

GRACE HOUSE

STATEMENT OF PURPOSE



August 2016
Review: August 2017

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WHO WE ARE?

Grace House North East is a local children's charity whose aim is to provide short breaks for children with complex disabilities and who may have life-limiting conditions. Through local fundraising the charity built Grace House and will continue to fundraise for the children who use the service to enable them to have new experiences and new opportunities.

Sunderland Care and Support is a local authority trading company (LATC) established by Sunderland City Council in 2013. It is responsible for a wide range of social care, health and support services to people across the city of Sunderland and in the region and is experienced in providing care to a high standard.

Sunderland Care and Support and Grace House Charity are delighted to have joined together in a partnership to deliver the new short break service, making Grace House a happy, safe, welcoming place for children with complex physical and/or learning disabilities, health needs and who may have life limiting conditions to come and stay.

1. QUALITY AND PURPOSE OF CARE

THE RANGE OF NEEDS OF THE CHILDREN FOR WHOM IT IS INTENDED THAT THE HOME IS TO PROVIDE CARE

Grace House offers specialist, high quality planned short breaks, for up to eight children and young people aged between 5 -17 years 11 months, who have a complex physical disability, learning disability and complex health needs and who may have a life-limiting condition. Opportunities are available for children and young people to enjoy time away from home whilst continuing to be cared for by trained staff. It also enables parents and families to take a break from their caring role.



We are one of a few organisations able to offer short breaks for children and young people who have a physical and/or learning disability with associated complex health needs, such as a tracheostomy, enteral feeding and postural management. Our team of social care staff are trained by health colleagues to safely follow child-specific health care plans and carry out a range of tasks that would normally be carried out at home by parents and carers.

Children and young people who have specific health care needs will only be accommodated when the relevant health professionals have trained the staff team to carry out specific health care tasks.

Some children who access Grace House will have varying levels of disability and care needs and may not always have the level of complexity and health needs described. This allows for the Registered Manager to use their professional judgment regarding admissions in order to balance the dynamics of the group and potential impact on other children.

The registered service provides planned short breaks throughout the ground floor of the building. Grace House Charity occupies the first floor of the building and comprises Chief Executive Officer, Senior Fundraiser and Business Support Assistants. All members of the charity team are DBS checked and trained in Safeguarding Children and will only have access to the registered service by prior arrangement.

THE ETHOS OF GRACE HOUSE AND THE OUTCOMES WE SEEK TO ACHIEVE

Staff at Grace House believe that each child is unique and their individual needs will be met and their potential developed regardless of their disabilities and/or health needs. We feel that this is best achieved in a stimulating environment of nurture, care and consistency, where children and families have confidence in the staff, feel safe and are listened to.

Our approach is based on the recognition that each child and young person is an individual with unique experiences and needs. Our care plans are responsive to this and aim to promote growth and development.

The principles and Quality Standards of the Children's Home Regulations 2015 underpin our work in addition to other key legislation relating to children and young people.

We aim to improve the lives of children and young people by:-

- Taking a holistic view of children and respecting them as fellow human beings, each with a unique point of view and a distinctive contribution to make
- Providing a safe, supportive and caring environment where children and young people receive individually tailored support and are encouraged and supported to make decisions, no matter how small. Each child and young person will have a Key Worker and Link Worker to facilitate this and to liaise with all relevant people, including the children and young person's family, health team and social worker
- Ensuring each child and young person's potential is developed enhancing each child's quality of life with access to play and leisure activities
- Creating opportunities for learning, leisure and age-appropriate activities within the local area
- Working in partnership with parents and significant others, including health professionals
- Ensuring children and young people are visible and present in the local community
- Safeguarding all children
- Ensuring children and young people receive child-centred care from competent staff that are sufficient in number, experience and qualification to meet the individual needs of the child and young person

- Retaining a skilled staff team by providing opportunities to enhance their skills, relevant training, supervision, support and development.

As Grace House is tailored to children and young people with complex disabilities and health needs, we are unable to accommodate children whose physical behaviours may challenge the vulnerability of other children.

THE ACCOMMODATION AT GRACE HOUSE



Grace House is a detached purpose-built, large two storey property. The registered service operates from the ground floor only, entry to which is by electronic access control. There are eight accessible en-suite bedrooms, six of which also have patio doors leading out into the garden. There are Jack-lock on the patio doors in each bedroom. Bedroom windows also have restrictors that can be opened by an adult. All bedrooms have a specialist height adjustable bed, over-head tracking, radio and docking station and television.

Each bedroom is equipped with the means to call for assistance, as are the communal areas. There is an integrated Audio Monitoring System in operation in all eight bedrooms with the sole view of monitoring the child’s well-being. The Audio Monitoring system is installed in individual bedrooms only and not in communal areas so as not to compromise the child and young person’s right to privacy and dignity. Use of this equipment will be identified in the ‘All about me’ book as part of the overall plan of safe care for the individual child and young person, in consultation with the child and their family. The equipment has a privacy setting if not required.



