

Stoke-On-Trent City Council

Children's Social Care



WOODVIEW

SC032565

Short Breaks: can be provided by local authorities through the use of their powers under section 17(6) of the 1989 Children's Act, which grants local authorities the power to provide accommodation as part of a range of services in order to discharge their general duty to safeguard and promote the welfare of children in need; and section 20(4) of the 1989 Act.

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Statement of Purpose

Schedule 1 of the Children's Homes Regulations 2015 requires every Children's Home to complete and make available a written Statement of Purpose.

All children will be treated as a child/young person first irrespective of any additional disability or difficulty and as unique and valued individuals in their own right.

A child/young person/carers fundamental right is;

- To be safe
- To be consulted on all aspects of care
- To be treated and cared for as a child/ young person first
- To be valued as an individual
- To be treated with dignity and respect

Our role is:

- To provide the highest possible standard of professional care
- To provide the most suitable safe, happy and home like environment
- To ensure all cultural, religious and specific individual needs of the child/young person are met fully
- To consult and communicate with the young person, parent and/or carers at all times
- To provide opportunities for play and stimulation
- To promote development to the child/young person's full potential
- To work alongside a multi-disciplinary team of professionals involved with each young person

Introduction

The service is currently registered with and regulated by Ofsted for up to 6 children in overnight Short Breaks accommodation, aged 3-18 years, with learning disabilities (this includes learning difficulties such as autism); and also, physical disabilities. Children are referred through the Children with Disabilities (CWD) team and the service provides a valuable respite service for families in Stoke-on-Trent.

The individual needs of each young person will be met by a robust risk management and effective care planning process and a child-centred, individualised approach to their care. Staff develop supportive relationships with each young person and continually assess their changing developmental needs and work closely with their families/carers and other professionals to achieve the best continuity of care and support.

From April 2023 Woodview has expanded its service into a full-time provision to support children who require overnight stays in the week as well as at weekends. In addition, there is an Outreach role, initially to meet the needs of children who have no activity sessions arranged for them outside school hours. These children will visit Woodview in mid-week and engage in planned activity sessions such as therapeutic games, arts and crafts, music, cooking, reading, socialising with peers, sensory room play and many different aspects of developing life-skills. The 3- or 4-hour sessions will give parents respite from late afternoon into the evenings.

Leadership and Management

Organisational Structure

The Responsible Individual is:

Tracey Docksey.

Small Group Homes Co-ordinator.

170 Weston Coyney Road,

Weston Coyney,

Stoke-on-Trent ST3 6ER.

tracey.docksey@stoke.gov.uk

The Principle Manager is:

Chris Whalley

170 Weston Coyney Road,

Weston Coyney,

Stoke-on-Trent ST3 6ER.

T 01782 232985 f 01782 231942

Chris.whalley@stoke.gov.uk

The short break service and Outreach service at Woodview consists of 1 full time Principle Manager 2 Assistant Care Manager', 17 Residential Care Workers, 4 Night Care Assistants, 1 part time Cook's, 1 casual staff and 1 Team Support staff.

Staffing levels will be adjusted to meet the needs of the young people at any time should the residential client group require such changes.

| Name | Job role | Qualification |
|------------|--|--|
| CW | Principle Manager 20 years' experience of working with children and young people, including learning disabilities | Diploma Level 5 Health and Social Care CPI Safety Interventions Trainer |
| JT | Assistant Care Manager 20 years' experience of working with children and young people, including learning disabilities. | Diploma Level 5 Health and Social Care |
| JMH | Assistant care manager 18 years' experience of working with children. | NVQ 3 Health and Social care – working with children and young people |
| CB | Residential Care Worker 22 years' experience of working with children with disabilities. | NVQ 3 Health and Social Care – working with children and young people |
| NC | Residential Care Worker Under 2 years' experience of working with children, including with disabilities | Diploma level 4 Health and Social Care – working with children and young people |
| GM | Residential Care Worker 9 years' experience of working with children | NVQ 3 Health and Social Care – working with children and young people |
| LP | Residential Care Worker 21 years' experience of working with children, including disabilities. | NVQ 3 Health and Social Care – working with children and young people |
| LS | Residential Care Worker 1 years' experience of working with children with disabilities. | LS is enrolled on Apprenticeship Level 3 |

