

# **TRUE FOCUS CARE**

CHILDREN'S HOME  
STATEMENT OF PURPOSE  
AND FUNCTION

**MELYN ROSE HOUSE**



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## **Introduction to True Focus Care True Focus Care LTD 12392375.**

ADDRESS: 120 Salem Road, Morriston, Swansea SA6 8NN.

Melyn Rose House is a six-bed detached dwelling located in the Morriston area of Swansea close to local amenities and a good public transport links nearby. The property is privately rented and is managed by a team of appropriately qualified managers and residential workers.

Responsible Individual: Tina Hawkins  
Registered Manager: Jacqueline Cooper

### **The Home and Background**

True Focus Care is a residential children's home providing short-term to long-term residential placements for children/young people, caring for no more than four children/young people at any one time. The home registration it to provide care and accommodation for children/young people with emotional and/or behavioural difficulties (EBD) and children/ young people with learning disabilities (LD). Between the RI and manager, we have over 40 years' experience working with children/young people with a learning disability and know the challenges that this can present. Through our experience we have an excellent knowledge on how best to support children/young people to achieve their goals in life. This may be around managing their behaviours or supporting them with their preferred communication we can do it. We have a passion around the transition for young people and getting it right for each young person so that they go into adulthood prepared.

We have experience in working with a range of young people with various complex needs and those whom may have been neglected or abused, such as sexual abuse, CSE, grooming, physical abuse, domestic, emotional, and criminal exploitation and gangs. The young people who live at True Focus Care Children's Home will have come from a range of settings and experiences, e.g. home, family/relative's breakdown, fostering breakdown, other residential homes. With support, guidance and assistance, we will support them to achieve their milestones in life, and prepare them for adulthood.

We will provide a holistic framework in which young person's emotional, cultural, religious, social, health and intellectual needs are continually met. Our perspective is that effective childcare has to encompass all areas of a child's/young person's life. Our approach has been developed through comprehensive understanding and application of guidelines from key governance such as: The Regulated Services (Service Providers and Responsible Individuals)(Wales)Regulations 2017 and The Statutory Guidance and Social Services and Well-being (Wales) Act. This includes working with multidisciplinary professionals engaged in the child/young person's life.

The home is located on a residential estate with nearby recreational facilities, local schools, parks, leisure centre and hospital with easy access to public transport and local town centres.

True Focus Care Children's Home provides placements for four young people of either gender. The age range is 8-17 years old on admission. The placement period will be dependent on the identified Care Plan and ongoing requirements of the child/young person.

The philosophy underpinning the work that we will undertake is too focused upon empowering and enabling individual children and young people to make choices within a safe and proactive environment, thus facilitating exploration of their growing awareness of themselves and their place in society. It is our belief that positive feedback and reward enhances self-esteem. We will therefore discourage negative behaviour by consistently reinforcing and encouraging positive attitudes and behaviours.

### **Accommodation and Sleeping Arrangements**

The home consists of six bedrooms; one bedroom will be used as the staff office, and another will be used as a staff sleeping room, this is just in case we require a sleeping staff member in the future. The other four bedrooms will contain a wardrobe, chest of drawers, bed, lamp and side table. One of the bedrooms has its own en suite and a dressing room, Depending on the young person's needs e.g. additional support with personal care this room will be allocated for the needs of the young person.

There are two communal rooms which contain a television, DVD player and sofa. Lounge and dining room will have a dining table, and the kitchen is fully equipped to enable young people to participate and develop their food preparation and cooking skills. There are two bathrooms and one cloak room which can be used by children, staff and visitors. There is a fully equipped utility room comprising washing machine, dryer, ironing board that can be accessed by the children/young people to encourage independence. There is a conservatory which will be used as an activity room, which will encourage children/young people to have free time but not isolate themselves to their bedrooms.

Each child/young person has their own lockable bedroom allowing for both privacy and security. Bedrooms are fully furnished and provide a space to relax and study privately. Children/young people are encouraged and supported to personalise and maintain their own rooms. For safety reasons staff can gain access to bedrooms and bathrooms if necessary. Where possible they will always request permission before entering a young person's room.

There is an enclosed lawn and patio area, which is accessible to the children/young people to spend time with staff to do outdoor activities such as gardening, BBQ's, or to spend time with other children/young people living at the home engaging in age appropriate games.

