

Benecare Children's Services

'Providing care without compromise'

STATEMENT OF PURPOSE

OCEAN LODGE

SC357981



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Benecare Children's Services

'Providing care without compromise'

STATEMENT OF PURPOSE FOR OCEAN LODGE, SC357981

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INTRODUCTION TO OUR STATEMENT OF PURPOSE

Welcome to our Statement of Purpose. This document aims to provide you with all of the information you need regarding the purpose, breadth and scope of services at Ocean Lodge, Benecare Children's Services Ltd.

Our mission statement is to 'provide care without compromise' and we do this by ensuring the highest professional standards of safe and effective care is provided to the children and young people. We make sure that children are at the centre of all we aim to achieve by being as fully involved with their care planning as they can be. The child is at the heart of everything we do, and we make sure their voice is always heard.

We aim to ensure that every child at Ocean Lodge is given the encouragement and support they need to grow, develop, thrive, and achieve in a safe and nurturing environment. As a company we promote positive relationships which is the basis of our approach in supporting children and young people to develop the necessary skills in order to reach their full potential.

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1. WHO THE PROVISION CAN ACCOMMODATE

Ocean Lodge can accommodate four children and young people of mixed gender, non-binary and within the age range of 8 to 18 years. We have the option to continue to support a current young person beyond their 18th Birthday, this is subject to specified terms. This decision will be in line with the needs of the individual person and the needs of the other children and young people already in placement.

Ocean Lodge may provide care and accommodation for children and young people who have emotional and/or behavioural difficulties (EBD). This can include:

- Children and young people within the autism spectrum (including Asperger's Syndrome and Global Development Delay).
- Missing episodes.
- Physical aggression.
- Criminal behaviours.
- Sexualised behaviours.
- Eating disorders, self-harm, anxiety, depression, PTSD, ODD, trauma and attachments.
- Low education attainment.
- Low to medium level CSE will be considered.
- Low Level Learning Disabilities.

We are unable to offer accommodation to children and young people who present with:

- Severe Learning Disabilities.

Each referral we receive is assessed and the level of risk calculated. We match with our current level of resources enabling us to determine whether we can meet the young persons identified needs.

The Registered Manager ensures the skill base of the staff team are matched to the needs of each individual young person. If the Registered Manager determines the risks cannot be safely managed, or the child is not a suitable match to the home, location, and current children in placement this would result in a placement not being offered.

We consider children with low level physical disabilities and assess if their needs can be met within the placement. We also assess if the staff team have the suitable training to support children/young people with physical disabilities. If we feel they do not, then this would also result in a placement not being offered.

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2. OUR ETHOS, AIMS AND OBJECTIVES

Our ethos at Ocean Lodge is to create an environment where children and young people can develop the skills to sustain positive relationships and secure attachments, based on building trust, providing a high standard of care and support, listening to children's views, wishes and feelings and ensuring they are central to the planning of their own care as well as the running of the home. We also act as advocates for children ensuring that when their needs are not being met, we challenge professionals to ensure that the children have the best care they deserve.

At Ocean Lodge our aim is to maintain a 'Responsive Safeguarding Culture'. We recognise that safeguarding children can be challenging and overwhelming at times and if the right support is not given to employees this can affect their wellbeing.

We support all staff to understand their responsibility of safeguarding and whistleblowing by providing regular face to face and online training. We promote an open and honest environment where staff and children alike feel confident to be able to communicate any concerns or queries, they have relating to safeguarding. This is based on their knowledge of what constitutes as safeguarding, what their responsibility is to report it and the confidence that their concern will be listened to and dealt with accordingly.

(Please see Section 18, Protection of Children for more information about Safeguarding)

We also aim to help support children to be able to voice their views, have control over their care planning and be able to develop their own ability to be responsible for their decisions and actions.

Every young person is supported with positive behaviour and building positive relationships; mandatory training provided to the staff team includes Safeguarding, CSE, Whistleblowing (for a full list the training matrix can be requested). In addition to this, if children require therapeutic support with their emotional wellbeing, we will liaise with external services such as CYPMHS and where appropriate independent child and adolescent therapists.

Ocean Lodge's Strengths and Values include:

- Safeguarding is at the forefront of our daily working practice.
- Advocating for children.
- Placement stability based on the good matching and impact assessment of children.
- Low staff turnover.
- Building positive relationships based on trust and creating secure attachments.
- Supporting children to make their own decisions and be fully involved with their care planning.
- Building excellent working relationships with professionals, supporting the child as well as parents and other family members.
- Evidencing and celebrating each child's progress, development, achievements, and talents.
- Supporting children to engage in education provisions that suit their individual needs and re-integrating children back into education after a break in learning.
- Supporting children to engage with therapy and other external services to support their emotional wellbeing.
- Reducing risk taking behaviour via robust care planning and risk management.
- Ensuring children are consulted in all areas of the running of the home and their opinions are listened to and included in the home's development plans.
- Using physical intervention as a last resort by knowing how to support the child in order to express how they are feeling appropriately.
- Providing a consistency of adult care to children.
- Supporting children who are leaving the home, whether this be moving back to family, stepping into fostering or leaving when they are 18.
- Promoting equality and diversity and challenging any discrimination.
- Promoting children's rights and encouraging them to value the beliefs of others.

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- Supporting children to prepare for adult life.

3. ABOUT OUR HOME

Ocean Lodge is a large and spacious town house that is situated opposite a beautiful beach in the coastal town of Herne Bay. Some of the children's bedrooms have amazing sea views as does our main lounge. Upon arrival to the home children are given a welcome pack and the option to personalise and decorate their bedrooms.

We are fortunate to live within a central location and are situated close to all local amenities such as shops, cafes, restaurants, and various leisure facilities including a local cinema, gym, indoor badminton, swimming pool and indoor roller skating. Our local park also provides outdoor tennis and basketball courts. Our young people benefit from having access to various coastal walks and beaches which provide a calming and relaxed environment.

We offer experiences that you would expect to find in a family home; these may be adapted due to the regulations and the needs of the children and young people.

Within Herne Bay there are several operations in place to protect young people who are at risk including a local Missing Children Exploitation Team (MCET) who work alongside Ocean Lodge when any missing episodes occur. Our local PCSO visits the home regularly to ensure the children are familiar with local police support. Our local PCSO also supports the children with any of their risks such as bullying, hate crime and CSE.

Ocean Lodge has a fitness of location review in place which highlights all local risks to the home and has a risk management strategy for each risk. Children, adults working in the home and outside agencies have been consulted on the locality risks. The fitness of location review will be assessed when new children come to the home and is reviewed in line with local risks and the children's behaviours and support needs. A copy is available upon request.

"Ocean Lodge is a homely environment and has a child centred approach. It is a very supportive and nurturing home".

Staff member

"The staff talk to me when I am feeling down, they make sure you are OK"

Young person

Dear Lauren

I recently had the pleasure of working at your Herne Bay Service last week. And it really was great. Your staff are fun and professional, and the LAC were great to work with. I have not enjoyed working at a place like this in years.

Agency Staff Member

"We have a good team with a good work ethics, and everyone is there to go above and beyond for the young persons in the home".

Staff member

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Ocean Lodge provides the following accommodation:

Basement	Ground Floor
Home office Gaming lounge with gaming Tv's and lounge chairs. Exercise room fully equipped with body weight equipment, also has an indoor exercise bike, rowing machine and treadmill. Utility room Storage cupboard Small front garden with bench seating and sea views. Small rear garden.	A lounge with smart TV Dining room/Arts and Crafts Kitchen Hallway to front door
First Floor	Second Floor
Day office and children's education area. Two children's bedrooms Adult sleep room	Bathroom with shower, bath, sink and toilet Small Toilet and sink.
Third Floor	
Two children's bedrooms Adult sleep room	

Pictures of the home:

Kitchen



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Upstairs Lounge

Basement Lounge



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Children's Bedroom with Sea View



4. SUPPORTING THE CULTURAL, LINGUISTIC, AND RELIGIOUS NEEDS OF CHILDREN

Ocean Lodge also ensures that the children and young people placed with us have the opportunity to grow their cultural knowledge and awareness by celebrating different cultures and faiths through planned 'cultural evenings' which they choose to celebrate in weekly children's meetings.

Places of worship for the major world religions are available locally, but where they are not, provision is made for a child and young person to have appropriate access to necessary facilities.

