



# The Laurels Statement of Purpose April 2023





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## 1. Who Uses Our Service

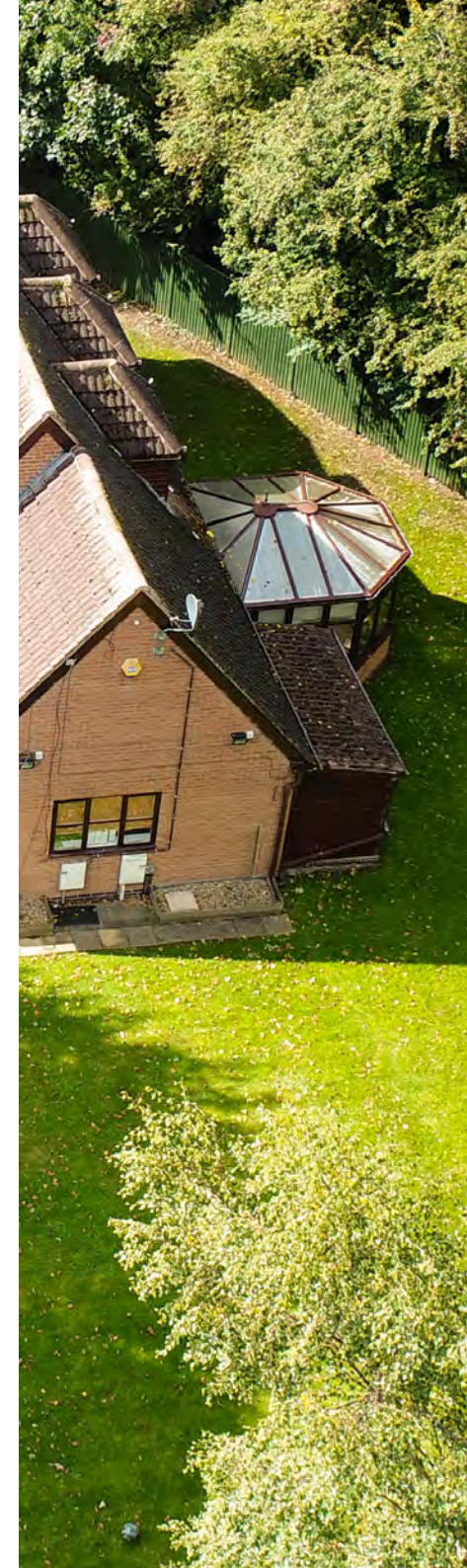
- The Laurels is registered with OFSTED as a home for up to five young people of mixed gender, aged between 8 and 18 years.
- Children that are admitted to The Laurels will all have been assessed as presenting emotional, behavioural or educational difficulties.

## 2. Ethos, Aims and Objectives

Our ethos encompasses providing individually tailored Therapeutic Care and Education packages. We do this on a planned year-round basis, providing care that will help young people within our homes to develop both the social and life skills that will enable them to live safely and productively in the community.

In order to achieve this we aim to:

- Provide a safe and psychologically secure environment offering structure and consistency of boundaries to young people, coupled with a homely living environment.
- Listen to young people and encourage them to be involved in all aspects of their care.
- Provide an open and honest learning environment for young people and staff allied to promoting and encouraging respect for each other, and promoting positive relationships with adults.
- Individually tailor care, education and therapy programmes and ensure that the collaborative practices between care, therapy and educational staff provide the young people with consistency and security.
- Focus on a young person's strengths and use these as a basis to create achievable targets that address difficulties.
- Safeguard young people and take a proportionate approach to risk that minimises the risk of harm but also allows them to experience growth and development.
- Enable young people to explore past events, the present and their future possibilities in a safe and supportive environment.
- Support young people to develop understanding of the meaning, significance and consequences of their behaviour, thereby opening up the possibility of change.
- Promote good communication and effective working relationships between relevant parties that keeps young people at the centre of all care planning and review.
- To work with the young people, in order for them to be able to identify what is a safe and appropriate relationship, to then be able to provide realistic expectations of behaviour and sensitive measures of control.
- Provide a 'homely' living environment for the young people.





### 3. About Our Home

#### Facilities and Services

The Laurels is located at the end of a quiet lane, just off the A50, some four miles to the North West of Leicester city centre. There is good access to both the M1 and the M69. The home lies close to a range of facilities, including a post office, newsagents, and GP surgery. There are good public transport links and many recreational facilities including shopping centres, leisure centres, and libraries are in the local area.

One of the most important factors when accommodating young people who have suffered traumatic experiences or who have suffered from any form of abuse is to provide them with an environment which will make them feel safe and secure. The Laurels is a large, beautiful, detached home which is set within a good sized enclosed garden, where young people can relax in a secure environment.

The home interior has been carefully planned so as to give privacy but also enable young people to experience a safe and homely environment. The décor, furniture and accessories in the home have been chosen to provide a warm and welcoming environment.

The property provides the following facilities:

Ground Floor	First Floor	Utilities
Kitchen	3 Bedrooms	Mains gas
Dining room	Shower room	Mains electricity
Lounge area	Toilet	Mains water
Projection room	Laundry room	Mains sewage
Conservatory	Staff sleep-in room	Electric heating
Toilet		Fire detection system
Staff sleep-in room & shower		
Bedrooms x 2		
Shower room		
Utility room		
Office		

Each young person has their own lockable bedroom allowing for both privacy and security. Bedrooms are fully furnished and provide a space to relax and study privately. Young people are encouraged and supported to personalise and maintain their own rooms. For safety reasons staff can gain access to bedrooms and bathrooms if necessary. Where possible they will always seek to request permission from the young person prior to entering.

Overnight, depending on risk assessments and/or the number of young people resident, either one or two residential staff are on sleep in (waking night) duty. Staff have separate bedrooms and a bathroom provided for their own use. If necessary a waking night would be employed to work every night based on the risk levels of the particular young people accommodated.



#### 4. Supporting Cultural, Linguistic, Religious, Creative and Physical Needs

We consider the cultural, religious and spiritual needs of young people as being central to their identity and welfare and are proactive in supporting them to fulfil them. We support young people to explore their religion and culture and work towards increasing young people's understanding and acceptance of different faiths.

At the time the young person is admitted to The Laurels their care team will talk to them and their family, if possible, to identify areas of need in relation to culture, language and religious observance. Where needs are identified they will become an intrinsic part of the young person's Care Plan/Placement Plan and Cultural Plan.

Wherever practicable we would support a young person to attend a service, or receive instruction in the faith to which they belong. We will do our utmost to provide for dietary requirements related to an individual's religion and would encourage dress that reflected their beliefs.

