



## STATEMENT OF PURPOSE AND FUNCTION

### Hestia House



**REGISTERED PROVIDER:** INROADS (ESSEX) LTD

HADLEIGH BUSINESS CENTRE  
CROCKATT ROAD  
HADLEIGH  
IP7 6RH

Tel: 01473826192

[www.inroadsessex.co.uk](http://www.inroadsessex.co.uk)

**REGISTERED MANAGER:**

APPOINTED MANAGER: Grzegorz Szeliga

**RESPONSIBLE INDIVIDUAL:** VIVIENNE NORTON



## STATEMENT OF PURPOSE

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## Quality and purpose of care

### *Mission Statement*

*Inroads provide the best support for children and adults with learning disabilities, autism and behavioral challenges enabling them to be a part of their community and live a purposeful and enjoyable life staying connected with their families and friends.*

We can do this by:

- Being passionate about the rights of the individuals to a high-quality service
- Being creative and forward thinking in our responses and plans
- Thinking 'outside of the box' to meet complex care needs
- Investing in our staff to ensure we 'make a difference'
- Working in partnership with all those concerned with the care and welfare of the young person producing integrated service plans which are individually focused and formulated with the person and key non-professional and professional people in their lives-this ensures that we are committed to target focused outcomes and progression for all our young people.
- We can contribute to specific health assessment processes and outcomes by linking with health and other professionals and ensuring good communication throughout the plan. These can be incorporated into the general working together agreements or become part of the health action plan for each individual.

### *Inroads Values and PATH*

**Challenges-** We value challenges as opportunities for change and growth.

**Choices-** We agree achievable goals that bring the best possible opportunities to people.

**Change-** We recognise and celebrate the effort and commitment that change takes and always encourage further development.

**Passionate Active Thorough Honest**

## Overview of service

Hestia House is a residential element of Inroads intensive support services for children and young people with intellectual and development disabilities and/or complex or challenging support needs. Young people may stay at Hestia on a full or intermediate part time basis, during which they will be encouraged to develop new skills to help them cope with the challenges that they encounter on a daily basis.

The Hestia service offers person centred residential support. The focus of which will centre around high-quality assessment of needs and support to make transitions into services that can maximise young people's life opportunities for their long-term future.

### Available support

#### Support Transition and Change (STAC)

This 3-bed occupancy service offers residential stays for children and young people aged 11-18 with a range of intellectual and developmental disabilities and additional needs. The service will provide a safe, person-centered and enabling environment for children and young people whose behaviors of concern have created a barrier to accessing other services in the wider community. The focus of support will lie in multi professional and/when appropriate family involved assessments and interventions that enable young people to move on to the next steps in their life with regard to their housing, support and health needs. All referrals to Hestia are through the local authority. Close partnership working between health, social and education services towards agreed outcomes are an essential goal of this service including areas of support towards building functional life skills, developing communication skills, creating opportunities to build relationships with others, expanding individual's social networks and establishing positive ways in reducing behaviours of concern by meeting young people's needs more effectively.

#### Referral Criteria:

- Children and young people who may have intellectual and developmental disabilities with or without additional complex needs such as epilepsy, Autistic spectrum conditions, mental and physical health needs and have been reported to present with behaviours of concern.
- As part of the referral and admission process, an impact risk assessment will be conducted with key stakeholders and commissioners to ensure as much as possible safe and compatible groups. Chronological age of prospective young people is not the main focus of the decision making but we will take on board the level of risk associated with particular behavioural challenges and the needs of each person and how these will impact on each other.

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- Inroads will work together with professionals and families to agree the best time scales and transitions that are right for each young person. It may be the case that Inroads may provide domiciliary support for the young person within their own homes to build relationships before the young person stays at the service. This type of support may additionally be used to help the young person move on from the service to help relieve their anxieties and build their confidence during transitions.
- Those children/young people whom Inroads are able to support in a fashion that supports Inroads philosophy, values and the charter of children's rights will be offered a service.
- Placements at Hestia will be reviewed through shared communications with young people, their families, associated professionals and local authority commissioners as we value the fact that people change, and suitability may not be a constant feature or in the best interests of the individual.

### **Acute, Critical transition Support (ACT)**

This Single occupancy service offers short term residential stays for children and young people aged 11-18 years who may have one or more additional needs. They are likely to be a risk to others or themselves in a larger environment and may have experienced a previous placement breakdown. All referrals will be made through the local authority. The primary aim of the service is to provide person centred support to help children and young people successfully move on to a more long-term provision that meets their needs. It will involve urgent but comprehensive assessment of a young person's emotional and behavioural needs which identifies effective strategies to support the young person successfully moving on.

#### **Referral Criteria:**

- Children and young people who may have a range of complex needs including intellectual and developmental disabilities, mental health and emotional difficulties or have experienced a previous placement breakdown.
- As part of the referral and admission process impact and subsequent risk assessment will be integral to the decision making in terms of accepting referrals to ensure a safe environment at any one time. The service will operate by embracing diversity and integration. This will be promoted through identifying compatible young people whom regardless of abilities and differing needs can co-exist and thrive alongside each other in a nurturing environment.

- Inroads will work together with professionals and circles of support to agree the best time scales and transitions that are right for each young person.
- Those children/young people whom Inroads are able to support in a fashion that supports Inroads philosophy, values and the charter of children's rights will be offered a service.
- Placements at Hestia House will be reviewed through shared communications with young people, their families, associated professionals and local authority commissioners.

### Summary

The focus of Hestia lies in the joint assessment and intervention to support individual's transition to other services however it is first and foremost a home for children and therefore support to promote positive well-being and self-esteem, maximising opportunities for choices and increasing participation and engagement within the wider community are paramount to the goals of the service. In this instance Hestia can be thought of as a permanent home for young people while they stay as long as their emotional/social and health needs can be continually supported, and it is felt to be a setting where their quality of life can continually improve.

### ***Statement of Belief***

***“For optimal development children and young people need to grow up in a nurturing atmosphere of support, happiness, love and understanding. Support for the family ... is the single most important way that society can optimise the development of children and youth” (A guide for families, policy makers, program developers. Health Canada, in its Principles of Child and Youth Health 1993)***

### Referral process

Referrals of children/young people of either genders will be considered as long as they meet the individual services referral criteria. The acceptance of a referral will also be dependent upon:

- > The number of nights agreed and funded by the child/young person's social worker or the responsible professional from the Local Authority or Health for co-ordinating shared care and behavioural assessment/intervention service.
- > Availability of appropriate nights. This is determined by age, gender, interests and compatibility of other children utilising the service.
- > Where it is clearly in the best interest of the young person to receive a service from Inroads.

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Following a referral an initial visit would be made to meet the young person and conduct an initial assessment which would include an initial functional assessment towards behaviours of concern, general risk assessments (inclusive of the initial impact assessment) and identifying the young person's requirements in all areas of activities of daily living. On the basis of this assessment a staged introduction to Hestia would be arranged, the speed at which the introduction is made would depend upon the young person's response to visits and their individual needs.

