



Statement of Purpose and Function

Footsteps Care – Gidea Park, Havering
Residential Children's Home

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Statement of Purpose and Function

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Introduction

This **Statement of Purpose and Function** is written in accordance with the regulatory requirements of the Care Standards Act 2000 and the Children's Home regulations 2001& 2010 and The Children's Homes and Looked after Children Regulations 2013.

The statement is produced by Footsteps Care Homes Limited. The directors of Footsteps Care Homes Limited are: Anslim Narinesingh and Michael Ward.

Reference is also made within the statement to a series of Footsteps Care policy documents, which can be read in conjunction with this statement. These are all available at the home on request.

A copy of this statement is provided to OFSTED and is also available to: -

- Each person who works at Footsteps Care
- The placing Authority or Agency of any young person provided with accommodation at Footsteps Care.



Anslim Narinesingh
Responsible Person Date 02/06/2014

Joeline Wright
Registered Manager Date

Caring for children

Here at Footsteps Care, we endeavour to enhance the self esteem by creating and maximising safe opportunities in which children can learn, develop and reach their full potential.

We create a safe, caring homely environment in which young people can build appropriate relationships with others, learn to cope with their feelings and achieve in areas of development.

It is important that all young people in the home feel valued and listened to. They are involved in all areas of their care and we focus all care on being individual to the young person with a person centred approach.

Structure is created in the home through daily living routines and individual routines. We have agreed clear boundaries in place and each young person has the allocation of two key workers with whom young people build up a positive, trusting relationship with.

Young people are supported to attend daily education and we hold regular home meetings so the young people can voice any opinions, wishes, needs or concerns. Life skill sessions are held regularly to educate the young people in many areas of developing their knowledge, skills and understanding.

The young people benefit from a vast range of activities and hobbies. We have a well resourced activity room with games, P.C, books, game consoles, arts and crafts, a variety of DVD's and age appropriate toys.

Young people attend regular health appointments and where additional health/therapeutic support may be required, this is sourced at the earliest opportunity.

The home benefits from a well experienced staff team of mixed cultures and religion. The staff team benefit from a robust training and supervision programme.

1. Range of needs provided for at the home

The home will provide accommodation, care and support for up to six children between the ages of 5 and 17 of either sex who may have mild to moderate learning disabilities. Such children may have a range of needs that may require support.

2. Ethos and Outcomes

The Children's Act 2004 underpins the concept of Every Child Matters, which sets out the Government's approach to the well-being of children from birth to 18. Footsteps Care has adopted the aims of the Every Child Matters programme in its approach to giving care and support according to their needs. Footsteps Care will:-

- Support all children in our care.
- Make sure that a consistent approach is maintained with staff looking after the children.
- Ensure that every child placed with us has a high quality placement.
- Support the education of every child placed at the home and continues to support their post-16 education.
- Provide support for all aspects of children's lives outside of school.
- Support the children to make the transition into adult life.
- Ensure that our system of care is accountable and strongly focused on the needs of the children in our care.

Footsteps Care seeks to further promote core values that underpin Every Child Matters. These values are:

Privacy: -

- All young people have their own room.
- All young people will receive sensitivity in practice, especially when dealing with personal issues.
- Information about all young people will remain confidential. Information about one young person will not therefore be disclosed to another, or to any inappropriate source.
- At Footsteps Care, there is no designated visitors' room or facilities at this time, we do however take the young people into account when organizing meetings or training to ensure it does not affect the young people's lives and the home environment. If such activities do have to take place within the home it is done in such a way that the effect is as minimal as possible on the young people.

Dignity

- Staff has an active awareness of each person's racial, cultural, religious and dietary needs, enabling the celebration of difference for all. Footsteps Care provides a living environment and operational culture that places the needs of young people as paramount, above all others.
- Footsteps Care uses techniques for managing young people's behaviour, based principally on reinforcement and reward, avoiding punitive measures in reaction to negative behaviour(s), so that young people can learn from their mistakes and from the modelling of staff and the adults around them.

Independence

- Footsteps Care provides a living environment and operational culture, which encourages the development of self-confidence, and which allows young people appropriate opportunities to take some calculated risks, in their learning journey.
- At Footsteps Care, young people are able to access and record in their own personal file.
- Footsteps Care will implement an independent living skills programme, for young people to use in their learning journey toward independent living.
- Footsteps Care works in partnership with leaving care services of placing Local Authorities, to ensure and access and support systems for young people leaving the home's service.
- The provision of clear information about how to complain is available to all young people at all times.
- All young people have access to the telephone and are allowed to make calls in private on the portable phone. Personal calls are limited to one call a day on the house telephone however they are allowed to use the telephone as often as they like if they want to call their Social worker or to phone the relevant body to make a complaint.