There are two assisted ‘changing place’ bathrooms, one of which has a bath. Both are equipped with overhead tracking and hoisting equipment. Both have mobile and height adjustable shower beds and Closomat toilets.

Grace House has wide corridors, each a different colour, to help children orientate themselves around the building. There is a sensory room, activity room, sitting room, computer and IT facilities, den with games consoles and music room. There is a large lounge with TV, Freeview and DVD player. The children and young people also have access to iPads. The dining room has a computer suite and Wi-Fi is also installed throughout the building. There is a large activity room which includes a fully accessible soft-play area.



Our spacious grounds have both sensory and edible gardens with fruit trees and raised beds. There are benches and chairs with lawned areas and seating. All areas of the garden can be accessed by children using wheelchairs. There is a



sensory courtyard garden in the centre of the building which the main rooms open onto. The home benefits from having fencing and walls surrounding the property, security lighting and CCTV to the front, rear and side.

Grace House can accommodate up to eight-children, both boys and girls from 5 years to 17 years 11 months; spanning a wide age range that can be successfully accommodated due to the space within the building, allowing for differing interests and appropriate levels of development to be catered to. This can be achieved through the recognition by staff of the differences in the physical and emotional development of the child and young person and adapting activities and the environment for them.

A single-bedroom policy operates at Grace House. Although, it is possible to arrange for siblings, who both meet the admission criteria, to share a room if this is requested.

The children and young people have access to age-appropriate DVDs and CD's. There is also a snug/library which holds a range of appropriate books for the children and young people to read.

The home is well equipped to provide for the special needs of its users to minimise the effects of their disabilities. Children and young people are encouraged to bring their own equipment whenever possible.



There is a large well equipped kitchen and mealtime menus are planned with support from the children and young people, wherever possible, and take into account their individual needs, preferences, likes and dislikes. Our aim is to involve the children in using the produce grown by them in our gardens, providing an opportunity to learn first-hand about the origins of food. For those children on non-oral or specific diets, specialist training will be provided for staff by relevant

health professionals. Alternative choices and specialist dietary foods are available if required, as are specialist equipment and utensils. Wherever possible, staff will encourage children and young people to participate in the preparation of food, shopping, setting and clearing the tables. Everyone is encouraged to eat together around the dining room tables if appropriate. Healthy eating is encouraged and promoted. Sample menus are sent to the Dietician twice a year for approval.





A child's preferred method of communication, including alternative communication (other than oral speech) that are used to express thoughts, needs, wants, and ideas will be continued during their stay at Grace House, which will enable them to make independent choices. This will be documented in the child and young persons All About Me book.



There are two main office areas within the registered premises that are solely used by the management team and staff. The main staff workstation is located close to the children's bedrooms and main activity and lounge area. There are plenty of rooms available for visitors to Grace House when a level of privacy is requested or needed.

THE LOCATION OF GRACE HOUSE

Grace House is in the Southwick area of Sunderland, situated in the heart of the community on main public transport routes and is within walking distance of Seaburn metro station. There is a large park within a short walking distance. Grace House is surrounded by a residential housing estate and sits within its own large garden. There is a one-way traffic calming system at the front of the building, which prevents through traffic.

There is a selection of local shops, cinemas, cafes, restaurants and banks in the city centre. A leisure centre, library, a number of health centres and public transport links are within walking distance. It is approximately 1½ miles to Sunderland City Centre and 10 miles to Newcastle. Sunderland Royal Hospital is approximately 2 miles away.



The beautiful North East coastline is a short distance away, providing an opportunity for children to experience the benefits of this natural resource.

A Locality Risk Assessment has been undertaken, a requirement for all children's home providers to assess the suitability of locations for new homes. This measure, which is part of a set of changes to The Children's Homes Regulations 2015, means that providers must provide information about the safety and suitability of the location of a new home as a condition of registration.



Grace House benefits from a robust Business Continuity Plan detailing contingency arrangements should any issues arise relating to the delivery and provision of the short break service.

ARRANGEMENTS FOR SUPPORTING THE CULTURAL, LINGUISTIC AND RELIGIOUS NEEDS OF CHILDREN.

Opportunities will be provided for children and young people to follow the customs of their religion including any special dietary requirements and dress codes. There are a range of places

of worship in Sunderland and staff will ensure all reasonable steps are taken to enable children and young people to attend religious services and receive religious instruction of their or their parent's choice, should they wish to do so. The necessary arrangements for this will be made in consultation with the child or young person's family.

There is a range of books and toys available that reflect the diversity in society and significant festivals from a range of religions will be celebrated.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

All children and young people and their carers can access information about the complaints procedure.

Every effort will be made to resolve complaints immediately through discussion and negotiation. Where it is not possible to do this informally, or if a child and young person prefers, they can make a formal complaint. Sunderland Care and Support has a complaints procedure and leaflets are located around the building. A supply of complaint forms are made available to the children and young people should they not want to discuss their complaint with staff. Alternatively, a complaint can be made to NYAS or Ofsted.