### **Our Vision**

We will provide young people with the kind of parental support and attention they may have missed, to help them to understand their emotions and how to better handle the consequences of those emotions. We will give them security so they can settle and actually feel safe for a while, so they can feel cared for without the option of running away from this feeling.

We will help them learn about themselves and the choices they can make for their future through everyday relationships with staff, adults and other young people. We will support and build their skills in learning at their school so they can gain qualifications and start to believe in their own ability to achieve. We will provide all the children/young people we care for with the necessary support so that they are ready, willing and prepared for adulthood as much as possible.

## **Our Values**

**We believe we should strive at all times:**

- To place children/young people at the centre of what we do and work together with them in making decisions about their lives.
- To be open, honest and genuine about our needs and those of the young people we care for in a way which each child/young person can manage and understand.
- To work in creative and innovative ways to achieve the best we can for our young people.
- To celebrate and recognise success with our young people as a result of informal or formal achievements

## **Aims**

We aim to:

- Work within the Care Plan as agreed with the Local Authority and to rehabilitate the child/young person within a family environment.
- Provide a committed and well trained staff team to deliver residential care in a stable environment which supports young people, their individual rights, their individual needs and encourages them to make positive choices to reach their potential.
- To provide opportunities for lasting change and to help the child/young person to overcome the limitations of their past.
- Provide a short to long-term residential care placement.
- To be as well informed and trained as possible, whatever our job at the home.
- To understand how best to build nurturing and caring relationships with children/young people who struggle to believe they are worth caring for, or place their trust in others.
- To support and care for each other as staff members and model better ways of doing this for our children/young people.
- To find hobbies, pastimes and interests that will continue to stimulate our children/young people outside our home, and help them see they deserve to be included in everyday activities that other young people enjoy.

## **Objectives**

- To deliver the service through a diverse, caring and skilled staff team.
- To offer opportunities for children/young people to access external services supporting their health, social and educational needs.

- To provide a positive group living experience, allowing children/young people to develop relationship and social skills.
- To enable either a return home or to develop skills for their future.
- To work alongside Families, Education, Health, Youth Justice and other bodies involved with the child/young person, to gain an understanding of their needs and plan for appropriate intervention.
- To provide clear care plans for children/young people throughout their stay, in conjunction with their social worker and family.
- To involve the child/young person in taking an active part in their care planning process.
- To act as “good parents” during the child/young person’s stay.
- To protect the child/young person’s rights: to choose, privacy, independence, respect, dignity, partnership and liberty, whilst developing their understanding of responsibility.
- To provide a quality and best value service within the expected standards and regulations, as required of the monitoring bodies.

True Focus Care Children’s Home will provide a safe environment for all its residents, meeting their requirements through individually tailored packages of care to address their presenting risks and/or social needs. True Focus Care theoretical or therapeutic model is the trauma recovery model and positive behaviour support, which will look at each child and their needs. The emphasis is on individualised care and the staff to child ratio. We understand that quality relationships between the children/young people and residential support workers are a significant feature in effecting change in children/young people, alongside a structure of routines, clear expectations, good parenting and safe emotional and physical containment.

True Focus Care will work with children and young people on their individual support plans, engaging them in their day-to-day activities, risk assessments and behaviour support plans where appropriate. True Focus care believes that all children/young people have the right to be heard and are supported in a way that meets their individual needs.

The children and young people will be consulted and listened to and encouraged to express their concerns about decisions which effect their lives and future. The children will be encouraged to set personal goals to work towards their outcomes and independence.

Through weekly consultation, the children and young people via a one-to-one key worker sessions and group house meetings will be able to participate in what is going well, what is not working and what needs to change.

Children and young people will be encouraged to participate in the running of the home, meal planning for the week ahead and activities. The children and young people are given the opportunities to discuss the day-to-day running of the home and any changes that they feel are needed. These suggestions will enable tailored support to each child to ensure maximum engagement is achieved.

True Focus Care work with children and young people from diverse backgrounds. Staff will actively research different cultures and religions to gain knowledge and understanding of how to best support an individual in these areas.

All children and young people will be supported to attend there place of worship if they wish. Staff will transport and support the children and young people to do so.

Any communication issues that are identified will be addressed in the individual support plan, staff training will be accessed and equipment to be sort to support the child/young person to communicate effectively.