Choice

- Each young person is encouraged to personalise their own bedroom within reason.
- New young people, (following initial settling-in) will each be encouraged to re-design the décor of their own room.
- Young people are actively encouraged to share and influence (age appropriately) the day-to-day routines and practices within the home through a variety of means, including attending young people's meetings.

- Young people are encouraged to exercise their own religious and cultural preferences.
- Young people are actively encouraged to partake in a wide variety of leisure activities and an activity schedule is drawn up for each school holidays in agreement with the young people.

Rights

- Footsteps Care supports, promotes and complies with the European Convention on the Rights of the Young person (copy available at the home).
- Footsteps Care provides a safe physical environment.
- Footsteps Care actively promotes support learning, so that all young people can learn to understand their rights and responsibilities within the home, within the community and toward others.
- All young people are made aware of how they should expect staff to behave, and what they should do if this is not their experience.
- All young people are provided with guidance, which informs them about how to influence decisions about their future.
- All young people are provided with information about the independent advocacy service and of how they can pursue a complaint (both formal and informal).

Fulfilment

- The use of care planning and reviews (LAC system) at Footsteps Care will be used to track developments for each young person and ensure that service provision most appropriately meets health, education and support needs in order to maximize the future life chances for each young person.
- Footsteps Care will actively promote family contact, as appropriate and agreed in the Care Plan for each young person.
- Each young person will be given the opportunity to actively engage in, and influence the planning and delivery of services for them.
- Led by the staff group, Footsteps Care will strive to ensure that each young person has the opportunity to engage fully in their local community.

3. Enabling children to enjoy and achieve

Our vision of enjoying and achieving includes ensuring children and young people be given opportunities to:

- Receive a high standard of education through effective schools providing good quality of learning opportunities and support.
- Join in a wide variety of positive activities developing their personal and social skills.
- Achieve good results – for those children whose achievements are measured by results to achieve comparatively good results.
- Maintain good attendance at school or any other training being undertaken.
- Learn through play by recognising the importance of play in younger children and providing age appropriate facilities and opportunities to play.
- Communicate effectively regardless of challenges such as limited use of language or where the first language of a child is not English. Staff will support children with specific communication needs according to their requirements.
- Participate in sports, recreational and work experience activities.
- Practice/express cultural norms and values

4. Support for cultural and linguistically diverse needs

- Footsteps Care will establish effective collaborative relationships with family members and significant others. The home will exercise flexibility and be committed to building and sustaining open lines of communication and understanding of children's diverse needs.
- The home will explore any cultural characteristics that might be different from those that the staff are familiar with and ensure that they complement (or at least do not interfere with) a child's full participation in the homes activities. Such characteristics may include dietary preferences, dress styles, religious observance, etc.
- The home will listen to family members carefully with an open mind and put into place relevant measures to ensure a child's diverse needs are met.
- Information provided will be in a format that is readily understood by the family members. Should there be language barriers, the home will negotiate with the local authority to provide translators or interpreters.
- Where a child has not acquired a structured language, the staff at the home will in consultation with parents, the child and significant others develop a "survival vocabulary list" using customised sign language that is understood by the child and staff.

- The views of the child will be taken into account continually regarding their comfort and ability to realize their cultural preferences.

5. Contact arrangements

- The home will work with reference to arrangements agreed in the care plan for contact arrangements.
- We recognise that children are entitled to a relationship with one or both parents or any other family members.
- All contact visits will be arranged in advance so that there is adequate preparation in place. We believe that the best arrangements for maintaining contact are:
 - To keep children safe and free from conflict and preventable stress whilst exercising their right.
 - To provide good supervision and care if required.
 - To respect parental rights and responsibilities and the rights of grandparents and significant others.
- The home will cooperate with all parties to ensure the best interest of the child is served during contact.
- The home will maintain records of when contact took place to inform all parties and inform the review process.

