**Meadow View House**

Registration Number (URN): 2761220

**Statement of Purpose**

Homes Registered Manager: Rebecca Butler

Responsible Individual: Robert Measures

**Welcome**

Welcome to Meadow View Children’s Home, where daily living experiences are designed to meet the needs of individual children in areas that are personal to them.

Meadow View is a home for young people with Emotional Behavioural Difficulties, it provides a holistic approach, focusing on Positive Behaviour Support.

Choosing accommodation for a child can be a difficult decision, but we hope that by reading this document you will begin to understand the ethos of our home. Our **vision** is for every child and young person to feel safe, loved, and happy. We will enable children to explore and achieve their potential and have a bright future.

We treat each child and young person with respect and embrace the contributions that come from working collaboratively with the young people, staff, and relevant agencies. Our passion and commitment to improving the lives of those we support and care for requires us to provide a high standard of support, individualised care, and opportunities for both the children and our staff. Our staff are committed to supporting children in a manner that is centred and focussed on their individual needs, interests, and skills whilst being aware of the risks and vulnerabilities.

We are passionate about keeping children and young people safe and being part of their journey. We strive to impact their lives in a positive way and make them feel part of our family. Everything we do at Meadow View is to help children and young people overcome their past experiences and go on to lead a fulfilling and enriched life. We will work with every child to show them what a healthy relationship is and teach them the skills they need to keep themselves safe. We ensure each child’s voice is heard.

**Welcome**

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1. **Quality and Purpose of Care**

**Who we look after:**

Meadow View House accommodates young people with Emotional Behavioural Difficulties. They can be between the ages of 8-17 years old.

We can accommodate a maximum of three children/young people at any given time. Placements can be both short-term and long-term. Admissions will not be limited by gender.

We can look after children/young people whose behaviour due to their circumstances may be challenging and volatile, or those children/young people who are vulnerable from exploitation and may be at risk of significant harm. We ensure each child that lives with us has a clear, identified framework of education and care that keeps them safe and supports their development in independence and working towards adulthood.

**How we look after:**

Our aim is to provide children with a safe and secure place they can call home. The children/young people in our care are at the centre of our home and our staff will create a welcoming environment whilst focusing on adapting and meeting the needs of each individual young person. We aim to provide equal opportunities, respect of others, and promote self-regulating behaviours. We welcome feedback from the children/young people in our care and all those working alongside them to achieve best outcomes. Whether the feedback is negative or positive, we will listen and apply this to future practice to improve our service.

At Meadow View, we apply a child-centred approach and strive to deliver high quality and effective care and support. Our managers and staffing team are trained to recognise the signs, symptoms and widespread impact of Trauma and adapt the care and support given to meet the needs of each individual child/young people.

At Meadow View, our company mission statement is embedded within our home’s values.

*“Our mission is to deliver a supportive and empowering service which enables us to deliver high quality support, care, and education.*

*Our core values and principles promote accountability which enables us to stay focused on well-being, keeping people safe from harm and supporting them to achieve their full potential.”*

We strive to deliver a consistent approach and provide the children/young people in our home with routine, stability and positive structure which may have been missing in their lives prior to moving to Meadow View. We emphasise the importance of setting clear boundaries which are fair and reasonable and demonstrate understanding and empathy.

Building positive relationships and acting as good role models is at the centre of everything we do. We aim to deliver a consistent and trusting approach to the young people. We will celebrate and recognise achievements; however, we will also challenge negative behaviour. We will challenge the young people in a way which promotes them to make positive choices in the future and reflect in a healthy and controlled manner. The homes Registered manager will always ensure the young people are provided with an opportunity to speak with them and discuss how they are feeling and raise any concerns they may have about their relationship with staff.

Each young person has a placement care plan and a behaviour management risk assessment which we will create prior to admission to Meadow View and then regularly review. We will encourage the young person to be involved and contribute to their own plan. Every placement care plan will be based on an assessment of everyone’s needs. We will work with relevant agencies to incorporate all present and historic risks. We will identify areas they need to work on when they are first placed with us. Throughout their stay with us at Meadow View, we will record and celebrate progress. Our aim is to help the young people progress and improve in all the areas identified in their placement plan. This could include education, building and maintaining positive relationships, behaviour, mental health and wellbeing and personal goals/achievements.

