricted to the treatment of illnesses/accidents or medical matters. Personal health and hygiene will be actively promoted. Information and guidance on topics such as alcohol/drug abuse, sexual matters, HIV and Aids, will be made available when appropriate.

At Hannah Avenue all medications including non prescribed medicines are stored in locked cabinets, in accordance with The Children's Home Regulations 2015 and in accordance with the regulatory guidance in Health and Social Care Settings and are recorded on individual medical records held at the home. All records for medication administered at the home are signed by 2 members of staff to ensure accuracy and a robust system for administering and storing medication is maintained at all times. The Management of medicines is based on systems and procedures for the NMC, Royal Pharmaceutical Society and NICE guidelines.

All young people at Hannah Avenue can access direct specialist therapeutic and counselling services from CAMHS or other professional therapeutic services where the need arises. Children and young people are all made aware of their rights to advocacy services and support from children's rights services and are made aware of how to access these services.

Children and young People at Hannah Avenue are actively encouraged and supported to influence their care and the way the home is run. No child is assumed to be unable to communicate their views or feelings. A range of avenues are available for all young people to express their views, including: - house meetings, care plan reviews, CIC reviews, and the home's complaints procedure.

Information on all of these is available in the young person's guide which all young people receive upon admission to Hannah Avenue.

Children and young person's meetings are held on a monthly basis at the home, at which children are encouraged to play an active role in the planning of both individual and group activities. During the house meetings children and young people get a chance to discuss any activities they are interested in or express any concerns they may have. Minutes are written up following each house meeting and young people are able to request a copy if they wish and it is published and audio accessible via a "Big Mac"

At Hannah Avenue the aim is to provide a caring, nurturing and supportive home environment to enable each child and young person to acquire the necessary skills and confidence to make their transition to adulthood within a framework which ensures that:

- Children and young people will be treated with dignity and respect at all times.
- Children and young people will be cared for appropriately and valued as individuals.
- Children and young people will be given privacy as far as practicable and be free from unnecessary intrusion.
- Children and young people will be encouraged to exercise choice and participate in decision making processes.
- Children and young people's welfare will be safeguarded whilst not being over protected and be free from exploitation and abuse.

- Children and young people will be supported to achieve their individual potential and make the most of resources available to them in the home and within the local community.
- Children and young people's ethnicity, language, culture and religion, sexuality or any other matter related to individual identity will be promoted.
- Children and young people will be provided with a warm and safe environment free from bullying and harassment.
- Children and young people will be encouraged to make their views or complaints known without fear of victimisation.

Young people accommodated at Hannah Avenue are actively encouraged to engage in a range of positive activities within the community. Any interests a child or young person has when they commence in Hannah Avenue, or develop whilst residing at the home will be encouraged and children and young people will be provided with opportunities to participate in their chosen interests.

Children and young people are also encouraged to participate in projects to support the local community. These projects include; raising money for local charities through cake sales, craft sales and organised events.

### **9. Education provision and 24 hour learning**

The 24 hour learning is designed to help children and young people to consolidate their learning in a meaningful structured way by incorporating their learning targets into their daily life outside school

The Waking Hours Curriculum (WHC) is a vehicle for providing each child and young person with a planned and integrated programme of activities outside of the school day in the evening and at the weekend so that each individual's potential for learning and enjoyment is fully realised.

This describes all that is planned to teach and encourage our children and young people to learn during the time they are at school. It includes all that happens in formal teaching situations this may be delivered as part of the National Curriculum, accredited courses or other formal or informal learning procedures provided during meal times and informal leisure and other activities within residence. Some of the curriculum is 'hidden' in the sense that it is not written down and there is no conscious intention to teach it. The term 'hidden curriculum' often refers to those values and beliefs that are held by the staff and are offered consciously and unconsciously to the children through our verbal and body language, general social interaction, dress etc.

In describing the WHC we acknowledge in a formal way that not all formal learning takes place inside the school hours or classroom and that equally not all informal learning takes place outside the classroom setting.

