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| Statement of Purpose**Milton Keynes** |

***‘We provide a safe and nurturing home for children where they can receive specialist care and therapy, allowing them the opportunity to reach their potential and thrive’***

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**Quality and Purpose of Care**

White Orchid Care offers therapeutic residential care to children across our two residential homes, which are based in Milton Keynes and the other in Marston Moretaine. Additionally, we provide outreach support to children. This statement of purpose relates to our Milton Keynes children’s home. If you are interested in receiving further information relating to our Marston Moretaine home, please contact us.

Children we care for

We provide a residential home for up to 4 children of either gender, currently aged 07 - 15 years. At the point of referral our maximum upper age limit is 12 years.

We care for children who have experienced a difficult childhood involving some form of trauma and who are not currently able to remain living with their families. The children we care for have a range of needs, they may:

* Display complex behaviours that can make it difficult for them to be cared for within a family setting
* Function at an earlier developmental level than their chronological age suggests
* React powerfully to sensory triggers related to their trauma by becoming hyper aroused or dissociating, often below the level of conscious awareness
* Struggle to develop regulatory skills needed for learning and social relationships
* Suffer with a range of attachment disorders or conditions such as ADHD
* Need a high level of therapeutic intervention to enable them to form successful relationships and process past experiences
* Have learning difficulties
* Struggle in a variety of settings including school
* Require a tailor-made education provision
* Have emerging mental health issues
* Need direct therapy and input from health services
* Be at risk and vulnerable to exploitation, for example misuse of drugs, alcohol, gang/criminal activity, and sexual exploitation
* Have suffered traumatic experiences, including as a result of abuse
* Find living in a family setting such as foster care difficult to cope with
* Display behaviour which requires a high level of supervision to ensure their/others safety

As a result of their experiences it is likely that the children, we care for will have experienced multiple placement breakdowns. At White Orchid Care we specialise in providing the child with a stable and consistent home where they can feel safe and wanted.

We work with children who have a variety of care plans including; adoption, long term foster care, long term residential care and reunification to birth family. Regardless of a child’s care plan we will offer the highest level of support and intervention to enable the best possible outcomes for the child. We tailor make our service packages to meet the care plan needs of each child and will offer additional services including parenting work, transition support, ongoing support to long term placements and assessment. The creativity and bespoke services we offer combined with close partnership working with placing authorities significantly aids successful outcomes for children in our care.

In addition to a residential service White Orchid Care provides an outreach service. This caters for the same range of needs described above with the variation that these children will be living within foster care, still at home or have returned to the care of their families from our residential provision. The children can be aged from 0-16 years and of either gender. We work in the same creative way as we do within our residential setting offering individualised packages of support, guidance and assessment to support the placing authority in achieving the best outcomes for the child.

Our ethos

 *‘We provide a safe and nurturing home for children where they can receive specialist care and therapy, allowing them the opportunity to reach their potential and thrive’.*

We believe that every child, no matter what their experiences or background, has the right to the best opportunities and outcomes in all areas of their lives. We feel that residential care can be a positive step for some children in avoiding multiple moves and offering stability and security. We are passionate that residential care should not be an institutional experience; it should be a warm and nurturing space where children can learn what a safe family home can feel like. Where they will be accepted regardless of their behaviour, will be respected as individuals and will have a team of nurturing carers who will meet their needs. It should be an environment where they can be children and experience all of the positive’s childhood has to offer whilst being supported to deal with the challenges they have faced. White Orchid Care holds these beliefs at the core of everything we do and believes this is what helps us achieve excellent outcomes for children.

The main outcome we wish to achieve for children is permanence within a safe and secure home and the opportunity to reach their potential. As detailed above we work with a range of needs and care plans so permanence may be different for each child for example it may be a return to birth family or to move to foster care. In order to achieve this, we work towards contributing outcomes including, for children to be able to understand themselves and their emotions, express themselves safely, access education, develop independence skills and form positive relationships. All of these outcomes will contribute to a future where they are able to enjoy, achieve, feel safe and content and be successful in their journey to adulthood.