We ensure we work collaboratively with others to achieve best outcomes for each child/young people. We encourage all our young people and their families to attend their reviews and contribute to the meeting. We hold regular planning reviews as well as regulatory meetings. This allows us to monitor the progress of each young person at the home and continuously review and update their placement care plans.

**Our Accommodation:**

Meadow View has three bedrooms for children/young people and two for staff. All children/young people have their own bedroom, with lockable doors for privacy.

Each young person’s bedroom will be furnished with a bed, a wardrobe, storage drawers and a desk for study or homework. All bedrooms have will have facilities for electronic devices inclusive of Internet access. This is risk assessed on an individualised basis prior to admission. The children/young people are encouraged and to personalise their rooms with soft furnishings, photographs and personal items that are important to them and will be supported to decorate the walls in a colour of their choice

The children/young people will have access to a large communal bathroom on the first floor of the house. This includes a toilet, sink, bath, and a shower. They will also have access to a downstairs toilet.

Each child/young person will have access to a utility/laundry room, kitchen, lounge, dining room and a sunroom. The sunroom is a relaxation area where the young people can relax on beanbags, listen to music, or read a book. The home also has an outbuilding which is split into two rooms which consist of an office/meeting room and a separate room which will be used for staff training.

The home has a large outside garden which the young people can enjoy and are encouraged to help to maintain. There is space to play football and other sports/activities.

**Where is Meadow View located:**

Meadow View is a rural property situated in the countryside. We are located in Lincolnshire where there is a library, chemist, medical centre, several large supermarkets, and many other outlets. We are located approximately a mile from the nearest bus station. There is a primary school along with an alternative academy for students who require this. The alternative academy also offers virtual learning.

Young people/child will have access to local leisure facilities such as a cinema, sports centre, and the local beachfront. The local sports centre offers many sporting activities and gymnasium. Close to Meadow View is a water sports centre which includes paddleboarding and a water assault course. Local groups to Meadow View include Army Cadets and Police Cadets. A leisure and learning hub is close to Meadow View which will house a swimming pool, activity clubs and learning hubs.

The security of the home is well established. There is CCTV to monitor access into the grounds via the double gates, the large drive, and the back of the property. The grounds are fenced and private. There is motion censored night-time lighting around the building and gardens to discourage unwanted visitors. The front gates are closed each night, and the doors to the home have door chimes fitted to help ensure the safety of the young people. An alarm system has been fitted on both the main house and the outbuilding for security when there is nobody inside the home.

At Meadow View, our closest neighbour is approximately 0.3 miles away, as a result, complaints are very rare. A detailed locality risk assessment of the home's location has been completed and will be reviewed routinely. Information was collated from several sources including Lincolnshire Police.

**How we support young people’s cultural, linguistic, and religious needs:**

At Meadow View, we support all our young people/children to follow their religious beliefs. We encourage and acknowledge their own personal choices, cultures, and identity. Within our pre-admission and placement planning stage, we will discuss the cultural, religious and wishes of the young person and identify ways which we can ensure their needs are met. We support young people/children to explore and understand their Personal Identity.

We encourage and support each young person/child to attend their place of worship and acknowledge any religious festivals. We will support each young person in maintaining their ethnic and cultural links.

**Services Provided at Meadow View:**

The following is provided at Meadow View:

• Working with Virtual school to source education, visits to schools, transport to school/education

• Build independence and life skills

• Safe and risk assessed access to a computer and internet

• Exploring cultural knowledge, such as themed cooking nights, celebrations, festivals, and other cultural experiences.

• Holistic approach such as gardening, cooking, making music

• One to one key worker sessions

• Outings, trips, and activities- subject to risk assessments

• Support to attend reviews and planning meetings

• Attendance at Child Protection and Child Risk of Exploitation (CRE) strategy meetings and Missing and Criminally Exploited meetings (MACE)

• Young people’s meetings inclusive of comments, views, and feelings to be discussed in staff meetings

• Working collaboratively with the Police, Health, Education, Youth Offending Service, Families/Guardians, and other professionals

• Support to access confidential specialist services

• Placement plans and Risk assessments updated regularly

• Regular team meetings, staff supervisions

• Safety Planning of a child who goes missing, including the Philomena protocol

**Dealing with Complaints:**

The following information is contained in the children’s’ and young people’s guides.