The implementation of a WHC demonstrates that there is a clear 'value added' element for those children who benefit from the residential experience.

It offers the opportunity to use a variety of settings and learning environments to:

- Develop leisure skills

- Develop skills involved in making choices
- Deliver curriculum experiences
- Teach new life skills
- Reinforce and rehearse previously taught skills
- Enhance self-esteem and self-advocacy
- Develop independence skills

The Home will ensure that they are aware of young people's day to day contact and progress within education and will strive to ensure a consistent approach is taken in supporting topics of learning, communication and life skills. This information is captured in Home/School communication books, IEP targets and an awareness of what the current themes may be within any school environment. The aim being to empower the young person to engage in fun activities for them to explore and enjoy these opportunities.

### **10. Leisure and social activities**

All children and young people are consulted and encouraged to take as much ownership of their own lives as they are able by making choices and being given the opportunity to 'Voice' their opinions with regards to their leisure and social activities through House meetings chaired by a senior team member. Their right to a social life and leisure time is recognised within the home with a wide variety of social and leisure activities agreed with the children and young people. Choices are presented in an appropriate format for the children and young people to understand to their potential and be fully informed. The children and young people always have access to their communication systems as appropriate in order that they can express their choices.

Interaction as part of the wider community is encouraged with regular visits to local amenities and as Devon is a tourist area these are numerous and diverse e.g. local beaches, Dartmoor, parks, shopping, cinema, ice-skating, adventure parks. Children and young people are given the opportunity to attend church and other cultural activities that they choose. We are fortunate to have in-house facilities too, such as a sensory room, hydrotherapy pool and activity hall for many and varied activities which reinforce the daytime curriculum. Children and young people have the opportunity to opt for other activities, such as music, videos, talking books CDs, DVDs and tablets.

### **11. Support good behaviour, order and conduct**

Hannah Avenue have a comprehensive Behaviour Management Policy, which aims to promote appropriate behaviour through positive reinforcement and celebration of success. We encourage all members of our community to adhere to our Hannah Avenue House Rules. These have been developed by the young people and are:

**Treat other people as you would like them to treat you.**

**Please knock on my door and wait for an answer before opening my door.  
Please respect my belonging and the environment we live in.**

*(Respect - Everyone has a right to respect and tolerance)*

**Talk to me not the person supporting me.  
Everyone has a voice, please let me be heard.**

*(Communication - Everyone has a right to speak and be heard)*

**Be polite, well mannered and helpful.**

**Be respectful when I'm sleeping and keep the noise down.**

*(Accountability - behaviour is personal but affects others.  
You are responsible for your own behaviour)*

**Kind hands and feet**

*(Safety - Don't be physically aggressive)*

Whilst maintaining a secure, relaxed and friendly atmosphere it is possible to encourage mutual respect between children, young people and staff. The severe and profound nature of the children and young peoples' challenges means that sanctions are not used in the usual understanding of the word. We encourage positive behaviour through reward and celebration of success. Where intervention is necessary, it will usually be based on a multi-disciplinary planned system of encouragement leading to achievement of specific goals. Any imposed discipline is normally very limited and never punitive. The Behaviour Policy is regularly reviewed. When implementation of a behaviour programme becomes necessary families and young people are consulted and involved and all actions are well documented.

Staff members strive to engender a sense of belonging and personal worth in children and young people living at Hannah Avenue. There is an awareness within the staff that emotional distress and lack of comprehension can manifest in disruptive behaviour and that this must be managed and responded to sensitively. This aspect of behaviour management is covered within our training programme and provides the cornerstone of de-escalation and diffusion.

We are committed to creating an ethos within the home that ensures no member of staff, child or young person is subjected to intimidation, discrimination, racial or sexual harassment or any form of harassment or bullying. We also recognise that for some children or young people that bully may be doing this due to experiences of being bullied themselves. This too will be addressed in a non judgemental and positive manner where the act of bullying is not an acceptable behaviour.