In the instance of ACT support service, the transition may be required to be more immediate however, but will still require an impact assessment. Every effort will be made for this to be achieved prior to commencement of the placement . Agreed timescales for reviews will be made with the young person's circle of support to ensure the placement is meeting their needs.

### **Review processes**

Reviews would be held as regularly as felt necessary, but at least in line with Looked After Child and Child in Care requirements. Parents/Guardians and the child will be consulted before the review is held and encouraged to attend the meeting. Copies of review notes will be circulated to all significant people and agencies involved with the young person. In addition, internal reviews regarding young people's progress towards outcomes that improve their quality of life will be undertaken.

### **Inroads Philosophy**

Inroads has a commitment to the basic principle that young people whom are differently abled and whom may have complex needs are young people first and are valued and respected as individuals, having the same needs as any young person without a disability, requiring fulfilment in life, to be treated with dignity and to be enabled and encouraged to make choices. Each young person's ethical, cultural, linguistic and spiritual needs will always be respected.

- Inroads respect all of its young people and will ensure that their rights and interests are safeguarded at all times. We will at all times ensure we support the young person with their best interest as our core intervention focus .
- Inroads believe that all its young people are individuals and services should be planned and delivered to meet their specific needs.
- Young people will be provided with opportunities to make choices about as many aspects of their lives as they are able to using their preferred communication systems.
- Inroads will ensure privacy for each young person is maintained and confidentiality respected.
- Inroads will work alongside parents and circles of support to provide the best possible service for young people.

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- Inroads will recognise acknowledge and consider the parents own expertise regarding the needs of their young person.
- Inroads will respect and work in conjunction with other professionals involved in the care and support of the young person and their family.
- Inroads will contribute to enabling the young person to realise their maximum potential and achieve optimal functional independence within their own environments.
- Inroads will endeavour to foster the principles of John O'Brian's Five Service Accomplishments in demonstrating commitment to work with young people in such a way that they;

### Presence

1. Are not segregated or isolated due to the challenges that they may present.

### Choice

2. Are enabled to make choices and have their preferences respected as far as possible given the challenges that they may present.

### Participation

3. Are encouraged and supported to engage in activities that improve their self-esteem, self-determination and interaction with other people.

### Respect

4. Are helped and supported to present themselves positively to others in order that others perceive them in a worthwhile and socially valued manner despite the challenges that they may present.

### Competence

5. Learn and acquire new skills and ways of meeting their needs.

## Aims and Objectives

### Our Aim:

At Inroads we aim to provide a flexible range of services, designed to meet the needs of children and young people with learning disabilities and /or SEMH (Social /emotional and mental health needs who are also often described as presenting with behaviours that challenge. Our approach to family support and care delivery ensures that the individual remains the focus of a tailored, holistic platform of support. We will ensure that a unified service plan is identified within individual's circles of support creating clear targets for support periods and providing the focus for support delivery for each child /young person in the service.

### Objectives:

- In conjunction with parents/carers and other professionals (Circle of support) to provide assessment and outcomes in pre agreed areas of support with regards to the challenges and needs of the individual. This can range from areas such as emotional well-being, self-esteem, general health, communication, participation and engagement, interaction with others and functional assessments towards behaviours of concern. Outcomes from assessments can help circles of support formulise options for the individual moving forward to the next steps in their life with regards to their housing, support and health needs.
- To provide a normal, physically safe, comfortable, stimulating and enjoyable environment this gives privacy and choice to the individual.
- To support planned programmes of support for individuals to develop skills in areas of daily living and independence and provide feedback of achievements in these areas.
- To work closely with families and local health, education and social services professionals to maximise the effectiveness of any agreed behaviour support plans.
- To ensure agreed support plans are implemented during a child /young person's stay at Hestia and any necessary risk assessments/safety plans associated with their needs are conducted to provide a safe and enabling environment. Regular reviews identify if alternative strategies need to be planned if young people and others are put at risk.
- To provide resources, activities and opportunities which enable children to develop and foster friendships and increases in their social network opportunities when staying with Inroads.
- To offer the child/young person opportunities to explore activities and experiences previously unavailable to them due to the needs and challenges that they may present.

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- To ensure any health care needs of the individual are met whilst staying with Inroads and that links with family GP's are kept alongside with excellent communication to and from families.
- To consider and respond to emotional, spiritual and religious needs of individuals in a sympathetic and supportive way, recognising them as valued individuals with opinions, aspirations and expectations.
- To ensure that ethnic and cultural diversity is recognised, valued and respected in care planning and actions.
- Ensure that staff acquire the knowledge, skills and attitudes to maintain consistent high quality of care to children and young people with learning disabilities and complex needs.
- To encourage individuals to participate in the day to day running of Hestia e.g. menu planning, shopping, home planning, recreation.
- To ensure that all care planning and risk assessment processes incorporate regulatory requirement best practice and O'Brien service accomplishments in their presentation and application.
- That all assessments, interventions and support plans are person centred in their origin / methodology and implementation.

### **Service provided:**

The service is tailored to meet the care needs of children and young people with Intellectual and developmental disabilities or other complex needs who have been previously described as presenting with challenging behaviour. This will be provided in a small and comfortable residential facility.

- Assessment, management and alternative strategy formulation regarding behaviours of concern. Initial assessment and intervention planning with an agreed time frame in consultation and partnership with young person (where possible) key professionals and family/Guardians. Time periods for this are negotiated on an individual basis after consultation with young people's circle of support. On-going support will be provided to assist identifying more long-term provisions.
- Longer stays may be negotiated particularly concerning transition to adult services and/or transitions to return home. These may result in the young person staying at Inroads full time until the transition and services required to ensure safety and/or success are in place prior to them moving on. It may be the case that Inroads provide domiciliary support for the young person during their transition to the service and when moving on to help support them to build relationships with others and relieve any potential anxieties and worries they may have during these important stages of their life.

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- Experienced and knowledgeable key people within the organisation are able to offer and assist in employing active support, positive behaviour support and applied behaviour analysis models to care planning and management plans.
- Person centred values and processes are the foundation to each approach.
- Consistent support to managing a young person's behaviour across school, home and placement.
- Working in partnership with families, professionals and services offered to the young person and family in order to maximise their unified effectiveness.
- Where requested by commissioners Inroads will promote parental competence and confidence through practical help and advice.
- Keyworker systems to promote partnership with parents and families, and ensure individual needs are catered for.
- Young person and family/guardian involvement in decision making.
- A variety of preferred recreational activities tailored for those individuals staying with Inroads at a particular time.
- To maintain a supportive staff ratio as agreed with commissioners and to ensure the safety of the service and the young people and staff as expected.