6. Children's contribution to monitoring quality of care

- The views of the children regarding the quality of care at the home will be taken into consideration at Children's meetings, when the Independent Visitor interview them for the monthly report, via complaints and complements directly or indirectly.
- All children will be asked their views about how they feel their care is provided. Where a child has not got spoken language skills, an appropriate mode of communication is to be used to obtain the view of such a child.
- All changes to the layout, staffing, decoration or any other change that would affect the children will be discussed with all children before implementation.
- All children will be given opportunities to complain or express unhappiness about the service, staff or another client.
- As part of the recruitment process, the young people have presented questions to be asked during interviews.
- The young people complete regular quality assurance questionnaires which provide information on how they feel about the home and their care.

7. Policies and Procedures

The home has a set of policies and procedures which guide staff and activities of the home. These policies are drafted to meet the requirements of the National Minimum Standards for Children's Homes and fulfil the legislative requirements for running a children's home.

a) Equality and Diversity Policy

Footsteps Care will ensure that its service is fully inclusive in meeting the needs of all children and young people, particularly those that arise from their ethnic heritage, social and economic background, gender, special educational needs, ability and disability.

Our service is committed to anti-discriminatory practice and must at all times promote equality of opportunity and value diversity for all children and staff and any interaction with family members.

The aims of the Equalities and Diversity Policy are to:

- Provide a secure and accessible environment in which all the children can flourish and in which all contributions are considered and valued.
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities.
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity.
- Make inclusion a thread that runs through all of the activities of the home.

b) Children's Rights Policy

Footsteps Care will promote and uphold the rights of all children who use the service. All staff members and any one working at the home are to actively engage in promoting the rights of the children. These rights apply to all children and there are no exceptions.

The aims of the Children's Rights Policy are to:

- Treat children with respect at all times
- Consult children and seek their views whenever decisions are being made about them
- Treat all children fairly regardless of race, sex, disability, religion or any other differentiating characteristics.
- Act in the best interest of each child
- Protect and safeguard children
- Ensure development and a good quality of life
- Maintain children's identity and nationality
- Ensure that children have access to education, leisure and cultural activities
- Provide care and support to maintain health and social well-being

8. Facilities

Footsteps Care is a large semi detached property. The ground floor comprises of a lounge, fully fitted kitchen, adjoining dining area and utility room, Manager/staff office, a single toilet, staff toilet, another toilet and bath between them and Education Room.

Upstairs comprises of six bedrooms for young people three of which are fitted with showers. All rooms are fitted with washbasins. There is a separate bathroom with a toilet and an additional toilet on the first floor. The house has central heating. There is a back garden part laid to lawn with a hard surface area at the rear. A garden shed is located at the left rear of the garden area and a summer house located to the right.

The home will provide 24 hours accommodation and care for up to 6 children. Each child will have their own bedroom and there will be no sharing of rooms.

9. Location of the home

The home is based in Gidea Park in Romford. We are located in a residential area a few minutes from Gidea Park train station.

We have a direct train links into London and Romford and also have links to Southend. We have bus routes to surrounding areas and to Lakeside.

We are ideally located to local amenities including a library, hospital, CAMHS, shops, Doctors surgery and supermarkets.

The local town has recreational activities available such as a cinema, bowling alley, sports centre, gym and soft play area as well as a large variety of restaurants.

We have a nearby playing field and a large park with playground area, outdoor gym equipment, an adjoining large playing field and a large lake.

10.Safeguarding children

The home has measures in place to safeguard the well-being of children. In order to achieve this several key policies are in place:

Safeguarding Children

All staff at Footsteps Care have a duty to protect the children whom they come into contact with through their work.

All staff are trained annually in safeguarding children and all statutory training including first aid training. We have a robust recruitment procedure in place, and all new staff undergo a probation and induction period of six months.

The home is secure and all young people have individualised risk assessments and each young person has a missing person's profile. All care plans clearly details all the needs of the young person and how these needs are met.

We have a number of quality assurance logs and a monthly health and safety audit is completed.

All safety certificates are renewed and we carry out daily opening and closing checks of the kitchen.

The rota is written to ensure there is adequate staff on duty at all times. Fire equipment is tested weekly and we carry out regular fire drills.

The young people participate in life skills on the subject of staying safe. Bullying is also subject covered in life skill sessions.

All young people are empowered and supported to make complaints and have access to information on how to make complaints to external agencies such as social workers, police and childline.