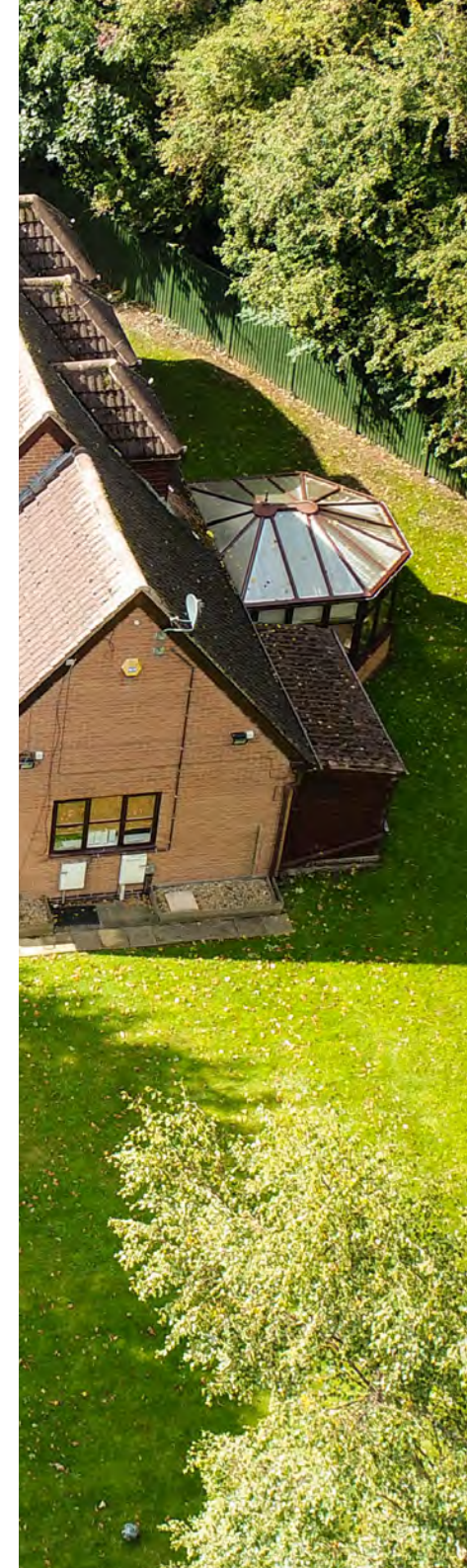
Leicester is a diverse and multi-cultural city and this is reflected in the staff teams that work for United Children's Services. The city contains a multitude of places of worship, restaurants, shops, cinemas, theatres and organisations that cater for people of different faiths and cultures.

At The Laurels we actively encourage young people to experience a variety of activities and pursue different interests. We support them to develop existing and new hobbies. We acknowledge the importance of sport in developing an appropriate level of competition, teamwork, physical and mental health and so actively promote participation in a range of sporting activities. There are a range of leisure and swimming centres in this area and in addition youth football, rugby, netball, hockey and cricket teams. The local outdoor pursuits centre can offer qualified instruction in adventure sports.

We also understand the importance of peer relationships during adolescence and that belonging to groups can help a young person to find their own identity. There are local drama, scouts/guides, music and mechanics/technology clubs within the local area, that we encourage young people to integrate with.

Within the home staff offer a range of structured and non-structured activities such as arts and crafts, computer games consoles and board/card games. The large garden allows for games of football, badminton, basketball and manhunt with all young people and staff encouraged to participate.

We are aware that some activities require qualified instructors or leaders for safety and insurance purposes. Activities involving risk will be carefully checked and a risk assessment will be completed where necessary before they are undertaken. A parent or carer's signed permission will be gained before a young person becomes involved in high risk recreational activities.





## 5. Education

We place great emphasis on education and on supporting young people to achieve in this vitally important area. The majority of young people coming to The Laurels have had a disrupted educational history. This lack of regular schooling is often due to family problems or a number of different placements.

The Laurels is equipped to take account of both educational and emotional needs, and as such, has to be both structured and yet offer a large degree of flexibility. The initial process is very much one of creating stability in order that the young people can begin to function in an educational setting.

Staff will help young people get to school, attend after school activities and complete their homework. They will also work with education staff and other professionals in supporting young people meet their identified educational and training needs. This includes working with local authorities, in accordance with the Children (Leaving Care) Act 2000, to prepare those young people who are 16-plus for leaving care.

Where a young person has concerns or worries about schooling we aim to link education with their own gifts, talents and interests so as to provide more context and reduce apprehension.



## 6. Children's Health

When young people come to live at The Laurels we request that they have a medical check-up. Young people are registered with, and encouraged to attend, a local GP and dentist who will deal with both routine and emergency treatments. Each young person will receive a:

- 6-monthly dental check
- Annual eye test
- Annual statutory medical assessment

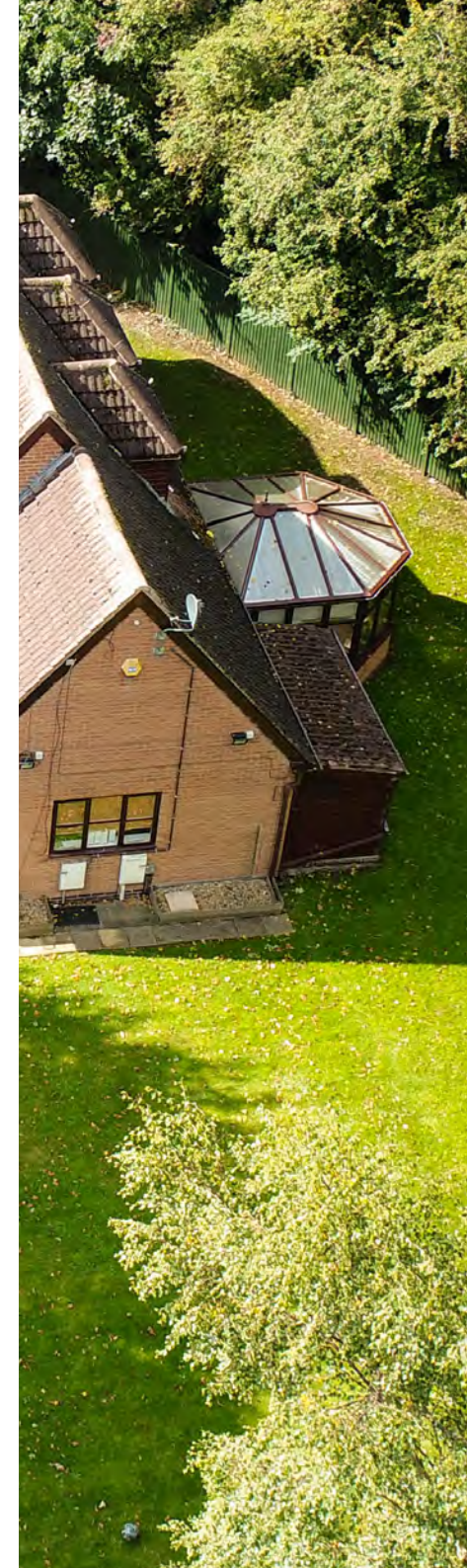
Consultation with a doctor remains confidential. Where needed the young people are accompanied when paying a visit to the doctor, dentist, or other health care appointment but where it is appropriate, they are supported to make and attend appointments independently.