### **Referral and Admission**

When considering the admission of a child or young person compatibility assessments will be completed by the manager involving the social worker's. Attention will be paid both to the child/ young person's needs and background and to those of the children/ young people already within the home to achieve a balanced and harmonious group.

Children of any ethnic origin or religious background may be placed within the home.

True Focus Care is committed to communicating with the children/young people, their families and our staff in the language of their choice. We undertake an individualised approach to care planning which takes into account language and communication needs and preferences, so we can best meet the needs. We have a Welsh language policy that outlines our commitments in relation to the Active Offer As part of our 'Active offer', we will:

- Adopt and implement the 'active offer' information pack, as provided by welsh government.
- Create a culture in our home which actively promotes the welsh language alongside the English language.
- To recruit welsh speakers where possible to meet the needs of the children/young people using our services; and encourage and promote basic welsh language in the home.

Children may either be accommodated by a local authority under Section 76 of the Social Services and Well-being (Wales) Act 2014 or in conjunction with Section 31 of the Children Act 1989.

An Admissions\_Form will be emailed to the placing authority who will be required to complete and return this to True Focus Care prior to a child being placed.

Emergency referral where a child/young person needs to be placed earlier than planned 24 hours after an initial referral, their situation will be reviewed as soon as possible, and in any case, within 72 hours of admission (including weekends and holidays) to ensure that the child has been appropriately placed.

Emergency referrals will not be accepted unless there is suitable staff availability to support the child safely. This includes ensuring that all necessary equipment, vehicles, clothing, are ready so that the child will not experience unnecessary distress or disruption. In most situations, the child should be engaged within their transition to a True Focus Care home. We would expect the placing authority to actively support with this transition period as much as possible.

Children will always be given written and verbal information about the home

at the earliest opportunity. This will include rules and expectations; that they may be held (restrained) for their own safety (in agreement in individual care plans) and about how to complain.

Staff will have specific instructions on managing emergency referrals in a calming way. It is recognised that pertinent information may have to be patiently repeated to the child/ young person as they may be non-receptive to engagement. The priority will be to ensure that the caring message of roles and responsibilities of True Focus Care are communicated with the child/ young person.

Children will be encouraged to bring special possessions or photographs with them to personalise their room at the home for the duration of their stay.

For some of the children/young people being placed at True Focus Care they may be placed out of their own area.

An 'About Me' book will be completed for each child/young person detailing how best to support them.

There is a focus on how contact with their social worker, their family and other significant people will be addressed.

We will only accept referrals where we consider that placement at True Focus Care will make a positive contribution to that child/young person and his/her future life.

We will always consider how the placement of a particular child/young person would affect the dynamics of the group of children/young people in placement.

We will consider each child, and their particular needs and vulnerabilities.

We consider the group interests and the interests of each individual child.

Care at True Focus Care is very child focused; with an emphasis on individual direct work with the child/young person through key working. We will have detailed weekly reports for each child/young person, and regular reviews of Placement Plans and risk assessments.

The children /young people will be discussed individually at the daily handovers, and during the monthly team meetings.

There will be detailed and considered debriefing after any incidents.

All staff will receive regular structured, professional supervision.

All this goes to ensure that at True Focus Care we never lose sight of the needs of the individual child.

## **Complaints**

Children/young people living at True Focus Care are made aware of how to make a complaint if they are unhappy with any aspect of living in the home, and what the procedure entails. They will be made to feel able to make a complaint and are supported throughout the process. Any complaint is addressed seriously and without delay and the complainant kept informed of progress. True Focus Care has a comprehensive complaints procedure that is detailed in our policies and procedures manual. The complaints policy is available in the office for, accessible by all staff and can be provided on request.

This procedure, which covers all children/young people (and their families) involved with True Focus Care may be used to

- Challenge decisions made at True Focus Care
- Raise issues about the standards of care
- Ensure action is taken about alleged infringement of rights, abuse or ill treatment (including bullying)
- Secure consideration of the homes policies and practice.

We also have a complaints guide for children/young people, written in accessible language. This is included in our Young Person's Handbook. Key workers must ensure that children/ young people fully understand the complaints process. Children/young people are also supported in being able to raise complaints through social services, Care Inspectorate Wales & the Children's Rights Commissioner.

CIW will not investigate individual concerns/complaints, but they will be dealt with according to CIW processes.