## Location of premises and facilities

Hestia House is a detached bungalow owned by the County Council which benefits for being set in a central location of the bustling community of Ipswich town. This enables easy access to all the local amenities and shops. The domestic styling of the house reflects as far as possible the concept of ordinary contemporary living. Decoration, furniture and equipment will be comfortable but will be of high quality and durability.

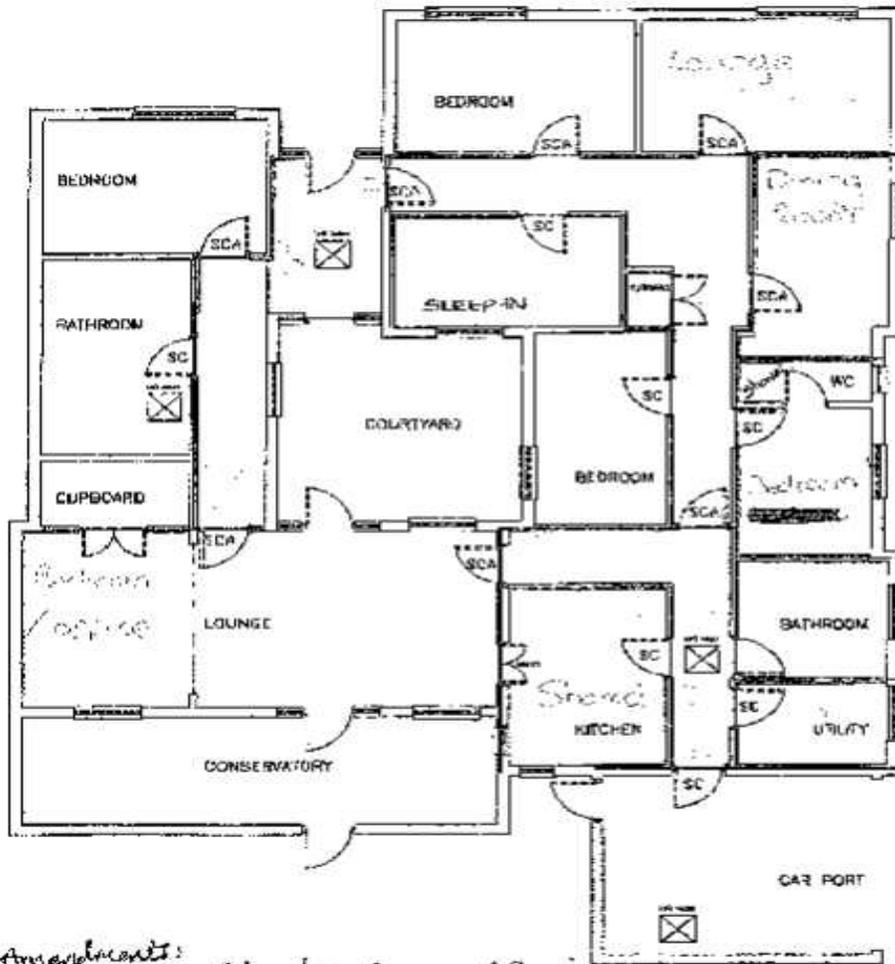
Within the Bungalow there is facility to be able to separate areas of the internal environment for transient periods of time. This will support the health and safety needs of those receiving a service and those supporting them. One side of the building is a single occupancy bedroom with bathroom and toilet facilities nearby, lounge and conservatory area which are connected through a singular hallway.

The other side of the building service comprises of 3 single occupancy bedrooms a large shared bathroom, kitchen, lounge, office area and dining area. Each bedroom will be decorated in a way that reflects the choices and style of the young person and they will be consulted in areas such as pictures and colour soft furnishings .Where areas of storage have to be locked this will be addressed n the young persons support plan .

As far as practically possible children/young people are encouraged to bring with them some personal possessions to furnish their room with for the duration of their stay. The living areas are spacious and can accommodate personal and group activities to take place .

The bungalow offers a kitchen (equipped in a way such as is typical in a family home yet safety measures are in place to manage accessibility to equipment that might pose a safety risk to a young person or others). In addition, there is access to a typically sized fenced garden area.

- A maximum of four children/young people will be accommodated. Referrals of children/young people will be of any gender. The typical age range of a young person accommodated at the home will be between 8 -18 years old, risk assessment and compatibility are key areas of consideration to an acceptance of a referral. It is our aim to support the most engaging and socially compatible environment which can be achieved through careful management throughout referral processes.



Amendments:

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## **Arrangements for supporting cultural and religious needs of young people accommodated**

Inroads believe if a young person has particular cultural, linguistic or religious belief, and wishes to pursue those beliefs, it is important that they feel able to do so.

The staff team at Hestia will always actively support young people in pursuit of their beliefs, whether that is by providing a certain choice of food or preparation of food, or by ensuring that the young person has transport to and from their chosen place of worship.

We would also support them through access to people with similar backgrounds and via local amenities such as social groups or churches, mosques, temples, etc.

### **Churches/Religious groups local to the area include:**

St Joseph's Catholic Church	01473 823989
Salvation Army	01473 827007
Baptist Church	01473 824108
St Mary's Church of England	01473 822218
United Reformed Church	01473 822208
Free Church	01473 740090
Jehovah's Witness	01473 254217

In meeting the needs of young people from other ethnic groups and to combat discriminatory behavior within the home, we aim to create a stable, accepting, caring environment, which will help to:

- Enhance the young person's self-esteem by a variety of social and skill building activities.
- Provide the young person with coping strategies necessary for living in a society where they may experience racism, stereotyping and prejudice.
- Create a climate where racial and religious differences are acknowledged and valued and discussion about racial issues is actively encouraged rather than ignored.
- Allow visiting parents, relatives and friends to feel comfortable and supported in the maintenance of contact, regardless of race, religion, or class.
- Provide a range of multi-cultural pictures and magazines through arts and crafts activities. Also, attention will be made to meet choices of food, taste and its preparation. There will be an understanding and appreciation of different cultures through these activities.
- Young people will be supported to practice any religious faith they wish to choose or any cultural norms for their society.
- Encourage acceptance of the young person's race in a positive way and not dismiss their race and colour as insignificant.

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- Challenge and educate differences concerning racism or any form of discrimination in whatever form it is presented

### **Making complaints:**

Inroads appreciate that it can be difficult for parents and children to say when they are unhappy about something related to the way in which support is delivered. Parents must always feel free to voice any concerns to the home manager or other member of senior staff. When a child/young person first stays with Inroads, they and their family will receive a copy of the complaints procedure which outlines the way in which complaints can be made and how they will be dealt with. Inroads wishes to encourage a constructive dialogue between parents, the young person, carers and other professionals thus ensuring the highest possible standards of care are maintained.

In the first instance the complainant would go to their key worker, general staff member, senior or Home Manager or they may have chosen to talk to their parents, friend, social worker or other involved professional. Unless the complaint is about the Manager, the Manager will be treated as the Complaints Officer. They must be informed of all complaints as soon as possible. Should the complaint be concerning the manager then this must be reported directly to the Operations Director whom will manage the complaint from that point. Should the complaint concern a Director of the Company then this can go directly to the legislative body or local authority.