We actively promote good health care. We will support young people to remain healthy through the provision of information and guidance on health issues, including diet, sexual health, smoking and substance abuse. Smoking is not permitted within The Laurels and smoking cessation will be proactively encouraged by staff.

We monitor and record details related to the overall health and wellbeing of each young person and are mindful of the following:

- Health history (past illness, operations, vaccinations, immunisations, allergies, developmental milestones, prescribed medication, current treatments)
- Diet including cooking and menu planning
- Exercise and keeping fit
- Dental care
- Optical care
- Sexual health
- Side effects of any medication

We encourage that, wherever possible, a young person takes as much responsibility as they are able to for managing their own medication and health care. We have a written policy that clearly states our responsibilities and the procedures for dispensing and storing medication. Details can be found in United Children's Services Policies and Procedures Manual.





## 7. Young People's Therapeutic Care

Complementing our commitment to ensuring the health and safety of young people in our care is our belief in the effectiveness of therapy as part of providing the best overall treatment for each child. In providing therapy we place the child and the adult at the centre of our thinking and equip the therapy team with the ability to offer a safe, quiet and uninterrupted space.

Once Therapy Services receives a referral, usually during the first six weeks of a placement, an allocation meeting will take place. It is at this point that the therapist will be allocated to the child and their key worker. The child's allocated therapist will then contact the young person's school and social worker to discuss ways of working together and to gain a mutual understanding of the child and his/her case. Within this six week 'settling' in period there will be a care team meeting with the allocated therapist to enable the care team to express how the child is settling into the home and to share any concerns.

Therapy Services planned structure aims to provide the most appropriate and beneficial therapeutic care for each individual child and the best support for significant adults who have the child in mind.

### Clinical Assessment

The 'settling in period' offers the child a period of clinical assessment of up to six weeks. This will be conducted on an individual basis with the child and most appropriate professional adults i.e. care staff, education and therapist. The Strength and Difficulties Questionnaire

(SDQ) will form the basis of this assessment which will then be regularly evaluated and will support the individual Child's Care Plan. Concurrently we may also request a Clinical Psychological Assessment of the child. This assessment would be provided by an external agency. These two assessments taken together enable the therapist to establish realistic expectations of the child's future progress, but also formulate what frequency and length of intervention would be most appropriate for the child.

The therapist would then offer where appropriate:

- Individual sessions to the child
- Joint key worker(s) and child therapy sessions
- Individual with key worker only sessions (for up to 6 -12 weeks)

### Therapy

Current Therapist – Jane Wildbore, Integrative Psychotherapist and Counsellor.

The Therapy Department offer different models of therapy and psychotherapy namely:

- Child and Adolescent Psychoanalytical Psychotherapy
- Art Psychotherapy
- Psychodynamic counselling



To ensure continuity of working together in the child's best interest, the child's therapist takes regular part in care team meetings that works with the case. Twice a month therapists also offer consultations to all homes, attend team meetings and provide advice/consultation to staff meetings, and to individual members of staff. The child's therapist has regular contact with outside agencies i.e. Social Services and schools by providing six monthly review reports and by taking part in review conferences and meetings as and when appropriate.

The Therapy Department recognises the need for children to experience the world around them i.e. for the child to have an opportunity to develop and sustain relationships outside the system, therefore the child needs to have planned and negotiated therapy holidays which are normally negotiated around the festivals and culture of the child. Over the period of the child's holiday, support for adults who work with the child is regularly provided i.e. meetings with key carer/s, care teams and seniors meetings. This planned structure aims to provide the best treatment for each individual child and the best support for significant adults who have the child in mind.

### Consultation with Staff

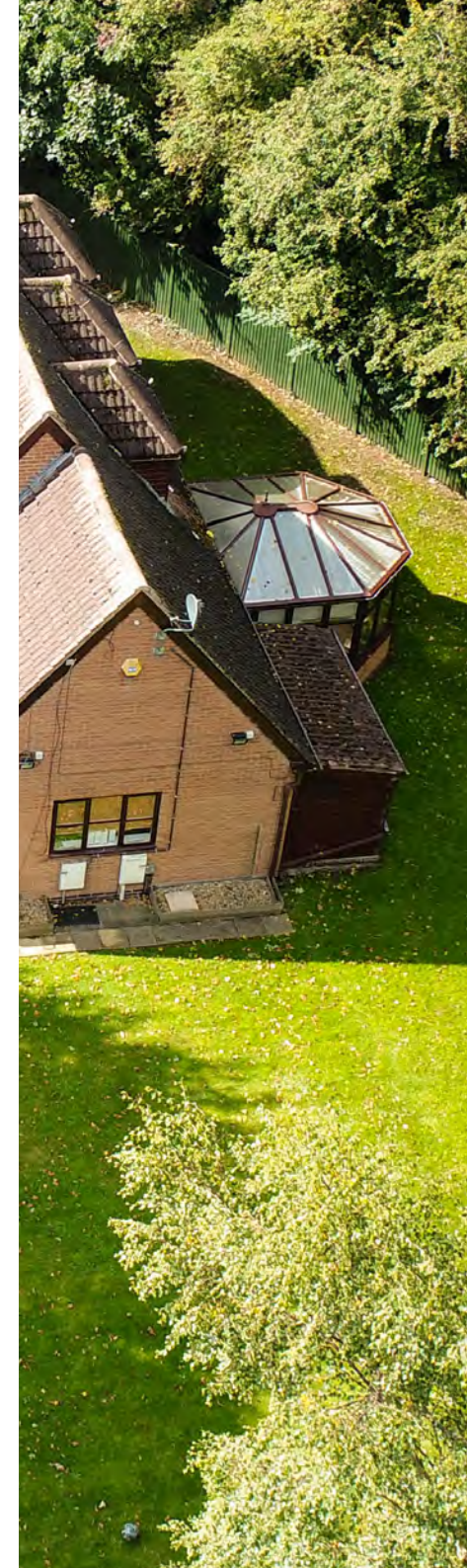
Each home of United Children's Services has an allocated therapist that provides consultation meetings to care staff. The application of the psychotherapist's knowledge and understanding in the residential setting is of considerable value and there are different forms that this can take place:

- Providing individual psychotherapy
- Providing consultation to individual staff
- Providing consultation to staff group

A consultation meeting offers everyone directly caring for young people

the opportunity to come together and talk about their experience. Consultation aims to allow everyone attending a voice. Therapists are not there as experts but rather to help staff team members identify specific difficulties in their day to day work with individual young people or as a group.