The Complaints procedure is also available in an accessible format and is discussed on a regular basis with the children and young people in house meetings. The complaints procedure can also be made available in an alternative language or braille should this be required. The children and young people are also able to contact their parents and carers, social workers or independent advocates and will be offered support to do so.

All staff receive complaints procedure training.

2. VIEWS, WISHES AND FEELINGS

HOW GRACE HOUSE CONSULTS WITH CHILDREN AND YOUNG PEOPLE ABOUT THE QUALITY OF THEIR CARE.

The staff team at Grace House acknowledge and uphold the rights of children and young people and are committed to seeking the views, wishes and feelings of those using the short break service. The team is skilled in a variety of communication methods enabling the views, wishes and feelings of the children and young people to be captured.

Children and young people are supported to participate in group meetings and are encouraged and supported to complete service evaluation forms at the end of their stays.

Children and Young People's meetings will take place each month and staff will ensure that suggestions or concerns raised by the children and young people are captured and shared with team members and that the children and young people receive feedback on the issues they may have raised and appropriate actions taken.

Listening to the children and young people is of a prime importance as is offering them support and guidance. Their views and opinions are important because it gives us an opportunity to adjust and improve the service we provide. There is an accessible compliments, comments and complaints booklet that is available to children and young people. A post box is situated within easy reach of children and young people allowing them to post their views anonymously.

Parents and Carers Coffee Mornings take place regularly as an informal way of gathering feedback about the service provided and to appropriately update parents and carers regarding any changes to the service. Social Workers, education and health professionals are also invited to the coffee mornings to promote partnership and inclusive working.

All children and young people are encouraged to contribute to their care plans and attend review meetings. Parents and carers may attend unless there is a clear reason why this would be inappropriate. Other professionals or significant people who have a contribution to make to the planning process for the children or young person will also be invited unless the child or young person or their parent has expressed a wish that a particular individual should not.

Prior to each stay staff will contact the parents and carers by telephone to establish any change in care or health needs, as well as to discuss anything of relevance to their care whilst at Grace House. Home visits may also be arranged prior to a short break.

HOW GRACE HOW APPROACHES ANTI- DISCRIMINATORY PRACTICE AND CHILDREN'S RIGHTS

Grace House staff believe in equality of opportunity for all children and young people regardless of their race, gender, ethnicity, religion, culture, language, sexuality, impairment or disability. The team at Grace House are committed to ensuring all children and young people have their rights upheld and welcome the visiting advocacy service from NYAS.

All staff will behave in a manner that is non-oppressive and will challenge any discriminatory attitudes or practices. They understand that they are required to be good role models for children and young people.

Sunderland Care and Support is committed to ensuring that all staff are aware of the issues of inequality and adhere to the principles of the Equality Act 2010; the staff team also undertakes Equality and Diversity training.

Sunderland Care and Support has an Equality Policy that is accessible to staff. Children and young people are regularly consulted by way of observations and interactions and are asked to complete a questionnaire that contains pictures and symbols at the end of their stay to allow staff to gain their views.

Short breaks are available to boys and girls from any race, ethnic origin or culture. All staff work from a child-centred perspective and acknowledge and uphold the rights of children and families. We recognise parents, families and carers as core-members of a child's circle of support with an important contribution to make to planning and decision making.

Grace House has links with advocates from NYAS to seek the views of the children and young people. The advocate will establish positive relationships with all children and young people using the short break service and will actively promote their views, wishes and feelings.

3. EDUCATION

Children will usually continue to attend their usual place of education whilst staying at Grace House. Staff will help and support the children and young people to complete homework tasks. This will involve providing an appropriate space, room and equipment. Computers, iPads and a range of reference books are available for use by the children and there is Wi-Fi throughout the building.



In order to support children who have special educational needs there are a range of communication aids, including buttons, switches and Widget software.

The education and achievement of children is actively promoted at Grace House where staff will maintain regular contact with school staff and other education professionals.

All children and young people at Grace House will have an Education and Health Care Plan or Statement of Special Educational Need. Responsibility for education reviews for children and young people who receive a service from Grace House remains with parents and carers but whilst at Grace House all children and young people are actively encouraged to attend and achieve at school with their achievements recognised in various ways, such as verbal praise and captured in care plans. All achievements will be relayed to parents at the end of the child's stay. Staff will remain in regular contact with all schools.

4. ENJOYMENT AND ACHIEVEMENT

THE ARRANGEMENTS FOR ENABLING CHILDREN TO TAKE PART IN AND BENEFIT FROM A VARIETY OF ACTIVITIES THAT REFLECT THEIR CREATIVE, INTELLECTUAL, PHYSICAL AND SOCIAL INTERESTS AND SKILLS.

Grace House offers a wide range of activities which children and young people can participate in. There are opportunities for the children and young people to go on outings to the shops, parks, coast, restaurants and participate in leisure activities, which can be accessed by public transport.