Inroads acknowledge the right of the child to complain, however the nature and degree of their intellectual or developmental disability will determine the appropriateness of the detail given to them in a complaint's procedure. In circumstances where it is clearly not valuable to provide a child with a copy of the complaint's procedure, it is the expectation that the parents will advocate on the child's behalf, if it is felt in the best interests of the young person an independent advocate will be sourced.

In order to support those children who do not have the ability to ascertain some of the abstract concept of making a complaint, Inroads promotes the concept of making choices in daily activities of living thereby encouraging them to develop their expression of their likes/dislikes and being able to express a preference. These guidelines of supporting a child to complain are provided as part of the complaint's procedure.

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## **Policies and procedures:**

Policies and procedures will be implemented to support the individual and home environment of children/young people, by enabling staff to function in a structured environment assisting them to work towards the philosophy of Inroads **See policies and procedures folder for details (located at the home)**

Any person/body or organisation involved in the care or protection of a child/young person accommodated can alternatively contact;

Managing Director: Vivienne Norton: 01473 826192

Email: [viv.norton@inroadsessex.co.uk](mailto:viv.norton@inroadsessex.co.uk)

Office Manager: Debbie Frappell: 01473 826192

Email: [debbie.frappell@inroadsessex.co.uk](mailto:debbie.frappell@inroadsessex.co.uk)

They may wish to do this to request key policies around child protection/ safeguarding or behaviour management in addition to a comprehensive range of policies that underpin practices for individuals accommodated in the home.

## **Views wishes and feelings**

### **Statement**

All staff at Inroads have equal access to training, supervision, support and promotional opportunities. Stereotypical thinking in relation to age, gender, sexual orientation and able-bodied status will be challenged. None of these issues of difference will affect an Individual's position within the home or their access to achievement.

Similarly, all young people/children looked after at the home will have equal access to the benefits and opportunities available. It is recognised that on occasion, young people will behave in a way that attracts consequences. If and when this happens, the consequences will be applied consistently and fairly and in line with the guidelines provided by the Department of Health. Staff are clear that the purpose of the use of consequences with young people is to promote change rather than punish.

We believe that all people - colleagues, young people and visitors - should be treated with respect. Disruptive or offensive language or behavior will not be tolerated and will always be challenged. When young people perpetrate such incidents, they will be dealt with in a way that promotes better understanding and encourages a change of attitude and behavior. If young people are subjected to discrimination they will be offered protection, comfort and support.

## **Children and young people's views**

Inroads is committed to the planning of services whereby children and young people are at the heart of the service and adopt the underpinning ethos and principles of Children Act 2008, that a service is designed and driven by the people it supports as opposed to its professional function. We see consultation and participation as continuous processes of improvement where, despite any communication and cognitive difficulties someone may have, they will not be excluded from the process, it is a belief that the existing environment has to become creative in its opportunities to offer consultation and participation processes.

We are committed to the principle that children and young people whom have learning disabilities can be involved in the process of participation and consultation through the process of total communication approaches through the environment and skill building with individuals. In order to achieve maximum effectiveness in this process we provide training to all staff members. There is also a consultation and participation policy (**located in the policies and procedures file at the home or available from the office coordinator at your request**)

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Inroads will hold the values of young people's rights to the forefront in its approach to support;

## CHARTER OF YOUNG PERSONS RIGHTS

### **Being valued as an individual means:**

- Being cared for and treated as unique.
- Being talked to and about by my own name.
- Being consistently cared for across settings.
- Being encouraged to be me.
- Being given enough time to take part, to do things for myself, to understand and be understood.

### **Being treated with dignity and respect means:**

- Being addressed with respect and never referred to or about as if I am my disability, nor as if I am one of my needs.
- Being involved in conversations, never being talked about as if I am not there.
- Having my privacy respected at all times and in all places.
- Having all information about me treated carefully, kept safe and shared only with those people who need to know, never discussing me in the presence of another young person.
- Being given the best possible care that can be provided.
- Being involved in decisions that affect me, being actively encouraged to express my views and, where these cannot be taken into account, then being told why.

### **Being loved and cared for as a young person first means:**

- Having the same rights and choices as far as possible as other young people of the same age and culture.
- Having consistent care from staff that really care about me and have taken the time to get to know me well.
- Being actively supported as part of a family; having my parents involved with any planning for me and acknowledged as ultimately responsible for me.
- Being listened to and heard when I need to communicate, even if it takes a long time and I am not easy to understand.
- Being given information about what is happening, before it happens, being given explanations of procedures before they occur.
- Being given the opportunity to pursue activities of my choice for leisure.

### **Being safe means:**

- Not being exposed to unnecessary risks.
- Being protected from abuse:
  - Physical abuse includes any physical punishment or rough handling.
  - Emotional abuse includes malicious teasing and taunting, unjustifiably ignoring me, controlling me through fear, shaming or humiliating me or deliberately misinterpreting my communication.
  - Sexual abuse includes any sexual act or contact with me to which I am not consenting  
(Adapted from Chailey Heritage Charter of Children's Rights)

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Inroads believe quality assurance begins and ends with the children and young people we support. In order to support this, children and young people have the following opportunities for involvement and consultation;

- Formal review meetings– to enable families to work in partnership with staff and service user.
- Planning and coordination of Key worker meetings – Each young person is allocated a team of key workers during their transition to the service. They will regularly meet to review a young person's Placement Plan and will also offer the young person the opportunity to comment on how they are cared for and how the home is run using their preferred communication method. Key workers will also speak to the young person's family to hear their opinion of the young person's quality of care.
- Where there are specific important issues or changes on which children or young people should be consulted, one-off meetings can be organised.
- Children and young people are supported to complete feedback forms at regular intervals and after specific activities where their views are required. These feedback forms may be used to support young person's views at formal meetings or used in support of following through with a complaint.
- Staff will be familiar with the young person to support their known means of communicating these may include modes such as PECs, Makaton, Picture symbols, Photographs and Electronic aid systems.
- Close observation of young people and changes in their behaviors are noted and used as a means of understanding opinions and preferences about care practices; for example, heightened anxieties when staying with a particular other young person.
- Young people are consulted on day to day issues in the home, such as menu planning and activities. These consultations are supported using their preferred communication system for future reference.