| | | |
|-----------|--|--|
| DM | Residential Care Worker under 1-year experience with children | DS is enrolled in the Diploma level 4 award. |
| NM | Residential care worker under 1-year experience with children | NM is enrolled in the Diploma level 4 award |
| SM | Waking Night Care assistant 6 years' experience of working with children with disabilities | NVQ 3 Health and Social Care – working with children and young people |
| SH | Residential care worker under 1-year experience with children | SH is enrolled in the Diploma level 4 award |
| VB | Residential care worker under 1-year experience with children | VB is enrolled in the Diploma level 4 award |
| SB | residential care worker under 1-year experience with children | SB is enrolled in the Diploma level 4 award |
| DJ | residential care worker under 1-year experience with children | DJ is enrolled in the Diploma level 4 award |
| DO | Full time residential care worker 16 Experience of working with young people with EDB within small group homes | NVQ 3 Health and Social care – working with children and young people |
| KP | Full time night care assistant under 1-year experience with children | KP is enrolled in the Diploma level 4 award |
| SU | Full time night care assistant under 1-year experience with children | SU is enrolled in the Diploma level 4 award |

| | | |
|-----------|---|--|
| ES | residential care worker under 1-year experience with children. | ES is enrolled in the Diploma level 4 award |
| EK | residential care worker under 1-year experience with children | EK is enrolled in the Diploma level 4 award |
| EB | residential care worker 12 years experience with children in a school setting | Qualified teacher Status |
| EB | Part time cook Over 10 years' experience in working in large kitchens with care settings | Commis chef NVQ 2 professional cookery qualification. |

Woodview also use the following Casual Residential Care Workers:

| | | |
|------------|--|--|
| KAT | Casual residential care worker 20 years experience with children. | Diploma level 3 Working with children and young people |
| JH | Casual residential care worker Under 1 year experience of working with children | JH is currently working towards completing all in house mandatory training and Qualifications |

The Woodview service is staffed by a well-motivated and vastly experienced team of residential care workers, led by a highly qualified and experienced management team. We are currently predominantly a female team with 4 male staff, but staff maintain very high standards of professional role modelling and this gender imbalance is not considered to be an issue in terms of meeting the assessed needs of the children.

The selection and interview procedure are rigorous, following the Stoke on Trent City Council Recruitment Policies. All potential members of staff are Police checked via the Disclosure Baring Services, and references scrutinised.

All staff undergone a comprehensive induction programme and professional development programme that includes training around CPI safety intervention Training, safeguarding of children, safeguarding children with a disability, disability awareness training, First Aid medication food hygiene and any specific related training to meet the children needs

There is a training matrix at the unit which details staff core training schedule.

Opportunities for staff to attend other courses with particular interests or skills, relating directly to their area of responsibility will be supported

Staff Supervision/Development/Appraisal

Woodview is committed to an on-going programme of supervision, training and development for the entire staff group.

Staff are regularly supervised in accordance with departmental policy and in line with the requirements contained within the Quality Standards 2015.

There is a supervision matrix at the unit, signed by manager and each staff after supervision.

All staff are trained by Stoke on Trent Council in NVQ/diploma 3 and above. This provides a value - based training opportunity to evidence that they work consistently toward quality care and service provision by using knowledge in practice.

All staff undergone a comprehensive induction programme and professional development programme that includes training around CPI safety intervention Training, safeguarding of children, safeguarding children with a disability, disability awareness training, First Aid medication food hygiene and any specific related training to meet the children needs

All staff complete a yearly P.L.A.N; this is reviewed regularly to identify any present and future learning needs of the individual to ensure that staff are fully equipped to carry out their role.

Staff development planning is a continual, evolving process.

Staff Training

To be provided by the City Council or other facilitators if training is relevant to meet the needs of the young people.

All permanent staff at Woodview receive training and guidance in relation to:

- Infection prevention and control
- Use of Safe bed
- Safeguarding Procedures, including children with disabilities
- CPI Safety Intervention (behaviour support and physical interventions)
- First aid (including paediatric)
- Fire Warden
- Fundamentals of Health and Safety
- Basic food hygiene
- Manual handling
- Administration of medication
- Safe Handling of Children
- Epilepsy including administering buccal midazolam
- GDPR (Data Protection)
- Equality and Diversity

- Makaton
- Specialist training for specific needs of individual children (e.g. PEG feeding).
- Autism Awareness
- WRAP

Quality and Purpose of Care

All staff at Woodview have a very good awareness of the background of each child and the context in which they were admitted.

All staff have a sound knowledge of what we are supporting each child to achieve at Woodview. This may be peer friendships, support with social behaviour and interactions, improved communication skills, the development of independence skills, or fun activities and informal learning.