If you have any complaints because we have not done something very well OR someone has done something you feel is not right, tell us so we can put it right.

If a young person, a family member, guardian or carer wish to complain about anything either formally or informally you should do so by:

* Telling a staff member you wish to complain to, or write your complaint on a complaint form (which any staff member can give you) or write your complaint in a letter to the Manager.
* The Manager will acknowledge your complaint within two days of receiving it.
* The Manager will also inform you of how the complaint is being handled.
* The complaint will be investigated fully, and the findings of the investigation will be reported back to you within 28 days of the Manager receiving it.  (If for any reason it is not possible to complete the report within this time you will be kept informed of the progress and likely completion date).
* When your complaint has been investigated you will be told what has happened following your complaint. This may be done by the manager of by another person you feel happy talking with.
* You have the right of appeal if you are unhappy with the outcome of the complaint investigation.
* If you wish to appeal, then you can speak with the Responsible Individual or write a letter to them stating why you are unhappy. In addition, you are entitled to refer your complaint to Ofsted.

To make an external complaint at Safe Haven Children’s Homes, we have designed a straightforward process to ensure that concerns are addressed effectively. Please follow these steps:

If you have a complaint or concern related to our services, you can initiate the process by contacting Safe Haven Group directly. You can do this through one of the following methods:

* **In Person:** Speak to any employee who works for Safe Haven Children’s Homes and inform them of your complaint.
* **Phone:** Call our main contact number at 0115 9986734
* **Email:** Send an email to our dedicated complaints email address:  [complaints@safehaven-group.co.uk](mailto:complaints@safehaven-group.co.uk) – This will then be directed to the responsible individual and the registered manager of the service to review.
* **Postal Mail:** Write a formal letter outlining your complaint and send it to our main office address: 3.1 Clarendon Park, Clumber Avenue, Nottingham NG5 1AH.

When you reach out to us, please provide the following information to help us understand and address your complaint effectively:

* Your full name and contact information.
* A detailed description of your complaint, including dates, times, locations, and individuals involved, if applicable.
* Any relevant documentation or evidence related to your complaint (if available).

1. **Views, Wishes and Feelings.**

**Consulting young people about their care:**

We aim to be creative and adaptable when consulting young people about the quality of their care with us at Meadow View. We promote inclusivity and encourage involvement from all the young people in all aspects of the home. This could be house meetings, meal planning for the week ahead, keyworker sessions, activity planners and good communication links. We will ensure each child is given individualised opportunity to express their thoughts and feelings. The voice of each young person/child is crucial to the service we deliver and the quality of care we can provide. We encourage young people to engage with Social workers, Regulation 44 visitors, OFSTED, and other relevant agencies. Giving each young person/child the confidence to express their views allows us to develop new ideas and use our initiative to adapt our care and support to meet individualised needs and achieve best outcomes. From time to time, we will actively seek children and young peoples’ views on how we are providing for their needs, this will be done by issuing “feedback questionnaires” that we will also ask carers and professionals to complete and return to us. Feedback will be analysed to understand if improvements to the service can be made. The completed surveys, analysis, comments, and feedback along with follow up actions will all be examined by the homes management team and allow for continuous improvement.

**Our Approach to Anti-Discriminatory Practice:**

At Meadow View, we are committed to enhancing the lives of children who live with us and promote for equal opportunities by acknowledging the 9 Protected Characteristics.

* [age](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#age)
* [disability](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#disability)
* [gender reassignment](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#reassignment)
* [marriage and civil partnership](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#marriage)
* [pregnancy and maternity](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#pregmat)
* [race](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#race)
* [religion or belief](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#rob)
* [sex](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#sex)
* [sexual orientation](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics#lgb)

We act as positive role models and advocate the importance of diversity, equality and tackling social exclusion. We have a strong and clear anti-bullying policy, and our staff and managers are dedicated to ensuring Meadow View is a safe and inclusive place to be. Early intervention is crucial, we will work with both the victims and perpetrators of bullying to ensure behaviour is challenged and create understanding by setting a clear precedent of anti-discriminatory practice.