## Education

All children and young people of school age are required to attend Education provision. All staff at Inroads are committed to preparing young people for a successful life; making the most of the opportunities available for them. A holistic education in its widest sense is a priority for children accommodated at our services. To this aim Hestia House will ensure;

- Liaison between home, school and parents/carers ensures the maximum possible development of the young person in all areas of learning and living.
- Representatives from Hestia are committed to attend planned educational reviews to ensure a continuity of approach in critical areas such as communication and behaviour management. Targets will be shared from Education Health Care plans and become integrated into service plans seamlessly. This will ensure continuity and a “24-hour curriculum” that will support children’s development in targeted areas of daily living.
- Staff will ensure all young people have a consistent routine that enables them to be prepared and ready for their school day. Education transport is available for all young people through the local authority and effective inter communications will be maintained to ensure this is cohesive and continuous.
- Where a young person’s school placement is at risk due to challenges that the young person presents, it may be appropriate and necessary for staff from Inroads to support a young person to continue with their education in a school setting for an agreed and limited period . This is achieved in consultation with the young person, family education facility and commissioning service. The aim is to support the person through a difficult period not to become a permanent feature in the person’s educational life.
- Where a child or young person has been excluded from school we will work hard alongside commissioners and educational professionals to gain appropriate education and peer support and occupation during school hours for the individual .Where this may not be possible and education is deemed not available Inroads will consider the appropriateness of the placement and consult with commissioners, professionals and family members as to what the next steps may be.

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## Enjoyment and achievement

Inroads are passionate in their belief that continual and regular access to leisure/ recreational and social activities for young people greatly benefits their health, well-being and social/ emotional development. With this belief it is the aim of Inroads to promote meaningful engaging activities that focus on increasing children's community presence and mobility, develop social interaction skills and cultivate individual's interests and hobbies.

We do this by;

- Creating considered risk assessment's which focus on enablement rather than avoidance of activities. This includes a local area assessment with key areas centered around local amenities and facilities, individual children's risk assessments which provide the basis for high staffing levels to ensure even the most complex and challenging individuals are able to access their interests and hobbies in a safe way.
- Being a part of a community with access to resources such as Leisure centers, swimming pools, Libraries, museums, cinemas, forest and country walks, youth clubs, shops and restaurants.
- Hestia has the use of its own vehicle which will comfortably accommodate children to local community resources. Public transport routes are in close proximity to Hestia with a continued drive to promote and develop children's skills in using these services.
- Activities are planned with the young person and their key worker team with oversight from the Registered manager.
- Provide a range of enriching in house activities which include arts and crafts, cooking, sensory integration activities under a range of themes.
- There is a typical sized garden for physical games and activities and a smaller courtyard area available and a variety of local parks nearby.

## Health

All young people who stay at Hestia should have a medical assessment of their needs as part of the Looked After Children (LAC) and CIC process. Any relevant and appropriate medical history will, with agreement, be passed onto the home in the interests of the child's welfare. The child will remain registered with their local GP or, if appropriate, registered as a visitor with the GP local to the Inroads establishment. The local On Call GP Service will be made aware of the services offered by Inroads should their assistance be required in an emergency. The staff will ensure that any health problem is presented promptly to the attention of appropriate medical personnel. The staff will inform parents as agreed with them on commencement of their stay.

Hestia has a medication procedure (**Located in the home's Policies and procedures folder**). This takes into account an individual's ability to manage their own medication. If unable to self-medicate, then their medication will be administered to them as per policy and procedure or, in the event of a young person being on an outing, by the adult accompanying them in accordance with procedure. Non-prescription medication will be administered by a person trained to do so as authorised by parents when the young person stays at Hestia View.

**Parents/carers must inform Inroads staff of any young person's illness prior to them coming to stay to discuss care issues with the relevant Home Manager.**

- Children who are ill with a notifiable infectious illness or one that requires isolation prior to their planned 'Shared Care' stay may be requested not to come to stay. This may be negotiated with the linked professional if circumstances at home are at 'braking point' in the home.
- Advice from a medical professional may be sought.
- We believe that in the best interest of the child they need their parents/familiar carers when they are ill unless otherwise negotiated.
- The risk of infection to other children who may be vulnerable is not necessarily a reasonable risk to take.

**Children who become ill during their stay with Inroads:**

- Parents/guardians will be informed.
- The nature of the illness considered, home circumstances, the wishes of the child, wishes of parents/carers and the advice from medical personnel will be taken as to how best care for the ill child.
- If the young person is placed for a long-term assessment/intervention period, then Inroads staff will take all appropriate measures to limit the spread of infection and there will be no expectation that the young person can return 'home' because of illness.

Records are kept of all administered medications, treatments and consultations appropriate to each individual child. Any recognised need to provide treatment will form part of the young

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person's care plan and will be formally agreed in consultation with parents and Health Professionals.

All matters relating to the child's health are recorded, monitored and reviewed for each child and are taken into consideration in planning provisions of services for that child.

*Where a child is required to receive hospital treatment whilst in our care and parents cannot be with the child, Inroads will take responsibility of being available to support the child through the experience. Should the parents be available but require additional support (whilst the child is in our care) we will provide this where possible.*

### Positive relationships

#### Promotion of contact between young people and their families:

Children and young people that stay at Hestia may be residing for short periods of time (during assessment periods) however good communication between services and environments is pivotal to the success of the service and thus there are established formal systems in place to promote communication.

In addition to formal reports and attendance at review meetings, we will ensure feedback is relayed when appropriate to family/ guardians. Visits from family members can be supported whilst a young person stays with us, and we will work closely with social care representatives to ensure that the child can access supervised contacts if required. If requested we will support young people to phone/facetime etc their families during their stays, alternatively staff members may contact families to offer reassurance or take advice when necessary. Contact arrangements are flexible and will be agreed on an individual basis.

We aim to hold regular social events to promote informal contact between Inroads, young people and their families. However, in order to safeguard our young people, the credentials of those attending the events are verified in advance.



#### Protection of children and safeguarding:

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At Inroads, we are passionate about helping children and young people at risk to achieve their potential. In doing so, we recognise that their welfare and development is of paramount importance; and that regardless of age, ability, culture and religion, they are deserving of protection from significant harm and abuse. Inroads operates a culture of zero tolerance. We acknowledge the duty of care Inroads and each member of our staff team has to those accessing Inroads services and we will do everything we can to provide a safer, caring environment.

Any concern in relation to safeguarding issues, i.e. physical, sexual or emotional abuse, exploitation or neglect, must be reported immediately to the safeguarding lead who will take necessary action in accordance with Inroads safeguarding children procedure and Suffolk safeguarding children guidelines.

Staff have a duty to communicate any concerns immediately to the senior member of staff on duty if appropriate or the safeguarding lead. Any action to be taken will be confirmed by the Home Manager after consultation with the young person's social Worker and Safeguarding Team.

### **Bullying/Harassment:**

Inroads have an anti-bullying and harassment culture and expectation. It is acknowledged that by providing the correct staff ratio and implementing a key worker system, good observations and supportive relationships will reduce opportunities for bullying to take place.

Positive messages in relation to anti bullying can be found within the home. Positive and meaningful interaction between the children is fostered and encouraged at all times .