This consultation process is ultimately for the benefit of the young people in our care but also offers an opportunity for care staff to consider how their own ways of interacting could impact on their work with the young people and their relationships. Working with young people who have emotional and behavioural difficulties can be very hard and it is important that staff can think together about the impact of the work on them as individuals and as a team.





## 8. Leadership and Management

Responsible Individual

Beth Morrish

United Children's Services

Head Office

The Old School House Gainsborough Road

Drinsey Nook

Lincoln LN1 2JJ

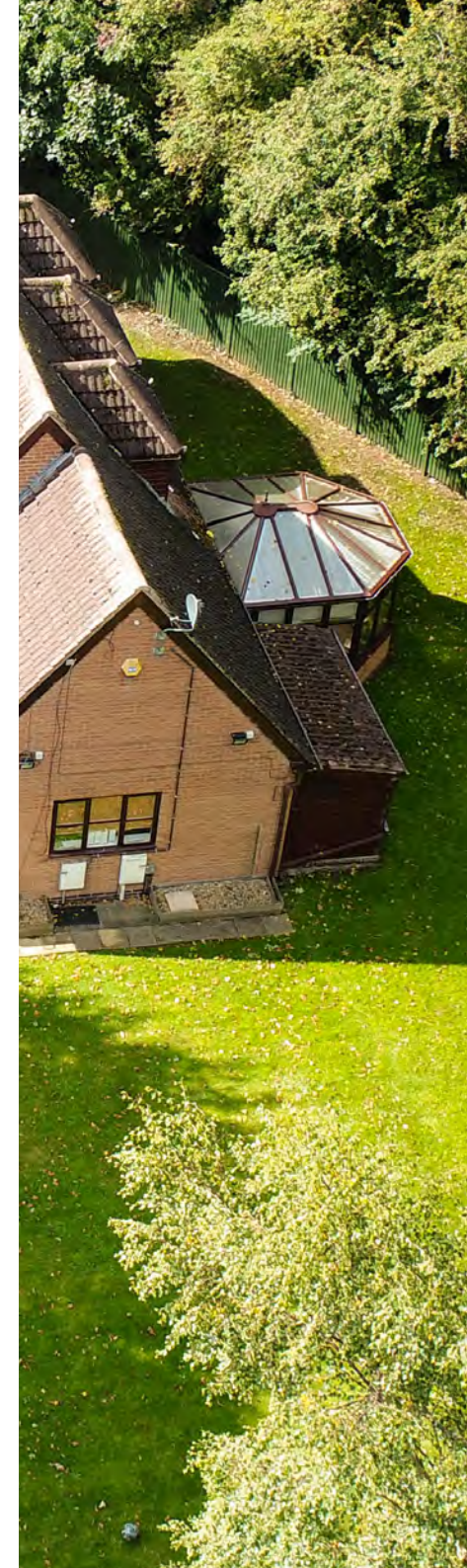
Telephone: 01455 271306

Home Manager

Rachael Carter



Name	Position	Qualifications
Rachael Carter	Home Manager	Rachael has extensive experience of working with young adults and within residential children's services. She became a registered manager in March 2019 and has completed her Level 3 diploma and is currently completing her level 5 leadership and management. She was also registered manager for an EBD home, achieving a good rating in all areas. She is extremely passionate about her chosen career and has worked hard to ensure she has the right knowledge and skills to produce outstanding results for the home and the young people it serves.
Mackenzie Measures	Deputy Manager	Mackenzie started working for UCS in May 2020. Mackenzie has previous experience of working with children and young people as an assistant child minder. Mackenzie has completed a Bachelor's in Childhood Studies at Nottingham Trent University this year. Mackenzie has qualified in level 3 health and social care children's service.
Mercy Lidahar	Shift Leader Level 2	Began working for UCS in August 2018. Mercy has previous experience as a Children's residential support worker, a SEN teaching assistant and as an assistant community worker. Mercy has a foundation degree in Children, Family and Community Health (Level 5), Level 3 Diploma in Preparing to Teach in the Lifelong Learning Sector, and Level 2 award in Children's Learning and Development. She is also enrolled on her Level 3 QCF in Childcare.
Selina Mcindoe	Senior Residential Childcare Worker	Started with UCS in June 2016. Selina has previous experience working with young mothers between the ages of 16 and 20. Selina has great charisma and is a fantastic role model. She has completed her Level 3 Diploma.
Courtney Tincknell-Jones	Residential Childcare Worker	Courtney started with United Children's Services in December 2022. Courtney has worked within the adult sector in nursing and residential homes obtaining her Level 3 health and social care diploma. Courtney has also worked as a young people and adult occupational therapist assistance within the mental health sector. Courtney is a welcoming person and strives within her roles.
Agnus Msiska	Residential Childcare Worker	Agnus is currently working with United Children's Services on a temp to perm basis from the agency whilst all safer recruitment checks in line with regulations are completed for a full contract. We look forward to Agnus coming to the Laurels full time. Following probation, progression to complete qualifications will be completed.
Veronica Bailey	Residential Childcare Worker	Started with United Children's Services in April 2023. She has many years' experience working with children and young adults in residential, supported living and school settings. Veronica has gained her NVQ level 2 and is looking to enrol on her NVQ level 3.
Sue Pascoe	Residential Childcare Worker	Started with United Children's Services in April 2023. She has had several years' experience working with young adults with autism, mental health and challenging behaviour and is looking to gain more experience and gain her NVQ level 3.



## Staff supervision, training and development

We fully recognize that our staff team forms the essential strength of our service and we are committed to supporting individual growth and development for our employees.

### Supervision

The object of supervision is to monitor individual performance against identified standards, support staff in their day-to-day work and develop them in their professional role, by offering advice, guidance and training. Key points of United Children's Services supervision policy are:

- All staff have a supervision contract.
- All staff are regularly supervised by their line manager or a senior member of the staff team. The frequency of supervision is dependent upon an individual's role and level of experience.
- The supervisor keeps a written record of supervision and the supervisee may have a copy.