The staff team at Grace House plan regular events and activities, some of which are on a rolling programme, so if an event or activity occurs outside a planned stay, there is always an opportunity to participate at another time. In addition, the staff team always seize the opportunity to plan things spontaneously in conjunction with children and young people and will always tailor these to suit their wishes.



We will have the use of a fully adapted minibus, which has been provided by Grace House Charity. This will enable us to offer a range of transport options for the children.

All activities will be carefully planned with the children to take into account their race, culture, language, religion, interests, abilities and disabilities. Birthdays, cultural and religious festivals are celebrated and children and young people will be encouraged and supported to participate in planning these events.



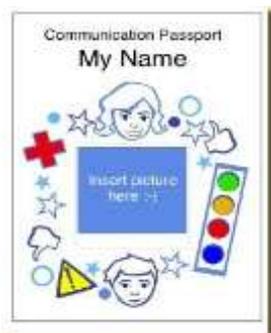
There is a choice of indoor activities such as television, DVDs, board games, games consoles (X Box and Wii), books, toys, iPads, arts & craft equipment, as well as a fully equipped and interactive multi-sensory room, soft-play area and music room.



Children and young people staying at Grace House will also have access to a computer suite equipped with specialist, educational and assistive technologies and software providing them the opportunity to learn, play and to be creative, communicate and control something for themselves.

Grace House also has a 'Beamz' system, an 'innovative tool to use music-making for extraordinary engagement and to accelerate therapeutic outcomes. Just listening to music provides most people great benefits for brain fitness, memory recall and improving communication. Interacting with music, adding movement and engaging in the activity of making music enables even greater benefits for cognition, socialisation and motivation.'

Widget Communicate in Print2 software is used by staff at Grace House, alongside objects of reference and augmentative technology, such as buttons and switches, to create a total communication environment that children of all levels and styles of communication can participate.



Children and young people can create a **Communication Passport** with support from the staff team. A **Communication Passport** provides a practical and person-centred approach to passing on key information about people with complex communication difficulties who cannot easily speak for themselves.

Grace House will recognise and celebrate the success and achievements of all children and young people and recognises the importance of this in the creation of a positive atmosphere, the building of self-esteem and motivation of the individual child. Celebrating success and achievement values what the child has done, raises expectations and encourages steps to learning.



There is a fully accessible soft-play area creating a perfect place for children with additional needs to push their physical boundaries and to explore and learn in a safe environment. There are brightly coloured steps, dens and slides. Interactive soft-play provides an exciting and ever changing world of challenging obstacles to be explored which reward with auditory feedback to encourage mobility and expression.

5. HEALTH AND WELLBEING

DETAILS OF ANY HEALTHCARE OR THERAPY PROVIDED INCLUDING HOW STAFF PROVIDING THIS ARE SUPERVISED AND HOW ITS EFFICACY IS MEASURED

The nature of the service means that health needs for the children who use Grace House are of significant importance and Grace House staff will work closely with parents, carers and health professionals to ensure these needs are met whilst the child and young person is in our care. Staff are also trained in matters relating to first aid, food hygiene and administering of medication, including emergency medication.

All children who use Grace House will have clear health care plans created by the health professionals involved in their care. At the point of referral the Registered Service Manager will gather information on the child's health needs from parents, children and all professionals involved with the child to determine whether their needs can be safely met at Grace House.

All children and young people who use Grace House will have their primary health care needs met by their own doctor and a range of health professionals. These arrangements will be reviewed and updated with parents and carers prior to every stay at Grace House and formally at each review.

Grace House staff also benefit from the support given by the Children's Community Nursing Team (CCNT) based at the Niall Quinn Centre at Sunderland Royal Hospital. The CCNT provide generic training to staff on gastronomy (PEG & Nasogastric feeding), diabetes, epilepsy, stoma care, catheter care, night time ventilation, suction, cough assist machines and tracheostomy care on an annual basis. In addition, the health professionals involved in the care of a specific child will train staff at Grace House in all areas relating to their care. It will be the role of the Registered Service Manager, having undertaken the training, to assess the competency of staff in relation to these health care tasks.

It will be agreed in the child's care plan, prior to admission, the course of action to be taken should a child become unwell whilst staying at Grace House. In the event of an emergency 999 will be dialled.

All bedrooms at Grace House have audio monitors to allow staff to hear a child's respiratory rhythm and alert them to any fluctuations while they sleep. The use of the audio system will be agreed with the child and their family prior to admission. Staff will also carry out visual checks on a regular basis, the detail of which is agreed prior to overnight stay.

Grace House operates a no smoking policy which includes e-cigarettes and no alcohol will be consumed on the premises.

Medication

All medications are stored and administered in accordance with Sunderland Care and Support's Medication Policy. Medication will only be administered by staff that have been trained in the Safe Handling of Medicines and have achieved and been assessed as competent in the Level 3 'Safe Handling of Medicines'. The Registered Service Manager will undertake six monthly observation of staff as they administer medication to ensure that they are maintaining high standards of care and meeting the requirements of Sunderland Care and Support's Medication policy.

