

Bright Star
Statement of Purpose
URL SC067753



Children's Residential Services

Name & Address of Registered Provider:

West Sussex County Council
County Hall
Chichester
West Sussex
PO19 1RG

Responsible Individual:

Julian Skeates
Residential Service Lead
West Sussex County Council
County Hall
Chichester
West Sussex
PO19 1RQ
03302 222910
Julian.skeates@westsussex.gov.uk

Registered Manager:

Sharlene Vallance
07702 668840
01903 947643
Sharlene.vallance@westsussex.gov.uk

Children's Residential Services

Quality Standard	Contents	Page/s
	Introduction	
1	<p>Quality & Purpose of Care</p> <ul style="list-style-type: none"> • The range of needs of children • Age range, number and gender of children • Accommodation • Aims, ethos and outcomes • Description of the location • Supporting cultural, linguistic and religious needs • Who to contact & Access to Information (Complaints & Child Protection) • How to access the Safeguarding and Behaviour Management policies 	
2	<p>Views, Wishes & Feelings</p> <ul style="list-style-type: none"> • Consulting children about the quality of their care • Our policy and approach to anti-discrimination • Our policy and approach to Children's Rights 	
3	<p>Education:</p> <ul style="list-style-type: none"> • Supporting children with Special Educational Needs • Supporting attendance and achievement 	
4	<p>Enjoyment & Achievement:</p> <ul style="list-style-type: none"> • Activities • Personal development and skills 	
5	<p>Health:</p> <ul style="list-style-type: none"> • Healthcare & Therapy • Qualifications and Supervision of staff providing health care • Measuring how effectively we support children's health needs • How to access evidence of our effectiveness 	

Children's Residential Services

6	Positive Relationships: <ul style="list-style-type: none">• Supporting Contact	
7	Protection of Children: <ul style="list-style-type: none">• Our approach to the monitoring and surveillance of children• Our approach to Behaviour Support & Restraint• Staff training and competency in behaviour management	
8	Leadership & Management: <ul style="list-style-type: none">• The name/qualifications of the Registered Provider, Responsible Individual and Registered Manager• Experience & Qualifications of Staff• Management & Staffing Structure (Supervision Arrangements)	
	Care Planning: <ul style="list-style-type: none">• Criteria for admission,• Referral and placement process	

Quality & Purpose of Care

The range of needs of children

Bright Star is a residential children's home offering short breaks and long-term support to children with moderate to severe learning disability or complex health needs. Bright Star is comprised of 2 separate wings, Galaxy and Milky Way.

Galaxy offers short breaks and outreach support to children including those with profound and multiple learning disabilities. Galaxy is a spacious purpose-built wing and can meet the needs of children who have limited mobility, are wheelchair users and/or require the use of hoisting equipment to support them. Galaxy are unable to cater for children solely with physical disabilities.

Milky Way supports children with moderate to severe learning disabilities, who are independently mobile and need longer term or full-time care. Milky Way caters for children who may have a diagnosis of autism or social communication disorders with associated behaviour that challenges those around them. Children have their own room which they can personalise and decorate to their taste and will not be used by other children on nights they are not living there.

Age range, number and gender of children

The children accessing services at Bright Star will be of all genders. Galaxy has four bedrooms available for children aged between 7 - 17 years on arrival at the home.

Milky Way offers up to six places to children aged 12 to 17 years at the start of their placement.

Children will be supported to leave Bright Star before their 18th birthday as part of a planned transition to a new home or provision.

Accommodation

Bright Star is separated into two separate wings. Each wing has a separate entrance and outside area. There are secure internal doors separating the two wings.

Galaxy

Galaxy has 4 bedrooms with a mixture of designs to cater for children including those with physical disabilities offering a comfortable and welcoming place to stay, that is fully accessible and equipped to meet their needs.

Children's Residential Services

Each bedroom has an en-suite bathroom and an individual climate control system that allows each bedroom to be heated according to the child's wishes and needs. All bedrooms have been fitted with ceiling hoists and specialist adjustable beds that help children to be as independent as possible. Children also have a wifi-connected TV and internet devices. Children are encouraged to bring items from home to personalise their bedrooms. There is also one communal bathroom with a sensory jacuzzi bath affording the children a relaxing sensory experience.

The home has a large open plan dining and living area with a TV, DVD player and games console. Children also have access to iPads and can access wifi throughout the home which has full parental controls in place to ensure online safety.

There is a combined dining and living area, meals are planned in consultation with children and presented using choice boards and pictures. Children will be supported to make independent choices and requests. Alternative choices and specialist dietary foods are fully catered for and specialist equipment and utensils are available for all children. Healthy eating is encouraged and promoted.

A large height-adjustable dining table is situated in the dining area where staff and children eat together. Children who require a quieter area or more time to eat will be supported with this.

Children will be supported to participate in the preparation of food, shopping and other independent living skills in line with their abilities.

Children staying or living at Bright Star are likely to have communication-based needs so visual timetables, signage and information boards are secured to walls, doors and cupboards so children can easily see what is available and request it.