We are committed to:

- Responding to the cultural needs of children from different ethnic, cultural or language groups to include them fully in what we do.
- Race equality, diversity and inclusion for children accommodated in the home.
- Challenging racism, prejudice, extremism and radicalisation.
- Seeking opportunities to celebrate cultural and ethnic diversity.
- Supporting access to all community facilities for ethnic minority children.
- Supporting the linguistic needs of children who are learners of English as an Additional Language (EAL).
- Seeking opportunities to work with different community groups.
- Identifying areas for development within the staff team that will support inclusion, equality, and diversity.
- Maintaining networks of collaborative support for children as necessary and appropriate.
- Supporting children to attend religious services, or receive religious instruction on or off the premises, in response to their needs and wishes, given their age, stage and understanding.
- Facilitating religious or cultural requirements, including any specific dietary, toiletry, or attire requirements.
- Promoting theme nights, cultural and awareness days and involving children with charity and volunteering.

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5. EDUCATION

Benecare is not a registered education provider, we do however work in close partnership with the local authority and Virtual Schools to identify suitable education provisions in the area local to the home. We have excellent working relationships with local schools and education provisions which helps us identify the right education placement for the children and young people.

Our aim is for children and young people to engage in full-time education, and the adults in the home will actively encourage the children and young people to achieve this.

We understand that some children who come to live with us may not have had the structure of formal education and/or may have had disruption in their education. Each child has an education support plan, and this will link to the child's Personal Education Plan (PEP) and Education Health Care Plan (EHCP). For all new children coming into the home, we request relevant information from their social worker and previous school to gain knowledge of the child's educational support needs and key stage levels.

The staff team understand that any transition into a new school or any form of education may be daunting to a young person, therefore the staff team ensure that there is a structured transition plan to support the young person, considering their emotional needs.

Whilst the formal transition is in process, we support the child/young person to engage in some form of education, the team in the home liaise with the school the young person is enrolled at to gain work to be completed in the home. If they are not enrolled at a school we liaise with Virtual Schools and the local authority to identify appropriate tutoring or a different education provision that would suit the child's talents, interests, and support needs.

Ocean Lodge has a quiet room with a computer and internet facilities available to the children and young people, as well as educational books and DVD's to support them with their education and homework. A staff member is always available to support children during education hours, and we can transport children to and from school where required.

Children aged between 16 and 18 will be supported and actively encouraged to attend further education, training, employment, or an apprenticeship.

"Very calm and relaxed atmosphere. All children seem to have very good rapport with staff at Ocean Lodge. Very helpful staff (e.g. purchase of Learning resources)".

Home Tutor

"The staff are friendly and helpful; they seem to be doing all they could to help the young person settle in when he first moved in. The young person has told me he is happy living at Ocean Lodge and has built strong relationships with some of the staff."

School Teacher

"I called SW this morning about the email situation and have had a very useful conversation with her about the context for the young person. She is clearly a committed and caring professional.

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6. CHILDREN'S HEALTH

When a young person comes to live at the home, we will ensure that they are registered with the local GP, Dentist and Opticians. Children and young people are encouraged to attend regular appointments as and when required.

The staff team also ensure that children and young people receive annual Looked After Child (LAC) Assessments and this is cross referenced to the child's health care plan with scheduled targets set. All staff are trained in the administration of first aid as part of mandatory training. All health matters will be referred to professionals to be assessed; staff support children/young people to access health services. Every health concern, appointment and outcome is recorded on the child's health record logs, and social workers and parents are updated with this information.

The staff team act as chaperones to young people and children who require support in attending health appointments. Where possible and appropriate, children and young people will be supported to book and attend appointments independently when needed.

Ocean Lodge has a health and nutrition champion who ensures that the team in the home keeps up to date with the current guidance on health issues including diet, sexual health, smoking, alcohol, and substance abuse. Key workings will take place with the children in order to educate them on how to lead healthy lifestyles.

We have an excellent working relationship with our local sexual health nurse who comes to the home to speak to the children about puberty, and sexual health support is provided. We understand that some young people may already smoke, however this is discouraged at Ocean Lodge and smoking cessation will proactively be encouraged by the staff team. We have a gym/exercise room in the home and have a specially trained staff member who supports the children with exercise. There is also a local gym and children can join this to motivate them with their fitness and health.

We monitor and record details of the overall health and wellbeing of the young people, we support the children with the following:

- Health history (past illness, operations, vaccinations, immunisations, allergies, developmental milestones, prescribed medications, current treatments).
- Diet including cooking and menu planning (any cultural dietary needs will be taken into consideration).
- Exercise and keeping fit.
- Teaching children how to cook and eat healthy, achieving their five a day healthy eating.
- Life Story work.
- Regular menu consultations.
- Dental Care.
- Optical Care.
- Sexual Health Care.
- Side effects of any medication.
- Managing smoking and substance misuse.

We use the support of external services such as dieticians, smoking clinics, 'we are with you' drug and alcohol services, CYPMHS and therapists to support children/young people with their physical, psychological, and emotional health. When a young person is preparing for their independence, we support them to take as much responsibility as they can to managing their own medication and health care; support will always be available to young people should it be required.

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7. ENJOYMENT AND ACHIEVEMENT

We recognise the value and importance of enjoyment and achievement. This means supporting children to maintain existing interests and to encourage them to experience new leisure activities and hobbies. We aim to promote a positive cultural identity and belief system, as well as providing opportunities to explore other options and activities (in a neutral, non-partisan way).

To achieve the above all staff at the home:

- Place the child at the centre of all they do.
- Ensure that a culture of valuing the importance of education is maintained throughout the home, this being key to securing positive outcomes and further developing the children's understanding and place in the world around them and essentially, the opportunities that may be afforded to them.
- Respond positively to any specific cultural needs, matters relating to personal identity or issues that may exist for children and families from different ethnic, cultural, social or language groups to raise personal achievement and educational attainment, all of which will pave the way for improving overall outcomes and life chances.
- Will not discriminate in any way against race or ethnicity, religious belief systems or spirituality, as well as other protected characteristics. However, radical or extremist views will be challenged, and appropriate measures will be used to tackle such instances, as appropriate.
- Value and uphold the established virtues of equality and diversity in accordance with our Equality and Diversity Policy.

We support:

- Full access to appropriate recreational and leisure facilities for all children.
- Opportunities to better meet the needs of children from ethnic minorities or diverse cultural backgrounds with appropriate support, guidance, and encouragement.
- Initiatives to improve attainment and opportunity gaps for all children.
- Children in accessing services required to enjoy, learn, and achieve.
- Ensuring that children are supported to conform to appropriate religious obligations or rites, attending church or mosque for example, without prejudice.

"Can I thank SW for facilitating the meeting and for her support. It was greatly appreciated by the panel members and me. The meeting was able to acknowledge the progress the young person has made since being at Ocean Lodge. The young person stated that given the choice he would rather stay at Ocean Lodge than go to a foster placement.

YOT Worker

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8. LEADERSHIP AND MANAGEMENT

Registered Provider:

Benecare Children's Services Ltd

Managing Director:

Stephen William Richmond

CQSW. DIP SS. BA (HONS)

The Thatch, Stockers Hill, Boughton-Under-Blean, Faversham, Kent. ME13 9AB

Tel: 01227 751783

E-mail: sr@benecareltd.co.uk

Responsible Individual:

Lauren Walczak

The Thatch, Stockers Hill, Boughton-Under-Blean, Faversham, Kent. ME13 9AB

Tel: 07951720032

E-mail: lauren@benecareltd.co.uk

Qualifications and experience of Responsible Individual:

Lauren studied Public Service Management at Canterbury College where she achieved a Merit at Higher National Diploma Level and then went on to achieve a 2:1 BA Hons. After finishing university Lauren started a career with Kent Police as a Detention Officer working with people who displayed severe challenging behaviours in the custody suite. Working for Kent Police taught Lauren how to manage challenging behaviours including verbal abuse, physical aggression and dealing with people who had committed severe crimes and had high risk warnings.

Lauren began working for Benecare Ltd in January 2014, and over the years has progressed her way up to management level becoming the Registered Manager for a sister home in 2017. Lauren has achieved several 'Good' grading's within Ofsted inspections and has recently become the Responsible Individual for Benecare Ltd, in October 2020. Lauren has good knowledge of each home, the children in the company, and is passionate about developing the service to ensure the children receive the best care and outcomes possible.