Objectives of the Service:

- To provide a warm and homely environment that meets the emotional, physical, cultural, religious and spiritual needs of the young person.
- To respect the right of each individual young person to privacy and dignity
- To provide each young person with support to encourage them to develop and maintain a maximum level of independence.
- To work in partnership with families and other services to provide the best quality of life for each young person.
- To provide training and support to develop staff knowledge and skills that reflects the needs of each individual young person.
- To monitor, review and evaluate the service that is being provided to each child so that standards of care can be improved upon.

Philosophy

- To provide a caring environment for all young people by creating a welcoming, warm and friendly atmosphere.
- To provide an environment where a young person can enjoy and participate in activities of their choice, where they can relax or just have fun, whether this is during mid-week Outreach activities or during overnight stays.
- To provide a unique opportunity for learning disability children to build genuine, meaningful relationships with their peers and experience a 'sleep-over' with their friends in a safe and emotionally secure environment.
- To encourage a young person to develop new skills and experiences, including life skills and independence skills.
- To provide a service in which the whole family and young person can be involved in their care arrangements.
- To value the diversity of each and every young person, acknowledge that each young person and family have different needs.

- To work in partnership with both family and other professionals in providing the appropriate care package, ensuring continuity and a consistent approach with strategies that families can use themselves back in the family home.
- All young people will have the right to privacy and dignity, including the opportunity to have time by themselves if they wish.
- Should a young person have the ability to use the phone there is privacy in the sleeping in room to facilitate this.
- All young people will be given time to make choices about how they spend their time during the short break, including making choices regarding friendships, which room they have, the meals they eat and the clothes they wear.

For young people with limited verbal communication, other methods of making choices may be used e.g. Makaton, visual schedules and timetables, using pictures or symbols, interpretation of body language. Communication effectiveness is considered to be immensely important to Woodview's philosophy of care.



Facilities

Woodview is a 6 bedded provision, situated within Weston Coyney, near Longton, Stoke-on-Trent.

Weston Coyney is a quiet residential area with local facilities including a duck pond, country park and local shops. Stoke-on-Trent is a large city with a huge choice of events and leisure facilities. See 'Location' risk assessment.

Woodview provides residential short breaks for up to 6 young people at one time. During assessment visits or tea/lunch stays, there may be more young people in the Unit, but only 6 children stay overnight at any one time.

Outside the home there is parking for 20 cars, all doors are wide enough for wheelchair access.

Externally there are security lights and an alarm: the building is managed by Stoke on Trent property services.

Inside there is specialist equipment within the home to:

- enable lifting and handling
- specialist beds with guards and adjustable height
- A safety Bed
- shower bath that has adjustable height and tilts
- a wet room for wheel chairs

- moulded seats for wheel chair users
- sensory equipment and toys



There are six downstairs bedrooms.

All bedrooms are big enough to accommodate the young person with any additional specialist equipment they may need to bring with them e.g. wheelchairs, walkers etc.

Each room has a DVD, TV, and has been decorated to provide a homely environment; young people are encouraged to bring their own toys and personal possessions to make their stay comfortable.

The unit has, for bathing and toileting, a height adjustable shower bed and a separate shower room that can accommodate wheelchair users.

The communal lounge/diner is where young people meet and spend time together socialising. From the dining area there is wheelchair access to the garden.

There is a separate dining area at the other end of the building where main meals are served.

Next to the dining room we have an art room that allows for crafts and hobbies with easy access for wheelchairs. Adjacent to the art room there is a sensory room.

- Leisure Activities. There is a television and video available in the lounge, Wii, karaoke and a Young person computer in the art room. Outside there is a large range of static and movable play equipment. The garden has an organic area with raised beds to encourage young people to understand nature and a sensory garden to provide stimulation for children.

- Catering Facilities_ The kitchenette has a sink, fridge and a cooker so children may be encouraged to prepare or assist in preparing their meals if this is appropriate to their age and abilities.
- There is a large, well-stocked residential kitchen for the provision of meals. There are 2 part time cooks at Woodview the cook regularly attends young person's meetings to find out about children's meal choices; the kitchen has been modified to provide wheelchair preparation areas. The kitchen is monitored closely to meet all hygienic Health and Safety and Food Preparation Standards.

Staff and children eat all main meals together in the dining room. Other meals and snacks are prepared by staff with the children's assistance within the kitchenette/dining room. As children often have special dietary or nutritional needs, there is liaison between parents, the key worker and cooking staff.