### **Contact Details for the Appropriate Officer of the National Assembly**

Care Inspectorate Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ  
Phone us: 0300 7900 126  
Email us: [CIW@gov.wales](mailto:CIW@gov.wales)

### **Contact Details for the Children's Commissioner for Wales**

Sally Holland  
Children's Commissioner for Wales  
Oystermouth House  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS  
01792 765600  
[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

## **Governance and Quality Monitoring**

Under the regulation act the Responsible Individual will have duties which include a requirement to supervise the management of the service including the appointment of a suitable and fit manager.

The designated person holds accountability for both service quality and compliance and ensure that there is a clear chain of accountability linking the corporate responsibility of the service and the responsible individual with the role of the manager of the regulated service. The Registered Individual will notify any significant events, outcomes of inspections, audits, Regulation 73 visits and quality of care reviews to the service provider.

The Registered Manager will oversee and monitor the service in order to ensure that it operates safely and effectively for the individuals receiving care and support.

The Registered Manager will be responsible for the day to day leadership of the service and will report to the Registered Individual.

The service will be regularly reviewed through monitoring, in order to improve quality and care of the support being provided.

The registered Manager will monitor activities within the home on a monthly basis.

The staff will have comprehensive documentation to complete daily regarding the running of the home.

The Registered manager will review the documentation completed by staff and produce a monthly quality assurance report.

The Responsible individual will review all monthly reports and all practices and documentation within the home to produce a report. Any issues that are identified with in the report will be responded and addressed by the registered manager.

The Responsible Individual will provide monthly supervision sessions to the Registered Manager.

On a quarterly basis the Responsible individual will attend the home and conduct an inspection regarding the quality, safety, and effectiveness of the service. During this inspection children, young people, staff and other stakeholders will be consulted about the service and their views.

A Team meeting will be held at the home on a monthly basis providing opportunities for staff to discuss their views, issues or concerns and good practice stories.

The Team meeting will be a valuable tool for the service where staff will be able to discuss a consistent approach in how care is being provided , what needs to improve and an opportunity for staff to ask any questions.

The home will have policies and procedures in place to support managers and staff to achieve the aims of the service and support individuals to achieve their personal outcomes.

The Care Inspectorate Wales will be carrying out regular inspections of the home to review the service being provided.

The Inspections will provide feedback on the home, which will highlight areas that are working well and areas for improvement.

All feedback will be acted on by the registered manager and documented within the home.

Feedback will be actively sought via feedback questionnaires which will be provided to the children/young people, parents/guardians and social workers.

All complaints will be recorded and monitored by the Registered Manager and Responsible individual. Complaints policy will be available upon request.

## **Keeping Our Children Safe and Protected**

### **Safeguarding**

True Focus Care is committed to promoting and prioritising the welfare, health and development and protection from harm of children placed in our care. Child Protection is central to our operational philosophy and ethos of the organisation and in all cases where child abuse is alleged or suspected relevant information will be accurately documented and shared with required parties.

All child protection matters are initially dealt with by relevant inter-agencies under section 47 of the Children Act 1989 in accordance with further direction from Section 6 of Social Services and Well-being (Wales) Act 2014.

Staff will all be required to undertake a DBS check before commencing work at True Focus Care to ensure they are safe to support the children placed in our care.

Staff are supervised, supported and monitored. There will be clear lines of communication should any staff have any misgivings about any aspects of practice.

There is a whistleblowing policy stating lines of communication if any staff have concerns of any aspect of practice.

All staff will receive training in child protection procedures and whistleblowing upon induction.

Staff will be advised of the importance of not asking, what might be interpreted as leading questions to the child.

Any Staff failing to report abuse or suspicions of abuse, amounts to gross misconduct under our staff disciplinary procedures.

A copy of All Wales Safeguarding Procedures 2019 will be accessible within the home.

True Focus Care own complementary Safeguarding procedures are set out in the written guidance to staff. Concerns about child protection issues are reported to the Manager or on-call Senior, if the Manager is not available. The person receiving the concern will have the responsibility to make any referral to the Child Protection team. The child's Social Worker will also be informed.

### **Risk Assessments**

All risk assessments are formulated using information obtained from Social Services, the child, parents, carers, previous placement etc.

The child's/young person's risk assessment document is reviewed and updated by the key worker at regular intervals during placement.

Continual and changing risk is a key factor to the child's/young person's independence of our services.