Home Manager:

Claire Akers

07934358700

Registered Manager Statement:

Claire has worked in Childcare for the past 20 years started working in a Nursery setting. Claire went on to work in a Therapeutic residential care setting for 6 years with children who had suffered significant trauma in their lives and displayed severe challenging behaviours.

Claire went on to work with families and young people who were on the "edge of care" supporting the families to communicate more effectively and supporting with different behaviour management strategies.

Claire progressed her career through managing teams of family support workers, becoming deputy manager of an early help service in Lewisham before running an emotional health and well-being service for 16-18 yr olds in Essex.

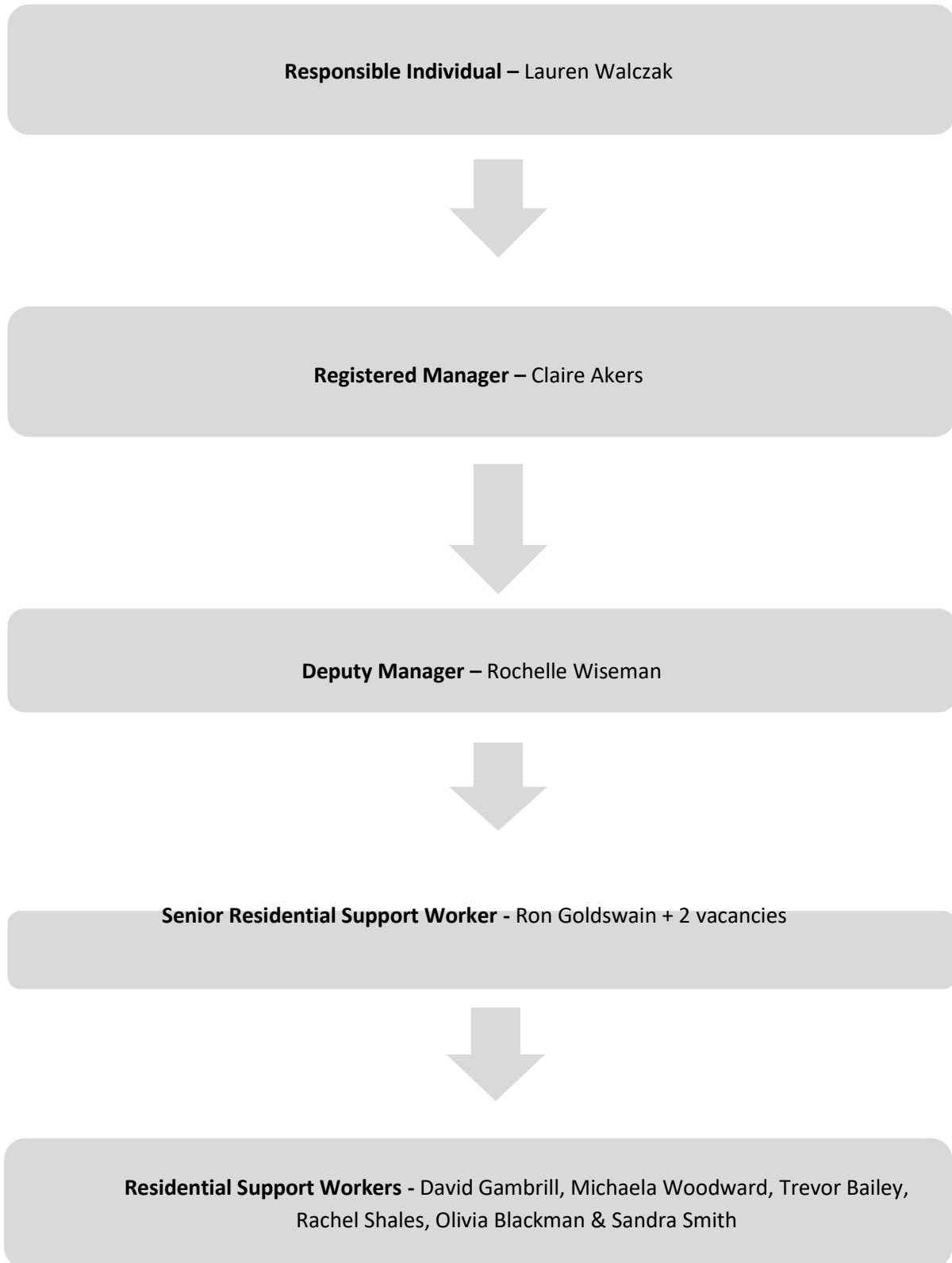
Most recently Claire was an operations manager in a leaving care service offering supported accommodation for young people.

Claire is passionate about bringing all her skills and experience together to work with her team in Ocean Lodge to ensure that the children are receiving the highest level of care and are supported to reach their full potential.

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9. OCEAN LODGE STAFFING STRUCTURE, QUALIFICATIONS AND EXPERIENCE



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Name	Position	Qualifications	Experience
Claire Akers	Registered Manager	<p>Level 3 NVQ in Health and Social Care Children and Young people</p> <p>Mental Health First Aid</p>	<p>Claire has worked in Childcare for the past 20 years started working in a Nursery setting. Claire went on to work in a Therapeutic residential care setting for 6 years with children who had suffered significant trauma in their lives and displayed severe challenging behaviours.</p> <p>Claire went on to work with families and young people who were on the "edge of care" supporting the families to communicate more effectively and supporting with different behaviour management strategies.</p> <p>Claire progressed her career through managing teams of family support workers, becoming deputy manger of an early help service in Lewisham before running an emotional health and well-being service for 16-18 yr olds in Essex.</p> <p>Most recently Claire was an operations manager in a leaving care service offering supported accommodation for young people.</p>
Rochelle Wiseman	Deputy Manager	<p>Level 3, City and Guilds Diploma for the children and young people workforce: Social Care Pathway</p> <p>Level 2 NVQ in self-harm and suicidal ideation</p>	<p>I have developed my skills as a carer over the last decade fostering young people for Kent County Council. This has been achieved through experience and extensive training. I believe that one of the most important tools to use is to set realistic and achievable goals with boundaries and being consistent. I thrive from seeing how my work impacts and benefits others, which lends itself to the nature of care work. Fully understanding that the time, patience and understanding that helps build relationships with the young people does not come to fruition until they are older and is content in the knowledge that the work done now to provide a safe and nurturing environment contributes to a child's growth and transition into independence.</p>
Ronald Goldswain	SRSW	<p>Level 4 NVQ in Health and Social care – Children and Young people</p> <p>TQUK Level 2 in Understanding Autism.</p> <p>NCFE Level 2 Working with individuals with learning disabilities.</p>	<p>I began my career working with young people when I worked as a youth worker in a youth club and then moved on to work in residential homes. I have vast experience working in social care and have covered a lot of different roles within different organisations. I began as a residential support worker in Castle Homes and worked my way up to be a deputy manager and gained my NVQ Level 4 in Health and Social care. As part of my progress, I supported the crisis intervention team in London working with emergency placements and then covered many different job roles. During my career I have supported a variety of young</p>

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		<p>NCFE Level 2 in Mental Health Awareness</p> <p>NCFE Level 2 in understanding the care and management of Diabetes.</p>	<p>people including care leavers, supported living, young people with autism and learning difficulties, emotional and behavioural difficulties. I have worked for Benecare for over fourteen years, and during my time here, I have worked across all the homes and have developed my knowledge and experience. I have gained my IOS (Health and Safety) training.</p>
David Gambrill	RSW	<p>Diploma Level 3 for Residential Childcare (England) QCF.</p> <p>NCFE Level 2 in Medication Administration.</p> <p>NCFE Level 2 in Mental Health.</p>	<p>I was employed by Benecare for 7 years and gained a lot of experience working with young people and dealing with difficult situations, working well as part of a caring team. I have completed online and face to face training. I wanted to come back to Benecare as I missed working with children and feel we have some good management and well skilled staff across the company.</p> <p>I came back to work with Benecare in 2017 after working for two years in the community gaining experience in aspects of Mental Health and dealing with different types of disorders. I also dealt with medication and effects of mental illness on a social level.</p> <p>I have gained good knowledge of being a key worker and I am the Mental Health Champion and ensure I research latest mental health issues linking to young people.</p>
Michaela Woodward	RSW		<p>I've worked in care for the past 25 years, first starting my career in a nursing home then moved into dementia care where I have completed my NVQ level 3. After 10 years caring for patients with dementia, I felt the need to challenge myself so changed roles to support adults with mental health for 10 years. I have gained vast experience and skills through these different job roles and thrive on being a positive supportive influence on all who I work with and support which has led to me want transfer this to young people. I have always kept up to date with my training and worked within the policies and procedures of my workplace. Although I am new in my support role at Ocean Lodge and working with young people, I believe I can bring an open minded calm and reassuring presence to the young people we support. I look forward to progressing in my skills and knowledge with the support of all at ocean lodge.</p>
Trevor Bailey	RSW		<p>I've worked in care for most of my career, I have previously worked with Adults and Mental Health, I have gained years of experience in different types of care and am looking forward to new challenges and to adapt my work to caring for the young people here at Ocean Lodge. I am looking forward to learning new skills and new approaches to different situations which I may not have been in before and to progress my career here as a RSW hopefully to build myself up to potentially become a Senior.</p>