**Our Approach to Children’s Rights:**

Children’s Rights are actively promoted at Meadow View. Each young person will be provided with details of their own Local Authority ‘Children’s Rights Service’ alongside contact numbers for advocacy and advice lines. This information is also included in the children’s guide. The young people are given provided with guidance and support to understand the complaints procedures for both Meadow View and the Local Authority, this information is also detailed in the children’s guide and discussed on a regular basis through keyworker sessions. Each child and young person will retain the right to be treated as an individual, with consideration, care, courtesy, and respect always, irrespective of gender, sexual orientation, ethnic origin, religious beliefs, or any health challenges.

It is the right of each child and young person to exercise their preference for privacy, this is acknowledged, and appropriate measures will be implemented by staff to support this to be respected.

**Equalities Policy:**

Safe Haven Group Ltd is committed to promote equality for all by encouraging diversity and challenging and eliminating discrimination in both its role as an employer and as a provider of services. Safe Haven Group Ltd aims to create a culture that respects and values each other’s’ differences, one that promotes dignity, equality, and diversity, and that encourages individuals to develop and maximise their true potential. We are committed wherever practicable to achieving and maintaining a workforce that broadly reflects the local community in which we operate.

The purpose of this policy is to provide equality and fairness for all in our employment and in the provision of services and not to discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. Safe Haven Group Ltd opposes all forms of unlawful and unfair discrimination. None of these issues of difference will affect an individual’s position within the home or their access to achievement. Stereotypical thinking in relation to age, gender, sexual orientation, and able-bodied status will be challenged. Sexism, racist attitudes, and prejudices towards disability will be actively challenged.

In recognition that children and young people from minority ethnic backgrounds may have needs relating to their cultural differences, such as, personal care, diet, religion, language, and education; there will be measures in place in caring for children and young people from ethnic minorities, so they feel comfortable with the attention and care they are given. Children and young people will be given skills to challenge discriminatory remarks themselves.

All employees, and volunteers, whether part-time, full-time, or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, volunteering, or any other benefit will be based on skills and ability. All staff will receive training in Equality and Diversity issues, the Manager will ensure the staff team have access to relevant information that assists them in understanding and meeting the care needs of all the children & young people within our services.

We are committed to achieving equal opportunities in everything we do, and to meet these aims we will:

* Treat all children and young people equally irrespective of their race.
* Not tolerate Bullying, racial harassment or intimidation, and respond to all reports of this.
* Combat prejudice and stereotyping, particularly in relation to heritage, ethnic origin, geographic origin, race, or religion.
* Encourage all individuals to apply for employment without discrimination.
* Respond to the needs of children and young people and staff from diverse communities, which means having robust systems, policies and procedures in place which support equality and diversity.
* The Manager has a responsibility to ensure that a culture is created in which the promotion of race equality and race relations becomes an integral part of everyday work.
* Both staff, children and young people are reminded that they have a duty to report any suspected racial incident or racial harassment perpetrated by others.

**Personal belongings**

On admission, our staff team will complete an inventory of all clothing and personal belongings which a child or young person brings into the home. These records will be updated when new items are brought onto the premises or when old ones are discarded. This ensures, as far as possible, that these items can be traced back to its rightful owner should they become lost. Young people will be encouraged to notify staff of new items of clothing so that they can be properly recorded.

Young people/children will be encouraged to bring photographs, favourite ornaments or other treasured keepsakes or small items of furniture that may help to personalise their room and make it feel more comfortable. There are, however, limits on some items either due to size or value or risk assessment.

All items of electrical apparatus over 12 months old must be PAT tested to ensure that they are in good working order before they can be used. This can be arranged by the staff and there is no charge for this testing.

When the time comes for a child or young person to move on from Meadow View, we will ensure they have the appropriate means to do so, for example a suitcase or hold all storage container to allow for their belongings to be safely transported.

1. **Education.**

**Arrangements for children and young people in Education:**

Safe Haven Group LTD is committed to ensuring children and young people have access to education irrespective of gender, ethnic background, age, socioeconomic background, and attainment levels.

Through the referral and placement matching process, each child’s educational needs will be assessed including the identification of a Personal Education Plan (PEP) or an education health and care plan (EHCP), part of their care plan drawn up by social services as set out in legislation.