In 2018 Oak Fostering was set up in order to compliment the work within the homes, the idea being that when a child is family ready, we can help to search, approve, and train our own foster carers. We believe that knowing the children and seeing the progress they make puts us in a strong position to carry out family finding in order to try and secure matched placements. The purpose of Oak Fostering is to provide long term foster placements using White Orchid to support and help the children transition. We believe that this model of practice provides children with foster homes where they are looked after by skilled carers who have undergone similar training and are fully supported by White Orchid Care with carers who know the children well. A holistic approach which so far has had excellent outcomes for the children we have placed.

Our service recognises that many children will arrive having just suffered a crisis in their life, whether this be a placement breakdown or removal from birth family and we will provide them with a feeling of safety and containment and allow them to settle. We believe that providing children with a consistent and nurturing environment can allow them the opportunity to look at what they may be struggling with and come to terms with the journey they have experienced. We will seek to really understand their journey and trauma and consider what factors have impinged on their development. Learning what did not work in the past is crucial and at White Orchid Care it is the adult’s responsibility to understand the child’s past and care for them accordingly. We seek to address any of the vital building blocks that children may have missed out on through direct work by skilled carers, individual therapy, access to a range of experiences and consistent support.

The relationship between the children and the adults is crucial in the effectiveness of our provision, children need to have trusting relationships with adults, and we are proactive in building this type of relationship. We show and reinforce a caring message whilst being honest and open with the children in our care. We commit to the child regardless of their plan or behaviour and we reinforce that we accept them for who they are. We appreciate that for many children trusting adults takes time and courage, so we understand that it is a two way process and each child is an individual.

A significant factor in the success of White Orchid Care is the therapeutic setting it offers children. We have created an environment which promotes thinking, listening, reflection, understanding and development. We have a strong focus on developing our carer’s skills and abilities in understanding and responding to trauma. Providing carers with the space to think about their practice and about the children enables them to be more aware of how they manage situations and of why the children respond as they do. This enables them to continually develop as practitioners and to assist the children effectively to make positive changes. We believe that work to help children deal with trauma is not only carried out by qualified therapists, it can also be through therapeutic relationships which do not solely exist within a therapy room. For this reason, our carers whilst not being qualified therapists are trained to enable them to support children therapeutically. They have gained skills in a variety of therapeutic approaches including psychodynamic, resilience and attachment based. This range of training enables carers to use a variety of methods when caring for children who have emotional and behavioural difficulties.

In order to achieve our main aim of permanence it is imperative that regular consideration is given to where children reside in relation to the care continuum and if it is possible to progress them downwards. We provide a permanent home for the child but at the same time remain aware that we are working towards their set care plan that may in time enable them to move to an alternative setting such as foster care. Regular review and assessment are carried out to ensure this process remains live and children do not experience drift and delay. White Orchid Care have an approved service named Oak Fostering, this is a separate fostering service but was set up to enable our team to select, train and support our own foster carers who have been selected for our children. The idea is that once a child has made the progress needed to return to foster care, we can provide the same level of support and package as they make the transition.

If permanence is to be successful it is vital that the progress made within placement is not lost and the techniques and strategies that have proved effective are replicated. If it is appropriate to move the child to a foster family then we help to find foster carers whose skills match the child’s needs, who are knowledgeable and skilled in caring for children who will be challenging and who will work in partnership with White Orchid to enable a smooth transition. The foster carers spend time alongside the workers in the home to care for the child, thus allowing them to gain a greater understanding of the child’s needs and the therapeutic responses that have been effective. This process takes place at the child’s pace and when both the child and foster carers are ready the transitions into the foster home begins. White Orchid will play a lead role in this process and once placed will offer an agreed package of ongoing support.