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Rachel Shales	RSW		I have worked in the care sector form around 25 years plus, however this has been mostly adults and mental health and specialist care of Huntington's disease, for which I was a registered manager for 3 sites. I have worked in the community with young people in a complex care setting. I have experience of looked after children and children that have ADHD and ASD on a personal level. Working with children and young people is very rewarding and seeing them progress in a positive manner.
Oliva Blackman	RSW		I am a happy, active, outgoing individual who has worked in care on and off throughout my working life. I have gained experience in a variety of fields such as Hospital, 1-year Adult nursing, Learning disability supported living, Autism, community, PMLD teaching assistant with primary school children, PEG, Suction trained. I enjoy working alongside young people to assist and support them in their progression.
Sandra Smith	RSW		<p>I have worked in care most of my working life.</p> <p>I have worked mostly in Mental Health, Learning Disabilities and Psychiatric locked Units.</p> <p>I have also worked with the elderly, end of life patients, stroke rehabilitation, Cerebral Palsy, Autism, Supported living and Challenging Behaviour.</p> <p>I worked directly with Children in Past and now I have continued the same journey.</p> <p>I thrive on learning new skills and building new relationships, which all takes time but is very rewarding and satisfying when it all comes to Fruition.</p>

10. TRAINING

We ensure that all adults have regular face to face and online training in accordance with the homes Training Matrix Requirements. This includes mandatory training, training in line with current themes, patterns, and trends, and also in relation to each child's needs.

The company offers an initial three-week induction period which is followed by a three month and then six-month probation review. Mandatory training available to all staff includes (this list is not exhaustive and for a full list of training and qualifications our training matrix is available upon request):

- Safeguarding.
- Whistleblowing.
- Child Sexual Exploitation.
- PRICE (Behaviour Management).
- NVQ Health and Social Care.
- Level 2 Medication.
- Emergency First Aid at Work.

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- Health and Safety.
- Fire Safety Awareness.
- Food Hygiene.
- GDPR.

All training is provided by an appropriately accredited organisation or individuals. Each member of staff has a training profile and a training development plan to ensure continuous professional development. Training needs are reviewed monthly according to the needs of the children and young people. The home also has access to specialist training to ensure that adults can meet the needs of the young people that may be outside their normal training and experience.

All staff are enrolled on the Diploma Level 3 in Children and Young Adult Work Force Children's Residential Home, after completion of induction training and successfully completing their probation period.

Staff supervision, appraisals, and team meetings

Supervision

Supervision is a partnership between the employee, the supervisee and the organisation. It is the line managers responsibility to ensure that an effective supervision framework is in place. It should support a learning environment that enables supervisees to evaluate their practice and reflect on the provision of care that young people receive.

Supervision should:

- Ensure that staff are fully aware of their roles and responsibilities in accordance with legislative and organisational requirements.
- Ensure that the quality-of-care young people receive is continuously reviewed, in order to provide them with opportunities to achieve positive, sustainable outcomes;
- Provide supervisees with the opportunity to understand and manage their feelings and responses to the young people's behaviour.
- Recognise good practice and any personal achievements, which may inform any performance management review.
- Be confidential, subject to the safety of children and young people or staff.
- Be a continuous process.
- Encourage and involve you.
- Be structured and focused.
- Be planned and private.
- Be a two-way process.
- Focus on your individual needs and wellbeing.
- Be motivating.
- Address professional development including training.
- Deal with situations sensitively and clearly
-

Supervision is completed every two weeks for adults within the three month probation, and then monthly thereafter.

Safeguarding Supervision

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Within our supervision agenda includes 'Safeguarding' and we believe that regularly discussing safeguarding within supervision brings many benefits including, improving the staff members confidence in safeguarding practice, opportunities to learn from experiences and develop on better working practices, a chance for professionals to seek emotional support and also a chance for employees to share any concerns that could lead to potential safeguarding matters if not identified early.

It's the supervisor's role to ensure that staff are being supported emotionally so that their safeguarding responsibilities can be completed.

Frequency of Supervision

All staff should receive regular supervision in line with their role and level of responsibility.

Newly appointed staff require more frequent supervision for at least the first three months of their employment. This frequency is every two weeks for the first three months and then this will go to monthly if they have successfully met their 3 month probation review. After successful three months the frequency is as below.

Recommended frequency and duration:

- Senior Management – 6-8 weekly and a minimum of 60 minutes
- Registered Managers – 6-8 weekly and a minimum of 60 minutes
- Home Managers – 6-8 weekly and a minimum of 60 minutes
- Deputy Managers Monthly – 6-8 weekly and a minimum of 60 minutes
- Residential Care Workers – 6-8 weekly and a minimum of 60 minutes
- Part Time Workers – 6-8 weekly and a minimum of 60 minutes
- Bank Staff Workers – 6-8 weekly and a minimum of 60 minutes
- Agency Staff (who are regularly commissioned) 6-8 weekly dependent on number of shifts covered and a minimum of 60 minutes
- Newly appointed Home Managers will have supervisions every two weeks until they have successfully passed their fit persons interview with Ofsted.
- Supervisions can be increased if there is a requirement for this, this could include staff welfare and support with development and performance.

It is essential all workers are aware who their supervisor is and whom to report to should any difficulties arise. The supervisor should also be able to discuss and understand the supervisee's workload.

Supervision can be more or less frequent, longer or briefer by prior arrangement, or if either supervisor or supervisee feels this is necessary to achieve performance objectives or targets.

The supervisor is responsible for convening supervision sessions. Both supervisor and supervisee should plan supervision and treat it as a priority. Supervisors are responsible for rescheduling any cancelled sessions at the earliest opportunity.

The meetings must be held in private although it may on occasions be appropriate to invite another Manager or Consultant.

Whilst the continuous, consistent and relational aspect of professional supervision is acknowledged and valued there may be circumstances where this is not possible (for example, the prolonged absence of a supervisor through illness). In such circumstances alternative provision will be made to ensure staff receive the support required. This will be done in consultation with individuals as necessary.

Where staff require external supervision as part of the conditions of maintaining professional registration they must provide their line manager with details of these arrangements, including the dates of planned supervision and when this has occurred.

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Appraisals

Like with supervision it is the line managers responsibility to ensure that supervisees have their appraisal at the scheduled time and that they are given the opportunity to develop and grow within their role. The appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the supervisee over the year and children in the home's care. As part of the performance management process, poor p

Frequency of Appraisal

The first appraisal/probation review will be completed after 3 months of service, this will determine if the staff member has met their targets from their fortnightly supervisions. If they are on track and there are no concerns highlighted from the appraisal the staff member will go to monthly supervisions. If the employees line manager feels the staff member needs further support and development, they can suggest fortnightly supervisions continue and this will be reviewed again at the 6 months probation review/appraisal.

At the 6 months appraisal/probation review the line manager will review with the employee their targets over the 6 months and take into account feedback from colleagues, children and stakeholders towards the employees performance. This 360 approach will provide a summary as to whether the employee has passed their probation period and can be successfully signed off their probation. The staff member will then receive a letter from Benecare to state they have passed their probation.

If the line manager feels that the employee needs more support to be able to pass their 6 months probation period and appraisal, they must discuss this with the Responsible Individual prior to the date of the probation review/appraisal. A clear plan must be put in place to support the staff member to successfully pass their probation and a 3-month extension can be granted by the Responsible Individual in agreement with the Registered/Home Manager. It must be explained clearly to the staff member why the probation is being extended and they must have the opportunity to share where they need further support and how this can be achieved. This can be recorded within the appraisal with clear targets and dates to achieve and support their development.

Once the employee has been signed off their probation period appraisals are then annually.