At Meadow View, we believe that education should be seen as a positive and empowering experience. We will advocate for each child to attend school or an educational setting and support them in achieving and maintaining high educational attendance. The manager and staff team will work in collaboration with partner agencies to ensure young people placed at Meadow View receive their statutory entitlement to education.

All Young people living at Meadow View will have access to a range of reading and educational material. Staff at the home will encourage and support every child to reach their potential and personals goals.

Within Meadow View there will be access to quiet spaces to complete school work and will have access to a desktop computer with internet access in order to complete educational work. We will ensure that where additional resources and study materials are needed these are provided

We will work closely with local schools and educational provisions to ensure there is appropriate learning and support for all young people in our care. To guarantee that the individual needs of the young person are fully met, the manager at Meadow View will consult with educational bodies from both the placing and receiving authority, including Virtual School and Alternative academies, so an appropriate education provision is identified without delay.

If a young person/child is excluded from their school or educational provision, we will work in partnership with others to support the young person’s return to education. Local to the home is an alternative academy where students who have been excluded from mainstream education or accessing an intervention placement can access the virtual school or plan for reintegration back into an educational setting. We will ensure that study materials are accessible within Meadow View so education can continue while alternative schooling is sourced.

Where appropriate we keep parents/guardians involved in the education of their child and keep them updated with any changes, progress, and developments. We understand the importance of maintaining positive relationships and family links. Staff at Meadow View will attend school events, including parents’ evenings and sports days.

1. **Enjoyment and Achievement:**

Staff at Meadow View focus on varying the activities as much as possible and include suggestions from the young people.

Activities outside of the home will be risk assessed on an individual basis. All activities will include in depth safety planning and contingencies. However, we do not want this to prevent the young people/children from enjoying and achieving, we will be creative when exploring opportunities for each child.

We understand children may not always want to partake in activities. Staff will be creative and use their initiative to offer alternate activities away from the home, such as encouraging the young people to take advantage of the rural location and enjoy walks through the countryside.

Staff at Meadow View will acknowledge and celebrate religious festivals, birthdays, and personal achievements individual to each young person.

1. **Health.**

At Meadow View we strongly promote and encourage all our young people to follow a healthy lifestyle. Young people may have had a chaotic and complex start to life and as a result their health needs may have been neglected and overlooked.

All young people living at Meadow View will have their individual health needs assessed and identified as a priority on admission. All young people/children will be registered with local health practitioners to oversee their health whilst they are living with us. Optical checks will also be arranged along with any on-going medical support required.

Health issues are raised regularly with young people through one-to-one sessions with their keyworker and at meetings. All health matters and appointments will be recorded and documented in the young person’s health plan. The health plan is a document that outlines the young person’s health, dental, hearing, and specific needs.

Children or young people being placed at Meadow View may already be on medications which may require supervision. Staff can answer any questions about medication a child or young person may have and if unsure will seek advice from the MDT or pharmacist. There are rigorous systems in place to efficiently record all administered medication, medical appointments, accidents, illnesses, and injuries within the home.

We work with all our young people to educate them about the dangers of substance misuse and alcohol. Staff at Meadow View will tackle problems as they arise and through individual support and keyworker sessions provide the young person with learning and knowledge which makes clear the homes anti-drugs stance. We will support our young people in identifying and accessing specialist services should further support be required.

Staff in the home will ensure young people are educated and understand the dangers of smoking, sexual health and any other issues that may affect their well-being by working in partnership with specialist services.

1. **Positive Relationships.**

At Meadow View we encourage and support each young person/child to maintain contact with their family, in line with any restrictions and arrangements that may be in place. If there are no restrictions on the family visiting the young person at Meadow View, arrangements will be made through the staffing team and managers. The staff will arrange the visit to ensure times and dates are suitable for everyone. Large numbers of visitors to the home at any one time can at times be difficult to accommodate and overwhelming for other children in the home, we will keep this in mind when arranging plans, but we will always try to remain flexible and compromise.

At Meadow View, we understand the importance of building and maintaining relationships. Our staff will endeavour to keep parents and families involved and informed in line with agreed contact and agreements. We will encourage parents to visit the home, to be involved in activities and attend any medical or school appointments.