Safeguarding Policy

Our Safeguarding Children Policy places responsibilities on staff to:

- Ensure that all workers understand their legal and moral obligations to protect children and young people from harm, abuse and exploitation
- Develop best practice in relation to the recruitment of all workers

- Provide opportunities for all newly appointed workers through the provision of induction training, which gives an overview of the organisation's purpose, values, structure and services
- Ensure that all workers understand their responsibility to work to the standards and procedures entailed in the organisation's Code of Good Practice, Good Conduct and Child Protection procedures
- Ensure that all workers understand their obligations to report care or protection concerns about a child/young person, or a workers conduct towards a child/young person, to the organisation's designated person for child protection
- Ensure that all procedures relating to the conduct of workers are implemented in a consistent and equitable manner
- Ensure that the designated child protection officer (Manager) understands his/her responsibility to refer any child protection concerns to the statutory child protection agencies (i.e. police and/or social worker)
- Ensure that the organisation meets all its responsibilities in adhering to the requirements of the Children Act 2004 & Childcare Act 2006
- Provide opportunities for all workers to develop their skills and knowledge particularly in relation to the care and protection of children and young people
- Ensure that children and young people are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's complaints procedures
- Endeavour to keep up to date with national developments relating to the care and protection of children and young people

Surveillance and monitoring

At Footsteps Care, we use three forms of monitoring devices to ensure the safety of the young people and all in the home.

The devices used are:

- Door pager alarm

- Seizure alarm
- Monitoring use of computers

Door Pager

The door pager is used during the night as a monitoring system fitted on each of the bedroom doors. In the event that a young person should leave their bedroom, the alarm on the door pager will sound to alert the night staff that a young person is leaving/entering a bedroom.

Seizure Alarm

Any young person with Epilepsy will have a seizure alarm on their bed for to ensure their safety. The parent and local authority will agree permission before the use of a seizure alarm.

Parental monitoring of computers

Parental locks are used on the computers in the home to prevent the young people from accessing any inappropriate websites and links.

Parents or/and social workers must sign a consent form for the monitoring devices in place.

Bullying Policy

Footsteps Care will protect children from being bullied and will respond effectively to any incident of bullying in the home. We define bullying as *... deliberate hurtful; behaviour repeated often over a period of time, towards people who find it difficult to defend themselves.*

We aim to:

- Create a culture which is free from all forms of bullying and where children feel safe to report incidents of bullying whether those incidents occur in the home, at school or elsewhere.
- Ensure that staff act as positive role models, treat all incidents of bullying seriously and feel confident and supported when dealing with them.
- Promote open discussions with children and young people about bullying and its effects and listen to their views.

Missing Child Policy

Children or young people who are missing from the Home invariably place themselves at risk. The reasons for their absence may be varied and complex and cannot be viewed in isolation from their circumstances and their experiences in care. Every 'missing', 'absent without consent' or 'missing' episode should therefore attract proper attention from the professionals involved with the child and those professionals in turn must collaborate to ensure a consistent and coherent response is given to the child on his/her return.

This policy aims to clarify the necessary action which must be taken when dealing with absences without consent or missing. The policy is in line with the *Statutory Guidance on children who run away or go missing from home or care, January 2014*

We aim to:

- Acknowledge that children who go missing may require additional support to achieve the critical outcomes of being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well-being.
- Work together with other agencies such as the police to safeguard children's welfare.
- Promote positive collaboration between our staff, social workers and the police as part of a broader initiative to ensure that we recognise where procedures may overlap or interface and actions and responsibilities are clear.
- Provide a framework for the risk management of a missing or absconded child or young person.
- Set out the responsibilities and actions required by individuals based on agreed assessments.

Enable effective reporting and sharing of information

11. Admission criteria

- a) When an enquiry is made regarding a referral of a Young person the enquiry will be passed onto the Registered Manager or the Registered Individual of the home, they will deal with the enquiry. Contact details of the caller will be taken. Initially the Registered person will establish if the Young person meets our

admission criteria according to our Statement of purpose, which is as follows:

- Age between 5 and 17
 - The child/young person has a learning disability (mild to severe) or a statement of special educational needs.
 - There is a clear requirement for a learning disabilities service
 - The home will not accept referrals where the primary need is for mental health care.
- b) **Emergency Admissions** - An emergency admission is accommodation arranged on the day of admission or without the opportunity for pre-placement planning including a pre-placement visit to take place. The following steps are to be taken when considering an emergency referral.
- The child or young person must meet the admission criteria listed in (1).
 - The reason for the emergency admission must establish that 'immediate needs are to be met'.
 - A referral form must be completed or referral information sent to the Home.
 - A risk assessment must be carried out.
 - Consideration must be given to the impact of an emergency admission on the other children and young people at the home.
 - A review meeting is to take place within 72 hours of the admission

12. Complaints

The Home has a complaints procedure, recognising the need to know and respond to concerns about the service or individual action persons connected with the service. On admission an explanation of how to make a complaint is given to the child/young person and parents or significant others. The home has a Complaints Policy which contain the following steps.