## **Promotion of health care**

It is recognised that many children or young people who enter residential care may not have had continuity of medical and dental care and it is our policy to ensure that health needs are assessed, monitored and met. We will support children and young people to understand the importance of health care and learn to take responsibility for their own health in an age appropriate way.

We will ensure that health, dental and eyesight checks and assessments are carried out in accordance with the regulations. Health needs are actively considered at every review and on a continual basis for the children/ young people that True Focus Care support. In addition to this, we actively promote the health care of the individual in the same way that a caring parent would do. Staff will be trained in the deliverance of first aid when required at the home. A young person over 16 years of age or of sufficient understanding may give consent to his or her own medical treatment.

An individual Health Plan will be drawn up for each child/young person, which will be regularly maintained and reviewed.

Parents or those with parental responsibility are routinely kept informed of their child's state of health, however in the case of an older young person who has sufficient understanding, any request for privacy is taken into consideration.

Local GPs, dentists and opticians are used, bearing in mind the wishes of the individual and his or her parent or those with parental responsibility. Close cooperation is sought and promoted between the parties.

Accurate and contemporaneous health records are kept for each child/young person. When a young person leaves True Focus Care we ensure that relevant health records are forwarded promptly to efficiently share information to keep the child safe.

## **Medication**

Medication will be securely stored and handled. In the case of young people over the age of 16 or of sufficient understanding, they are entrusted with the retention and administration of their own medications. Where these are suitable for self-administration, this will be risk assessed. Administration of medication by staff will be recorded, logging the date; time; dosage; reason for use of medication and signed by the member of staff. All staff will receive administration medication training annually, and all will have competency assessments carried out by the manager on an annual basis.

## **Unauthorised Absence**

True Focus Care has a detailed written procedures for dealing with children/young people missing from the home.

In addition to this there is a risk assessment for each individual child/young person detailing the likelihood of the child attempting to abscond; and the risk of harm to the child/young person and others should he/she go missing. The risk management strategy will include levels of supervision, and action to be taken should the child/young person go missing.

In the event of a child or young person being absent from True Focus Care without

authority an immediate record is made of the time and circumstances of the child's/ young person's absence and the senior staff informed. It may be appropriate in some circumstances to allow time for them to return of their own volition.

In most cases there will be an identified degree of risk to the child/ young person or others and accordingly efforts are made to return them as soon as possible. Depending on the circumstances, staff may look for the child/young person themselves. In most cases, they will also report the child/young person to the police as a missing person.

Social Services and (where appropriate) the child's parents are also informed. All the steps that are taken are recorded. On the child's/young persons return all relevant parties are informed of this. Staff will ascertain full details from the child/ young person as to where they have been, with whom and why they were absent. Should the police wish to interview the person an "appropriate adult" must accompany them.

Every effort is made to settle the child/ young person back into the home. If consequences are appropriate they are applied and recorded and all paper work completed and reported as above.

The child/young person is always offered an interview with an independent person, and consideration is given to whether the child/young person needs medical attention.

Any allegation of abuse within the home will be referred under the Safeguarding Procedures.

## **Sexual Health**

It is generally accepted that young people will receive sex education and information in school as part of their PSE curriculum. At the home we aim to create an open, mutually respectful environment, where sexual matters in the broader context of appropriate relationships can be discussed, so that young people feel free to ask questions either individually or in a group situation. We try to ensure that young people are able to develop a healthy and responsible attitude to sexual behaviour. Where appropriate we will engage the assistance of other health professionals.

## **Mental Health and Emotional Well Being**

Children and young people who are looked after away from their family of origin have usually experienced loss and disruption in their lives, others have had to cope with trauma and abuse. Many of these children/young people show remarkable resilience given the experiences they have had, others go through periods when they may struggle with the challenges of home life, school, relationships with peers and developing their independence and sense of who they are. There is a high prevalence of mental health difficulties amongst this group of children and young people and concerns about their access to appropriate, effective and timely support. At our home we will work to promote the children/young people's mental health and emotional wellbeing, support those who experience emotional distress or develop mental health problems. We will ensure that where there is an identified need, children/young people who require the input of CAMHS or any other mental health or therapeutic support services, referrals will be made in consultation with the placing social worker and child/young person. Access to CAMHS, psychiatric services or any other specialist provision would be via the protocol of each individual service. Any

specialist service required would be agreed with the placing authority as there may be an addition fee required by the external agency concerned.