Regular staff meetings facilitate sharing of information, developing skills and learning retrospectively from issues/incidents. Key issues in the implementation of each Young Person's Care Plan are discussed by the whole staff team at such meetings. Representatives from the education and therapy teams also attend these meetings to facilitate consistency of care in all areas of the young person's development

### Training

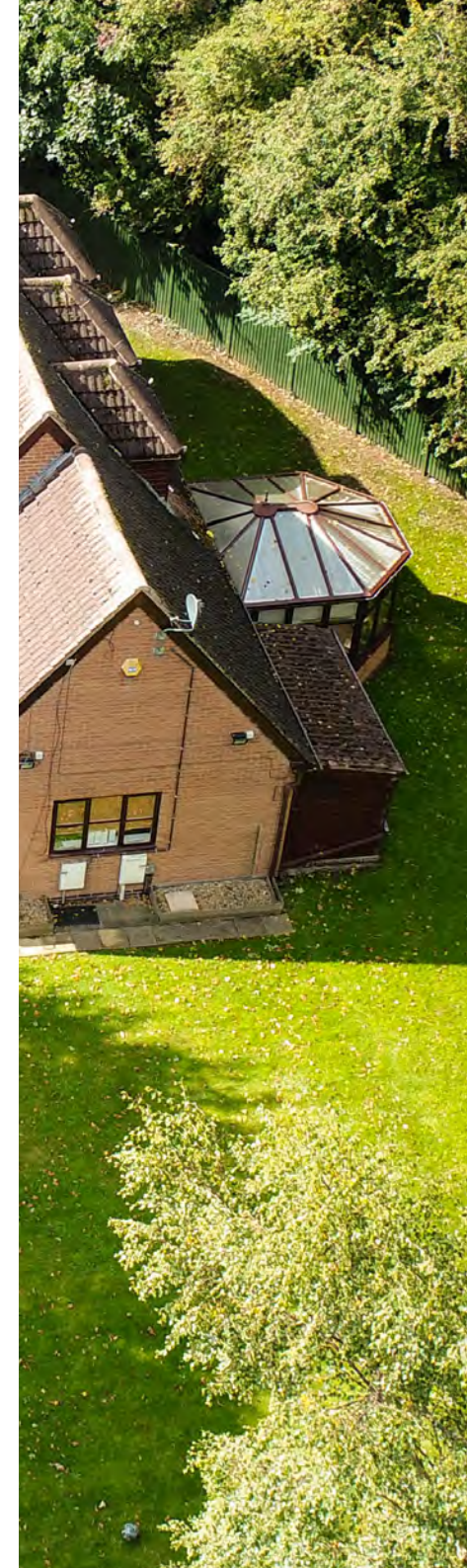
All of the staff at The Laurels complete a comprehensive induction training package and thereafter receive an annual appraisal.

#### Training includes:

Health and Safety/Fire training/Record keeping/Key working/First aid/Safeguarding children and young people/Positive Behaviour support/Radicalisation/Child Development/Cultural Diversity and Equality/Child care legislation/Administration of Medication/Food Hygiene/Bullying, Complaints and Representations/Self Harm/Sexual exploitation/Planning Activities and Risk assessments/Eating disorders/Understanding stress and its responses in troubled children/Appropriate Adult Training/Restorative practise/Drug and alcohol awareness

All staff are enrolled on the level 3 Diploma in Health and Social Care with Children and Young People depending on their position within the company but only after completion of induction training and successfully completing their probation period.

The home also accesses specialist training to ensure that staff are able to meet the needs of young people that may lie outside their normal training and experience. Possible examples may include Child Sexual Exploitation (this is covered in safeguarding training but maybe offered specifically if the need arose), WRAP (Working to Raise Awareness of Prevent – counter terrorism/radicalisation) and additional Drug Awareness training.







## 9. Admission Criteria

### Admission Process

All admissions including same day placements are made via a referral to Head Office. We ask Local Authorities to provide detailed paperwork before we consider each placement. We ask for the following information about each young person:

- Presenting problems and other significant behaviours
- Social work and education reports
- Results of any mental health assessments
- Family Background
- Details of any supervision orders / court orders

An impact risk assessment is carried out as a means of highlighting the risk posed to those young people already in placement, the young person being referred and the community. All young people residing in the home will be consulted prior to any new admission and their views will be valued and listened to. This consultation is recorded.

In the case of same day admissions, young people are given information on arrival, in the form of a Young Person's Guide specific to The Laurels.

### Admission

On the day of admission we require the following paperwork; which must be signed by the placing authority and those with parental responsibility.

- Completed LAC Paperwork with new address
- Authority to accommodate
- Medical Consent
- Full risk assessment

We conduct a recorded admission meeting within the first 72 hours of a placement. At this point we ensure the following paperwork has been completed and signed by all those required to do so. The documents are then kept on file.

- Family Contact Arrangements and Details
- Medical History and Requirements
- Education History IEP/PEP
- Social Worker contact arrangements
- Company plans
- Risk Assessments

### Planned Admission

We expect young people wherever possible to be involved in the placement planning process so that they are able to take some ownership for their move to The Laurels. Ideally all young people would visit us with the appropriate guardians prior to admission, as a means of integration into the home.

Each Young person will be assigned a Care Team. The role of the team is to liaise with the young person and their family or carers, to gather as much information about the young person as possible and to give information about the service and facilities provided by us.

Arrangements will be made for the young person to visit The Laurels, ideally for a few hours - to meet staff and to have a look at the Home. We then organise an overnight stay and work towards agreeing a date of admission. During this process we try and identify a member of staff the young person relates to well and on the day of admission we organise for that staff member to be on duty for the evening the young person arrives and for the following morning when they wake up.

We do not allocate a key worker for at least a few days and not before we have consulted with the young person. All young people, except emergency referrals, will visit before their admission. It is essential that an admission meeting takes place within the first 72 hours of a placement.