The grounds to the rear of the property are fenced to ensure the children's safety. There is an emergency exit system via the rear of the property



Laundry: unless soiled we do not wash young people's clothes. Young people may wash their clothes as part of an independence skills programme.

Pocket money sent in by parents or carers can be kept in the Unit office and is available to the young person to spend as they choose. All other expenses are funded by the Children and Young People's Department.

Locking External Doors/ Surveillance

Children cannot leave the building unsupervised during their respite stays at Woodview and there are locked external doors and key coded locks to the building. This is due to the extreme vulnerabilities of the disabled children and for the safety of each child: There is a busy car park outside of the front door and a busy main road at the top of the drive, as well as intruder and stranger-danger potential risks. There is a risk assessment signed by the Woodview manager and the CWD team manager to document the reasons for such levels of safeguarding, underpinned by the disabilities and mental capacity of the children who access the service. There is also a risk assessment on every child's file, signed by parents, to describe the individualised situation for that child re doors being locked for safety. There is a Premises risk assessment (Regulation 46) to determine the suitability of the 170 building and its location.

There is now a CCTV camera across the road from the Resource Centre that is permanently focussed on the building, viewing the front and side of the building for dangers (e.g. potential intruders). This is monitored by SOT Security Services.

Care Planning

Referral Process

Requests for short breaks are made through the local authorities' social care teams. If the young person meets the eligibility criteria then a placement referral is made to Woodview.

Eligibility Criteria:

The unit can provide a short break service for both male and female children, between ages 5 to 18 years who;

- Have learning disabilities, including learning difficulties such as autism, or have physical disabilities.
- Have been referred through the Children with Disabilities team's Short Breaks Resource Allocation Meeting. Children are either supported under Section 17 or Section 20 (Regulation 48) of the 1989 Children's Act and have an allocated social worker or IRO.
- Are able to reside in group environments otherwise a more individualised plan of care is created.
- Live within the Stoke catchment area.
- Have had an overnight Short Break or need for an Outreach service identified in a Child in Need plan or LAC document.
- Do not need continuous 1-1 as staffing ratios are 1-2/3, except where this is discussed at CIN review with Social Worker/MDT and Head of Service and appropriate funding for extra staffing has been agreed.
- Behaviour that may be challenging but not pose a risk of injury or bullying to the other young people who are on a stay.

- May require tube/peg feeding but not nursing care.
- May require extra assistant with personal care (the provision has hoists)

Once agreement is made that an overnight short break/Outreach is the best service provision to be offered, an assessment process begins where the needs of the child are assessed and the suitability of the child is matched to the existing client group.

Initially, the child and parents visit the unit to look around and then a home visit and school visit is made by an allocated Residential Care Worker to assess the young person's requirements.

The process will include undertaking various risk assessments and collating any documentation of specific care needs. Following the home visit an assessment process begins with lunch visits, tea visits, day visits and then a first overnight stay.

If the inductions go well young people are allocated an agreed ratio of nights per year (predominately weekends). They are placed in different groups during assessment in order to identify the most appropriate peer group through Impact risk assessment.

The young person usually attends for a weekend short break from Friday to Sunday, but from March 2023 the provision opened full time to enable support 7 days a week

Arrival and discharge times may vary due to Woodview or individual need.

With Regard to Outreach referral process including Emergency Admissions:

Social worker completes CAF assessment

- If this recommends that the family require a Short Break and/or Intervention, they will choose between Direct Payments, Outreach or additional Aiming High activities.
- If the family choose Outreach, a Woodview referral form describing the child's needs is sent by social worker to Woodview manager.
- Woodview manager allocates a worker to complete an initial Impact Assessment, including any initial risk assessments.
- Worker meets the child and family and completes all necessary risk assessments and a Short Breaks Intervention plan, including a matching analysis where appropriate. These are then authorised by the manager.
- The Short Breaks Intervention plan will identify what staffing ratio a child need.
- An initial review of the Intervention and support required is undertaken after 3 months, with an assessment taking place of the child: stepping up to higher support levels, stepping down to lower support levels, or staying the same as they are.
- There is a further review of arrangements within 6 months of the original Short Breaks Intervention plan.
- For a situation where there is a family in crisis, the social worker would speak to the Woodview manager, send the referral form, and the manager would allocate a worker to do an initial Impact Assessment, identifying all risks and levels of support required.
- If this Impact Assessment confirms that support is required within the family home Duty workers will be sent out within 2 hours.