### **Smoking, Drug and Solvent Misuse**

Leaflets and posters will be available, but care is taken to ensure that these are not evident in the living areas of the home. Information about smoking and related illnesses and preventing drug or solvent misuse is available. Opportunities to discuss these issues with the young people are catered for within group meetings, taking a pro-active approach rather than waiting until there is a problem. The home will promote positive links with agencies in the community and voluntary support networks. If a child/young person is placed at True Focus Care with drug or alcohol related difficulties, clear strategies will be discussed prior to the admission on how these needs will be met and supported. Links will be made with the Local Authority as to what resources and support mechanisms are available to support this work. In addition, links with the host authority's drugs and alcohol teams will be established in order to fully support the children/ young people placed in our care. Any risks will be appropriately assessed and identified with strategies deployed on how to manage those risks. The home will work closely with the police to educate and support any young person who is engaging in drug taking/substance misuse as well as reducing the possibility of criminalisation.

### **Bullying**

Consequences are imposed for bullying. Children/young people will participate in agreeing the appropriate consequence to be imposed.

Staff will promote respect for others, and this will be included in the children's brochure.

Staff will be trained in how to respond to individual incidents of peer aggression to ensure that a strongly disapproving message of the behaviour is sent without alienating the victim from his/her peers.

Staff will be aware of transitional times where bullying is more likely to happen, and are vigilant.

'Horseplay' and 'play fighting' are not tolerated.

## **How We Support Our Children**

### **Positive Relationships (Supporting Contact)**

True Focus Care has a significant role to play in making contact arrangements work by assisting the Local Authority to come to informed decisions about contact. True Focus Care are committed to supporting children and young people in maintaining positive relationships with significant others, this could be facilitating informal contact between the child and others.

Where children are placed outside their home area, there is specific focus on practical arrangements that need to be put in place to ensure that children maintain supportive contact with their social workers, with their families and friends within their home area.

Arrangements for contact, and any restrictions in contact, will be agreed with the Local Authority prior to admission. We will record details of contact visits within accordance with the regulations, these will form part of the case record and be available to the Local Authority. We will keep the Local Authority informed of our views on the contact arrangements.

Where restrictions on contact have been agreed (e.g. that it should be supervised) True Focus Care will provide the necessary staff.

Contact with family members is particularly encouraged provided this is included in the child's Placement Plan.

Under no circumstances will refusal or restriction of agreed contact arrangements be used as a consequence.

Where a child or young person refuses contact we will discuss this with them and offer active listening opportunities but will not facilitate contact against their expressed wishes. In such cases, a referral will be made to the placing authority.

### **Advocacy**

Staff at True Focus Care can be an advocate for children and young people living in the home to support them to have their voices heard.

However, there may be circumstances that an independent person may be required the children/ young people will be supported to access the following services

Tros Gynnal - Swansea, Neath and Port Talbot Advocacy Service

A children's rights organisation which offers an advocacy service for children and young people.

Tel: **01656 669 354** or Freephone: **0800 328 7289**

Meic Cymru

Advocacy, information and advice helpline for children and young people in Wales

Tel: 080880 23456

### **Anti-Discriminatory Practice & Equal Opportunities**

True Focus Care is committed to promoting anti-discriminatory, anti-oppressive practice and children's rights. We will provide equal opportunities to both

children/young people and staff regardless of their race, ethnic origin, gender, gender identity, disability, sexual orientation or sexual identity.

All staff are expected and required to fully promote True Focus Care's policy on equal acceptance of the diverse religious and cultural elements of daily living within the home and within society.

It is recognised that resident children/young people and their visitors may, through life experiences, harbour their own intolerance to others and may respond inappropriately. Such intolerance will always be addressed sensitively and in an age appropriate way.

However it will be addressed whatever the circumstances.

There is advice in the Children's Guide that True Focus Care requires respect and will not tolerate abuse or bad language.

Children/young people living at True Focus Care will be involved in setting consequences for discriminatory language or behaviour.

Although we believe in freedom of expression it is critical that racist/sexist and otherwise discriminatory remarks are always addressed. Staff must be positive and appropriate role models, and would be failing in this if such behaviour went unchallenged.

We have a firm policy of promoting tolerance for religious and cultural diversity and seek to ensure that children are aware of and respectful of the individual's right to follow their own beliefs in their own way and supported and special attention will be given to ensure that dietary and other particular needs are met.