In Galaxy, all the bedrooms and communal rooms have overhead tracking for hoisting equipment, and all children requiring specialist equipment will be overseen by an Occupational Therapist.

Galaxy has its own garden area and offers a range of different play opportunities. There is a shaded BBQ area and specialised play equipment which is accessible for children who are wheelchair users. There is a sensory area and raised planters where children can enjoy gardening and a range of quieter activities.

The staff sleep-in room and office are located on the ground floor.

Milky Way

Milky Way has six bedrooms, all with individual climate control. Three of the bedrooms have 'tough' furniture making them suitable for children who like to interact physically with their furniture! Milky Way retains a welcoming and homely atmosphere where children feel safe.

Children's Residential Services

Children are encouraged to personalise their bedrooms with soft furnishings and personal items. Each room will have a chair or bean bag and the option for a tv and music system giving them a relaxing quiet space away from the communal area.

There are fully equipped bathrooms, one of which has a jacuzzi bath for the children's relaxation and enjoyment.

There is a large open-plan kitchen and dining room where children can help with preparing meals and be supported to develop other independence skills.

There is also a separate living area with sofa's, TV/music/games consoles and a second quieter dining area.

There is a separate 'chill out' room just off the bedroom area furnished with beanbags and large cushions for children to relax and have quiet time.

The staff sleep-in room and office are located in the home, so staff are close on hand to offer extra support to children as required.

Milky Way also has its own garden which is accessed through the lounge. The garden hosts play equipment, a water feature, planting area, a shaded BBQ area and open space for ball games and other activities.

Both wings have access to a shared area which can be used for planned activities. There is a sensory room with interactive lighting and sound equipment and a sensory art room with a water feature, areas for messy play and walls with white board paint that can be used for producing and displaying artwork.

Meals for both wings are prepared by in-house chefs in the main kitchen who are accustomed to preparing food in line with specialist dietary requirements. In addition, both wings have their own kitchens where children are supported to make their own breakfast, snacks, baking and other meals.

Aims, ethos and outcomes

- To ensure that children are supported to achieve their full potential in ways that promotes their dignity, safety and wellbeing by qualified and skilled staff in a homely and welcoming environment that meets the child's needs.
- To ensure that the children's views and wishes are heard and acted upon
- To increase children's self-esteem by providing opportunities for them to take responsibility for their actions relating to behaviour, risk taking and interpersonal skills.

- To facilitate a positive group living experience, allowing the children in our care to develop relationships and social skills.
- To support children with their education and contribute to their Education, Care and Health Plans.
- To work in partnership with health colleagues to provide effective and safe support to children around their health needs.
- To enable children to maintain contact with family and other people who are important to them, in line with their Care Plan.

Ethos of the Home

Bright Star's practice is underpinned by the philosophy of Children Act ((1989 and 2004), Care Standards Act (2000) and Children's Homes Regulations and Quality Standards (2015).

Bright Star has adapted a multi-agency way of working in order to achieve the best possible outcomes for the children in our care. This underpins our ethos that the welfare and safety of the children is of paramount importance.

Bright Star provides children with a safe and nurturing environment where the children can flourish free from discrimination.

The staff team are committed to providing the best possible outcomes for the children in our care and are available to the children 24 hours a day.

Description of the location

Please see Location Risk Assessment for more information.

Bright Star is located in a residential area of Durrington-on-Sea. It is on the same site as a mainstream secondary school and a special needs secondary school. Bright Star is opposite the gardens and playing fields of the two schools. The building is situated adjacent to a main road where the maximum speed is 30mph. There is a pedestrian crossing located outside the building with gated access to the home. Access to the home is from the rear of the building where there is a secure gate at the entrance to the car park. The grounds are fully enclosed with an attractive wooden fence with planting offering privacy and safety to children.

All external doors to the building are secure and accessed via a swipe card system to ensure the safety of children at all times.

There are excellent public transport links with the train station within a 15-minute walk. There is a bus stop directly outside the home which provides a

Children's Residential Services

regular service to Worthing town centre where there are theatres, a cinema, swimming pool, bowling alley, shops, cafes and the seafront and pier.

Within a 10-minute walk, there are three parks with open spaces and accessible play equipment, local shops and a café.

Further afield, there are a range of activities available including a trampoline park, Ferring country centre and Butlins.

We are located close to the beach and the South Downs National Park affording us many choices for quiet countryside walks and places to picnic.

There is a GP surgery less than a 5-minute walk from the home and Worthing hospital is less than a 15-minute drive away.

Supporting cultural, linguistic and religious needs

All children accessing Bright Star will be supported to follow their chosen religion and beliefs and we will consult with children, families and other key people to ensure that all the information needed to support the child with their religious and cultural beliefs is included in their Support Plan. All reasonable steps will be taken to enable children to follow the customs of their religion (e.g., festivals, prayers, clothing, and diet).

Bright Star has an identified lead in the staff team to champion diversity and cultural awareness. We hold weekly theme nights where children are encouraged to learn about different cultures through mealtimes, activities, music, and reading.