### Emergency Placements/Same day Placements

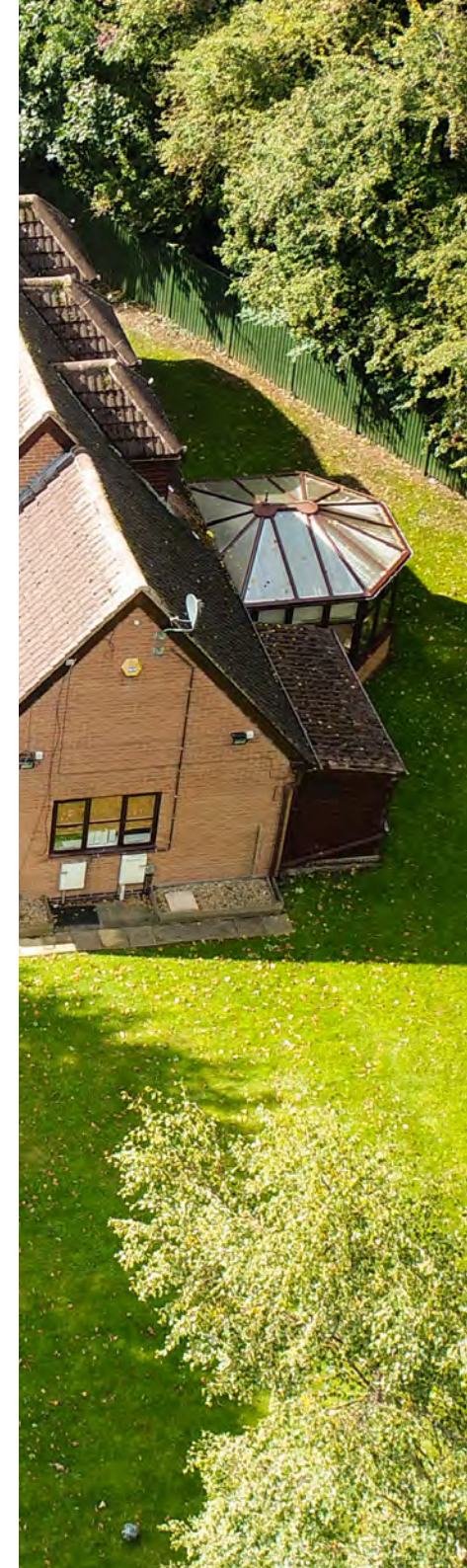
All emergency placements are assessed for any risk posed to those young people already in placement, the young person being referred and the wider community.

Following an emergency placement, a review takes place within 72 hours to consider whether the young person should remain in the home or if it is in their interests, or the best interests of the other young people, for the child to move to a different placement.

### Assessment Period

Young people admitted on a same day/emergency basis are placed on a short-term plan initially, to allow for a comprehensive integrated assessment to be completed. This assessment involves Care, Education, Therapy and input from other agencies and professionals involved. The young person's views, wishes and feelings will be recorded along with those of 'significant others'.

The assessment will be used to inform a comprehensive risk assessment and a long-term behaviour management strategy. The assessment will also identify whether it is in the young person's best interest to remain in the home on a long-term placement, or move to another United Children's Services home better able to meet their needs. If it is felt that United Children's Services cannot meet the needs of the young person, the local Authority will be asked to seek a suitable alternative.







## 10. Contact Arrangements

The staff team at The Laurels will support young people to maintain quality contact with family, friends and other people who play a significant role in their lives. Staff will work with local authorities to plan, review and implement appropriate links and this will be documented in an agreed contact plan with the young person's placing authority.

Decisions about contact will feature on the agenda of the care team and in statutory review meetings. Young people will be involved in these decisions and will be able to express their views and wishes. Staff will do all they can to meet requests about contact. They will explain any contact restrictions arising as a result of safeguarding concerns and the necessity to keep a young person safe.

Contact between young people and their families may take various forms. Access to a telephone and writing materials form the normal day-to-day contact. The young people have access to a house telephone to maintain verbal contact with family and friends. Visits by family are set at the level discussed and agreed at statutory review meetings. Special occasions, such as birthdays and Christmas, are celebrated and it is hoped that family members will be able to visit and take part.

Transport is available to take young people to contact that is away from the home. Any contact is supervised at the level agreed in the contact plan with observation reports completed and shared as needed.

## 11. Complaints Procedure

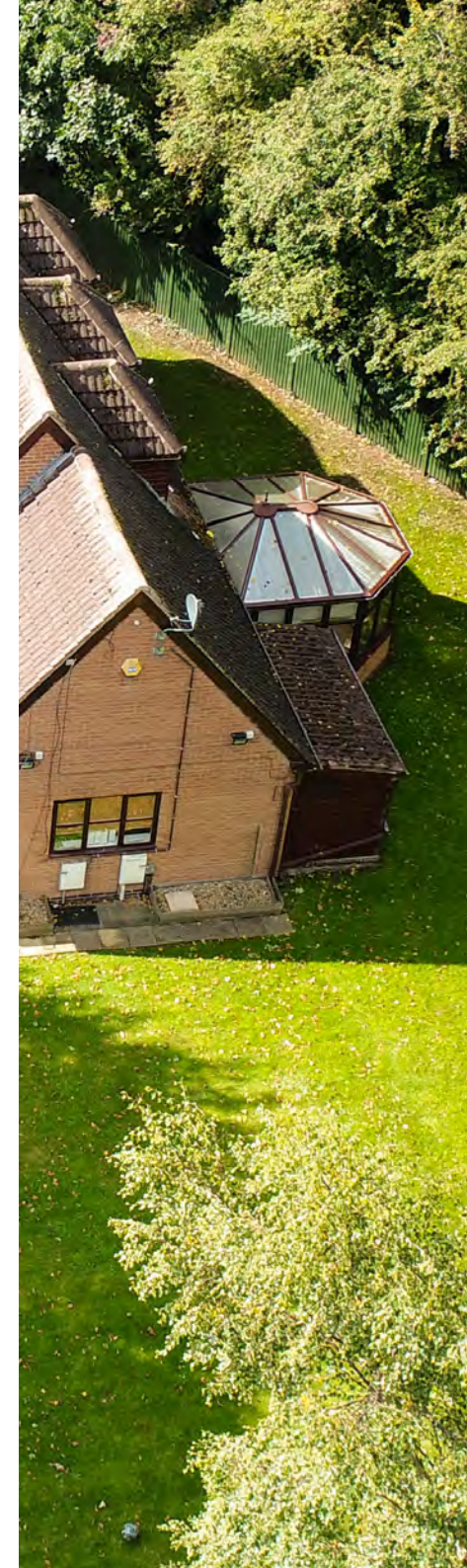
Young people living at The Laurels are made aware of how to make a complaint if they are unhappy with any aspect of living in the home, and what the procedure entails. They are made to feel able to make a complaint and are supported throughout the process. Any complaint is addressed seriously and without delay and the complainant kept informed of progress.