### **Fire precautions and associated emergency procedures**

Hestia complies with all current health and safety and fire regulations. Hestia is equipped with smoke and heat detectors, which are situated throughout the buildings, as are appropriate fire extinguishers. Emergency lighting operates in the event of a fire or the loss of electricity. Alarm points are available for use in the event of fire and drill procedures are displayed at various strategic point throughout the buildings.

Staff are trained in the evacuation procedures and are assisted by a panel to identify the area to be avoided.

Senior staff will instigate the evacuation procedure and contact emergency services. The local Fire services have a plan of Hestia and are aware of the difficulties and needs of our service users.

A competent and experienced independent company assess our fire needs annually and provide us with recommendations and actions should this be necessary.

Regular day and night drills are used as training sessions for staff and as such are recorded.

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Ambulance and Police requirements are summoned in the normal way and are done under the guidance of senior and other professional staff.

### Missing children:

Inroads has a comprehensive missing child policy. Our young person to staff ratio, close observation of the young people we support, and thorough risk assessments helps support to minimise such events. However, should a young person have heightened risks this would be identified as part of their care and placement plan and measures put in place to help reduce the risk. We hold up to date personal records on the young people we support, and this ensures that staff are able to contact police and other relevant individuals in an expedient manner. Any incident of a missing child must be reported to Inroads safeguarding lead for any further action.

### Approach to Behavioural support:

#### DEFINITION OF CHALLENGING BEHAVIOUR

*'Severely challenging behaviour refers to behaviours of such an intensity, frequency and duration that the physical safety of the person or others is likely to be placed in serious jeopardy or behaviour that is likely to seriously limit or delay access to and the use of ordinary community facilities or impair a young person's personal growth, development and family life. Ordinarily, it would be expected that the person would have shown the pattern of behaviour that present such a challenge to services for a considerable period of time. Severely challenging behaviour is not a transient phenomenon.'* The committee on Services for Young Persons with Learning Disability and Severely Challenging Behaviour established by the Mental Health Foundation in 1993 (adapted from Emerson et al 1987)

Behavioral expectations vary greatly among different cultures, social groupings and families. Inroads adopts the philosophies of accepting and embracing people's different backgrounds whilst uniting them by a clear set of rules defining conduct and behavior which is easily understood by the children/young people and their circles of support. Our aim is to create an environment in which there is acceptable behavior and young people learn to respect themselves, other people and their environment.

Inroads will work towards the values of the positive behavior support (PBS) framework. This is interpreted as a multicomponent framework for developing an understanding of behavior that challenges rather than a single therapeutic approach. It is based on the assessment of the broad social and physical context in which the behavior occurs and used to construct interventions which enhance an individual's quality of life.

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PBS combines the technology of behavioral intervention with the values of normalisation, human rights, and self-determination to deliver effective person-centered support for people whose behavior challenges. PBS interventions are constructional concerning to the emphasis of increasing the person's range of adaptive behaviors and their life opportunities being central to all outcomes.

### Key Components of PBS

Values	<ol style="list-style-type: none"><li>1. Prevention and reduction of challenging behavior occurs within the context of increased Quality of life, inclusion, participation, and the defense and support of valued social roles.</li><li>2. Constructional approaches to intervention design build individuals' skills and opportunities</li><li>3. Participation of all stakeholders informs, implements and validates assessment and intervention.</li></ol>
Theory and Evidence Base	<ol style="list-style-type: none"><li>4. An understanding that challenging behavior develops to serve important functions for people.</li><li>5. The primary use of constructional principles and procedures from behavior analysis to assess and support behavior change.</li><li>6. The secondary use of other complementary, evidence-based approaches to support behavior change at multiple levels of a system.</li></ol>
Process	<ol style="list-style-type: none"><li>7. A data-driven approach to decision making at every stage</li><li>8. Functional assessment to inform function-based intervention</li><li>9. Multicomponent interventions to change behavior (proactively) and manage behavior (reactively)</li><li>10. Implementation support, monitoring and evaluation of interventions over the long term</li></ol>

(Gore,N.J. Et al, 2013)

### **We do this by;**

At acceptance stage of a referral, service outcomes will be agreed. Any assessment work undertaken will be limited by the constraints of a shared package of care and undertaken in conjunction with other professionals and key stakeholders involved in the care of the individual

Supporting a positive behavioural approach is our adopted practice based on the Constructional approach (assess- address issues - provide functional equivalents or physically incompatible behaviors –continue –change- monitor)

This means that a young person will have a period of assessment where functions of any behavioral challenges are ascertained. There will be assessment records kept aiding in this process.

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In addition, a holistic and rounded approach to assessment is undertaken so that, for example general physical and mental health are also looked at as to the influences these may have on the young person's behavioral challenges.

The results from the assessment would then be used to formulate our in-house support plan which identifies the most effective way to support the young person enhance their quality of life on a day to day basis.

We accept that many of our young people will communicate by presenting with behavior described as challenging. We view this as an interim acceptance until alternative more socially acceptable methods are encouraged and learnt. Within our environments alternative communication systems can be available and PECS (picture exchange communication system) and use of symbols and photos are a set part of the environment. Other forms of communication such as sign language, Makaton, objects of reference, graduated guidance are often used to underpin a total communication approach.

At acceptance of referral, service outcomes will be agreed. Our aim is to support behavioural change via functional alternatives and physically incompatible behaviours alongside thorough assessment of physical /emotional and mental health needs.

### **Use of sanctions/disciplinary measures:**

Inroads have a sanctions policy, which, should it be necessary to implement in relation to a particular child, will be discussed and agreed through the review process. No sanctions or disciplinary measures will be taken without prior agreement with parents and/or the Social Worker.

### **Approach to Physical Interventions and restrictive practices:**

Inroads Essex Limited bases its operational functioning in relation to the use of physical interventions on the following:

- HM Governments Reducing the Need for Restraint and Restrictive Interventions and the practices set by the Restraint Reduction Network and NICE Restraint Guidelines .All of these are Human Rights based approaches and the principles contained within them are included in our practice .

It is our aim at Hestia house to provide service that is designed to promote independence, choice and inclusion and establish an environment which enables children /young people maximum opportunity for personal growth and emotional well-being in as least restrictive environment as possible whilst acknowledging that safety of the child and others is a paramount consideration .

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## **We believe to use restrictive interventions**

- When there is 'lawful excuse ' to do so and it is the carers honest held belief at the time of intervention they had just cause to think the person was in immediate danger to themselves or others. (danger = significant emotional or physical harm )
- When by doing so the situation is made safer than if it was not used\_and will be implemented for the shortest time period possible to make safe the situation.
- When other less or non restrictive interventions have been attempted and proven unsuccessful and/or when the situation deteriorates so fast there is no time but to act in the immediate.
- When you do so in belief that you are acting in the recipients best interest. under the Duty of Care.

We believe restrictive restraint is not permissible when it is clearly not in the persons best interest to do so for example as a punishment or an act of retaliation, When the situation is not made safer by the use of restrictive intervention or when restrictive interventions are used in isolation from assessment and positive behavioural care planning as ongoing management.