Welcome books and social stories are individually tailored to meet the needs of each child, as well as including pictures and symbols that can be translated into a range of languages.

Where children have a second language, key words and phrases will be readily available in the child's support plan so that staff can learn and use words identified to both understand and communicate with the child.

Dietary needs are met with appropriate, individually tailored menus or where possible, alternatives within the main menu.

Who to contact & Access to Information (Complaints & Child Protection)

The management team attend Complaint training as part of their continuing professional development and are confident and familiar with identifying a complaint, and the process to follow. All complaints and feedback are recorded the Registered Manager and are shared with the Complaints Manager

Children's Residential Services

on a regular basis. Staff will also share lessons learnt from complaints that are upheld and identify changes in practice that arise as a result.

Bright Star positively encourages children to make their views known and will support them to make complaints where necessary.

Parents and carers are also able to complain to West Sussex County Council:

- Write to: West Sussex County Council, Comments, compliments and complaints, County Hall, West Street, Chichester, PO19 1RQ
- Online: <https://www.westsussex.gov.uk/about-the-council/get-in-touch/comments-and-complaints/childrens-social-care-make-a-complaint/>
- Telephone: 01243 777100

Children can access the West Sussex Advocacy Service:

- Email: AdvocacyService@westsussex.gov.uk
- Tel: 033 022 28686

Anybody involved in the care of a child who has concerns about Bright Star may also contact Ofsted:

- Write to: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- Email: enquiries@ofsted.gov.uk
- Telephone: 0300 123 4666

Children have open access to a telephone as required for private conversations and contact information for Child Line and Advocacy services is openly accessible.

Regulation 44 visits

What is Regulation 44?

From April 2015, the Children's Homes Regulations and Quality Standards 2015 came into force. Regulation 44 requires an independent person to visit at least once a month to make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care.

West Sussex County Council commissions Aidhour to carry out monthly regulation 44 inspections, a written report is compiled for each visit and is commented on by the Registered Manager. The independent visitor from Aidhour is Christine Wood.

Aidhour

47 Bedwin Street
Salisbury, Wiltshire SP1 3UT

Email: info@aidhour.co.uk

Phone: 0208 7129329

How to access the Safeguarding and Behaviour Management policies

All staff receive training in Safeguarding, Harmful Sexual Behaviour and Positive Behaviour Support. *See training section for more details.*

Bright Star has access to an online resource called Tri-X which hosts all national legislation and procedures relating to residential care, alongside a comprehensive set of practice guidance documents that are specific to West Sussex. There is an additional resource available to staff on the internal West Sussex intranet on Sharepoint. These websites contain the most up to date versions of Practice Guidance around safeguarding, and Behaviour Management and can be easily accessed.

The Pan Sussex Safeguarding Children's Partnership procedures inform our practice and instruct staff on all key areas of managing with disclosures and allegations. www.westsussexscp.co.uk

There is also a corporate Confidential Reporting Policy, and residential Practice guidance around "whistleblowing" that is made available to all staff via our Tri-x website and in the office.

Views, Wishes & Feelings

Consulting children about the quality of their care

Involving children in the operation of a children's home is one of the main themes of the Children's Act (1989 and 1994) and Children's Homes Regulations (2015). At Bright Star, we believe that involving children in the operation of the home is an essential element of a positive care environment.

The views of a child at Bright Star are sought on all matters that affect them. This is important in assisting children to become more independent, make choices and learn how to make their views known. In particular, their views are sought on:

- The operation of the home and the support provided to them
- The living space and furnishings in their bedrooms
- Facilities for contacting significant people in their lives
- Future plans including holiday/leisure activities
- Planning menus for the week

We seek to promote children's involvement in decision making in order to allow them to benefit from:

- Feeling that they are valued, and their opinions are respected

Children's Residential Services

- Gaining ownership of their care plans and their futures
- Feeling that they have a part to play in the running of the home, giving a sense of belonging
- A greater understanding of the rules of Bright Star and why they are there

Staff recognise the difficulties that some children at Bright Star may have in communicating their views, wishes and feelings and are committed to ensuring that we support this wherever possible.

Children's meetings are regularly held, and children are encouraged to participate in line with their needs and abilities. This is supplemented by individualised approach for children who cannot tolerate busier meetings.

Each child has their own 'child's voice' folder in which their keyworker has prepared consultation documents set at the child's level with all the relevant photographs and symbols available for staff to support the child in expressing their views. Children will have weekly sessions with their keyworker and all staff are encouraged to use the file on a daily basis to gain the views of the child on day-to-day decisions that affect them.

It is also recognised that some of the children's views are shared with us in a more subtle way such as an increase in negative behaviour, eye pointing or a smile and these are also recorded in the 'child's voice' file. Keyworkers will share the information in the file as appropriate to ensure the views expressed are listened to and acted upon.