United Children's Services has a comprehensive complaints procedure that is detailed in our policies and procedures manual. The complaints policy is available in the office for, accessible by all staff and can be provided on request. The policy is also published on the company's website. This procedure, which covers all young people (and their families) involved with The Laurels may be used to:

- Challenge decisions made at The Laurels
- Raise issues about the standards of care
- Ensure action is taken about alleged infringement of rights, abuse or ill treatment (including bullying)
- Secure consideration of the homes policies and practice

We also have a complaints guide for young people, written in accessible language. This is included in our Young Person's Handbook. Key workers make sure that young people fully understand the complaints process.

Young People are also supported in being able to raise complaints through social services, Ofsted and the Children's Rights Director.







## 12. Access to Child Protection Policies

At The Laurels we are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying or any activity intended to hurt, harm or offend another. They will closely supervise young people and act swiftly to safeguard them. The welfare of young people living with us is paramount. All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk.

Safeguarding procedures are detailed in our policy and procedures manual which can be accessed in the homes Office and are available on request to those not employed in the home. The Policies and procedure for safeguarding are also published on the company website.

The Laurels is committed to living and working in an environment that encourages positive growth through a respectful approach. Abuse can constitute physical, emotional, sexual and neglect and where there was evidence to suggest that abuse had occurred we would:

- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future
- When appropriate, support the perpetrator of the abuse to understand and change their behaviours

### 13. Consulting About Quality of Care

We encourage young people to take an active part in making decisions that affect their lives. Consultation with young people is viewed as an essential part of their care and development, and takes numerous forms: Care Team Time, Young People's meetings, involvement in Care Planning and Statutory Reviews, visits to the Home from the advocacy/independent visitor service, Regulation 44 visits and inspections carried out by OFSTED.

#### Young People's Meetings

These take place on a fortnightly basis and their purpose is to encourage and support young people to speak out and listen. Young people can express their views and be involved in decisions about living at The Laurels. They are also encouraged to express their views about the day-to-day running of the Home. They are offered opportunities to make decisions concerning their physical environment, as well as choice of food and leisure activities. Behavioural boundaries are also set through discussion at these meetings. All young people's meetings are attended and supported by staff on duty. The young people will be helped to set the meeting agenda and will be supported to either chair the meeting or take the minutes.

#### Care Team Meetings

Each Care Team meets every six weeks. Prior to each meeting the young person is informed of the planned meeting, given an agenda for them to complete and invited to attend the meeting. If the young person does

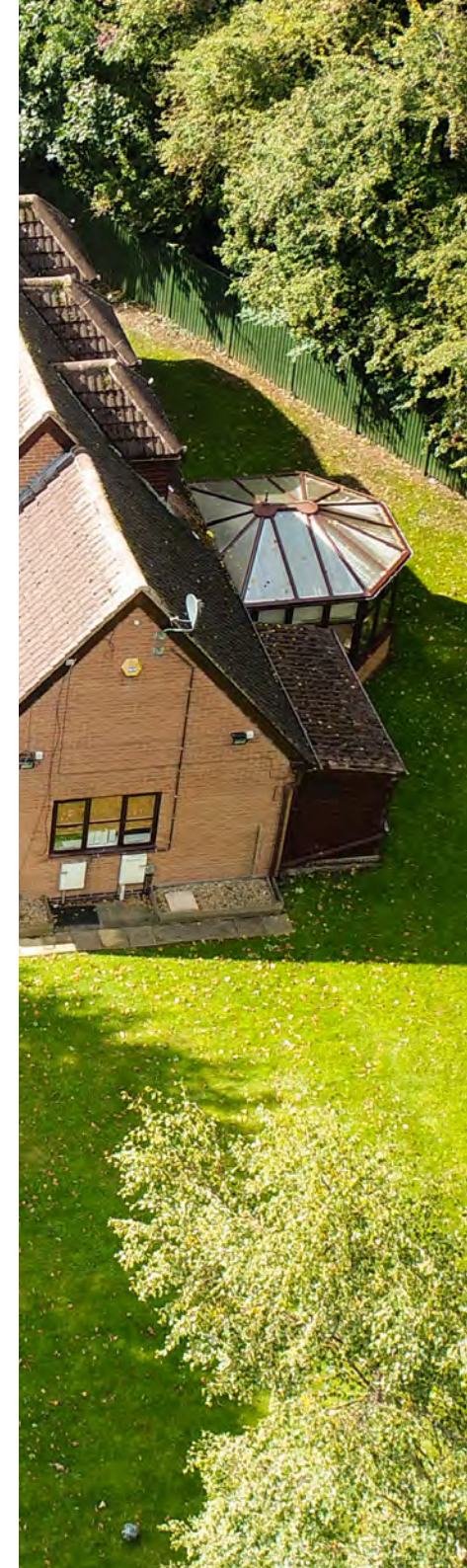
not wish to attend the meeting they are encouraged to speak to their key worker and to discuss any issues they wish to be raised on their behalf. All aspects of the young person's care are discussed during each meeting and minutes are taken. The young person therapist, teacher and Social worker is invited to attend each meeting to ensure that a consistent level of care is provided and all relevant information is shared. The meeting is then discussed with the young person following the meeting, either to confirm their understanding and share their feelings or to provide feedback on the meeting if they did not attend.

#### Statutory Reviews

Young people are involved in the discussion and formulation of their own care plans and are helped to understand their content and outcomes. Young people are encouraged to attend all Statutory Reviews. Families are consulted and involved in key decisions as appropriate.

#### OFSTED Inspections

OFSTED inspects The Laurels once each year. The Home is inspected each month by an independent Regulation 44 inspector. The Operations Manager also inspects the home on a monthly basis. At every visit young people are given the opportunity to talk privately to the visiting adult.







#### 14. Children's Rights and Anti Discriminatory Practice

We believe that all young people, whatever their background, ethnicity or gender, have the right to be treated fairly, equally and with respect. We encourage all young people to value themselves and others and to respect property.

All young people living at The Laurels have the right to live their lives free from abuse, fear and oppression and to experience safety and security. They have the right to be heard and they will be listened to.

At The Laurels young people can expect to enter an environment where they can look forward to good and positive experiences that will help repair the damage of the past and lay a foundation for future recovery, change and progression.

## 15. Protection of Children

First and foremost we have a duty to protect the young people in our care. We are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying or any activity intended to hurt, harm or offend another. They will closely supervise young people and act swiftly to safeguard them.

### Safeguarding

All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk. Safeguarding procedures are detailed in our policy and procedures which can be accessed in the homes Office and are available on request to those not employed in the home. The Policies and procedure for safeguarding are also published on the company website.

The Laurels is committed to living and working in an environment that encourages positive growth through a respectful approach. Abuse can constitute physical, emotional, sexual and neglect and where there was evidence to suggest that abuse had occurred we would:

- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future
- When appropriate, support the perpetrator of the abuse to understand and change their behaviour.