## **Training arrangements for the use of physical interventions**

Inroads have adopted the training offered by NFPS. We currently have two in house Instructors Who hold a BETEC physical holds training certificate and are externally certificated annually. It is our aim to plan courses for all employees which can be tailored to specific individualised training to the needs of service users if required. Our intention is that all employees will receive training within three months of their commencement of employment.

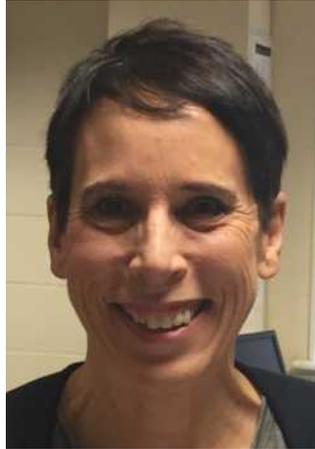
**A full copy of the PBS and Physical Interventions Policy and Procedure are readily available to any body or organisation that is involved in the protection and care of a child/young person accommodated in the home.**

## Leadership and management

### Organisational and management Structure

Inroads Essex Limited is owned and managed by a small group of qualified and skilled individuals initially from the health sector who maintain a visible role within the organisation.

The responsible individual is



Vivienne Norton  
Inroads Essex Ltd  
Hadleigh business centre  
Crockatt road  
Hadleigh  
IP7 6RH

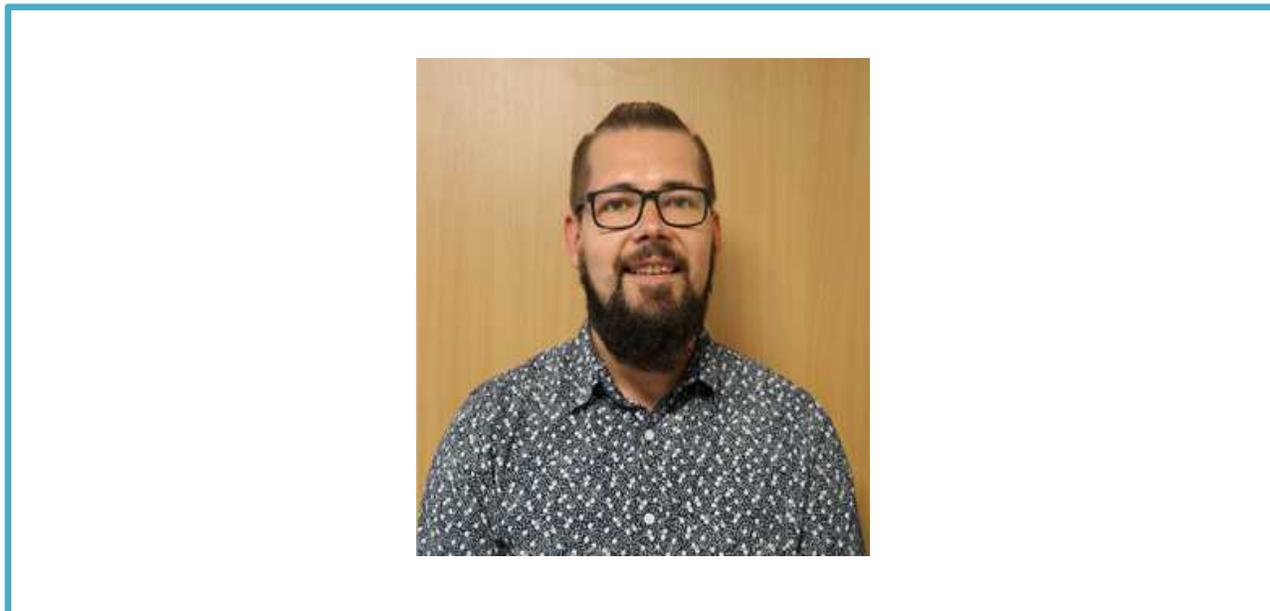
Vivienne Norton has worked her entire career in the field of supporting children /young people/ adults and families whom are differently abled and possible other complex needs. Vivienne has supported/led a variety of services and held many different positions . This has given her a wealth of experience and expertise. Viv originally trained as a nurse for people with learning disabilities, qualifying in 1984 as an RNMH. Viv then went on to specialise in the areas of challenging needs, conflict management and family and workplace mediation. She is also qualified as a counsellor and is passionate to train and educate people in her field.

Prior to leaving the health service in 1999, Viv worked as a Clinical Nurse Specialist for people with learning disabilities and complex needs in Essex. During the time she was employed in Essex she worked with both Health and Social care sectors to develop teams.

In 2000 Viv was a co-founder of Inroads and she continues to work taking a lead on the operational management of services.

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The Appointed Manager of Hestia House is;



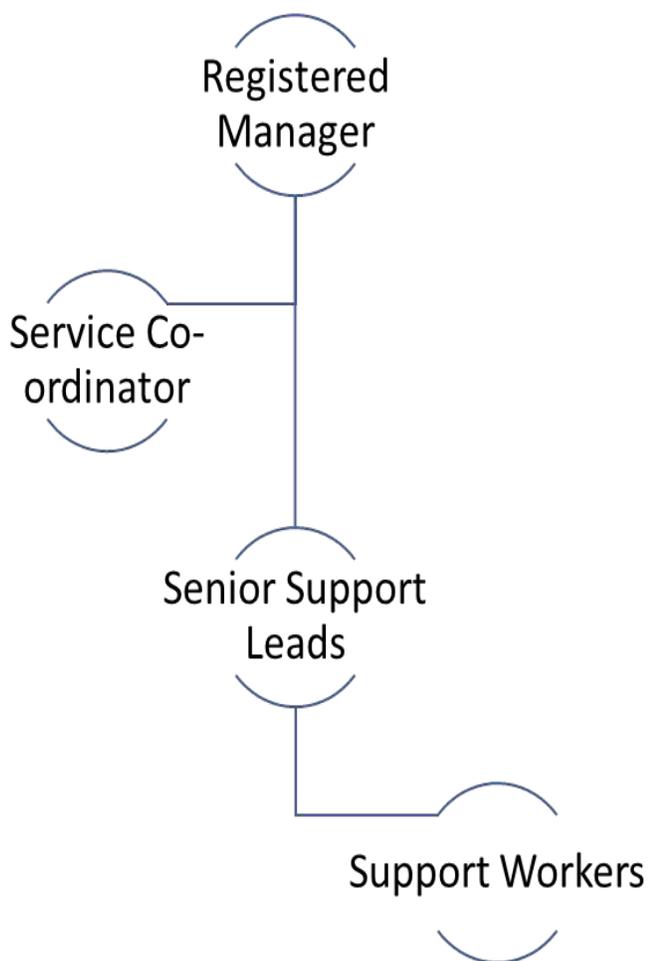
**Grzegorz has been a part of Inroads for 5 years and has shown himself to be committed passionate and creative in his management of teams and his support to people with additional needs .He has particular interests in behavioural approaches (PBS)and works closely with our Positive Behavioral Support consultant .He is completing his level 5 Diploma in Leadership for Health and Social Care with children and young people. During his time with Inroads he has successfully built links with families and professionals and is committed to ensuring that the young people he supports have every opportunity to progress in life.**

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## Composition of staff team

The staff team comprises of professionally minded individuals both full and part time, with a variety of experience and expertise in support services for children and young adults with learning disabilities and other complex needs. The registered manager is supported by a service coordinator, senior support leads and a team of residential support workers.