A phone is provided for the young people in the home to use if they do not have a mobile phone themselves. A young person/child, if agreed within their placement care plan, can invite a friend over, however these visits must be out of school hours. All visits must be pre-arranged and agreed with staff prior. We always clarify arrangements for each young person when they are visiting family and friends, and we ask they keep in touch so we can make sure they are safe and well.

1. **Protection of Children.**

**Safeguarding Young People at Meadow View:**

Staff have an important role in protecting young people living at the home.

This role includes:

• Identifying Risks and Managing Vulnerabilities

• Recognising Behavioural Indicators

• Assisting young people to disclose abuse

• Preventing them from suffering further abuse

• Reporting abuse appropriately

• Raising awareness and providing understanding

• Working in collaboration with others to keep them safe

**How we manage Risk:**

At Meadow View, we understand the dangers posed to young people and the issues they may face. We will work closely with Social Workers, Police, and other agencies to ensure the risks they face are identified at the earliest opportunity and managed appropriately. We encourage our young people to enjoy themselves and support them to take responsibility for their own safety.

Each young person/child will have an individualised behaviour management risk assessment which incorporates present and historic risks.

All staff involved with the support and care for the young people in our home are trained to understand the possibility of abuse by other young people, visitors, and staff. At Meadow View we have preventative measures in place to decrease the likelihood of situations arising which could result in abuse.

**Health and Safety:**

At Meadow View, we view Health and Safety as a high priority. We have a fire procedure in place which includes daily and weekly checks and practice fire drills which are attended by the staff and the young people/children. The staff team at Meadow View receive annual fire training. All fire equipment is regularly maintained and checked as part of the fire checks procedure. All staff receive first aid, health and safety and food hygiene training.

**Bullying:**

Bullying will not be tolerated at Meadow View. If bullying does occur, we will work with both the victims and perpetrators of bullying to ensure behaviour is challenged and set a clear precedent of anti-discriminatory practice. Meadow View is committed to creating an environment where everyone has the right to learn and live in an atmosphere free from bias and discrimination.

In-house staff training, staff supervisions and group staff meetings are used to discuss bullying and our homes approach to it. Equally young people discuss bullying in their house meetings and within their keywork sessions.

**Self-harm:**

The Registered manager at Meadow View will monitor all incidents of self-harm, suicidal ideation, and threats of suicide. All staff are trained in recognising the signs of self-harm, suicidal ideation and behaviours that could be harmful. We will notify senior managers where necessary and work in collaboration with partner agencies to safeguard each young person/child.

**Going Out:**

At Meadow View, we understand the importance of the friendships our young people hold. Visits outside of the home will be risk assessed on an individual basis and agreed with each child’s social worker.

Meadow View recognises that missing episodes are a common method that young people employ to cope with anxiety or demonstrate their anger and distress. In the event a young person goes missing, staff at Meadow View will do everything they can to ascertain the young person’s location and bring them home safely. Each young person/child will have the Philomena Protocol in place which is shared with the Police.

If there is a specific concern or an increased risk posed to a young person who is missing, we will arrange a risk strategy meeting to agree what actions are to be taken to locate the young person and return them home to Meadow View.

On return from a missing episode the young person will be offered support for both their physical and emotional health. They will be offered the opportunity to contact friends/family and their Social Worker. Each young person will also be visited by an independent person who will carry out a return to home interview. The home will work closely alongside the Missing from care team within Lincolnshire Police. If the young person/child is enrolled within an education provision, the home will also contact them the following day so further support for the young person/child can be provided.

**Monitoring and CCTV:**

The home has several external CCTV cameras to monitor the grounds in which the home is set and the access into the property as a security measure and to safeguard vulnerable young people/children from anyone wishing to harm them.

**Supporting Young People’s behaviour:**

Staff at Meadow View are experienced in understanding young people's emotional needs and understand the importance of providing good, positive care. We believe that building and maintaining trusting and positive relationships with each young person is the key to supporting them throughout their challenges. Staff are trained to promote positive behaviours and discourage negative behaviours. We understand how integral the process of expressing emotions is and we ensure our young people can display their emotions without feeling judged or misunderstood.