- **Informal resolution of a complaint** – Some complaints may be resolved informally. Such complaints would be dealt with

almost immediately or at least the same day. E.g. A young person may complain that the light bulb in his room is not working. This may not need to be written on a complaint form if the bulb is replaced; however if the young person was to say that they informed a staff member a week ago then this complaint must be documented and investigated. Consideration must be given to issues, which can be discussed at House Meetings where ideas and solutions can be found by dialogue the young people. In all cases consideration must be given to informal resolution.

- All complaints must be recorded in the complaints log and the manager must be informed. The complaints log will be available to Ofsted and Registered Person for inspection.
- A person who is the subject of a formal complaint may not take part in the processing, investigating or response to that complaint.
- A young person who has made an informal or formal complaint will not be treated different in any way as a result of the complaint. Staff members are not allowed to apply sanctions or any form of reprisals as a result of the complaint.
- The home will treat a complaint made by a person acting on behalf of the child in the same way as if the child made the complaint directly.
- The Registered Manager or person handling the complaint will notify the appropriate agencies according to the nature of the complaint.
- Where the complaint may be of a criminal nature, young people will be advised of their right to press charges and involve the police.
- Staff are to assist a young person wishing to make a complaint by providing relevant information about:
 - Who to complaint to
 - Access to an advocate
- The home will carry out its own investigation of all complaints, providing they are not related to possible

allegations. It will delay its own investigation if external agencies are involved until such time as the external investigation is completed.

- The outcome and actions of all complaints will be recorded and communicated to the complainant.

Concerns and complaints can be made to the following organisation

	<p>Tel: 0800 1111 Childline FREEPOST 99 42 Curtain Road London EC2A 3NH</p>
	<p>Tel: 020 7251 3117 Email: mailbox@thewhocarestrust.org.uk The Who Cares? Trust Kemp House, 152-160 City Road London EC1V 2NP</p>
	<p>Tel: 0808 800 5792 Email: info@ciramvoice.org.uk Coram Voice, Gregory House, Coram Campus 49 Mecklenburgh Square, London WC1n 2QA</p>
	<p>Mercury House Mercury Garden 4th Floor North Wing Romford, RM1 3DW Telephone: 01708 43 3222 Facsimile: 01708 43 3375</p>
	<p>Tel: 0300 123 1231 Email: enquiries@ofsted.gov.uk www.ofsted.gov.uk OFSTED National Business Unit Piccadilly Gate, Store Street Manchester, M1 2WD</p>

Approach to behaviour management

Relationships between staff at the young people must be based on mutual respect and understanding. There will be clear professional and personal boundaries which are effective for both parties.

Safe consistent and understandable boundaries for the young people in relation to acceptable behaviour will be set. Expectations of behaviours will be clearly explained to the young people.

Each young person will have a detailed behaviour management plan. This plan will clearly detail:

- Behaviours displayed by the young person
- Triggers
- Techniques to deflect challenging behaviours
- Intervention required and at what stage

The behaviour plan allows for staff to have a consistent approach to assisting the young people to manage their behaviours.

The behaviour plan is devised specifically for each young person. This takes into account their:

- Abilities/disability and level of understanding
- Level of understanding
- Any particular situation which may lead frustration or to challenging behaviour
- The needs of the young person

At Footsteps Care, we believe it is of the utmost importance to reinforce positive behaviours at all times.

We use a number of tools to encourage, praise and reward the young people for positive behaviour.

Relevant training is also an important part of behaviour management. All staff receive annual training on behaviour management, safeguarding young people and physical intervention training.

Any incidents of challenging behaviour are recorded and monitored through behaviour monitoring charts and incident forms. Monthly audit/summary of behaviour is also recorded in the young person's monthly report.

13. Behaviour management

We at Footsteps Care recognise the importance of promoting acceptable behaviour and methods of discipline within the children's home setting. We believe that all children have the right to expect positive approaches to behaviour management, which foster self-esteem, respect, tolerance and self-control. Behaviours which injure people either emotionally or physically or damage property are real problems for staff and the other children and must be dealt with in an appropriate manner. By promoting these beliefs Footsteps Care will endeavour to ensure that children are safe, fair and considerate to all.