- If no support is required within the family home because emergency overnight accommodation is required instead. Woodview manager will introduce an emergency rota to support the child with overnight stays. This situation, and whether staffing levels of support can be decreased or need to be increased or stay the same, will be reviewed by the manager on a daily basis. Ofsted will be informed on the day of any emergency admissions.

For Emergency Placements the following must apply:

- Admission criteria of the placement referral must be applicable:
- i.e. Child with disabilities, Child in Need, Referral through the CWD team.
- A referral can be taken from the CWD team manager, the Emergency Duty Team and the Duty Officer for the Disability Social Work Team.
- Emergency Admissions are only accessible if staffing levels and staffing skills and experience are appropriate for that child i.e. predominantly staffed from the existing staff team.
- A risk assessment must be undertaken prior to allocation of emergency provision and plans of care put in place.
- The needs of the young person and the effect of any emergency admission on the existing client group must be assessed to ensure appropriate placement.

Legal Status

After induction and assessment, if it is felt that Woodview is the appropriate placement for a child's respite, then at a pre-placement meeting it will be discussed whether to provide accommodation under section 17(6), section 20 (48) of the 1989 Act, or in some cases, children who are under full Care Order (section 31) can be placed at Woodview by the local authority.

There should be a careful assessment of the child's and family's needs that addresses the following considerations;

- Particular vulnerabilities of the child, including communication method;
- Parenting capacity of the parents within their family and environmental context.
- Wider family and environmental factors.
- The length of time away from home and the frequency of such stays
- The less time the child spends away from home the more likely it is to be appropriate to provide accommodation under section 17(6).
- Whether short breaks are to be provided in more than one place
- Where the child spends short breaks in different settings, including residential schools, hospices and social care placements, it is more likely to be appropriate to provide accommodation under section 20.
- Views of the child and views of parents,

- The need for an independent reviewing officer (IRO) to monitor the child's case and to chair reviews.

A Short Breaks Care Plan will be produced by the Social Worker and consents

(medication/CPI Safety Interventions /activities) signed by parents/carers.

Providing short break accommodation under the different legal provision.

| | | |
|--|--|---|
| <p>Child is provided with accommodation under Section 17, Children in Need, (which can include overnight stays).</p> <p>The vast majority of children who access Woodview are placed under section 17.</p> | <p>Child is provided with accommodation under Section 20, short breaks are pre-planned and in the same place, no break lasts more than 17 days and the total does not exceed 75 days in one year → Regulation 48 applies</p> | <p>Child is provided with accommodation under Section 31 of the 1989 Children's Act.</p> <p>This is where the local authority has been granted a full Care Order.</p> |
| <p>The child is not looked after.</p> <ul style="list-style-type: none"> • No requirement to provide an IRO. • A CIN Plan and Short Break Care Plan is required. • CIN meetings or reviews should be carried out at least every 6 months, and more often if necessary. • Statutory visits by social workers should take place at minimum of six-monthly intervals. | <p>The child is a LAC child and this means that:</p> <ul style="list-style-type: none"> • An IRO must be appointed. • A Short Break Care Plan must be written • The first social worker visit must take place within 2 months of the placement day or as soon as practicable thereafter. Subsequent visits must be at intervals of no more than 6 months. <p>The child's case must be reviewed within 3 months of the start of the placement then at intervals of no more than 6 months thereafter.</p> | <p>The child is a LAC child and this means in this case that:</p> <ul style="list-style-type: none"> • An IRO must be appointed. • A LAC Care Plan must be written, detailing all care arrangements, and including the views of the birth parent and the child. • A Short Break Care Plan must be written, detailing short break provision. <p>The child's case must be reviewed regularly (6 weekly CIC visits to child; 6 monthly LAC care plan reviews and 6 monthly social worker visits to respite provision).</p> |

Placement Plans

Once a young person starts their overnight stays, Woodview will have in place a placement plan in discussion with parents and fellow professionals that will support the young person's stay and will be reviewed in line with their legal status.