Children are also regularly seen by our independent Regulation 44 visitor, by Ofsted inspectors, social workers and other professionals visiting the home, and their opinions are integral in the planning and delivery of services around them. Children also have access to Children in Care Council, advocacy services and the Independent Visitor scheme.

Our policy and approach to anti-discrimination and Children's Rights

We do not tolerate discrimination under any circumstances that may occur on grounds of race, culture, ethnicity, religion, age, gender, sexuality, class or disability or any other protected factor. We value diversity and as such all our work is underpinned by our commitment to deliver a service based on anti-discriminatory practice.

We recognise that all people are unique and have different, but equally valid life experiences. Our ethos and values in relation to children's rights are based on the United Nations Convention of the Rights of the Child.

These are:

- Everyone has a responsibility to support the care and protection of children.
- Children must be protected from all forms of violence and exploitation

Children's Residential Services

- Children have the right to be listened to and their views respected and responded to.
- Children should be encouraged and enabled to fulfil their potential
- Every child must have someone to turn to.

Children's rights are a priority at Bright Star and children are made aware that in addition to having staff available to talk to, they can have contact with Social Workers and anyone else who is important to them, in line with their Care Plan.

During keyworker sessions with the child, the keyworker uses social stories, photographs, and symbols as part of the 'child's voice' folder to explore with the child who they would feel able to approach if they had any concerns and how they would do that.

Education:

Supporting children with Special Educational Needs

Bright Star values education and lifelong learning as a process that can enable an individual to reach their full potential. Accordingly, we aim to work within the practice guidance for West Sussex Children's Homes and consider the following:

- Children in care have the same spectrum of educational needs as any group of children.
- The additional needs experienced by some children in care may hinder their full access to education.
- Children in Care have the same potential to succeed and the same right to education as their peers.
- Education is a passport to increased opportunities in life. Supporting the education of children in care means investing in their future.
- In West Sussex, our children's homes are committed to making education a priority for the children in our care. We need to do everything that any good parent would do to support his/her child's education. Carers in children's homes have a key part to play.
- As part of the initial placement planning, all children are expected to have a Personal Education Plan.

Supporting attendance and achievement

In West Sussex our children's homes are committed to making education a priority for the children in our care. At our home, we promote education and create home learning experiences to support what the children are doing at school.

Children's Residential Services

Within the home, we want to support the children to achieve their full potential and have frequent opportunities for choice and to develop independence.

Through setting our children achievable tasks, we will increase their self-esteem and reduce their vulnerability by supporting them to develop communication and personal care skills.

We will celebrate successes and acknowledge when children achieve progress and share these achievements with those that are important to them.

Keyworkers will maintain a close working relationship with the child's teacher and teaching assistants by spending time observing the child at school and keeping in regular contact through e-mails or communication books.

Keyworkers will be aware of the child's targets and include these in the child's support plan with guidance for staff on how to support and encourage the child to achieve them. Staff will support the children with any home learning or reading.

The children will be encouraged to attend school and staff will ensure that they have the necessary equipment they need to learn in school and also everything they need to continue their learning at the home. Communication aids and visual timetables at Bright Star will be in the same format as they are at school whenever possible. Keyworkers will attend school plays, sports days and parents' evenings as appropriate.

All staff will praise, and reward achievements and certificates and work will be displayed in the home. Child will be encouraged through their 'child's voice' work to share their feelings about school and any anxieties or concerns will be followed up with the school.

If a child is permanently excluded from school, staff will work in partnership with colleagues in SENAT to identify and access a new educational placement. During the period of exclusion, staff will support children to engage with a tutor in the home and explore the possibility of accessing an Alternative Provision. We would also encourage and support educational activities, e.g., reading, sport/educational visits.

Enjoyment & Achievement:

Activities

At Bright Star, we like to encourage children to experience new things and support their interests, giving them the opportunity to join clubs to help build their self-esteem. We also promote opportunities to socialise with other peers who share the same interests to support them to develop the skills necessary for maintaining positive friendships.

We seek to ensure that there are ample opportunities for children to participate in a range of leisure activities in the home.

Bright Star has a wide range of reading materials, music, games, sports and recreational equipment appropriate to the needs and abilities of the children living there. The home will offer a range of activities including music, art and baking to encourage the children to participate as a group. Other activities are available on an ad hoc basis and to suit the child's interests.

DVD's and Games Consoles

These are a popular leisure activity for children; however, care needs to be taken over their use. All DVDs and games will be age appropriate, determined by the certificate guide and staff will actively monitor this. We also put in place firm arrangements detailing time restrictions with parental controls in place.

Internet

Internet access is provided at Bright Star with updated parental control measures that are closely monitored, and password protected. Children are supported to understand some of the risks on online social media sites and of sharing information appropriate to their level of understanding. Children's use of the internet is closely monitored.

Personal development and skills

Bright Star is dedicated to supporting children in our care to achieve their full potential, whether this is developing independent living skills, or acquiring new skills that support communication and engagement with others. We aspire to support each child in any area they wish to develop and will involve them in this process as much as possible. This enables children to develop meaningful outcomes that they are more likely to be invested in.