We recognise that children from minority groups have particular needs relating to their racial origin, identity, cultural background, religious beliefs, language, diet and customs. Consideration of these needs, and in particular, how we can meet these needs of the child/young person is our prime concern at the referral stage. If a child/young person has a particular need that True Focus Care is not able to meet then we will only admit that child/young person into our care if relevant advice and support from an outside agency can be assured. This might include appointing an 'Independent Visitor/advocate for the child who could assist with informing best practice to support the child's/young person's needs.

## **Behaviour Management**

True Focus Care work with the children/young people following Positive Behaviour Support (PBS) model. All staff will receive training in their induction on managing behaviours. A behaviour support plan will be completed for all children/young people living at True Focus Care. The plan will be regularly reviewed with the child/young person, social worker and staff. Staff will follow the policy and procedures on behaviour management.

Physical restraint will only be used as a last resort and is proportionate to the risk of harm to the person's self or others. Any physical restraint will be recorded and records kept by the manager for future reference. If a pattern of restraint has been identified, this will be discussed with the child's/young person's social worker should further direction/review be required. All staff will be trained in Positive Behavioural Management theory and practical training which will involve the safe use of restraint. Theory will be delivered every three years and the practical training will be annually.

## **Involving the children**

Children/young people will be encouraged to speak to management about staff or any concerns that they have. They will have free access to their Social Worker and are encouraged to raise any concerns with the Regulation 32 Visitor.

Children/young people will have weekly meetings which will give each person a say what is working and not working within the home and how we can change it.

Children/young people will be involved in interviewing new staff, and will be involved in changes to our policies and procedures.

## **Hobbies & Activities**

Children/young people are encouraged to continue with any hobbies that they have when being accommodated at the home.

Children/ young people will be encouraged to join local groups such as youth clubs and are given the support they need to enable them to access these activities. All children/ young people will be encouraged to engage in hobbies and activities in and outside the home, this could be swimming, walking, horse riding, football etc. It will be discussed with the children/young people on a weekly basis what activities they would like to choose this will be recorded on a weekly planner. This is in the hope to support children/young people to develop structure routines within their weekly planners.

## **Education**

Wherever possible children and young people will remain in their mainstream school. Children/young people with special educational needs will be supported while living at True Focus Care. Staff will maintain good communication with the school to discuss progress and establish what area of support the child/young person needs. Where this is not possible, consultation with the education department will be undertaken to establish an alternative education provision. If a child/young person has been excluded and no alternative can be established a structured education programme will be put in place through the use of external services.

All children and young people will be encouraged to complete homework with support of staff. All bedrooms will be provided with a desk and chair for private study.

For young people leaving education, True Focus Care will discuss with the young person their aspirations for the future. Staff will help the young person to explore their options and assist them in accessing Careers Wales, local colleges, apprenticeships or job centres.

At True Focus Care, children/young people will be encouraged to work on their independence skills while living at the home to better prepare them for later life.

## **Review Arrangements**

All personal care plans are reviewed in conjunction with the child/young person. Social Worker, Key Worker, Advocacy (if required) and their families. This information will be fed into the young person's LAC review. The first LAC review with the placing local authority will be held within 4 weeks of a young person becoming looked after by True Focus Care. LAC reviews will be 3 monthly after that with the placing local authority. Within this process we will complete the consultation documents and advocate on behalf of the young people to assist with the meeting of their needs.

## **Health and Safety**

### **Fire precautions and Emergency procedures**

Fire and emergency procedures are in place within the home. A fire alarm system is in place and fire doors are fitted throughout the property. Fire alarms and equipment are checked weekly. A fire drill is carried out on a monthly basis and records will be maintained. The Fire System will be checked on an annual basis.

All children/young people will be made aware of the fire procedure upon admission. All staff will complete fire training as part of their induction process. A fire risk assessment is undertaken and reviewed on an annual basis. Personal emergency evacuation plans are completed for any child/young person that is identified as requiring additional support.

### **Surveillance that may be used in the home**

The children accommodated at True Focus Care may require a high level of supervision for their own safety. This has to be balanced with their rights to privacy. The child's/young person's risk assessment will contain all relevant details of risk in relation to the child/young person, others and the environment.

When children/young people are admitted to our care they will receive close supervision, remaining in eyesight of staff at all times, with the exception of privacy, time away and bed times.