6. POSITIVE RELATIONSHIPS

THE ARRANGEMENTS FOR PROMOTING CONTACT BETWEEN THE CHILDREN, THEIR FAMILIES AND THEIR FRIENDS.

Children and young people with disabilities and health needs can face greater social isolation, Grace House recognises these difficulties and will encourage the building of positive relationships with school friends and peer group whilst staying at Grace House.

Grace House recognises the importance of relationships for a child and staff will encourage and support the contact between parents, families and friends.

Children and young people can maintain contact with their parents via letters, postcards, email, Skype and FaceTime and they are encouraged to invite friends and family to visit them whilst at Grace House.

Children and young people have access to a telephone and are provided with practical support to make telephone calls, children and young people may also receive and make calls without the involvement of staff if they wish. Family members and friends may be invited to the home to visit as appropriate.

Children and their families are encouraged to personalise their bedrooms in order to make them as homely and comfortable as possible during their stay with photos, pictures, mobiles, bedding, soft toys etc.

7. THE PROTECTION OF CHILDREN

THE APPROACH GRACE HOUSE USES TO MONITOR CHILDREN

Grace House is a safe place to stay and has a commitment to health and safety. It is protected by comprehensive safety systems including an intruder alarm, smoke detectors in all rooms, a fire alarm, water sprinkler system, emergency lighting system and firefighting appliances. Each child and young person has a Personal Emergency Evacuation Plan (PEEP).

The building is inspected annually by the Fire Brigade and firefighting appliances are checked by a recognised provider in order to renew both certificates, which are held on the premises. All electrical appliances are PAT tested on an annual basis and boiler and gas appliances are inspected on regular basis. Water hygiene and water temperatures are checked and records held for both.

Grace House has a robust fire risk assessment and evacuation plan created with the input of Sunderland City Council's Corporate Health & Safety Officers and the Tyne and Wear Fire Brigade, which is reviewed annually. The premises has an inbuilt fire alarm which is connected directly to the fire station if activated. Fire drills are carried out a minimum of twice per year.

Staff receive training and children and young people are made aware on admission of all procedures and escape routes. Regular fire drills are carried out involving the children and young people to ensure everyone is confident should there be an emergency, drills are also carried out during hours of darkness, dependent on the needs of the children and young people. The fire alarm is checked and sounded weekly.

The following measures are also in place to promote the safety and welfare of children and young people:

- Grace House has an electronic access control entry system and all external doors are alarmed.
- The integrated audio monitoring system is in operation in all eight bedrooms with the sole view of monitoring the child's well-being. A portable visual monitor is available if required and Waking Night staff will undertake regular checks as per the needs of the child.
- Safeguarding policies and procedures are understood and are easily accessible for all staff. All children and young people have an up to date risk assessment covering safeguarding

issues. The Registered Service Manager is the lead person for child protection and ensures safeguarding procedures are followed in the event complaints or allegations are made. The registered manager will liaise with the LADO (Local Authority Designated Officer) for child protection.

On admission children and young people and their parents are given information on the anti-bullying policy and the behaviour management policy for the home. There is also information about the complaints policy and children and young people have easy access to helpful phone numbers to seek help. Risk assessments are carried out in relation to bullying and explain steps taken to reduce the risk. These are reviewed regularly.

Recruitment policies ensure all staff employed at Grace House have been subject to the necessary employment checks to work with children and young people, including a DBS, relevant experience and qualifications. Children and their families will also assist in the recruitment process.

Induction ensures a copy of the Sunderland Care and Support's 'Speak Up' (whistle blowing) policy is given to all staff as well as a copy of what to do if you are worried a child is being abused. All staff have an induction record.

Grace House has good links with Sunderland Safeguarding Children's Board (SSCB) and all staff have attended the Level 2 Safeguarding Children course as a minimum standard and undertake refresher courses every 3 years.

Training ensures colleagues have knowledge and skills in the following areas to keep children and young people safe:

- The management of challenging behaviour (Team Teach)
- The administration and safe handling of medication
- First Aid
- Relevant health care training
- Food safety
- Moving and handling
- Fire safety
- Safeguarding children from abuse and sexual exploitation

THE APPROACH GRACE HOUSE USES TO SUPPORT BEHAVIOUR INCLUDING HOW RESTRAINT IS USED AND HOW STAFF ARE TRAINED AND ASSESSED TO BE SAFE WHEN USING RESTRAINT

The staff team encourage children and young people to learn about what is and is not acceptable behaviour. The staff will encourage children and young people to develop and take responsibility for their own actions and understand the consequences of them, both positive and negative; staff endeavour to do this by talking to the children and young people, negotiating with them and by rewarding positive behaviour and achievements.