Children who spend time at Bright Star will have very individual needs and skills, related to their diagnosis and cognitive ability. For this reason, each child has a dedicated Key Worker to support them during the time in the home, and to monitor and review their progress in key areas.

Children's wishes and feelings are gained through a range of ongoing consultation activities and are integrated into planning for the child.

Our trained staff support children to develop and practice new skills and are on hand to offer reminders or practical help as needed. We always enable children to be as independent as possible and will acknowledge and celebrate progress, however slight this appears. Patience and understanding allows children to make mistakes in a safe way, and risk assessment always informs these processes.

Children's Residential Services

Staff are vigilant around the emotional and psychological wellbeing of children at Bright Star and will carefully monitor how the child is interacting with others and whether any changes in their presentation might indicate them being upset. We have access to a variety of specialist equipment and resources to offer children which may help to soothe or comfort a child who is distressed, such as weighted blankets and communication aids.

We believe the key to creating a nurturing environment is in building rapport and positive trusting relationships with children alongside providing structure and a safe, predictable environment so they feel safe and confident to engage with staff and learn.

Health:

Healthcare & Therapy

Children in care have an equal right to access health services as all other children, and we work from this basis in all areas. We ensure children have sufficient information and opportunities to develop a healthy lifestyle through access to universal services and specialist support where needed.

At Bright Star, we use accessible resources to present information to children and ensure we role model healthy living wherever possible.

The child's physical health is regularly monitored via visits to general practitioners, opticians and dental practitioners when required. We also prioritise the wider holistic needs of all children and ensure their emotional wellbeing, mental health and sexual health all receive regular attention.

Whenever possible, children will remain registered with their own G.P. subject to catchment compatibility. If moving to the area and accessing full time care, we will support children to be registered with a local G.P surgery. We would endeavour to keep dental practices and opticians the same as they are not subject to catchment areas and they will have built up a relationship with the child and knowledge of their needs.

Children accessing the home for short breaks or shared care arrangements are likely to be living with a parent or long-term carer. We would expect parents to take the lead in any health matters and will offer any support required for children to attend appointments or access health care. Some of the children on Galaxy will have complex health needs so their support plans will be overseen by a medical practitioner and may also have input from an Occupational Therapist.

For children on Milky Way who live at Bright Star on a full-time basis, staff ensure that all their medical and health needs are met in consultation with parents. Any children with looked after status will have an annual health assessment with an assigned nurse.

Children's Residential Services

All information on a child's health and medical needs will be gathered at the referral stage. Information will be sought from families and from health professionals involved with the child with consent from parents. For children on Galaxy the health professional will support the health section of the Support Plan alongside the key worker. Where specialist procedures are required, a core group of staff will be identified and fully trained to support the child.

We also have access to a Local Children's nurse who we have regular meetings with and have a small budget for accessing specific therapy for children's needs.

Qualifications and Supervision of staff providing health care

All staff at Bright Star receive First Aid training and there is a qualified 'First Aider' on duty at all times. We inform parents and carers of any minor incidents either by phone or in their home communication book. We seek further guidance from parents and carers, GP's, NHS Direct or Hospitals where there are more serious concerns and inform social workers and Ofsted as necessary.

In the event of a significant incident requiring medical treatment, children will have access to emergency services and will always be accompanied to hospital to ensure that they are supported whilst they receive treatment.

We have a comprehensive medication policy specific to the West Sussex County Council Children's Residential Service, and an in-house procedure that includes the ongoing assessment and training of staff involved in administering medication. It also covers the stock control of medication, its storage, parental and doctor's consents and the administration and recording of medication.

All staff are expected to undertake formal training in the handling and administration of medication every two years, as well as epilepsy awareness training. We re-assess the competency of staff to give medication annually.

Children spending time in Galaxy may have complex health needs and therefore require specialist procedures like percutaneous endoscopic gastrostomy (PEG) to have their nutrition or medication. As with the emergency medication, training for these procedures is specific for the child. Children requiring specific procedures that require additional training will have a core team allocated. The core team will be fully trained in all aspects of the child's care. The medical professional will assess staff competency to carry out all required procedures. The rota will be managed to ensure there is at least one member of the core team in the building at all times when the child is in the home.

Children's Residential Services

All staff receive manual handling training. We have two staff members who lead in this area to ensure that all staff are aware of and are complying with regulations. Staff supporting children on Galaxy who require the use of specific mobility aids such as hoists will receive bespoke training from an Occupational Therapist or a health specialist for the child in the correct use of their equipment.

Measuring how effectively we support children's health needs

At Bright Star the children's general health is monitored on a daily basis through staff observations and recordings and any concerns are shared and discussed with parents and either the nurse, the keyworker or Team leader on shift.

Through the children's support plans we promote healthy living programs encouraging good sleep hygiene, healthy diets and good personal care routines. These would be monitored by the keyworker through the monthly reports and discussed with the child's network at reviews. Children may also have recording charts around sleep patterns or toileting if needed.