If the appraiser is not satisfied with progress, a performance meeting will be arranged with the staff member explaining this and clearly outlining the deficits identified and the expectations for improvement.

Following this meeting, if there is supportive evidence that insufficient progress has been made, the staff member will be notified in writing.

Performance should be addressed by a timely plan to bring about improvement.

Team Meetings

Our team meetings are held monthly. The team meetings are child focused and each month we discuss each child's progress, development, targets, health, and plan any future support plans for them. We focus on safeguarding, regulation 44, Ofsted and research informed practice, and within each meeting a staff member will deliver a presentation based on their champion role.

11. SKILLS AND COMPETENCIES OF THE TEAM

At Ocean Lodge the staff team have support to develop their skills and competencies by completing face to face and online training, workshops and engagement with scenarios which are observed by managers and senior staff. Feedback and support are provided to each staff member in supervisions and team meetings.

The feedback will include discussions about the staff member's knowledge of managing different scenarios and any shortfalls will be addressed with further training or support from line managers. This is to ensure the staff members

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are fully aware of the homes policies and procedures, risk assessments, children's placement plans and relevant children/young people's regulations. We feedback on any observations, helping the staff member learn and grow. Where good practice is noted staff receive good work recognition letters.

We assess the skills and competencies of each staff member by using a baseline assessment tool, and we then link the targets from this to supervisions where further training and support is scheduled.

Adults at Ocean Lodge are skilled in:

- Safeguarding.
- Risk Management.
- Advocating for Children.
- Supporting Children to Make Complaints.
- Placement Stability.
- Communication and Listening.
- Supporting the Child's Voice to be Heard.
- Partnership Working.
- Promoting Children's Rights.
- Inclusion.
- Supporting Children with Education.
- Creating Positive Relationships.
- Staff Consistency.
- Low use of Physical Intervention.

Each staff member also has their own champion role which they are trained for, this ranges from Safeguarding to eating disorders. Each staff member will have a responsibility to maintain research relating to their champion role and will complete direct work with the children via key workings and children's meetings relating to their topic.

On regular occasions a staff member will deliver a presentation in the team meeting relating to their champion role to enhance everyone's knowledge of current trends relating to the topic, and ways we can support the children. We sometimes link this to the current themes, patterns, and behaviours of the home. For example, if it has been highlighted in the manager's quality assurance that children have not been eating healthily or regularly exercising, we would ask the healthy eating champion to complete some work with the children around this matter and to discuss this in the team meeting via a presentation or group discussion.

12 ADMISSIONS

Ocean Lodge accepts planned placements, emergency placements and respite.

When children are considered for matching, we will look at the current children in placement and assess their wellbeing and safety and their needs will be at the centre of the decision-making process, which will be led by the Registered Manager and Responsible Individual.

The admissions process is as follows:

- Initial enquiries for referrals made by local authorities should be made to Head Office Benecare Ltd, The Thatch, Stockers Hill, Boughton-Under-Blean, Faversham, Kent. ME13 9AB. Tel: 01227 751783. E-mail headoffice@benecareltd.co.uk
- Head Office then passes the information to the Registered Manager of the home that potentially fits with the needs and requirements of the referral, the referral is also copied to the Responsible Individual for oversight.
- If the Registered Manager feels the placement is suitable then they will discuss this with the Responsible Individual for possible matching and impact assessment to take place.

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- If a planned placement, it will be arranged for the young person to visit the home with support from their social worker and or current placement, foster family or birth family. This may include an overnight stay if possible.
- When visiting the home children will be given a copy of the young person's guide and our home expectations will be discussed with the child.
- Current children in placement will be encouraged to meet the child visiting so we can assess social interaction, and so the children can get to know each other and feel comfortable.
- Visits to the home will form part of the matching and impact assessment.
- Where visits are not possible, we will complete further consultation with the social worker and supporting professionals and family members to gain additional information about the child, which will count towards our matching and admissions process.
- Upon placement acceptance, the matching and impact assessment will be completed by the Registered Manager and signed off by the Responsible Individual.

Following admission to placement, a placement planning meeting is arranged where professionals get together to discuss the needs of the child and placement plans will be put together. We have our own agenda for this meeting based on the children's quality standards, and we ensure that all discussions and risk management strategies are recorded in the child's placement plan, behaviour support plans and risk assessments.

Criteria used for emergency placements and respite.

We will only accept emergency admissions/respite to Ocean Lodge, based upon the information provided, assessing the possible risk of the impact upon the other child placed and solely at the managers discretion.

Our primary concern immediately upon admission is to settle the young person into their new surroundings.

- Within 24hrs, we develop an initial care plan, which is finalized within seven days of an emergency/respite admission.
- It is a pre-requisite of any emergency admission/respite that formal arrangements are already in place for full and formal medical assessment of the young person within 24 hours of their admission.
- All emergency referrals will be risk assessed, taking into consideration any child already in placement.
- Risk assessments will be made considering residents already in place within the home. All staff have knowledge and awareness of risk assessments.

Summary: Our minimum requirements of accepting an emergency placement and respite placement are as follows.

- Benecare's Matching and impact risk assessment to be completed in full.
- The placing authority referral form received in full.
- The placing authority's risk assessment received in full.
- Consideration given to the needs of the child already in placement.
- The manager and Responsible Individual are in agreement that the placement is a suitable match to the home.

Emergency Departures:

We will make every effort to maintain placements and meet each child's needs but where this is not achievable, we will consider seeking the closure of a placement and a child moving on as soon as possible. This only occurs where we feel the child, other children in placement, or staff, are in immediate risk of harm if the placement continues. Examples of this could include:

- Serious sexual incident involving the child.
- Persistent violence resulting in injury to adults or other children.
- CSE concerns which pose immediate danger to the child, adults and other children.
- Following medical advice where a child or young person is at risk from serious self-harm or suicide.
- A high level of damage to property.

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- Severe bullying to other children.

The decision to close a placement is made by the Registered Manager in consultation with the Responsible Individual for Benecare.

Placement closures must also be agreed with the local authority and a clear plan is to be put into place to ensure the child has a new placement to go to. Where this cannot be achieved within 24 hours children will be supported to remain in the home with additional support and plans in place to ensure all parties are kept safe.

The Registered Manager reviews the placement closure by completing Benecare's Lessons Learnt document.

13 CONTACT ARRANGEMENTS BETWEEN CHILDREN AND THEIR FAMILY AND FRIENDS

We actively promote and support arrangements for communication between young people and significant members of their family and friends. At the placement agreement meeting a list of permitted visits and the level of supervision required are agreed. This will be added to the child's placement plan and risk assessments. Arrangements are reviewed at statutory reviews or as deemed necessary.

We facilitate visits between family and friends and a room will be made available. Activities can also be arranged and this will be based on how the child would like their visit to look. We only ensure that visits take place to the home if it is safe to do so for the young person, their family, staff and other children/young people in the home. Where possible we schedule for the child's key worker to be on shift during visits and contact sessions so they can discuss the young person's progress and update family and friends on any information required.

Children and young people can have private access (where appropriate) to a telephone and can send and receive mail in accordance with their placement plan. For those children who do not have contact or support from their family, Ocean Lodge will explore the child/young person having the option of regular visits from an independent visitor or advocate if this is what the child wishes.

We understand that upcoming visits from family and friends can be worrying for children, so we complete pre contact key workings to see how the child is feeling and offer a support plan to them. We may need to share how the child is feeling with their social worker and family or friends to ensure that everyone knows how to support the child in the way that they require. We then complete post contact key working to check how the child is feeling and to ascertain whether there is any further support they need. We can facilitate contact out of area and have supported contact at selected activity centres such as zoos.

We actively promote children seeing their friends, and ensure a risk assessment is in place to support the child with any time away from the home seeing friends or when having overnight stays when agreed. We encourage, where appropriate, friends to visit the home and the benefit of having such a large house is that there are two lounges to choose from so children can have some nice quality time with friends. We monitor children and their friends when required and contact is only permitted in the main areas of the home and not in the children's bedrooms.

Coronavirus and visits

We support the children with their family relationships, and we ensure children are able to see their families in accordance with government guidelines.

14 COMPLAINTS PROCEDURE

On arrival, all children are given the 'Young People's Guide', which contains information on how to comment upon or complain about the care they are receiving. Each child's key worker will go through the Young People's Guide with

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them, ensuring the complaints procedure is understood. In addition, children's rights and advocacy are discussed, along with the contact details of relevant persons or agencies such as Childline.