- Planning and reviews of arrangements for a young person are subject to statutory time scales and requirements outlined in The Children Act 1989.
- Records of all statutory reviews and reviews of placement plans are placed on the young person's residential file.
- Each young person will have a placement plan which will set out the assessed needs of the young person, usually written by the child's keyworker. This will indicate how this plan of care is to be implemented on a day to day basis by the Woodview team. Background information is described to give context and an indication of children's starting points. Actions are clearly stated to give focus.
- The young person's key worker will monitor the Placement Plan to ensure the requirements of the plan are implemented in the day to day care of that young person. All staff members input into the updating of plans and record important developments for all children during each stay.
- Individual young people, parents, social workers and other relevant people are part of a process to evaluate the content and implementation of the placement plan. Their views will be considered when making changes to the plan.
- All young people will know the content of their individual placement plan according to their level of understanding.
- The management of all placement plans and young people's records are subjected to Data Protection Act 1989.

Protection of Children

This is a priority for children who access Woodview and we are concerned with:

- Administration of medication.
- Behavioural issues and how they will be supported.
- Any prohibited contacts.
- Child Protection procedures.
- Risk Assessments in relation to a child's personal safety.
- Equality & Diversity: cultural issues that could affect safeguarding, welfare checks, equal opportunities for accessing services.
- Reason why we restrict children's movements e.g. not allowing a child to leave the building unsupervised
- Being part of a monitoring process where children are supervised and assessed during every stay.
- Communicating any concerns to the wider care team.

Medication

All our care staff are trained in the administration of medication to enable them to monitor and record the medication received from a G.P. Within the respite unit staff will at all times administer

some simple home remedies (items brought over the counter). They will first seek permission of the person with parental responsibility before administration and will seek advice from the local health care professional. This will also be recorded and monitored.

Safeguarding and Anti-Bullying

At no time will the service condone bullying and will do everything in its power to ensure that both carers and residents feel protected, safe and secure. Bullying issues, if unchallenged, can have a detrimental effect on a young person's health and well-being.

The service aims to encourage an environment where everyone has the right to live and learn in an atmosphere free of victimisation and fear. Young people must be able to build positive social relationships and bullying undermines this objective. Both Young people and carers have a responsibility to ensure the Counteracting Bullying Policy is implemented.

- Carers will actively challenge and confront bullying.
- Any incident of bullying will be responded to sensitively and appropriately.
- Carers will ensure all young people's conduct is actively monitored and all unacceptable behaviours are challenged and confronted.
- Children are protected from abuse, and an appropriate response is made to any allegations or suspicion of abuse.

When a member of the team becomes aware of any issues of abuse, they must bring it to the immediate attention of responsible agencies. In the first instance this will be the registered-on call manager, who will in turn inform EDT, who will then decide about the next part of the process. In order to facilitate this, it is imperative that all staff make themselves aware the Child Protection protocols of the Council. Additional information is located in Local Safeguarding Procedures.

All young persons will have an up-to-date risk assessment on admission. This will consider any outdoor activities that will be provided or any other activities in which the young person may want to engage.

Fire Precautions

The service maintains a Fire Log which is available for inspection and contains detailed information on fire precaution and associated emergency procedures.

- Basic fire precautions include weekly testing of alarm systems, weekly (monthly for each child) fire drills, availability of fire notices situated in main corridors and regular inspections of the homes fire protection equipment.
- The home has an updated fire risk assessment which is reviewed annually. Each child has a Personal Emergency Evacuation Plan (PEEP).
- The home has completed an evacuation plan in case of an emergency. In the event of a serious emergency, all young people would return home. Should a child not be able to return home for any reason, then the Local Authority will seek an alternative place until the emergency is over and the child can safely return home.

Children's Wishes and Feelings

Complaints Procedure

Woodview is committed to the effective implementation of complaints procedures and view this as an important element in providing and assuring a high-quality service.

All young people and families receive information about how the complaints system works and how they can make a complaint.

The aim of the complaints system is to resolve problems quickly, as near as possible to the point they arise and by the members of staff closest to the difficulty.

Whilst we encourage young people to share their views, wishes and feelings, complaints made against the other resident will be predominately managed by carers and the Service Manager. Social workers will be notified of the context and outcome of the complaint at all times.

Complaints made against a decision or the service will be processed via the corporate complaints team, where an investigating officer will be appointed to resolve the issue raised.

Woodview will keep records relating to complaints received and the outcome and resolution. In order to protect confidentiality, any access to complaints against individual staff members will be restricted to individuals who have the right to access the information.

There are many sources of help available should there be a wish to make a complaint. These include raising concerns with the Social Worker, HMCI or Independent Reviewing Officer, a friend, another trusted person or an advocate for help. There are pre-paid self-addressed speak up and speak out complaints leaflets that young people can fill in and send off directly to the corporate complaints team.