The home will use a range of strategies to reduce the risk of challenging behaviours. Such strategies will include:

- Getting to know the child and his/her preferences
- Promoting and rewarding positive behaviours
- Clear communication with the child
- Being fair and consistent
- Creating a belonging environment
- Developing the skills of the children for dealing with issues
- Using low key responses (look, proximity and signals)
- Maintaining good relationships with the children
- Planning that involves the children
- Developing routines to avoid conflicts
- Use of reminders
- Negative reinforcement by the use of sanctions. A sanctions Log is maintained and any sanction applied is reviewed by the manager and subject to being inspected by the Independent Visitor on the monthly inspection of the home.
- As a last resort physical intervention using the PRICE method to prevent self injury/harm or the injury of others. Only staff who are trained in PRICE are able to use physical intervention. Staff are assessed by the PRICE instructor for competency on all approved moves/holds and theory modules. All staff must undergo annual training in PRICE.

Aim

- To promote self-discipline
- To develop within each child an appreciation of others and their feelings.
- To increase children's understanding of the consequences of their behaviour on others and themselves.
- To encourage the child's ability to socialize and get along with others.
- To reinforce the positive and discourage the negative behaviour.
- Implement statutory guidance and good practice in the care of children at the home.

14.Contact details

a) Registered Provider

The Registered provider for Footsteps Care is:-

Footsteps Care

Footsteps Care Homes Limited
170 Balgores Lane
Romford
Essex
RM2 6BS
Tel :01708 458 121
Email: footstepscare@footstepscare.net
Website: www.footstepscare.net

- b) Responsible Individual
The 'Responsible Individual' (as defined under current legislation) is:
Mr Anslim Narinesingh
9 James Martin Close
Denham
UB9 5NN
Tel: 01895 832026/07590 290074
Email: anslim@footstepscare.net
- c) Manager
The Manager of the home is:
Joeline Wright
jo.wright@footstepscare.net
01708 458121

15. Education

The home will make arrangements for the education and promotion of education for children and young people through access to state provided education and where needed privately sourced tuition.

- a) All children attending school will have a Personal Education Plan initiated by their social worker and a copy kept in the child's records at the home. This plan should be updated 6 monthly.
- b) Education in all its forms is one of the cornerstones of personal growth and development. All children and young people will be actively encouraged to pursue educational opportunities appropriate to their needs
- c) Footsteps Care is determined to support young people's education by the widest means possible. This support should also, in all cases, be available from all members of the

‘partnership of care’ and/or any other appropriate person. This might include, Support Worker, support inclusion officer, School/College, Special Needs service, Educational Psychologist, Connexions advisor, Area Education Officer, Community Education, parents (or those with Parental responsibility) and most importantly, the young person.

- d) The provision of, and attendance at, education must, in all cases, be the subject of active planning by those in the ‘partnership of care’ for each young person. It will not be uncommon for a young person to be accommodated at Footsteps Care, following a number of episodes of concerns. Typically, this may include either a failure to attend school for some time, or the exclusion from school by the school authorities.
- e) There will be occasions where young people refuse to attend school, become excluded from school, or refuse to complete appropriate schoolwork. In these circumstances, the allocated support worker along with Footsteps Care staff will work with the young person and the school, to seek to resolve any issues and/or difficulties.
- f) Each young person will have a home/school communication book. This vital tool will be used between the home and school to communicate directly. Key workers also communicate with teaching staff with regular emails and telephone communication.
- g) Key workers will attend all educational meetings, parent evenings and any additional ceremonies/assemblies that may be held to present awards or acknowledge achievements.
- h) Young people in the home are supported by staff to attend education daily. Homework support is available from staff and we have a quiet area where the young people have access to resources to assist them in completing any school work.

16. Health

All children at Footsteps Care will have a Health Care section in their Care Plan. We subscribe to the principles set out in the Department for Children, Schools and Families (DCSF) document “Statutory Guidance on Promoting the Health and Well-being of Looked After Children” published in 2009.

The home will provide a healthy environment where children can have their physical, emotional and psychological needs met or access services that would enable such needs to be met.