We believe that positive relationships between children and young people and staff are essential and staff use consequences and reward to encourage young people to succeed. Staff will adapt

their behaviour to individual children and young people and the circumstances surrounding behaviours. In the unlikely event of staff having need to impose sanctions upon a child and young person these would only be those permitted within the regulations and parents would be involved. Any sanction will be relevant and just, will be time-limited and in accordance with the understanding and the abilities of the child and young person and recorded appropriately. All sanctions will link behaviour to consequence.

The staff team are trained in 'Team Teach' which is affiliated to the General Services Association and its courses have been accredited (2006, 2009, 2012) by the British Institute of Learning Disabilities and The Institute of Conflict Management (2015). The course is delivered by an accredited 'Team Teach' trainer and Principal Quest Practitioner for Sunderland City Council.

8. LEADERSHIP AND MANAGEMENT

The Registered Service Manager is available Monday to Friday usually during office hours. There is some flexibility to enable the manager to have some out of hours contact with the children and young people and Waking Night staff. The Registered Service Manager has overall responsibility for the service and standards.

The Assistant Operational Manager for Children's Services line manages the Registered Service Manager and is based at Grace House. She will cover for the Registered Service Manager in their absence and has links with Senior Managers and Registered Service Managers in other Children's Services.

At Grace House the staff rota is compiled by the Registered Service Manager and Service Coordinator and is based on the following standards:-

- A handover period is incorporated into the rota to allow staff to share any relevant information and plan the shift.
- The aim is to have 5 staff on duty at any time whilst there are 8 children in the building i.e. in school term-time between 7.00am and 10.30am and 2.00pm and 10.00pm. In addition, there will usually be the Registered Service Manager and/or Service Coordinator. The staff numbers may be less if there are fewer than 8 children. The number of staff on duty will be influenced by the care needs of the children.
- At weekends and during school holidays, when there is full occupancy, the aim is to have 5 staff on duty between 7.00am and 10.00pm, plus either the Registered Service Manager or Support Coordinator. The staff team comprises 1 Residential officer who will lead the shift and 4 Support workers.
- The Registered Service Manager is the Designated Person for safeguarding alerts and in their absence the Assistant Operational Manager will be the designated person.

The usual overnight arrangements will be 2 staff each night; one Waking Night Residential Officer (shift leader) and one Waking Night Support Worker to attend to the children's needs. For those Children and young people with high care and supervision needs additional support can be provided by staff working additional hours. This will be determined in their individual care plan.

Grace House currently has 14 members of staff. The Registered Service Manager is responsible for the running of the home. The team comprises 1 Assistant Operational Manager - Children's Service, 1 Support Coordinator either of whom will cover for the Registered Service Manager in their absence; 3 full-time, 1 part-time Residential Officers and 2 Waking Night Residential Officers (5 female) who take on the role of shift leaders.

There are 2 Waking Night Support Workers (1 vacant post) and 4 full time Support Workers and 1 part time Support Workers all of whom are female. Recruitment is ongoing for 1 full time Support Worker, 6 part time Support Worker posts, 1 part- time cook, 1 full time and 1 part time ancillary staff. Staff will be offered additional hours to cover sickness, training, holidays and additional support as and when necessary.

At Grace House all permanent care staff will undertake the level 3 Children's and Young Peoples Workforce Diploma or be working towards the Diploma within six months of employment.

Staff experience and qualifications

Staff have recorded individual supervision sessions with a member of the management team a minimum of six times per year as per Sunderland Care and Support Supervision Policy, together with group supervisions during team meetings. Less experienced staff will be supported and mentored by an experienced member of staff or a member of the management team.

An Induction record is held for every member of staff and their progress recorded. Sunderland Care and Support has a training pathway for Grace House which features in the Service Plan.

Staff are appraised annually and internal and external training courses are made available to aid Continuous Professional Development, enhance skills and improve knowledge. Articles, publications and other literature are made available to care staff.

All new staff undertake induction and are subject to a six month probationary period.

The staff team at present are all female but we will be actively seeking to recruit male members of staff.

Ideally, the Grace House team would comprise both male and female staff to allow the children and young people the choices of who will attend to their personal care, as well as allowing the children and young people the opportunity to have discussions with staff members based on gender preference, which supports role models in the home. However, there has been insufficient male applicants with the appropriate skills and knowledge to meet the recruitment criteria for Grace House. During the most recent recruitment for the team, Sunderland Care

and Support specifically highlighted the underrepresentation of male staff in an effort to encourage male applicants. This is ongoing.

The Staff Team



LISA HOWE, ASSISTANT OPERATIONAL MANAGER

Lisa has worked in care since 1996 as a keyworker, Senior Practitioner and as a CQC Registered Manager. Lisa has a background in caring for disabled individuals for over 20 years. She holds a BA (hons) degree in English and Sociology, CMI Level 5 Diploma in Leadership and Management, IOSH Managing Safely and is currently undertaking the Level 5 Diploma in Leadership and Management for Health & Social Care Children and Young People - Residential Pathway.