There is a complaints folder within Ocean Lodge which contains Benecare's complaints policy and the local authorities' complaints procedure, with blank complaint forms for the young person to access at any time. Staff will, as far as is possible and/or appropriate, considering their safety, respect the confidentiality of the young person.

All complaints are treated very seriously:

- All correspondence will be copied to the social worker, Independent Reviewing Officer and other person(s) where appropriate.
- Our Complaints Process is explained within the young person's complaints forms. These are freely available to the children throughout the home to support those wishing to make a complaint.
- Children wishing to complain have a range of options. They can complain to their Social Worker, Independent Reviewing Officer, Registered Manager, Advocate, Independent Visitor or whomever the child wishes to.
- We ensure that children have access to a phone if they need to make a private phone call (with appropriate numbers of various organisations available (see below).
- In the case of a serious complaint, Ofsted will be notified in accordance with Regulation 40 of the Children's Homes Regulations 2015.

If you wish to make a complaint about the home or service you can do this by emailing the Responsible Individual, Lauren Walczak (lauren@benecareltd.co.uk)

Advocacy service
0808 164 0096
<https://ylf.org.uk>

Children's Commissioner Help at Hand
0800 5280731
<https://www.childrenscommissioner.gov.uk/help-at-hand/>

Childline
0800 1111
<https://www.childline.org.uk>

Ofsted
0300 123 1231
<https://www.gov.uk/government/organisations/ofsted>

15 ACCESS TO CHILD PROTECTION POLICIES

Benecare Ltd has robust, comprehensive, and carefully implemented policies, these are available to all stakeholders. We aim to ensure that support and clarification is readily available to adults and children who experience difficulties in accessing our policies.

Our policies provide advice, guidance, and direction for staff. They aim to be informative, with clear instruction on what action is to be taken, when, how, and by whom.

All policies relating to this home are:

- Written in a clear and easily understandable way.
- Publicised, promoted and distributed to the relevant and appropriate persons and organisations, as well as partners and individuals as is appropriate and necessary.
- Mandatory for staff and volunteers.
- Available upon request at the staff office in hardcopy format, and for distribution via email, in Portable Document Format (PDF).
- Kept under review.
- Benecare Ltd's policies and procedures can be accessed any time on the internet via Tri-X on <https://www.proceduresonline.com/benecare/contents.html>

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Key child protection ('The Protection of Children') and related policies:

- Relationships and Physical Contact with Children Policy
- Recognising Abuse and Neglect Procedure
- Referring Safeguarding Concerns Policy
- Countering Bullying Policy
- Safeguarding Children and Young People from Sexual Exploitation Policy
- First Aid, Home Remedies and Medication Policy
- Missing Children Policy
- Safeguarding Children and People from Radicalisation Extremism Policy
- Recruitment and Selection
- Safeguarding Handbook
- E-Safety Policy
- Fire Safety Procedure
- Whistleblowing Policy

Key behaviour management ('Positive Relationships') policies:

Our behaviour management policies are based upon the need to establish positive relationships within the home and wider community.

We have a separate Physical Intervention Policy. The policy emphasises the use of physical intervention as a last resort, and not a behaviour management technique. The Ocean Lodge staff team are trained in the Team Teach model of physical intervention; this focuses on 95% de-escalation to support children and young people with displayed behaviours. We understand that de-escalation of behaviours is not always possible and therefore the remaining 5% is for the use of physical intervention, but only as a last resort.

Child Protection:

The staff team are given yearly face to face training in Safeguarding, Whistleblowing and Child Sexual Exploitation. Each child has a CSE toolkit in place and any risks highlighted will generate a CSE risk assessment which all adults will follow. We ensure that all vulnerability risk assessments are shared with Kent Police in order to ensure that we personalise plans to protect each young person.

Each staff member has the autonomy to act as an advocate for children and to act fast to safeguard them. The staff team ensure that the welfare of the children living with us is paramount and are clear about their role in relation to safeguarding. We discuss a different scenario each month relating to safeguarding and discuss procedures adults are to follow to protect children at risk such as missing from care, e-safety, CSE and physical interventions. The scenarios we use link to our Benecare policies and procedures and children's risk assessments.

We ensure that adults are aware that all concerns about children, no matter how small, must be reported via Benecare's safeguarding procedure. Adults are aware of their responsibility to notify other professionals of any safeguarding concerns such as LADO, the front door service, and/or Kent Police.

Safeguarding strategies are detailed in our policy and procedures online and are available as hard copies in the homes office.

Benecare's safeguarding officer:

Lauren Walczak (Responsible Individual) is Benecare Ltd's Safeguarding Officer and has Designated Safeguarding Lead and Advanced Safeguarding Level 3 Training. Lauren should be contacted if you have a safeguarding concern at lauren@benecareltd.co.uk or on 07951720032

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The Registered Manager, (post vacant), also has Designated Safeguarding Lead training and can be informed of any safeguarding concerns.

The Local Authority Designated Officer (LADO) can be contacted on 03000 410 888.

16 CONSULTING ABOUT QUALITY OF CARE

We believe that gaining the children's views, wishes and feelings by a variety of means, is crucial to keeping children safe, developing positive relationships, informing the development of our care, and ensuring we continue to promote effective, child-centred practice. Every aspect of the home's purpose has the facility to ascertain and appropriately act upon the views, wishes and feelings of the children who live in the home.

We support children to express their own views, wishes and feelings at all times, and promote active participation in making decisions about their lives.

Children are encouraged to be involved in their own care by engaging with:

- Wishes and feeling key workings every week
- Key working sessions.
- Manager's Consultations.
- Monthly Reviews of their care planning.
- Debriefing following incidents.
- Inclusion when documents are updated such as Fitness of Location Reviews, Young Person's Guide, Reg 45 and Development Plans.
- Pre and Post Discussions relating to meetings such as PEPs or LAC reviews.
- Development and Target Discussions.
- Children's Consent.
- Participation in the recruitment process of new staff.
- Personalised bedrooms .
- Complaints, Compliments and Ideas box for the children is accessible.
- Visits to the home from advocates or independent visitors.
- Consultations with Reg 44 and Ofsted visitors.

Young People's Meetings/Consultations:

All children are encouraged to take place in a regular meetings or consultations (dependent on their preferences), and we support children to chair the meeting or take the minutes. The meetings are there to encourage and support the children to speak to each other about their week and any issues they may have with each other, we also focus on progress and development.

Children are reminded of the complaint's procedure for the home and if they need to make a complaint after the meeting in private, we support them. Children are encouraged to discuss improvements to the home, their daily care, what meals, mood, and activities they would like for the following week. We also discuss house expectations and different topics to support the children's knowledge of safeguarding such as CSE, Substance Misuse, Bullying, Gangs and County Lines, and E-Safety. We encourage the children to work together to complete research and help prepare presentations.

Child Focused Team Meetings:

Our meetings focus on the children and their progression and targets. Each staff member completes a progress and development form for the child, recording the child's progress in different areas such as education, family relationships, and health and wellbeing. Key workers then discuss the outcomes of the meeting with their key child

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including the progress they have made and positive comments that adults have said about them. The next month's targets are discussed, agreed and planned with the children.

"Good communication with social worker and good range of activities and daily plan for the young people to keep them occupied and make the most out of themselves"

Social Worker

The unit is well located to provide educational and transport links.

The unit is working well to engage with young people and help them cope with change and transitions, to engage well and communicate and support interests, and to understand wishes and feelings eg around family. Without direct visiting due to Coronavirus it is harder to observe direct interactions. However the young person looked for reassurance and support in early conversations and sought key worker alongside in sharing views in early stages in particular. I also observed that a key worker had followed up a point about education with the school, as had been decided at a PEP meeting recently.

Advocate

"The young person has gained increasing levels of independence since being at Ocean Lodge and the team have sensitively balanced the risks. The young person has been able to develop relationships with grown ups and the other young people in placement."

Social Worker

"This is a comfortable and calm family home environment. The workers know why I am here. The decoration reflects that this is someone's home rather than a business and there are lots of pictures which are updated regularly. The young person appears to be physically and emotionally settled. As always, I felt encouraged to be there and that I was not just 'parachuting' in for my session. Staff are very supportive of my work."