If a significant incident occurs at Hannah Avenue, it will be reported to parents/carers, social workers, and when necessary, to Ofsted.

The Registered Manager has a clear responsibility to conduct regular monitoring of incidents and patterns of behaviour and will pay particular attention to potential for stereotyping, labelling, bullying, personality clashes and misuse of procedures.

Due to the nature and severity of disability absconding is not likely to be an issue, though there is a comprehensive missing child policy in place.

## **12. Engagement with children and young people**

All children and young people will be actively encouraged and supported to take part in discussions relating to the operation of the home and the home environment using their own communication system. Information presented is broken down by staff in an accessible format (including use of objects, photos and symbols), so that children and young people can understand to the best of their ability and communicate their preferences and choices. Children and young people will be given opportunities to participate in activities of their choice and will always have their views, feelings and wishes listened to by staff in relation to any aspects of the service provision. House meetings take place on a monthly basis where children and young people are encouraged to express their feelings and views. This gives them an opportunity to make decisions which are beneficial to them and to the smooth running of the home as a whole.

It is also the opportunity to make suggestion and comment on the home via a suggestion box, this enables a voice of the child to be heard at all times.

Consultation will also take place through individual key worker and multi-disciplinary supported sessions. This process will enable children and young people to have an active say in the running of the home or decisions which are important to them. Children and young people are also consulted about their care plans, and prior to any CIC review, Aims for progression and IEP meetings.

There are systems in place within the home which enable children and young people to raise concerns in a private fashion through the formal complaints procedure and complaints book.

All young people have the opportunity to express any alternative point of contact to express and concerns they may have.

### **13. Complaints and representations**

We have a clear policy and procedure for managing comments and complaints. A copy of our complaints policy and procedure is available to all families, children, young people and placing authority. The complaints book is presented in an accessible format using symbol and photographs and the language is simplified. All complaints should be directed where appropriate to a senior member of staff or Registered Manager.

Complaints received to the children's home from the children or other sources are regularly reviewed and audited.

- Emma McVinnie – Registered Manager 01752 898107
- Tamzin Gribble – Listening Ear – 01752 892461
- Tanya King – Responsible Individual 01752 892461
- Ofsted's telephone number: 0300 123 1231
- NYAS – General Enquiries: 0151 649 8700
- Childline – 0800 1111

No complaint is considered too trivial to be given full and serious attention and we believe that with an open and honest dialogue most concerns can be resolved informally by discussion.

On admission all children and young people will be given a complaints guide which has guidance on how to raise a complaint. We will ensure this information is provided in a



format which aids understanding. Significant family members and placing social workers will also be given these documents.

Information regarding the complaints procedure is one of the issues discussed at the beginning of a placement. It is also discussed via the Placement Planning Meeting with parents/carers and social workers. The complaints procedure is an agenda item in house meetings and recorded in the minutes, the process and how a young person can complain is explored in CIC and CIN meetings to establish how each young person has the opportunity to do so.

All children and young people have opportunities to raise any issues which concern them. House meetings take place on a monthly basis and young people are encouraged to express themselves on how the home is run and any improvements that they feel could be made. Children, young people and families may use the Compliments, Concerns and Complaints process and young people have a Complaints Book available to them. All concerns and complaints are investigated and reported on. The open nature of the establishment enables concerns from families, children and young people to be dealt with in a fair and just manner.

While every care is taken throughout the process to remain objective and impartial in relation to the complaints we acknowledge that children and young people may wish to discuss their complaint with, or seek representation from a person not employed at Hannah Avenue.

Parents/carers, other significant family members or visiting advocates may act as representatives on behalf of a child or young person. In any event, it is essential that social workers and those with parental responsibility be kept informed throughout the complaints procedure.