Alternatively, a complaint can be completed by:

Filling in an online form.

Send an email to speakup@stoke.gov.uk

Phone us on 01782 235921

Write to us at:

Customer Feedback Team

Stoke-on-Trent City Council

Floor 2, Civic Centre

Glebe Street

Stoke-on-Trent

ST4 1HH

Health and Wellbeing

- Sleeping patterns away from home
- Administration of Medication
- Health issues – food likes, dislikes or allergies, healthy eating

- Personal hygiene, going to the toilet
- Emotional wellbeing
- Any health needs in relation to disability including physical or sensory impairment or learning disability and what support will be provided.
- Equality & Diversity – e.g. menu choices; cultural foods

Health promotion and protection

- At Woodview we recognise the need to take a holistic approach to the children's well-being.
- The needs of each young person will be met on an individual basis. It is important that, in order to meet identified needs, we work consistently with other agencies in partnership.
- Staff and young people will have access to information around health issues, advice for young persons around links to other services.
- We actively seek to promote health and well-being and will seek specialist advice wherever necessary e.g. community/school nurses/CAMHS/Abbott nurse (PEG).
- Staff will encourage young people to take some responsibility for their own health and assist them to understand the importance of good healthcare.
- All young people will have the influence over their daily menus and will be encouraged to choose healthy eating options.
- Each child's nutrition is monitored and kept under review.
- First aid provision is available within Woodview and staff respond effectively in emergency situations.

Medication

- Woodview has a strict and effective medication booking system which monitors medication dosages and requires liaison with family.
- Parents fill in a medication sheet, which contains details of all their child's current medication.
- Staff book in medication with parents at the start of each stay, then discharge medication to them at the end of the stay.
- No medication is stored on at Woodview in between stays to ensure updated prescriptions and dosages.
- Medication is administered by two trained staff: the name of the child, type of medication, strength, dosage and administration route are all on record and correspond with information on the packet/bottle.
- Staff double sign after each administration.
- There needs to be a GP or Consultant's letter to support any medication changes or if a specific medication is to be administered covertly (i.e. disguised in food or drink).

Positive Relationships

Family contact arrangements

- Building peer friendships with fulfilling experiences.
- Promotion of positive interactions with others and appropriate behaviour.
- Equality & Diversity e.g. cultural, racial, religious needs; participation in Review process and review dates; life story work, memory boxes, preparation for independence.

Behaviour Support

- Care staff should respond positively to acceptable behaviour and will support young people to become aware when behaviours are unacceptable. There is a huge emphasis on rewards not sanctions.
- We believe that effective behaviour support is dependent on the establishment of positive relationships between carers and young people. Encouragement and praise are used extensively to promote positive behaviour.
- Effective communication strategies for verbal and non-verbal children are essential.
- Behaviour Support plans to manage behaviour will be fair and consistently applied. They will be relevant, reasonable, timely and appropriate to the age, understanding and individual needs of the young person.
- Physical intervention is only used to prevent likely injury to the person concerned or to others, or likely serious damage to property.
- All staff are CPI Safety Intervention trained with the emphasis on calming strategies and de-escalation of unsettled or aggressive behaviour. Restraint is not used as a punishment or a means to enforce compliance with instructions.
- All incidents of Restraint must be recorded in the young person's individual restraint log

Religious and Cultural Observations

- Religious beliefs are discussed during the admission process into the unit and each young person is positively encouraged to continue this as appropriate.
- Any such consideration will be included in an individual's care plan and assistance, such as transport to services, where this is needed.
- Cultural needs / observances are communicated to staff from parents / carers in order to best provide for individual child unique needs.

Anti-discriminatory Practice

Children develop individual identities in relation to their personality, preferences, gender, disability, religion, racial, cultural, linguistic background or sexual orientation.

Stoke on Trent City Council has a commitment to combat racism. Racism will not be tolerated from staff, young people, their families or visitors.

- Staff will challenge any racist comment and are aware they could face disciplinary action if they are involved in or encourage or allow any form of racism to go unchallenged.

- Appropriate measures of guidance, education and even sanctions would be imposed in line to combat discrimination and racism.
- Staff must recognise that racism is a form of bullying and harassment.
- Staff must actively promote anti-discriminatory practice and have a responsibility to educate the young people in their care.

Policies and Procedures are located on-line and include Child Protection, Equal Opportunities Policy, Anti-Bullying, Behaviour Management and Medication.

In addition to the identified standards of care, children's rights are further protected by Children Act (1989) and Human Rights Act (2000).