YOT Worker

17 CHILDREN'S RIGHTS AND ANTI-DISCRIMINATORY PRACTICE

Promoting Equality and Diversity:

We are committed to anti-discriminatory practice. We aim to ensure equality of opportunity for everyone regardless of their race, nationality, religion or belief, gender, sexuality, disability, age, or marital status. We are committed to promoting equality and diversity, which embraces a broader definition than equal opportunities. This broader definition recognises that everyone has a contribution to make and that services can be improved by promoting the skills and contributions from all sectors of the workforce and community.

All employees are expected to behave in a professional, tolerant and responsible way that is exercised with respect and without prejudice. Everyone involved with Ocean Lodge has the right to be treated with consideration, dignity and respect and to work in an environment free from sexual or racial intimidation. The expectations are underpinned by the Equality Act 2010.

Children's Rights:

We are committed to promoting equal opportunities for the children and believe children, whatever their background, ethnicity or gender, have the right to be treated fairly, equally and with respect.

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We encourage children and young people to follow the house expectations to educate them of valuing themselves and others and to respect property.

We promote equal opportunities by:

- Regular discussions in key workings and children's wishes and feelings about children's rights.
- Children being aware of the homes complaints procedure and who they can talk to about their concerns.
- Supporting children to make complaints to outside partners if they feel their needs are not being met.
- Advocating for children on their behalf and making representations when required.
- Supporting self-identity by recognising a child's ethnicity, religion, culture, sexuality and identity needs.
- Community integration.
- Providing training to the staff team regarding safeguarding, equal opportunities, equality and diversity, LGBT ,and by supporting the children to also understand these topics.
- As part of promoting diversity children and young people are free to practice the faith of their choice and are encouraged to do so. Where necessary, appropriate support and advice will be provided by adults or from recognised sources within the young person's chosen faith.
- Children and young people will partake in various workshops, individually and as groups, to raise awareness and in order to educate them of their rights and what discrimination may look like.
- Key workings and weekly children's meetings are scheduled to discuss topics such as racism, children's rights, culture, charity and volunteering.

Children who feel their rights are not met will be encouraged to complain and we act as advocates for them, ensuring that they are supported to complain and raise their concerns. If this is something children struggle with, the staff offer to advocate for children on their behalf and make representations for them. Complaints procedures will be followed, and any outcomes will be shared with children.

Sanctions and consequences:

Sanctions and consequences are used as a last resort as we believe in promoting restorative justice and in children taking ownership for their behaviour. On occasion, children will behave in a way that may result in a consequence of their behaviour, however, prior to this occurring we will complete a key working with the child discussing ways to rectify the situation. We encourage the child to come up with a solution to the problem independently, whether this be by an apology or replacing a broken item.

When consequences do occur, they are applied fairly and in line with regulations. Children are fully included in the consequence process and we ensure a key working session is completed with them explaining why the consequence was given. Consequences will be shared with the child's social worker and parents as appropriate. The effectiveness of the consequence is assessed during managers weekly and monthly monitoring of the home.

18 PROTECTION OF CHILDREN

We are committed to ensuring that the children and young people in our care live safely free from harm by promoting warm and positive relationships where children are able to feel safe and express how they are feeling. All staff are aware of their responsibility to challenge and manage any harm to children to ensure that they are suitably safeguarded.

Safeguarding:

Safeguarding is Everyone's Responsibility

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Everyone who works with children has a responsibility for keeping them safe. Ocean Lodge is fully committed to safeguarding the welfare of all children who use our services. The company is clear that this expectation is the primary duty of all staff, agency, and volunteers. This duty is also managed in partnership with other relevant agencies.

We are clear in our responsibility to take the views, wishes and feelings of children placed in the home into account, particularly in relation to matters affecting their care, welfare, and their lives. Children have the right to be respected, have their views heard, and to have stable relationships with professionals built on trust and respect.

At Ocean Lodge we promote the following:

- **Responsive Safeguarding Culture:** Professionals need to be working in a culture of safety, equality, and protection within the services they provide.
- **Vigilance:** To have staff members notice when things are troubling the children
- **Understanding and action:** To understand what is happening; to be heard and understood and to have that understanding acted upon
- **Stability:** To be able to develop an on-going stable relationship of trust with those helping them.
- **Respect:** To treat children with respect.
- **Information and engagement:** To be informed about and involved in procedures, decisions, concerns and plans.
- **Explanation:** To be informed of the outcome of assessments and decisions and reasons when their views have not met with a positive response
- **Support:** To be provided with individual support and as a member of their family
- **Advocacy:** To be provided with advocacy to assist them in putting forward their views.
- **Emotional Resilience:** To provide employees with regular supervision and support so they can restore and maintain their emotional wellbeing.

Aims:

Our aim is to ensure every child in our home is kept safe and protected from harm or potential harm.

This means harm (or potential harm) from:

- Emotional, physical, neglect, institutional and domestic abuse, or substantiated indications of bullying, self-harm, and faltering growth.

This means we will always work to ensure that our children are consistently:

- Protected from any form of maltreatment arising from harm or potential harm.
- Prevented from suffering impairment of health or development.
- Given every opportunity to grow up in circumstances consistent with the provision of safe and effective care.
- Given every opportunity to have optimum life chances and enter adulthood successfully.

This means that there will be:

- Safe recruitment practice through checking the suitability of staff, agency and volunteers who work with our children.
- A consistent awareness of child protection issues, which will involve equipping children with the skills necessary to keep them safe.
- Sustained development and implementation of procedures for identifying and reporting cases, or suspected cases, of abuse.

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- Support for any child who has been abused in accordance with individual needs, plans and effective and collaborative working practice.

Our safeguarding policies give clear direction to staff about expected behaviour and our legal responsibility to safeguard and promote the welfare of all children resident at our home.

Designated Safeguarding Lead (DSL):

Each registered children's home has a Designated Safeguarding Lead (DSL). Whilst the activities of the DSL can be delegated to appropriately trained deputies, the ultimate lead responsibility for child protection remains with the DSL. The DSL for the home is the Responsible Individual/Registered Manager. In the absence of the Responsible Individual/Registered Manager, the Deputy Manager will assume responsibility in strict consultation with the Responsible Individual who holds overall safeguarding for the organisation in their role as Designated Safeguarding Officer.

Countering Bullying (Including Cyberbullying):

We operate a zero tolerance to bullying in our home, whether in relation to children or staff. Bullying is unwanted, aggressive behaviour that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumours, attacking someone physically or verbally, and excluding someone from a group on purpose. One of the most challenging aspects of keeping children safe from bullying is 'cyberbullying.' Cyberbullying is using the internet, e-mail, online games or any digital technology to threaten, tease, upset or humiliate someone else.

We understand that children who are bullied and children who bully others, may be experiencing and/or go on to experience serious emotional difficulties. Being bullied can impact on a person's self-esteem, confidence and social skills.

In order to address bullying, all staff:

- Comply with the conditions of the Company's anti Bullying Policy.
- Record any suspicions about bullying and attempt to address any concerns before the situation escalates.
- Take part in all relevant training provided or facilitated by the Company.
- Ensure the designated Bullying Champion completes regular key workings, workshops, and discussions with the children about bullying and protecting themselves.
- Have a good understanding of bullying behaviours among school aged children that involves a real or perceived power imbalance.
- Ensure that the conditions of monitoring and reviewing internet use are applied consistently. Staff are vigilant regarding the potential and real dangers of social media, as well as direct (face-to-face) bullying,
- Understand that under the Children Act 1989 a bullying incident should be addressed as a child protection concern when there is 'reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm.'

Our Commitment:

All children will be encouraged to speak up if they feel they are subject to any bullying, both in and out of the home.

- All children will be supported in the above process, including use of complaints.
- All actions will be recorded.
- Both the victim and perpetrator of bullying must be protected and made to feel safe.
- In all instances of suspicions relating to bullying behaviours, immediate action will be taken to protect the children concerned.

Children Missing from Care (MfC):

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There are times when a child may take it upon themselves to leave home without the due authority to do so. Staff are fully aware that the children for whom we provide care are particularly vulnerable. This means we aim to maintain a robust and fluid response to all incidents of children categorised as 'missing' from care.

The Registered Manager is responsible for ensuring that all Safety Plans include a MfC risk assessment and protocol that is based upon relevant information from the child's plans. This is reviewed regularly and communicated to all staff.

A MfC incident would be prioritised as 'high risk' where:

- The risk posed is immediate and there are substantial grounds for believing that the child is in danger through their own vulnerability; or
- The child may have been the victim of a serious crime; or
- The risk posed is immediate and there are grounds for believing that the public is in danger; or.
- The child is at high risk of CSE.