**Holding and Restraint:**

Safe Haven Group LTD employ Team Teach for staff training in physical interventions. All staff will receive training when commencing employment and then annual refresher courses. Physical intervention will only be used as a last resort and for a minimal amount of time to ensure safety of the child or young person or staff present and only when all other courses of action have failed.

All physical intervention is fully recorded and monitored. All staff at Meadow View learn how to safely restrain when necessary. Staff at Meadow View will be involved in a de-brief after any situation involving restraint. The young person will also be spoken to, and their comments and thoughts will be recorded.

1. **Leadership and Management**

Registered Manager – Rebecca Butler

Responsible Individual- Robert Measures

Registered Provider- Safe Haven Group LTD, 3.1 Clarendon Park, Clumber Avenue, Nottingham, NG5 1AH.

**Management Structure:**

|  |  |
| --- | --- |
| Name: | Role: |
| Gareth Herbert | Director |
| Robert Measures | Responsible Individual |
| Rebecca Butler | Registered Manager |
| Post Vacant | Deputy Manager |

**Staffing structure:**

|  |  |  |
| --- | --- | --- |
| Name: | Role: | Qualifications: |
| Robert Measures | RI | Diploma level 5 |
| Rebecca Butler | RM | Diploma level 5, diploma level 3 |
| Post Vacant | DM |  |
| CS | Senior | Diploma level 3 |
| CB | Senior | Diploma level 3 |
| BE | Senior | Diploma level 5, working towards diploma level 4 |
| KB | Residential worker | Working towards diploma level 4 |
| AM | Residential Worker | Working towards diploma level 4 |
| AR | Residential Worker | Working towards diploma level 4 |

1. **Care Planning**

**Referrals:**

The placement matching process must be followed which outlines if the placement can meet the individual specific needs of the child. Young people/children should not be placed in our care in emergency situations without careful consideration of the alternatives and the balance of the other young people at Meadow View.

All enquiries /referrals will be made to referrals@safehaven-group.co.uk using secure email encryption. After providing basic details the referrer will be directed to the Registered Manager at which time more detailed information can be securely exchanged. Urgent referrals should also be made by telephone.

Prior to accepting any referral, we will consider the potential impact of introducing a new young person on the existing children who are living at Meadow View and that they suitably match with the services we can offer. We want all young people at Meadow View to be safe and happy, therefore we take careful consideration when considering admission referrals.

The referral process will consider any additional support required for the young person and whether this can be met within Meadow View. There will be occasions when the placement proves not to be appropriate after a young person is admitted. It is necessary therefore to insist on a contingency plan at the point of referral.

**Admissions:**

If it is agreed that Meadow View may be a suitable placement for a young person/child, an induction and initial admission plan will be created. This plan will usually consist of the following stages: -

• A meeting at Meadow View or online between the Social Worker and management. This meeting is designed to assess the suitability of the placement and information sharing, such as Chronology of Incidents and Significant events.

• Sharing of all Look After Children documentation.

• Completion of initial care plan and risk management including outcomes.

At Meadow View we understand that any move for a young person can be a traumatic experience and that every effort must be made to welcome and reassure the young people on their arrival. As such we will try to ensure the following: -

• That the young person is introduced and welcomed by management.

• That the young person’s bedroom has been prepared for their arrival, although they will subsequently be able to choose their own decoration.

• That they are shown around the home and provided with toiletries and self-care items.

• That the young person has received a copy of the children’s guide.

The formal admission meeting will take place within 72 hours of the child’s admission to the home. The young person will be assigned a keyworker and key working team who will support them in attending this meeting.

The aim of the meeting will be to establish a placement plan/written plan, and to outline clear objectives, expectations, and responsibilities for the placement at Meadow View. It will also ensure that all partner agencies understand their part within the plan and agree the objectives and how they will be achieved. The placement care plan will include any needs the young person may have, including dietary and cultural needs.

**Urgent/Emergency Admissions:**

Meadow View house will not accept Urgent or Emergency admissions into the home. We recognise Meadow View is a newly established children’s home and we want to ensure we can meet the needs of the young people living with us to the best of our ability. We may be able to accept young people into the home on a quicker timescale than set out in our Admissions process, however this would be assessed on an individualised basis.

**Photos of the Home:**