This form of outreach is also available to placements which have not been placed within our residential care homes, for example a foster placement which is at risk of breakdown. This service continues to fall in line with our aim of providing permanence to children. The aim of our interventions would be to stabilise the placement by utilising the same strategies and principals as those used within our residential setting. In the same way the outreach service is tailored to the individual needs of the child and can be designed to suit the placements specific needs. This enables each carer and referring authority to create a bespoke support package which can include practical support, 24 hours on call response workers, training and reflective sessions for carers, therapeutic sessions, life story work and direct work with children.  We will build a relationship with the child so that when support is required the child is familiar with the adult and the carer is aware of how we will approach the situation and support them. We are also very aware that the child is in placement with the carer and therefore we work alongside them to ensure that we are seen as supportive and do not disempower them.

Fundamental to the success of both outreach and residential placements is the partnership working between White Orchid Care, the placing authority and other involved professionals. A key way in which we enhance this relationship is through effective communication, recording and reporting. We provide regular feedback to the social worker on progress, any incidents and will seek to contribute to care planning for the child.  We will provide assessment and progress reports and liaise to ensure the placement continues to meet the child’s evolving needs. We will attend reviews/meetings and work closely with all the professionals connected to the child.

Accommodation

Our home is a six-bed detached house on a housing estate. The front of the house includes a blossoming garden and blends well with the other houses on the street. Four of the bedrooms are for children, and each child has their own large bedroom which is personalised to their taste. Two of the rooms include an en-suite facility with the other two having access to the main bathroom. There are two staff bedrooms, one on the ground floor and the second on the first. We have a good-sized garden with space to house children’s pets and also to play outdoor games and have BBQ’s. In the garden we have a large summer house which has been converted into a sensory/relaxing room for the children to allow a further space the children can access. There is a large bright kitchen, a good-sized lounge and dining area, and a conservatory. A staff office is situated on the ground floor which uses an open-door policy so children can access staff and management with ease. Careful consideration has been given to the layout of the rooms to enable the children to have their own space if they need it but also to promote socialisation with the carers and other children. The home is maintained to a high standard with furnishings, photos and belongings creating a warm and homely feel. The home is regularly updated to ensure the best use of space and a well-cared for environment.

Location of the home

Our home is situated in Milton Keynes; this is a popular and diverse large town in Buckinghamshire, about 45 miles north-west of London with good links to the M1 for both North and South. We have worked closely with the local Police and other relevant professionals to complete an annual assessment of the location of the home.

Milton Keynes train station and coach park are a short drive from the home. Milton Keynes is bursting with different activities for children and there are some great outdoor spaces. The home is within easy reach of health services, shops, leisure parks and recreational centres. There are some excellent schools in and around Milton Keynes catering for a range of needs.

Our location risk assessment considers any local risks and how these are managed, please ask to see our assessment for more information.

Cultural, linguistic, and religious needs

Recognising, respecting and learning about a child’s religion, culture, ethnicity and linguistic needs will be the role of every adult caring for the child. At referral any information about these needs are discussed and included in care planning for the child. We will work with the child and where appropriate their family to ensure all needs in this area are met. We positively promote the children’s beliefs and values and have a culture within the home of respectful interest in different ways of life. We cater for any specific dietary needs, support attendance at places of worship and help children to learn more about their own and other people’s cultures and religions.

White Orchid Care works to an Equality and Diversity policy for both the children and adults. We endeavour to ensure that no person is discriminated against and that every individual is respected and given access to equal opportunities.

Complaints

We promote a culture where children, families and other professionals are encouraged to express their views and concerns with adults who will actively listen to them and work towards solving the problem. If a child wishes for another adult to express their views then this can be done via another carer, family member, independent visitor, or advocacy service. Children, families, and staff are reminded about their right to complain and are given information on how this can be done and what happens afterwards in their children’s/parent’s/staff induction pack.

White Orchid Care understands that children can find it difficult to complain when they are not happy, especially against those who care for them so we have in place a locked box where children can write their concerns, complaints or views down and post it. At a suitable time, children are encouraged to talk about them with an adult of their choice and/or the manager. Children also have access to a phone which they can use to complain to an outside service such as the placing authority, Ofsted, or Child Line.