It is important to note that if the issue relates to a member of staff they will be made aware of the complaint but will not interview the child or young person. A staff member who is the subject of a complaint may not initially be given the full details of the complaint until the Registered Manager or other senior manager has completed a fact finding enquiry.

Comments and complaints records are monitored by the Registered Manager, Regulation 44 visits and monitoring visits by the Responsible Individual. These records are also available to inspectors from Ofsted and if appropriate the young person's placing authority. Complaints can also be made directly to Ofsted and these will be monitored in the inspection procedures.

### **14. Safeguarding children and young people**

**At Hannah Avenue Children's Home the welfare and protection of children and young people from abuse is paramount.**

The management and staff at Hannah Avenue will work very closely with the local Area Designated Officer(s) in terms of prevention and resolution of child protection issues and the investigation of allegations against persons employed in the home.

All serious incidents involving the safeguarding and protection of children and young people at Hannah Avenue are notified to Ofsted.

Less serious incidents or concerns are conducted in line with the home's policies in Behaviour Management, Appropriate Sanctions, Bullying, Missing from Care/Unauthorised Absence.

At Hannah Avenue we have a clear Safeguarding and Protection Policy, which outlines procedures. It is regularly reviewed and reinforced within staff meetings and discussions. All

staff at Hannah Avenue receives appropriate child protection and safeguarding training which is regularly reviewed and updated. Mrs E McVinnie is the named Safeguarding Lead for Hannah Avenue with the deputy safeguarding lead is Mrs Nicky Grant.

Where necessary the Registered Manager will contact the Safeguarding Lead/Head Teacher of schools attended by children and young people accessing Hannah Avenue and report issues.

- Mrs Emma Mcvinnie – Designated Safeguarding Lead – 01752 898107
- Mrs Nicky Grant – Deputy Safeguarding Lead – 01752 898156

Hannah Avenue reflects through its policies and procedures relating to child protection combining national and local guidance with existing good practice, key principles of our practice that children and young people are protected from abuse and exploitation. As a part of this process we ensure that:

- Children and young people are made to feel valued and respected and their self-esteem promoted.
- There is openness to the external world and external scrutiny including families, placing authorities, Ofsted, social workers, staff and the wider community.
- Members of staff are trained in all aspects of safeguarding children and young people, alert to children and young people's vulnerabilities and risks of harm and have knowledge of how to implement the child protection procedures.
- Children and young people have access to a trustworthy adult outside the home. This could be a family member or advocate. Young people are given details of how to contact Child Line, The Children's Commissioner, Our "Listening Ear" and Ofsted and Nyas.
- Complaints procedures are clear, effective, user friendly and readily accessible to children and young people.
- There is a Complaints Book which records any representation or complaint, action taken to address them and the outcome.
- Recruitment and selection procedures for members of staff are rigorous as set out in the "Safer Recruitment" Guidance.
- Clear procedures are in place for employees to express legitimate concerns about practice through the whistle blowing policy without prejudicing their own position and prospects.
- There is a respect for diversity and sensitivity to race, culture, religion, gender, sexual orientation and impairments.
- Members of staff are alert to the risks to children and young people living away from home and from people in the wider community.
- Members of staff are aware that children and young people living away from home are also vulnerable to being abused by other young people.
- Comprehensive individualised risk assessments and protocols are in place and are

subject to regular review.

- Regular Health and Safety Audits and checks are routinely made in the home, with clear records maintained in accordance with regulatory guidance.
- Staff are made aware of the wider need to stop individuals being drawn into terrorism and to be aware of voiced or active opposition to fundamental British Values e.g. the rule of law, liberty, tolerance and respect – underpinned by democratic processes. Such concerns should be reported within the children's home to the SDL or the DSDL, or other line manager as required /available. (See Children home safeguarding and protection policy)

The staff at Hannah Avenue are made aware of what they should do if they observe or have reported to them possible evidence or signs of abuse. Detailed guidance is in place, detailing how staff members should respond when a child or young person reports an allegation of abuse.