LISA POWTON, REGISTERED SERVICE MANAGER

Lisa has worked in children's services for 12 years including a Youth Service Manager and a Foster Carer. More recently Lisa has worked as a Registered Manager of a Children's Residential and Short Break service for children and young people with PMLD and Complex Health Needs. Lisa holds the Level 5 Diploma Leadership & Management in Health & Social Care - Children and Young People Pathway.



EMMA CHARLTON, SENIOR SUPPORT WORKER

Emma has a degree in childhood studies and has worked with children of all ages and abilities for 8 years. Emma is trained in Makaton and Portage and incorporates these into her work. Emma is passionate about providing a warm nurturing environment for children to develop.



LEIGH DEAN, RESIDENTIAL OFFICER

Leigh has worked in the care sector for 17 years providing support to a range of Individuals with highly complex needs. Leigh holds a British Sign Language qualification and is a volunteer at her local school. Leigh has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



SHARON TATE, RESIDENTIAL OFFICER

Sharon has worked in the care sector for 10 years supporting a range of individuals with disabilities and complex needs. Sharon is trained in and has used Intensive Interaction communication methods. Sharon has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



KATHERINE MOODY, RESIDENTIAL OFFICER- WAKING NIGHTS

Katherine has over 5 years' experience of providing care to both children and adults with a variety of needs in their own homes. Katherine has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



JILL BEWICK, RESIDENTIAL OFFICER

Jill has over 18 years' experience in various care settings, supporting individuals with a range of complex needs. Jill has a Level 2 NVQ in Health & Social Care and has completed all mandatory training. She is currently undertaking the Level 3 Diploma in Children & Young people.



BARBARA BUTE, PART TIME RESIDENTIAL OFFICER

Barbara has worked in care services for 11 years and has a Level 2 & 3 Diplomas in Health & Social Care. She has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people. Barbara also has a son with a mobility disability.



SARAH DAVISON, RESIDENTIAL OFFICER - WAKING NIGHTS

Sarah has worked in the caring profession for over 6 years and holds Level 4 Diploma in Social Work with Children and Families and NCFE level 3 in Palliative Care. Sarah has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



JESSICA NICHOLS, SUPPORT WORKER

Jessica has experience working in home care and services for people with physical disabilities as well as working in a hospital environment including children's wards. Jessica has a Level 3 Diploma in Health & Social care and a degree in Social Inclusion which covers aspects of law and legislation as well as child development. Jess has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



MICHELLE HODGSON, SUPPORT WORKER

Michelle has over 17 years' experience in both child education and adult social care. Michelle has cared for children with complex needs and holds a National Nursery Nurse Diploma and also has experience of using Makaton. Michelle has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



MARGARET GILLS, SUPPORT WORKER

Margaret has a NVQ Level 3 in Children's Care, Learning & Development and is experienced in the care and developmental needs of children, with 11 years' experience in a nursery setting. Margaret is currently undertaking the Level 3 Diploma in Children and Young People and has completed all mandatory training.



KATE BARRON, SUPPORT WORKER

Kate has a degree in Early Childhood Studies and has a range of experience working with children in different settings such as Nurseries, Schools and Summer Camps in America. Kate has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



NICHOLA MASON, PART -TIME SUPPORT WORKER

Nichola has worked for 10 years in a registered residential children's service supporting children on the Autistic spectrum. Nichola has personal experience of complex health needs having cared for her late daughter. Nichola has a NVQ 3 in Health & Social Care for Children and holds an A1 Assessor qualification in Health & Social Care. Nichola has completed all mandatory training.



LISA MOTE, SUPPORT WORKER (Maternity Leave)

Lisa has a BTEC in Early Years Studies and a BA (HONS) in Childhood Studies. Lisa has worked in a registered children's home supporting children and young people who have complex disabilities, behaviours that challenge and accompanying health needs. Lisa has completed all mandatory training and is currently undertaking the Level 3 Diploma in Children & Young people.



JEAN NOBLE, SUPPORT WORKER WAKING NIGHTS

Jean has over 23 years' experience in caring for her late daughter who had a range of complex disabilities and health needs. Jean has undertaken all mandatory training and is currently undertaking the Level 3 Diploma in Children and Young People.

There are currently a number of vacant post.