All Health appointments are scheduled in advance to ensure that we remain up to date with relevant checks. We work with children to get used to these appointments through the use of social stories and positive role modelling where appropriate.

All medical appointments are recorded with any significant information regarding what worked well or what could be done differently next time to improve the visit.

Positive Relationships:

Supporting Contact

Children in Milky Way may be living at the home on a full-time basis with support to see their families as needed, and in line with their Care Plan.

Before the child moves into Milky Way, there must be agreement on contact arrangements. This includes knowledge of any person or persons the child should not have contact with as a result of Sussex Child Protection and safeguarding Procedures or a court order.

Agreement is needed around who the contact is with and where this will take place and how often. If this is to be at Milky Way, consideration needs to be taken on how this will impact the other children in the home. Where possible, a quiet room will be identified for contact to take place and the number of visitors at one time considered. Staff at Milky Way will support contact visits and also support trips out to local facilities with families.

Where appropriate, the use of telephone contact or video calling will be supported.

Protection of Children:

Our approach to the monitoring and surveillance of children

Issues of privacy and dignity are highly valued at Bright Star and surveillance through electronic methods is only used for the perimeter of the building where staff can view any threats without having to physically approach an intruder. Closed Circuit Television (CCTV) surveillance is provided for security and not for the purpose of observing children. However, they are filmed at times as the security CCTV covers the outside of the building. Each child has signed consent forms addressing issues of surveillance which outlines the clear guidance around how images and footage will be used.

Our approach to Behaviour Support & Physical Intervention

Bright Star offers a safe, caring environment in which children are encouraged to feel secure and able to build on their self-esteem and confidence. We look to reduce incidents of challenging behaviour by providing a nurturing environment and supporting children to increase their communication and independence skills.

Staff have a consistent approach and work in a non-confrontational way, supporting children to make appropriate choices and praising and rewarding positive behaviour.

Children are supported to understand expectations and boundaries in a way that is appropriate to them through the use of visual resources and social stories.

We take a person-centred approach to supporting children with their behaviour and focus on building those positive relationships and experiences and focusing on what makes a good day for that child. This information informs the child's Support plan and is shared with all staff during team meetings and handovers. We also look closely at the environment and the child's routines to consider what changes could be made to support the child with their behaviour.

All children have a behaviour support plan in place which are reviewed on a monthly basis or after any significant event.

We include information from family as well as professionals such as school, Speech and Language therapist, Occupational Therapist, clinical psychologist and Child and Adolescent Mental Health Service (CAMHS) where appropriate. Keyworkers will use their keyworker sessions to discuss behaviour plans with the child so that they can contribute directly, where possible.

Children's Residential Services

Children will have a Positive Behaviour Support Plan (PBS) which will be integral to our work. We have an identified lead in this area within the staff team.

Alongside the PBS plan, each child has a risk assessment in place looking at the risk to themselves and others from their behaviour and the measures in place to reduce this.

If a child is in danger of harming themselves or others, then physical intervention may be used as a last resort, with the minimum force necessary and for the shortest time period to ensure all parties remain safe. All staff are trained in Team Teach techniques of managing challenging behaviour. 95% of Team Teach focuses on the prevention of incidents occurring by using diffusion and distraction techniques. Positive handling strategies that can be used to support the child will be outlined in the child's PBS plan as well as those that should not be used.

Staff are aware of the legal requirements and responsibilities if a physical intervention is necessary, ensuring it is reasonable and proportionate and in the best interests of the child.

All incidents requiring a physical intervention are recorded and parents and social workers are informed. They are also followed by a de-brief for the child and the staff involved. Positive Behaviour Support plans and risk assessments are reviewed and updated as necessary. Any recurring behaviour will be discussed as part of team meetings where the team are supported to consider the function of the behaviours and what positive interventions or changes to the environment that could be made to reduce the likelihood of the behaviour reoccurring.

Staff training and competency in behaviour management

All staff are required to complete a newly revised training pathway for residential staff which covers all core areas of service delivery, with a specific focus on behaviour management and promoting positive relationships. This includes a 2-day course in Behaviour Management and Team Teach which is West Sussex County Council's agreed behaviour management model. Staff complete a 1-day refresher yearly. The Registered Manager is an advanced Team Teach trainer and along with another trainer can deliver bespoke training to the staff team around supporting a child with a specific behaviour. Staff competency around managing conflict and difficult behaviours is observed by managers and discussed in supervision on a regular basis.

Diploma Provision

The department provides a Diploma service through its own Diploma Centre. All new staff that do not already hold NVQ Level 3 in Caring for Children & Young People or Diploma will begin working towards it after the first six months of employment after completion of their mandatory training pathway.

Children's Residential Services

The Centre also provides access to the level 5 Diploma in Leadership and Management.