If there is a suspicion that a child or young person may be experiencing abuse, including a suspicion of professional abuse, a referral will be made to the relevant bodies. Ofsted will also be informed.

- LADO telephone number 01392 384964 (concerns regarding a staff member employed by the charity or any professional in contact with the children's home)
- MASH telephone number 0345 155 1071

If a young person is persistently missing from the home or at risk of harm the Registered Manager may seek to review the child or young person's care plan with the local authority and other professional agencies. The welfare of all children and young people accommodated at Hannah Avenue is of paramount concern at all times.

If a host authority believe a child or young person accommodated at Hannah Avenue Children's Home is at risk of harm they may request an additional care review. This is to further safeguard the child or young person's wellbeing and ensure that they are receiving the highest possible care and are being kept safe from potential harm. Senior staff at the home will work closely with all host authorities to provide a consistently high level of care and safeguarding.

The Registered Manager has undertaken a "Location Assessment" as directed under the Children's Homes Regulations 2015, to take steps in order to ensure that the premises used for the purposes of the home are located so that children are effectively safeguarded and can access services to meet their needs as set out in their care or placement plans.

The Location Assessment will be reviewed on a 6 monthly basis and or whenever issues are identified amendments made and action taken where necessary. Letters will be sent out to all appropriate local services asking for updates on any identified issues and the Registered Manager will analyse publically available local data.

### **15. Governance and quality assurance**

Hannah Avenue Children's Home is inspected up to twice a year by Ofsted. Ofsted is a government organisation that inspects children's homes to make sure they are run well, appropriately staffed and resourced and follow the children's individual care and placement plans providing the best possible outcomes for children and young people.

Ofsted's telephone number: 0300 123 1231

In addition to Ofsted's visits, Hannah Avenue children's home is visited monthly by Dialogue our independent visitor, whose role it is to assess all relevant information and form 'a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home. The Independent Visitor will also consult with the team, stakeholders, children and young people and the Registered Manager to gain a full understanding of events of the previous month for all aspects and opinions.

The findings will be used to monitor the performance of Hannah Avenue on specific matters relating to childcare practices and performance of staff in meeting the desired outcomes for the home and children and young person's placed there.

Regulation 45 reports that explores the quality of care delivered are completed by the Registered Manager monthly. These reports are forwarded to Ofsted and the CRO/Directorate. In addition to this the Registered Manager will produce a monthly report covering all aspects of the children home developments, impact on the young people and compliance. Furthermore, they will monitor and sign the homes records at least once a month to identify any patterns or issues requiring action. The Registered Manager will take action to improve or adjust provisions wherever necessary. Where action is taken, in relation to any trend or patterns in recorded issues or events, to improve the safeguarding and promotion of the welfare of children and young people and the quality of care in the home, the Registered Manager will ensure that the staff and residents are informed.

The Registered Manager will also produce a written development plan, reviewed monthly, highlighting any planned changes in the operation of Hannah Avenue and or confirming the continuation of the home's current operation and resources.

The Registered Manager will ensure that systems are in place to monitor the performance of the home against its statement of purpose.

The Responsible Individual, Registered Manager and Lead Nurse hold weekly management meetings to evaluate the performance of the home on specific matters relating to childcare practice and the performance.

The Responsible Individual will prepare a monthly feedback report including all notifications for the directorate CRO and Trustees.

### **16. Arrangement for review of placements**

Children, young people and their families should be active participants in the care planning process where possible. During the initial Placement Planning Meeting and subsequent reviews, they will have access to reports and be invited and supported to submit their own views. Any significant change to the Placement Plan outside of a young person's review will not take place without prior consultation with the child, young person, parents/carers, Social Worker and any other significant party.

The first formal meeting will be the initial placement meeting, this will take place usually within 14 days of the admission date. Following the planning meeting, subsequent reviews for young people accommodated at Hannah Avenue are held as per "Looked After Children" requirements.