### Bullying

We recognise the unhappiness and huge damage that can be caused by any form of bullying behaviour. Bullying will not be tolerated and it is discussed at every young person's meeting. It will always be challenged. Our opposition to bullying is underpinned by a clear company policy that is rigorously enforced.

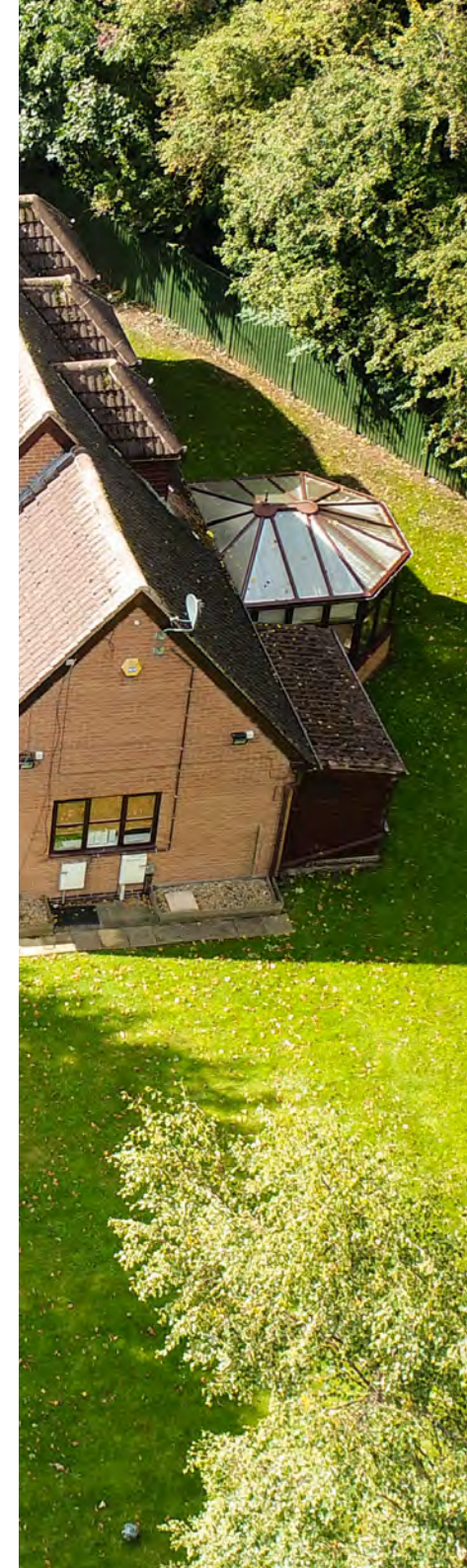
### Surveillance

The Laurels does not use CCTV. There are internet and email facilities with the appropriate safeguards in place to protect information sent and received about young people.

Dash Cams have been added to all company vehicles, and written into company policy. The company reserves the right to carry out random inspections of our vehicles by either the maintenance department or senior management including the checking or tracking devices or Dashboard cameras. (See Security and health and safety policy)

Alarms have been fitted to young people's bedroom doors and activated during the night to alert staff of any movements in the home.

Trackers have been fitted to all company vehicles.







## 16. Behavioural Support & Management

Our Positive behaviour policy can be accessed in the home and is available on request, this policy is also available on the company's website.

### Background

An important aspect of caring for young people is establishing positive relationships and clear professional and personal boundaries, helping to encourage the growth of trust, partnership and a sense of value, for both self and others. Our belief at The Laurels is that young people excel when they feel valued, supported, respected, and safe. At The Laurels there is also a clear expectation that people treat each other with respect. This is encouraged through a number of ways including incentives, direct work, young people's meetings and consistent application of behavioural boundaries.

### Positive Reinforcement and Sanctions

Being aware of how much positive regard can help to build up a good sense of self and self-esteem, at The Laurels we endeavour to create a setting that functions positively, making greater use of rewards and positive reinforcements, using sanctions only when absolutely necessary.

While we promote positive behaviours, we realise that young people will make mistakes and should be able to learn from these in order to develop and be ready to be a positive member within society. However, there is a clear expectation that boundaries will be kept and if breached a series of measures are used to maintain them.

All staff undergo positive behaviour support training. The Laurels works on the premise of positive reinforcement, understanding that this will encourage and help each young person to gain a sense of confidence in their aspirations and ideas, it also helps to strengthen their self-belief that they have something positive to offer to the world. Positive feedback is essential for personal growth and particularly in adolescence it is vital to help establish a good sense of identity. Without positive reinforcement we are likely to grow up without a good sense of self/identity. At times it may be felt appropriate to provide constructive feedback to a young person, this is always delivered in a sensitive manner, helping to establish new ways of looking at a situation and broadening our views.

## Sanctions or Consequences of Actions

The Laurels has a clear policy about how sanctions can be applied. This can broadly be summarized as follows:

### Applied Sanctions

- Informal measures as a first option
- Mild/severe verbal reprimand
- Curtailment of leisure activities
- Additional household chores
- The payment of a reasonable sum by way of reparation
- Grounding – provided that it is “in the best interests of the young person who may be at immediate risk”

### Prohibited Sanctions

- Any form of corporal punishment
- Deprivation of food or drink
- Any requirement that a child wear distinctive or inappropriate clothing
- Withholding of medication or medical or dental treatment
- Any intimate physical examination
- The intentional deprivation of sleep (but young people should not stay in bed all day)
- Physical restraint (except to prevent harm to self, others)
- Refusal to speak to a child
- Bullying, teasing or humiliation, verbal intimidation or abuse and discriminatory language

This list is not exhaustive

Staff are trained and use Talk down techniques and Conflict Resolution Intervention models within our working practice to manage challenging behaviour.

## Restraint

At The Laurels our approach to control, restraint and discipline of young people takes account of the following:

### General:

- Strength of relationship between adult and young person is key
- Respect for the individual to be maintained at all times
- Opportunities to make amends should always figure strongly ie: care staff to model an understanding and seek solution approach.
- Appropriate language should be used at all times, maintaining a respectful environment. Any comments perceived as derisory by a young person may contribute to an escalation of negative behaviours.

### Physical Intervention/Restraint

- Within an environment based upon mutual respect, physical restraint is only used as a last resort; dialogue and diversion are Woodlands primary interventions.
- Physical restraint is only applied if care staff believe the immediate action is necessary to prevent a child from seriously injuring themselves or others or causing serious damage to property.
- All situations involving a restraint will be recorded in detail on an incident report.

Only staff trained in Physical Restraint/Intervention apply these methods within the home.