Leadership & Management:

The name/qualifications of the Registered Provider, Responsible Individual and Registered Manager

Contact details

A) Registered Provider:

West Sussex County Council, County Hall, Chichester PO19 1RG

Responsible Individual: Julian Skeates

Julian has worked within Children's Residential services for over 30 years. He has worked for a number of different local authorities in a variety of posts during that time, including being the Registered Manager for Children's homes that have been rated Outstanding or Good by Ofsted for many years. Julian holds the requisite qualifications to undertake this role. He is committed to a child centred and multi-agency approach to residential work and articulates the need for a cohesive supportive staff team that is well supported by training and a strong management structure.

Registered Manager: Sharlene Vallance

Sharlene has worked in residential care since 1997, initially with adults and then with children for over 22 years. Sharlene was previously the Registered Manager at another WSCC children's home, May House, where she was instrumental in securing an Ofsted grading of Outstanding for over six years. Sharlene was the Registered Manager for Cissbury Lodge (on the same site as Bright Star is now) and has a wealth of experience in all aspects of management.

Sharlene has an NVQ level 4 in Leadership and Management as well as NVQ Level 3 In Children and Young People and Health and Social Care. Sharlene has also been a qualified Team teach Advanced trainer for over ten years and delivers training to staff across the service.

Sharlene has also completed a course – Introduction to Social Work – so has a good understanding of the requirements of social workers supporting the service. Sharlene also has a BTech National Diploma in Nursery Nursing.

Experience & Qualifications of Staff

Please see Appendix 1 attached.

Management & Staffing Structure (Supervision Arrangements)

West Sussex County Council has a supervision policy for staff which is also supplemented by recently developed Practice Guidance documents for the children's residential service.

All staff receive planned monthly supervision, ad hoc supervision is available as required on request from either party. Alongside this all staff have a performance appraisal which addresses career progression and objective setting for the coming year.

In addition, Bright Star operates an 'open-door' policy for staff, whereby they can raise any issue of concern with their line manager as required.

At Bright Star the Registered Manager supervises the three Assistant Managers. The Assistant Managers supervise the team leaders, the cook and the domestics. The team leaders supervise the Residential Child Care Workers and the Night Care Workers.

Care Planning:

Criteria for admission

All admissions to Bright Star will be made on a planned basis. Bright Star does not accept emergency placements.

The criteria for admission are as follows:

Galaxy

1. The child will be over the age of 7 and under 18 on admission.
2. The child will have knowledge of the placement and agree with this, appropriate to their level of understanding
3. The child will be resident in West Sussex.
4. The child will present with a range of moderate/severe learning disabilities and emotional difficulties that are nonetheless compatible with communal living with appropriate support. They may also have a physical disability.

Galaxy **cannot** provide support to children who have a physical disability but do not have a profound or severe learning disability or children whose known behaviour causes a risk to other children.

Milky Way

5. The child will be over the age of 12 and under the age of 18 on admission.
6. The child will have knowledge of the placement and agree with this appropriate, to their level of understanding
7. The child will be a resident in West Sussex.

8. The child will present with a range of moderate/severe learning disabilities and emotional difficulties that are nonetheless compatible with communal living with appropriate support.

Milky Way **cannot** provide support to children who do not have moderate/severe learning disability, have a known history of harmful sexual behaviour as a primary behaviour or have a known history of excessive and persistent violence, substance misuse and fire offences that could place other children at risk. Milky Way cannot offer a place to children who are not independently mobile or require the use of specialist mobility aids.

Referral and placement process

Referrals to Bright Star are received via the Child Disability Team of West Sussex County Council. Social workers will complete a referral form, and these will be discussed at the Disability Access to Resource panel. The panel will then agree for the Social Worker to contact the Registered Manager. When considering admission or outreach work, an impact risk assessment will be completed to ensure the needs of other children in the home are considered as well as the needs of the child who has been referred.

All packages of care and subsequent increases have to be presented at the Access to Resource Panel.

Following referral, the (home) management team undertake an impact risk assessment based on the information provided by the referrer which gives an indication of the suitability of the placement and also measures that need to be put in place to support a successful transition into the home.

For children referred to Galaxy, the medical practitioner will be involved in the process to assess whether the complex health needs of the child can be met within the home.

Short break packages on Galaxy range from 2 hours to a maximum of 2 overnight stays in a week. In exceptional circumstances, children may be offered additional support on a short-term basis, for example to support a hospital admission or crisis in the home. Galaxy will offer an outreach program that would offer support to children and families as part of a multi-agency team looking to prevent children coming into long term care.

Before a child moves into Bright Star the following will be agreed and put into place:

- Support plan, everything the staff team needs to know about the level of support the child needs including supporting the child with their behaviour.
- Education arrangement including transport
- Contact arrangements, including level of staff support needed
- Health care plan including medication
- Training delivered on any specialist equipment

Children's Residential Services

- Core team identified if needed and appropriate training delivered.

Once a placement has been agreed, the management team and then keyworkers will start to get to know the child and their needs. They will start by arranging a visit to the child's current placement or home and also include a visit to school. All information for the child's support plan will be collated with as much information from families as possible.

As part of the Outreach program for Galaxy, we will offer group sessions for children specifically under 10 years of age and also independence groups for older children who are going to be transitioning to adult services or to increase their independence and reduce their need to have an adult's presence or care at all times of the day.