Prior to any review, the wishes and feelings of the child or young person are sought and recorded by their appropriate Key Support Worker. The young person's views are very important through the care planning process and reviews. If a child or young person does not feel comfortable expressing their views during the review meeting they can request that a member of staff advocates on their behalf or a specialist advocacy service can be sought supported by Dame Hannah Rogers Speech and Language Department. The SLT

will meet with the advocate prior to meeting the child/ young person to explain their levels of understanding and how the young person expresses him/ herself. The SLT will also be available as needed to support the advocate's face to face session.

The Registered Manager will contribute to each child or young person's placement plan which will identify areas of assessed need, tasks and objectives. The plan will identify who will be responsible for meeting these needs and ensure that agreed outcomes are reached within the stated timescales. The Registered Manager will be responsible for ensuring that the Local Authority minutes of the meeting and the home's report are held on the child or young person's file.

Guidance will be issued to all members of staff responsible for writing review reports. A representative of the home will attend all reviews. This will usually be the key worker and/or the Registered Manager. The key worker is responsible for monitoring the Placement Plan and highlighting any progress or difficulties regarding the placement at the home. Written copies of the review report will be made available to a young person, their parents/carers and Social Worker prior to the review.

All young people will be encouraged to attend their reviews and they will receive appropriate levels of support dependant on their age and level of understanding.

A permanent record of the proceedings and recommendations of the review shall be kept within the child or young people's files. A copy is also given to parents/carers, child or young person and all other relevant people.

### **17 Transition to Alternative provider**

Following request of change of provision from Hannah Avenue to an alternative provider, we will support and share relevant information to allow a smooth and seamless transition for the children and young people involved, this can come in the form of supporting visits to new provision or facilitating the shadowing of new staff to support the initial stages of transition.

### **18 Preparation for adulthood**

The children and young people will be supported early in consider aspects of preparing for adulthood. This will centre around the child or young person's own aspirations, interests and needs to enable children and young person's to achieve their ambitions in relation to:

- Options of continuing into further education
- Exploring alternative living – enabling the young person to have choice and control over their lives and the support they receive and their accommodation and living arrangements.
- Being as healthy as possible in adult life
- Participating in society including having friends and supportive relationships and participating in and contributing to, the local community.

## Hannah Avenue Children's Home – Statement of Purpose

| Version | Date       | Author     | Changes/Comments   |
|---------|------------|------------|--|
| V.7     | 01/07/2015 | S Bailey   | Version and date added to document   |
| V.8     | 08/07/2015 | S Bailey   | Independent Reg 44 Rezume Removed from Text.   |
| V.9     | 13/08/2015 | S Bailey   | Reference to "Registered" (Acting Registered Manager) removed from text.<br><br>Amended text referring to Emma McVinnie as "Designated" to "Deputy" (pg18)<br><br>Amended text referencing safeguarding contact (p19)  |
| V.10    | 08/02/2-16 | E Mcvinnie | References and Logo changed from to DHRT Dame Hannah Rogers Trust to DHRC Dame Hannah Rogers Charity.<br><br>References to Acting Manager changed to Registered Manager throughout SOP.<br><br>Update to Safeguarding Leads and Deputy in Hannah Avenue.<br><br>Changes, updates to text throughout.<br><br>Section 6 – Insertion of "The Golden Thread" – Monitoring & Accountability Diagram<br><br>Section 16 and 17 in relation to Transition added. |
| V.11    | 25/07/2016 | T. King    | Amended for new Responsible Individual from Steve Bailey to Tanya King.<br><br>Updated Hannah Avenue House Rules from Golden Guidelines.   |
| V12     | 13/07/2017 | E Mcvinnie | Update to reflect schedule 2 information   |
| V13     | 08/08/2017 | E Mcvinnie | Update to reflect schedule 1 information   |
| V14     | 4//4/2018  | T King     | Update in Golden Thread<br>Change of title for CEO to CRO  |

**Appendices 1**

Staff List