Details of the registered provider and registered manager

The Registered Provider is:

Sunderland Care and Support Ltd.
Children's Service
Carrmere Road
Leechmere
Sunderland
SR2 9TQ
Tel: 0191 5618950
Email: info@sunderlandcareandsupport.co.uk

The Responsible Person is:

Qualifications:

Registered Social Worker
(SW24920), BSc open units -
Managing Care, Care,
Welfare & Community,
Social Policy, Welfare,
Power & diversity,
Business Environment,
Organisational Behaviour
Business law

Mr Philip Foster
Chief Operating Officer
Sunderland Care and Support Ltd.
Carrmere Road
Leechmere
Sunderland
SR2 9TQ
Tel: 0191 5618955
Email: philip.foster@sunderlandcareandsupport.co.uk

The Registered Service Manager is:

Qualifications:

Level 5 Diploma Leadership &
Management in Health & Social
Care - Children & Young People
Pathway; Foundation Degree
Working with Young People &
Young People's Services

Mrs Lisa Powton
Grace House
Bardolph Drive
Sunderland
SR5 2DE
Tel: 0191 5979191
Email: lisa.powton@scaschildrensservice.org.uk

Complaints Manager:

Mr Andrew Stone
Corporate Affairs
Sunderland Care and Support Ltd.
Carrmere Road,
Leechmere,
Sunderland
SR2 9TQ
Tel: 0191 5613304
Email: Philip.snowball@sunderlandcareandsupport.co.uk

Safeguarding Children Unit:

Mr Colin Morris
SSCB Business Unit
Room 13
Sandhill Centre
Grindon Lane

Sunderland
SR3 4EN
Tel: 0191 5617015
Email: sunderland.SCB@sunderland.gov.uk

NYAS:

Egerton House
Tower Road
Birkenhead
The Wirral
CH41 1FN
08088081001

Ofsted:

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 1234 234 - enquires

Children's Commissioner
for England:

Anne Longfield
The Office of Children's Commissioner
Sanctuary Buildings
20, Great Smith Street
London
SW1P 3BT
Tel: 020 7783 8330
Email: info.request@childrenscommissioner.gsi.gov.uk

Management Structure



9. CARE PLANNING

CRITERIA USED FOR THE ADMISSION OF CHILDREN TO GRACE HOUSE INCLUDING PROCEDURES AROUND EMERGENCY ADMISSIONS

Grace House offers specialist, high quality short breaks for children and young people aged between 5 -17 years 11 months, who have a complex physical and/or learning disability, complex health needs and who may have a life-limiting condition.

Within our short care packages we offer day care as an alternative to overnight stays, the day care can also act as a facilitator to children/young people building up to overnight stays.

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Due to the vulnerability of children who use Grace House we are unable to accommodate children with physically challenging behaviours.

When an enquiry is received by Grace House an initial assessment of need will be carried out by the Registered Service Manager or her representative to establish whether the child and young person's needs can be met at Grace House. If it is felt they can be met, then a referral is made to the child's Local Authority social work team for a Short Break Care Plan/CIN Plan Assessment to be undertaken and other appropriate documents collated.

When the referral is agreed:-

- All relevant health professionals will be contacted for specific health care plans and to arrange any necessary training for the staff
- A Key Worker and link worker from Grace House will be allocated
- The Registered Service Manager, Assistant Operational Manager or Senior Support Worker will liaise with the Social Worker and the child and family to arrange introductory visits
- The Key Worker and link workers will visit the child and young person's parents/carer in their own home or arrange for them to come to Grace House and complete the "All About Me" information which will form the Care Plan

Admission Criteria

The Short Break Centre complies with Sunderland Care and Support policies and procedures; to ensure that a safe high quality child centred short break service for the children and young people is provided. Short break care is defined in Regulation 52 of the Children's Homes (England) Regulations 2015.

1. Situation 1 - Under Section 17 Children Act 1989, in which case they are not looked after children, the 2010 Regulations do not apply and there is no requirement to appoint an Independent Reviewing Officer (IRO). A Child in Need Plan is required in accordance with the Assessment Framework. Reviews should be carried out at least every 6 months and more often if required; or

2. Situation 2 - Under Section 20 Children Act 1989, with short breaks of not more than 17 days each in the same setting (where the total number of placement days does not exceed 75 in any 12-month period). In these circumstances, the child is looked after, an IRO must be appointed, and a Short Break Care Plan drawn up. The 2010 Regulations are modified (Regulation 48), so that Looked After Reviews and Social Work Visits are less frequent and the short breaks are treated as a single placement; or
3. Situation 3 - Under Section 20 Children Act 1989, where the short breaks exceed a total of 17 days per placement/75 days per 12-month period and/or take place in more than one setting. In these circumstances, the child is looked after, an IRO must be appointed and a Care Plan drawn up. The 2010 Regulations apply in full, including the provisions on frequency of Looked after Reviews and Social Work Visits.

All admissions to Grace House are planned. A comprehensive assessment of need must be carried out to establish whether a child or young person's needs can be met in a short break setting. If so then a referral needs to be made to Grace House.

When bookings are being arranged, due regard will be given to:

- . The staff and the ability of the unit to offer adequate care and control
- . The potential adverse effects upon other children and young people
- . The mix of the resident group
- . The needs of the children

Crisis Admissions

Grace House does not accept emergency admissions for children who are not already known to us.

We expect that the majority of short breaks will be pre-planned, however, in order to be responsive to parents and family needs, consideration will be given to requests at short-notice for children already known to the service. A risk assessment of the current group of children and young people's needs will be carried out to determine whether the request can proceed and a decision made by the Registered Service Manager or their representative.