- a) Prior to admission, the home in carrying out its assessment will establish the health needs of the child or young person.
- b) The homes proposed care plan will include a section of health needs and address identified needs detailing how those needs will be met including details of working in partnership with other agencies such as the NHS services to ensure health needs are adequately met.
- c) As part of the admission process a person with parental responsibility must sign a consent form for emergency treatment of the child.
- d) Staff will engage in health education of the children about their specific health needs and other health matters as part of their healthy lifestyle support. This will be completed in the form of life skills and key work sessions.
- e) If a child becomes ill, there will be a procedure to follow to get the child prompt medical attention.
- f) Staff are to listen to the views and wished of the children regarding their health needs and be an advocate on behalf of the children.
- g) All staff will undergo appropriate training for known conditions that the children may present with for which there is limited experience.
- h) Care will be taken to store medicines appropriately in a locked cupboard and administer medicines according to prescribed instructions.
- i) Records are maintained of all medication given and effects or side effects seen.
- j) Children will have statutory checks by their GP, optician and dentist and records are to be kept of such visits and outcomes.
- k) All children have a health care plan which is updated with outcomes following any health appointment.
- l) Staff actively promote education on health. This involves empowering them with knowledge on health and staying healthy in regards to balanced diets, healthy eating, exercise and their benefits to maintaining a healthy lifestyle.

17. Staffing

Here at Footsteps Care we have a large stable team consisting of both full time and relief staff.

We have a multi-cultural team and many of the staff team are long standing members of the team.

The staff hold a variety of experience in many care settings. All staff are expected to have a minimum qualification of a QCF Level 3 in Health and Social Care – Supporting Individual with Learning Disabilities.

The home is staffed 24 hours by suitably qualified staff at all times and we have two waking night staff on duty.

We have a robust recruitment procedure and newly recruited staff partake in a six months probation period and have fortnightly supervisions. Their progress is monitored through the supervision process.

Staff have a named supervisor and have a minimum of monthly supervisions. Clear records of supervision are kept on file and have a signature of the supervisor and supervisee. The supervision record also records the date and length of supervision.

Staff are encouraged to request additional supervision sessions if they feel this is required.

We hold regular team building days to promote positive working relationships amongst team members and to increase staff morale. We have an annual Christmas dinner for all staff and a Christmas party. The costs of events such as these are met by the company.

We hold monthly staff meetings and senior meetings also take place monthly. An agenda is provided in the staff office during the previous month so staff can make a note of any issues they would like to discuss.

We have an on-going programme of training and development for each staff member alongside core training that is required to be undertaken by all staff.

Staff have a specific delegated duty. Amongst others, these duties include:

- Medication ordering
- Quality Assurance auditing
- Health and Safety auditing
- Care plan quality assurance auditing
- Activities coordinator

List of staff, experience and qualifications

Name	Experience	Qualifications
Jo Wright Manager	Jo had worked with early years for a number of years before becoming a manager of an early years provision. Jo then went onto to become an NVQ assessor in early years and childcare before joining the team at footsteps care. Jo worked at Footsteps for four years as a senior, before becoming deputy manager and eventually becoming manager. Jo has currently worked at Footsteps Care for nine years.	NVQ 5 in Management and Leadership NNEB Health & Social Care (Advanced) Diploma Child Psychology Currently completing diploma in cognitive behaviour therapy.
Alan Turkington Deputy Manager	Alan has twenty nine years experience in the care sector. He has worked with adults with learning disabilities, adults in supported living, the elderly and with children and young adults with learning disabilities. Alan has worked for Footsteps Care for 3 years.	NVQ Level 3 FETEC level 5 in health service studies Multi element in behavioural approach IOSH managing safely Currently completing Level 3 in supporting individuals with learning disabilities.
Stephanie Fox Senior support worker	Stephanie has worked with young people with emotional behavioural difficulties. She has worked at Footsteps Care for six years.	Degree in social ad clinical psychology. Level 5 in management and leadership. NVQ Level 3 in children and young adults.
Dionne Westpfel Senior Residential support worker	Before joining Footsteps, Dionne worked as a support worker for children with disabilities. She has also worked as a behaviour analysis therapist in a special educational needs school. Dionne has worked for Footsteps Care for six years.	NVQ 3 in Early Years.
Jonathan Allsop	Jonathan has worked in the care setting for over fifteen years. He has worked with both and adults and children with learning disabilities as well as working in nursing homes. John has worked for Footsteps Care for	NVQ 3 in Childcare, learning and development And currently completing Level 3 in supporting individuals with learning disabilities.