The child/young person may work towards gaining free time away from staff for agreed periods. However, the caring and nurturing element will always remain. During the night the house is locked for reasons of safety of the property and door alarms are activated, to ensure that the child/young person is within the home and safe.

If a child attempts to leave the property or enter another room during the night then an alarm will sound. This allows the child/young person a higher degree of privacy, whilst ensuring that staff are alerted, should the child/young person attempt to abscond.

This type of surveillance, although specifically designed for the rational of safety, will be included in the particular Child's Placement Plan. Mutual agreements with the placing authority would be sought prior to the commencement of the placement for the use of this type of surveillance measures.

All children will be made aware of the use and purpose of door sensors, and that, depending on their placement plan and that of the other children in placement, these may be in use.

There are four external CCTV cameras to the front and rear of the property. These will be providing the security of the property.

In the early stages of placement the child/ young person is unlikely to be permitted free time alone outside of the home. If an area outside is chosen as a time away place, clear and consistent boundaries are always given to the child/young person. The information is shared between all staff and recorded on the child's placement plan, which is reviewed at regular intervals and any necessary changes made. Following individual risk assessment, children/young people may work to negotiated free time. The child/young person is made aware of his/her parameters and this is

communicated in an open and honest manner, ensuring that she/he understands the expectations.

We recognise that children/ young people are entitled to have their privacy respected, and as a basic human right, they will have opportunities throughout the day to have time to him/herself. The amount of time and location is monitored and agreed by staff and child/ young person so as to ensure she/he is safe.

It is the aim of True Focus Care to teach children/young people better, more effective ways of coping with a variety of situations by taking some responsibility for one's own space, actions, environment and time.

To achieve this philosophy the staff team work in partnership with the child/ young person to empower him/her into appropriate decision-making and taking responsibility for their actions by receiving a less restrictive support plan.

## **How We Support Our Staff**

### **Training Supervision Staff Development**

Staff supervision, training and development we fully recognise that our staff team forms the essential strength of our service and we are committed to supporting individual growth and development for our employees.

The object of supervision is to monitor individual performance against identified standards, support staff in their day-to-day work and develop them in their professional role, by offering advice, guidance and training.

All staff will have a supervision contract. All staff will be regularly supervised every 4-6 weeks by their line manager or a senior member of the staff team. The frequency of supervision is dependent upon an individual's role and level of experience.

The supervisor keeps a written record of supervision and the supervisee will have a copy.

Regular staff meetings facilitate sharing of information, developing skills and learning retrospectively from issues/incidents. The whole staff team at such meetings discuss key issues in the implementation of each young person's Care Plan.

All of the staff at True Focus Care will complete a comprehensive induction-training package and thereafter receive an annual appraisal.

Initial training will include:

- Health and Safety
- Fire training
- Record keeping
- Key working
- First aid
- Safeguarding children and young people
- Positive Behaviour Support/Positive behavioural management (Restraint will be covered in this training)
- All Wales Induction Framework
- Administration of Medication
- Food Hygiene

- Attachment Theory

True Focus Care aim to expand upon staff development with the incorporation of the following training opportunities for employees to best support the children in our care:

- Radicalisation
- Child Development
- Cultural Diversity and Equality
- Child Care Legislation
- Bullying
- Child Sexual Exploitation
- Complaints and Representations
- Self-Harm
- Sexual exploitation
- Planning Activities and Risk assessments
- Eating Disorders
- Understanding stress and its responses in troubled children
- Appropriate Adult Training
- Restorative practise
- Drug and alcohol awareness

The Responsible individual holds an NVQ level 4 RMA in adult services, QCF level 5 Leadership and management in Adult services. And has just enrolled to do units of the QCF level 5 In CYP.

The manager holds a NVQ level 3 in CYP pathway and NVQ level 4 in management. She has just enrolled to complete QCF level 5 in Leadership and management for CYP.

All staff will be enrolled on the level 3 Diploma in Health and Social Care with Children and Young People depending on their position within the company but only after completion of induction training and successfully completing their probation period. The home will also on a needs basis access additional training to ensure that staff are able to meet the needs of young people that may lie outside their normal training and experience.

The home will work on a rota basis where there will be 2 staff during the day and 2 staff awake in the night. The staff will work on a 12-hour shift pattern. Providing support for the day to day needs of the Children/Young People.

## Staff Structure