White Orchid Care has a Complaints policy which can be accessed via the website or a copy can be requested from the manager. The policy gives detail explaining that all complaints will be logged, including how it was dealt with and by whom. It also includes information about addressing complaints made about the manager or the owners and external bodies where complaints can be heard.

If you wish to make a complaint please contact the registered manager of the home, Sam Wallis.

Tel: 01908

Email: samanthawallis@whiteorchid-care.com

Email: samanthawallis@whiteorchid-care.com

Or the Director Debbie Bavister.

Tel: 01234 767432

Email: debbiebavister@whiteorchid-care.com

If you wish to complain to an external body, please contact:

* Ofsted

Regulator for Children’s Residential Care Homes

White Orchid Care URN: SC465588

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

* Child Line – 0800 1111

* NSPCC - 0808 800 5000

Access to our policies

Any White Orchid Care policy is available upon request. All staff have access to the full range of policies in the home and can use these freely. In addition key policies can be found on the White Orchid Care website www.whiteorchid-care.com

In line with the new guidelines in relation to GDPR please see our Privacy Policy which details how and why we hold personal data in connection to our staff and the children living within our homes.

**Views, Wishes and Feelings**

Consultation

At White Orchid Care we encourage all children to use their voice and be part of the decisions that are made. Carers will actively seek children’s views on day to day topics to ensure they feel they are respected and valued members of the home.

Every week the children come together in the Children’s Meeting to think about things that impact on them, share experiences and make suggestions to improve the home/their care. Whenever there are changes within the home that affect the children, the carers share the information and ask the children how they feel about that change and where possible any suggestions or requests will be acted upon.

We formally consult with the children at least once a year using written questionnaires; this data is used to form the foundations for the service plan to ensure we are including the children’s views in overall service provision.

At White Orchid Care we promote the relationship between social worker and child and facilitate the child having space to speak to their social worker alone. The same applies to other visitors including IRO’s, guardians.

Children will be encouraged and supported to attend and take part in reviews and meetings held about them. They will be encouraged to complete the consultation forms for their reviews and if required help will be provided. It is our expectation that reviews meetings are held at a location that enables the child and their family to feel comfortable; the home can be used with prior notice. Where possible the manager will attend all reviews alongside the key worker to advocate for and support the child in sharing their views.

Anti-discriminatory practice

White Orchid Care is an anti-discriminatory service which will challenge any form of discrimination or bullying. Any form of discrimination, intimidation, physical behaviour, verbal behaviour or exclusion by a carer or child will be dealt with by the manager of the home and will be addressed within supervision, key work sessions and where appropriate the team meeting and children’s meeting. Incidents will be fully investigated by the manager and or a person selected by the manager. Interviews of all those involved may be carried out so that an accurate record of the incident can be sought, and action will always be taken to address the behaviour. Full details can be found within the Equality and Diversity policy.

Children’s rights

White Orchid Care promotes children’s rights and helps children to understand what they are. Details of this are contained within the Children’s Guide and also discussed in day to day conversations. The guide contains contact information and guidance on their rights, advocacy services and the Children’s Rights Commission. All children are reminded that they have a right to gain access to an independent visitor via their placing authority and we encourage children to make best use of this.

**Education**

Supporting educational needs

All children who live at White Orchid Care will be supported to attend education and where possible will go off site to do so. We believe that accessing education outside the home is best for the child as it widens their world and social opportunities, however where there are cases where it is felt that tutoring at home would be in the best interests of the child, this will be supported.

We recognise that for many children mainstream school is not appropriate and that they require a different type of schooling. We therefore work with education provisions like Active Support and Supply Teaching to help children access education. We aim to rebuild their interest in learning through 1:1 tutoring and allow them to enjoy being alongside other children in a safe and contained way.

Where needed, our carers will remain with the children in their education provision to help them feel settled and safe.

All children who attend any special provisions have an education plan agreed between White Orchid Care, the placing authority, parents, and the child. This ensures that everyone has an input and is clear how we can best meet that child’s education needs.