The staff compliment ensures that a minimum of three staff are on duty throughout the day when there is full occupancy. Two awake staff will cover nights with on-call support available within 30-minute response time. Should it be necessary to increase this staff ratio to support an individual in line with their needs then this will be negotiated with the funding authority.



## Service Coordinator

**Grzegorz Szeliga**



Grzegorz has 5 years' experience supporting children with additional needs and is currently working towards his QCF level 3 in residential childcare.

## Senior Support Leads

**Deanna Crane**



Deanna has 11 years' experience supporting children and adults with additional needs and holds a BA honors degree in early childhood studies

**Shanice Gibbons**



Shanice is an expert by experience in supporting children with additional needs and is working towards a BSC degree in psychology and a QCF level 3 in residential childcare.

**Filip Pilarczyk**



Filip has 5 years' experience supporting children and adults with additional needs. He is currently working towards a QCF level 3 in residential childcare.

## Acting Senior support leads

**Katy Quinn**



Katy has 2 years experience supporting children with additional needs and is currently working towards her QCF level 3 in residential childcare.

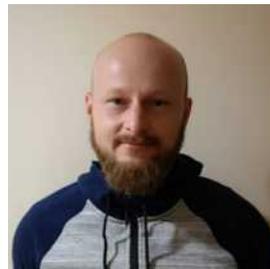
## Support Workers

**Lucie Baxter**



Lucie has 2 years' experience supporting children with additional needs and holds a QCF level 3 in health and social care.

**Arek Arkadiusz**



Arek is an expert by experience in supporting children with additional needs and is currently working towards his QCF level 3 in residential childcare.

**Etleva Zeqo**



Etleva has 2 years experience supporting children with additional needs and is currently working towards her QCF level 3 in residential childcare.

**Daniel Costea**



Daniel has 3 years' experience in supporting children and adults with additional needs. He is currently working towards his QCF level 3 in residential childcare.

**Josie Arsua**



Josie has 7 years' experience supporting children with additional needs and holds a BA honors degree in early childhood studies.

**Tabassum Karatysz**



**Jade Murray**



Jade has 7 years' experience supporting children with additional needs. and holds a QCF level 3 in health and social care.

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## Support Workers

**Daniel Notley**



Daniel has 1 year experience in supporting children with additional needs and is currently working towards a QCF level 3 in residential childcare.

Taiwon F



**Jerome Jegede**



Beata Syzlo

**Oliwia Szylo**



Cortney Scaife

**Dina Bulbus**

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### Induction and staff training:

Consistent, progressive staff development and a commitment to life-long learning are valued at Inroads. We ensure all team members benefit from core training each year. The team has access to the inroads smart choices training programme provided through a blended approach of practical and theoretical training via online and face to face platforms. These are delivered by experienced internal and external facilitators. Incorporated within our programme are the induction and core competencies undertaken at Hestia House in the first 6 months:

- House induction
- Safeguarding children and young people
- Deprivation of liberty safeguards
- Health and safety
- Infection control
- Fire safety awareness
- Food hygiene
- First aid at work level 2
- Understanding and supporting children with epilepsy
- Moving and assisting (Manual handling)
- Storage, handling and dispensing medications
- Safety first training

Inroads is committed to developing staff skills and is mindful of the relationship between staff training and good outcomes for children and young people. All our senior and support staff are required to undertake the QCF level 3 diploma in residential childcare within first 6 months of their employment.

Following the probationary period staff are able to progress to further training to include, for example:

- Autism awareness
- Alternative and augmentative communication systems
- Active support
- Person centered values
- Positive Behavior Support
- Record keeping
- Sensory processing awareness
- First aid at work level 3
- Attachment disorder awareness
- Safeguarding investigations
- Supervisions and appraisals
- Signs of safety
- Managing the gap
- Rules of engagement
- Being accountable
- Report writing
- Bullying awareness
- Sexually harmful behavior
- Mental health first aid
- Conducting Risk assessments
- Leadership styles

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**A full list of training available to staff members is available on request from our office administrator who can be contacted on**

Email: [debbie.frappell@inroadsessex.co.uk](mailto:debbie.frappell@inroadsessex.co.uk)

Or alternatively: 01473 826192

### **Job descriptions and arrangements for staff appraisals/supervisions:**

Each member of staff has a detailed job description, revised on an annual basis unless needs dictates otherwise.

A staff supervision and appraisal system are in place to monitor staff performance, highlight training needs, give appropriate feedback and ensure that working standards are maintained and, where necessary, improved. It also provides an opportunity for both employer and employee to discuss general aims and objectives of Inroads. Each staff member has an appraisal file, where records of supervision sessions are kept, training needs identified, and records of training undertaken are maintained. The manager has the responsibility in coordinating supervisions across team members with the service coordinator and senior support leads. **A copy of the supervision and appraisal policy is available upon request.**

In addition, regular team and key worker meetings take place to reflect on outcomes and progress achieved and provide an opportunity to identify future developments to increase the quality of support provided.

Our aim is to ensure that all newly recruited unqualified, inexperienced staff are mentored by working alongside a qualified colleague (usually the service coordinator or senior support lead). During this time, they will be ensured places to attend training as required.

## Quality Assurance

Inroads is committed to delivering quality services. The goal is to offer continuous improvement, ensuring effectiveness, efficiency and value. This will be achieved within a framework of equality and values that promote the rights and desires of children and young people with learning disabilities or other complex needs.

Inroads believes that, no matter how good its present service is there is always room for improvement and that every member of staff should demonstrate a total commitment to quality and improvement in every aspect of their work.

The quality of the provision at Hestia House is regulated by Ofsted. In addition, there are a variety of internal quality assurance procedures which include;

- Regulation 44 external Independent person's visits- reports and meeting recommendations.
- 6 Monthly internal Regulation 45 care quality reviews.
- Incident Accident reporting
- Auditing reports e.g. service users' money/medication administration/restrictive practice reduction
- Satisfaction surveys – service users' questionnaires, family/advocates' questionnaires stakeholder questionnaires.
- Workplace risk assessments
- Complaints monitoring
- Policies and procedures which are reviewed regularly in light of changing Legislation.
- Safer recruitment practice procedures
- Health and Safety audits.