A MfC incident would be prioritised as 'medium risk' where the risk posed is likely to place the subject in danger or they are a threat to themselves or others. This category requires an active and measured response by police and other agencies to trace the missing child and support the person reporting. This involves a proactive investigation and search in accordance with the circumstances to locate the missing child as soon as possible.

Our Approach:

Our approach to minimising MfC incidents is multi agency working and providing a homely environment where children feel loved, safe, and secure and do not want to go missing. **Full details are available in our Missing Children Policy.** Staff understand that when a child goes missing, whether considered at 'medium risk' or at 'high risk,' that it is a priority. Children who leave the home premises without the knowledge of staff will be regarded as at immediate risk of potential harm. This is because the children for whom we provide care for are vulnerable. All staff are fully aware that however 'streetwise' the child may appear, s/he is a child and may be extremely vulnerable to multiple risks.

As soon as staff become aware that a child has gone missing or been missing, they will:

- Inform the Registered Manager (RM)/On call Manager and the Responsible Individual (RI) immediately.
- Contact the Police 101 to report the child as missing and state clearly the child's risk category.
- Contact the child's social worker or the Out of Hours Social Worker (OOH) and child's parents (if applicable).
- Complete a search of the local area, and known addresses of contacts.
- Try to contact the child by phone, and/or known contacts and friends in order to locate the child.

When a child is found, staff:

- Welcome the child back into the home, ascertain if they came to any harm whilst missing (acting on information accordingly) and offer them food and drink.
- Ensure safe and well checks are carried out by the police as soon as possible after a child reported as missing has been found.
- Ensure measures are taken to complete an independent return interview within 72 hours.
- Review Safety Plans and Risk Assessments following every MfC incident. This will provide an opportunity to add any information gained through the Registered Managers de-brief.

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

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Door Alarms (the following arrangements are subject to the approval of each child's social worker);

Each child's bedroom door is fitted with an alarm system when needed. This is to enable greater safeguarding capacity, particularly during the night. This is only be activated where it can be explicitly demonstrated (with the consent of the child's placing authority) that a door alarm system is necessary for protecting and safeguarding the child's welfare. The use of the alarm system is also agreed in the child's placement plan and a risk assessment will be in place to support this measure.

Bedroom Searches

In accordance with Children's Regulations a child's bedroom should not generally be entered without their permission, though it may be necessary to establish routines to allow for rooms to be cleaned regularly. Usually, rooms should only be searched if the child has been informed or asked for their permission. Immediate searching may be necessary where there are reasonable grounds for believing that there is a risk to the child's or another person's safety or well-being. Benecare's Room Search Policy must be followed when completing room searches and a room search form must be completed and shared with the child's placing authority.

Notification system

Within the home there is a notification system in place which sends alerts to shift phones when the front, back and fire exit door are opened and closed. This has been implemented because of the lay out and size of the home, it enables us to safeguard the young people at a higher level.

The child will be informed of the use of the measures, and these will be kept under review.

Safeguarding Matters addressed through policy, procedures and within staff training and supervision include:

- Admissions Process
- Allegations
- Behaviour Management
- Bullying (Including Cyberbullying)
- Missing from Care (MfC)
- Child Sexual Exploitation (CSE)
- Clothing and Appearance
- Confidentiality
- Drugs (Substance Misuse)
- Duty of Care
- Female Genital Mutilation (FGM)
- First Aid and Administration of Medication
- Hate Crime
- Internet Use
- One-To-One Situations
- Photography, Video, cameras and Images
- Physical Contact
- Physical Intervention
- Placement Matching
- Power and Positions of Trust
- Professional Judgement
- Public Confidence and Conduct
- Radicalisation and Extremism (inc. Prevent)
- Recruitment of Staff
- Safer care
- Self-Harm
- Sexting
- Trafficking
- Transporting Children
- Whistleblowing

19 BEHAVIOURAL SUPPORT

We provide a warm and caring environment and maintain consistent boundaries. We encourage children and young people to develop positive relationships which will allow them to gain a sense of personal worth within a nurturing environment.
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and safe home. These positive relationships are the predominant means by which behavioural boundaries are maintained. The behavioural boundaries set are both appropriate and realistic. If a child/young person does not follow instructions, a reminder will be given. If this fails, the child will be advised to take time out in a safe space to calm down.

Children will be supervised by adults who will monitor their emotional well-being. The ethos of the home is transparent, safe environments where the young people are encouraged to talk openly about the feelings and concerns. Adults in the home monitor themes and patterns of behaviour and subsequently this is discussed in team meetings along with strategies/reward charts that can be put in place to help regulate behaviour.

The child and young person's identified needs and behavioural targets will always remain a central focus of the placement. Issues are discussed openly using a supportive and respectful approach. Our approach is geared towards enhancing motivation to change. Frequent monitoring of behaviour enables us to identify patterns and trends, to measure progress and change.

Physical Intervention:

All adults are trained with Team Teach training and De-escalation Techniques care and control awareness. This training is refreshed and maintained in line with government legislation by appropriately qualified personnel, providing certification for each adult's member as confirmation that they have successfully completed the course.

The use of physical intervention may be considered, and specific holds used as part of the child's individual behaviour management plans. This will be in line with Company policies and procedures and will always be used as a last resort. Our focus is to reward positive behaviours and not enforce the negative. Where possible we avoid physical intervention by using de-escalation based on the child's written support plans and behaviour guides.

Whenever physical intervention is unavoidable an incident report and the record of physical intervention log will be completed as soon after the incident as possible. Physical intervention is only used if the child, adults, or peers are in immediate danger of harm or there is a risk of damage to property. Copies of such will be forwarded to the placing social worker. A debrief is held with the adults and the child or young person involved in order to establish their feelings regarding the incident, and to offer a reflection and learning experience to all concerned. Learning points are drawn and key documents and relevant risk assessments updated. Any events that are deemed as serious by the Registered Manager will be shared with Ofsted via notification procedures.

All measures of control are monitored by management to ensure that they are in accordance with current legislation. We reflect in debriefs, supervision and team meetings about what worked well, and what did not, with each young person. Care plans and risk assessments are updated with new strategies that worked to ensure risk reduction is planned.

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20 STATEMENT OF PURPOSE AMENDMENT TABLE

Date Reviewed	Description of Amendments	Date Sent to Ofsted	Supporting Documents Reviewed and/or Updated
11.05.2021	SM removed from SOP and AF added	04.08.2021	Children's Guide
11.05.2021	BM from RSW to SRSW also on the flow chart	04.08.2021	Children's Guide
17.07.2021	ST and SW removed from SOP	04.08.2021	Children's Guide
17.07.2021	IW added to SOP	04.08.2021	Children's Guide
04.08.2021	Information added to the staffing list with newest starter. Complaint procedure updated. Children's meeting updated. Emergency departures updated.	04.08.2021	Children's Guide
10.09.2021	KR taken off the SOP and RE added		Children's Guide
08.01.2022	Darren Needham title changed to Registered Manager. New staff added to the SOP. Natalie title changed to Acting Deputy Manager. How to complain about the home and service added.	08.01.2022	Children's Guide
05.04.2022	JM, SO and EHo have been added. Natalie's title has changed to Peripatetic Deputy Manager		
19.05.2022	Updated Supervisions and Appraisals with new policies and procedures		
19.05.2022	Team Teach Training has been changed to PRICE training		
19.05.2022	JO removed from the SOP and Vacancy added.		
20.05.2022	Removed Same day Placements		
17.06.2022	RE, JM and SO removed and Vacancies added.		
12.07.2022	Update to admissions section.	12.07.2022	

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20.01.2022	Staff KW, LS and EHo removed, and vacancies added. Update to Section 18 with bedroom door alarm and notification system.	20.01.2023	Children's guide.
20.04.2023	Reviewed – no changes made.	-	None.
18.05.2023	Change of RI, details added.	18.05.2023	Children's guide
16.07.2023	Staffing structure amended	18.07.2023	Children's guide
15.08.2023	Staffing Structure amended		Childrens guide
22.09.2023	Staffing Structure amended		Childrens guide
05.12.2023	Staff DN and GB removed. RI details changed to LW. Physical intervention changed from PRICE to Team Teach.		Young persons Guide
23.01.2023	Review of admissions procedure	23.01.2024	N/A
05.02.24	CA, RBW, OB, KM, RS details all been added to the document		Childrens guild
22.04.24	KM details removed. SS details added	22.04.24	Childrens guild