A personalised welcome pack will be prepared for the child, set at the child's level of understanding using their preferred method of communication. This will include a lot of photographs of the home, the keyworkers and other people they may see. Children will be supported with as many visits as they need to familiarise themselves before their first overnight stay.

Appendices 1 – Staff list

Bright Star TEAM

NAME	POSITION	EXPERIENCE	QUALIFICATION
SV	Registered Manager	22 years within West Sussex children's services.	NVQ Level 4 in Leadership for Health & social Care and Children & children's Services
KP	Assistant Manager	11 years within West Sussex children's services	Level 5 diploma in Leadership in Children's Social care Certificate of higher education in social care. NVQ level 3 in health and social care
DK	Assistant Manager	16 years within West Sussex children's services	Level 5 diploma in Leadership in children's social care

Children's Residential Services

			NVQ level 3 in Health and Social Care
LS	Assistant Manager	10 years within West Sussex children's services	NVQ level 3 in Health and Social Care Children and Young people
GC	Team Leader	12 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
TH	Team Leader	6 years' experience working in a school for Children with SEN.	Diploma level 5 in leadership and management. NCFE CACHE Diploma level 3. Supporting teaching learning. Apprenticeship Teaching Assistant level 3
Vacancy	Team Leader		
GG	Team Leader	5 years within West Sussex Children's services.	Level 3 diploma for the Children and Young People's workforce
DA	Team Leader	11 months in role.	Level 5 Diploma in leadership health and social care and children and young people's services.
Vacancy	Team Leader		
SM	Team Leader	11 months in role.	Level 5 diploma in Leadership in Children's Social care
IP	Team Leader	15 years within West Sussex Children's services.	
Vacancy	Team Leader		
SW	Team Leader	5 years within West Sussex Children's services	Level 3 diploma for the Children and Young people's workforce

Children's Residential Services

SR	Team Leader	15 years in residential short breaks service.	Level 3 in Children and Young people workforce residential
BG	Residential Child Care Worker	13 years within West Sussex children's services	NVQ level 3 in Health and Social care Children and Young people
CE	Residential Child Care Worker	3 years within West Sussex Children's services	Working towards level 4 Diploma, children, young people and families practitioner in children's residential care.
IR	Residential Child Care Worker	7 years within West Sussex Children's Services	NVQ level 3 in Health and Social Care Children and Young people
CDK	Residential Child Care Worker	16 years within West Sussex Children's Services	NVQ level 3 in Health and Social Care Children and Young people
FG	Residential Child Care Worker	17 years within West Sussex Children's Services	NVQ level 3 in Health and Social Care Children and Young people
Vacancy	Residential Child Care Worker		
LE	Residential Child Care Worker	8 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
	Residential Child Care Worker		
MT	Residential Child Care Worker	15 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
MF	Residential Child Care Worker	Worked in an adult home for West Sussex County Council	
RT	Residential Child Care Worker	7 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
RCN	Residential Child Care Worker	5 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
SRC	Residential Child Care Worker	3 years within West Sussex Children's services.	Level 3 Diploma in Health and social care, children and young people – children's residential services.

Children's Residential Services

NH	Residential Child Care Worker	20 years within West Sussex Children's services	NVQ level 3 in Health and Social Care Children and Young people
TB	Residential Child Care Worker	17 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
VV	Residential Child Care Worker	10 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
KW	Residential Child Care Worker	New starter	
JN	Residential Child Care Worker	11 months in role.	
DS	Residential Child Care Worker	11 months in role.	
NM	Residential Child Care Worker	Has experience working in a special educational needs school	
Vacancy	Residential Child Care Worker		
FC	Residential Child Care Worker	Has experience in a special education needs school	
SH	Residential Child Care Worker	Has experience in a special education needs school	
PB	Casual Residential Child Care Worker	10 years' experience working in West Sussex Children's services.	NVQ level 3 in Health and Social Care
Vacant	Residential Child Care Worker		
Vacant	Residential Child Care Worker		
Vacant	Residential Child Care Worker		

Children's Residential Services

Vacant	Residential Child Care Worker		
Vacant	Residential Child Care Worker		
Vacant	Residential Night Care Worker		
LR	Residential Night Care Worker	12 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
MW	Residential Night Care Worker	4 years within West Sussex Children's services.	
PN	Residential Night Care Worker	9 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
TM	Residential Night Care Worker	19 years within West Sussex Children's services.	NVQ level 3 in Health and Social Care Children and Young people
JG	Residential Night Care Worker	Worked in West Sussex home for adults with learning difficulty	
RC	Residential Night Care Worker	Worked in West Sussex home for adults with learning difficulty	Currently working towards apprenticeship
MRH	Residential Night Care Worker	Worked in West Sussex home for adults with learning difficulty	
SK	Residential Night Care Worker	New starter	
	Residential Night Child Care Worker		

Please refer to our Work force Development Plan for further structure and information on our staff.