Education

Young people's education is the responsibility of their parents/ carers/ schools.

Woodview has close relationships with the children's schools and work jointly on developmental targets. Parents can send in homework for their child if they so wish.

Enjoyment and Achievement

Recreation and Development

There is a wide range of activities that can be enjoyed within the service. These are planned in advance by the children and include:

arts and crafts, modelling, face painting, sensory relaxation, sensory play, gardening, outdoor play (including sport and trampoline), water play, baking, cookery, music, pool, story time, board games, games e.g. skittles, cinema or DVD nights in, walks, Wii, computer, and pantomime shows.

Woodview considers the following to be essential:

- Bedtimes – any equipment/important routines that are needed are respected and facilitated.
- Activities enjoyed are varied and include sensory activities, trampoline, swings, sports, gardening, cooking, music, stories, TV and DVD, Wii, karaoke, pool, cooking, the promotion of independence skills, arts and crafts and trips out.
- The wonderful opportunity for children with learning disabilities and complex needs to come together every month for an enjoyable weekend with their friends, in a safe and structured environment.
- The value of Informal Learning. Children learn through play, through socialising, through interacting with peers and staff.
- The development of independence skills in every aspect of a child's stay. Targets are worked towards and these consider parents' wishes and school's objectives for each individual child.
- Equality & Diversity is promoted by meeting every child's cultural & religious needs and by supporting their preferences and interests.
- Staff encourage children to build their confidence by recognising individual's differences and celebrating them.

- Children are given opportunities to do things for themselves, sometimes getting things wrong, then learning.
- And they are given every opportunity to succeed, learn and grow.
- Support for children with communication difficulties: support with non-verbal communication.
- Sensory input for certain children who value this as much as any other interaction.

Reviews of Statement of Purpose

Section 10 – Statement of Purpose Review

Evaluation

Name of Person Completing Review

Chris Whalley

Unique Reference Number of Home

SC032565

Date SOP was last reviewed

10.02.2025

Date of this review

01.04.2025

Section 1

1

Have there been any changes to the home's registration?

No

2

Is the home's ethos being met and reflected in the outcomes for young people at the home?

Yes

3a

Have there been any adaptations made to the home to meet the needs of the children accommodated?

3b

Has the home followed the admission criteria set out in this document in relation to the age, number and sex of the children accommodated at the home?

Yes

3c

Any adaptations made to the type of accommodation and sleeping arrangements for the children accommodated at the home?

No changes since last review.

4

Any reviews of the location of the home undertaken?

01.04.2025

5

Have the cultural, linguistic and religious needs of the young person been met?

Yes

6

Have any complaints received been resolved?

No complaints received since last submission.

7

Have there been any changes / reviews made to the child protection policies or behaviour management policy. Have all persons and parties in the wider system been informed?

Not since last review

Section 2

8

Has the home consulted with young people as detailed in the SOP?

Yes –

9a

Has the home worked in a way that does not discriminate?

Yes

9b

Have the children's rights been adhered to?

Yes

Section 3

10

Have there been any changes to how the home supports young people with special educational needs?

No

11

Has the home changed the purpose of its registration and become a registered school?

No

12

Have there been any changes to how the home supports children to attend local schools and promote educational achievement?

No

Section 4

13

Has the home supported children to take part in a variety of activities?

Yes

Section 5

14a

Any changes in the professionals, their qualifications and level of supervision of staff involved in providing health care or therapy?

No

14b

Is the home meeting the health needs of young people as described in the SOP?

Yes

Section 6

15

Has the home supported the young people to have contact with friends and family members agreed in their contact plan?

Yes

Section 7

16

Have there been any changes to the surveillance of young people accommodated at the home?

No changes since last review.

17a

Have there been any concerns raised in relation to the use of restraint at the home?

No

17b

Do all staff have up to date CPI Interventions restraint training?

Yes

Section 8

18a

Has there been a change to the registered provider?

No

18b

Has there been a change to the responsible individual?

No

18c

Has there been a change to the registered manager?

No

19

Have there been any changes to the qualifications that staff have achieved at the home?

No

20

Have all staff received professional supervision as outlined in the SOP?

Yes

21

Have there been any changes to the staff and staffing structure of the home?

Section 9

22

Was the admission process followed for new admissions?

Yes

Further Information Provided

This updated, and accessible, version of the Statement of Purpose will be published online.

The format of this document has been fully reviewed in order to make it accessible for those viewing the document online.