	five years.	
Michael Asa Senior residential support worker	Michael has worked in a variety of care settings for over four years before joining the team at Footsteps Care. These settings included working with children and young adults as well as young adults in supported living who had learning disabilities. Michael was also a football coach for children with disabilities. Michael has worked for Footsteps Care for two years.	NVQ Level 3 in children and young adults.
Claire Pocock Senior Residential support worker	Before joining Footsteps Care, Claire worked with children and young adults with learning disabilities in a day centre and as a youth worker. Claire has worked for Footsteps Care for ten years.	NVQ 3-Childcare and young People
John Lally Residential support worker	John has over eighteen years experience in the care field. He worked for a number of years with Basildon and Thurrock health authority and also has experience of working in a secure unit. John worked for family mosaic where he was a team leader managing three supported living units. He has also worked with adults with learning disabilities and behavioural needs. John has worked for Footsteps Care for one year.	NVQ Level 3 in supporting independence.
Natalie Ambrose Residential support worker	Natalie has worked with children with complex behaviour needs and as a senior residential support worker with children with learning disabilities and physical disabilities. She held a deputy managers position at Footsteps for four years. She has worked for Footsteps Care for nine years.	NNEB
Bridget Quinlan Residential support worker	Bridget has worked in the field of care for over six years. Her various roles have included working with children and families. She has worked as a teaching assistant in a special educational needs school and has also worked in a therapeutic care setting. She has worked for Footsteps Care for one year.	NCFE Teaching Assistant Level 2 Level 3 Care and health studies Level 3 access to nursing midwifery

Ann Domin Support worker	Has worked in various residential units with adults and young people with learning disabilities for over 20 years. Ann has worked for Footsteps Care for 8 years.	NVQ 3 Care.
Hayley Gregory Residential Support Worker	Haley has worked in a variety of settings with families and children for the last 7 years. Haley has worked for Footsteps Care for four years.	B.A Psychology
Karen Clark Residential support worker	Karen has worked with Children who have learning disabilities for three years as a support worker before joining Footsteps Care. Karen has worked for Footsteps Care for six years.	BTEC in Social Care
Cherry Rowland Residential support worker	Has worked with children and families for the past 9 years supporting them in a variety of environments including family centres and observation assessment units. She has worked for Footsteps Care for six years.	LDAF induction course level 2 NVQ 3 children and young people.
Captain Zondo Residential support worker	Captain Joined the team in 2010 and has experience of working with children and young people. He is currently training as a psychiatric nurse. Captain has worked for Footsteps Care for four years.	Currently completing NVQ Level 3
Melanie Ferreira Residential support worker	Melanie has worked in care for over eleven years. She has worked in palliative care, care of the elderly and with adults and children with physical and learning disabilities. Melanie has worked for Footsteps Care for six months.	Nvq Level 3 in Health and Social care.
Fiona Mhosira Residential support worker	Fiona has worked in a number of care settings for over eight years. These settings include working with teenagers and young adults who have behavioural difficulties, working with the elderly and children with learning disabilities. Fiona has worked for Footsteps Care for 1 year.	Fiona will soon be embarking on a Level 3 in supporting individuals with learning disabilities.
Carly Ashelford Residential support worker	Before joining Footsteps Carly trained and worked as a hairdresser. Carly has worked for Footsteps Care for one year.	NVQ Level 2 in work skills. Carly will soon be embarking on her level 3 in supporting individuals with learning disabilities.
Michael Gyau- Boakye	Michael has worked as a youth worker for two years working with people with	Health and Social care level 3

Residential support worker	complex needs. Michael has worked for Footsteps Care for six months.	
Samantha Stephenson Residential support worker	Samantha has worked for over fifteen years as a learning support assistant to young adults with learning disabilities. She was also a college lecturer to young people and adults with learning disabilities/difficulties. Samantha has worked for Footsteps Care for three months.	NVQ Level 3 in Health and Social care TESOL Level 5 children and young adults Level 4 Teaching in the life long sector
Charles Evoh Residential support worker	Charles has worked in the field of care for four years. He worked as a family support worker and health care assistant in the past. Before joining Footsteps, He worked as a support worker for children with learning disabilities and behavioural difficulties. Charles has worked for Footsteps Care for one month.	Will soon be embarking on Level 3 in supporting individuals with learning disabilities.
Laurie Belezika Residential support worker	Before joining Footsteps she worked in a early years setting and worked as a travel trainer for young adults with learning disabilities. Laura has worked for Footsteps Care for one year.	NVQ Level 2 in child care
Christine Noble Administration Controller	Has several years experience in all aspects of admin work. Chris has worked at Footsteps Care for eight years.	NVQ 2 in Business & Administration

18. Organisational Structure