Access to education

Within the local area there are a number of good schools, at the referral point we can provide details of local schools which will meet the child’s needs if there is a need for them to find a new education provision. We are happy to take on the task of requesting a placement with the school and working alongside the advisory teacher and education department to secure the placement and transfer the child. White Orchid Care will always transport children to and from school and feel this is an important part of helping children feel safe, cared for and helping them to fit in with their peers.

Promoting education

At White Orchid Care we believe that every child starts fresh, they have an opportunity to move on from any negative experiences they may have had within education. The aim is to ensure that they feel included and interested and that they can study vocational courses as well as the core curriculum subjects.

In addition to school, homework, reading and informal education opportunities are promoted daily by carers within the home. There is a culture of positivity around learning and the value of this and children will have access to books and other resources to promote ongoing learning.

**Enjoyment and Achievement**

Activities

At White Orchid we promote an active and engaging lifestyle for the children we care for. We try and find a balance between organised activities and low-key time around the home in order to try and replicate a family setting. Carers and children engage in a range of experiences including walking, visiting parks, bike rides, skateboarding, playing board games, computer time, trips to the seaside, theme park visits, visiting farms and animal rescue centres.

On an average day at White Orchid Care children will be woken by a carer and assisted with any personal care that might be required. They will be supported to sit with others to have any meals and will be encouraged to cook and help set/clear away meals alongside the adults. They will have the opportunity to play, relax and spend time with others throughout the day. They will attend education throughout the week, and they will be encouraged to have hobbies and take part in things that interest them at other times. A child’s week will be planned to ensure that they have a realistic experience of how things might be within a family. They will have their own weekly routines and informally children will think about their week with carers to ensure they have a say in what they take part in and how often. Children will not be overloaded with activities; careful planning will ensure that they have a range of experiences and that each child has a balance of spending time in the home together and individual time.

All children will receive pocket money; the amount is dependent on the age of the child. Children will be encouraged and supported to buy suitable things with their pocket money. They will be provided with plenty of clothing and equipment that they might need for school. At White Orchid Care we encourage children to take part in shopping for their own belongings but if they are not happy to do so, carers will always ensure they have the items they need.

External activities

As well as activities in the home White Orchid Care ensure that children gain a broad range of experiences by engaging in external activities. Daily shift plans and detailed school holiday plans ensure that a balance of activities is included. Children are encouraged to make suggestions of things they would like to do, and these ideas are incorporated into the plans. The local area offers a wide range of activities and we also travel further afield where needed.

White Orchid Care is fortunate to own a caravan in a beautiful part of England, so this is a resource that is available for children to access frequently throughout the year, even at short notice. This is something that can be a planned trip, or a last-minute reward. It may also be used where a child needs a bit of space and some quiet time away with carers. Each year consideration will be given to planning a summer holiday for each child, either to the caravan or somewhere else the child chooses. They might have individual trips with carers, or they may have a group holiday. We do aim for children to be taken abroad where this is possible to offer them a variety of experiences and cultures. All risk assessments and checks are carried out by White Orchid Care to ensure the safety of carers and children while travelling.

Clubs and hobbies

All children at White Orchid Care will be supported to engage in any clubs or hobbies that they would like to be involved in. A range of activities are on offer locally including trampolining, boxing, guides and yoga. We will work closely with any clubs or organisations to ensure that children are safe and fully supported and where needed will stay with them. Carers will take an active interest in the child’s activities and there will be a regular presence to ensure that the child feels supported. We will transport the children to and from any activity and if need be children will be encouraged and supported to use other transport means.

**Health**

Therapy

As mentioned above our focus is on enabling staff to work in a therapeutic manner with children whereby the every day approaches, language that we use and strategies we employ are delivered by skilled carers who are constantly building on their abilities. Our belief is that placing children into therapy sessions once a week will not always make long term changes in their behaviour, however therapy used alongside being cared for by skilled adults who understand a child’s world and the trauma they have suffered is much more effective.

At White Orchid Care we have a consultant child and adolescent psychotherapist, Simon Boots who offers direct sessions to children in addition to consultations with staff.

Simon is registered with the Association of Child Psychotherapists and British Psychoanalytic Council.
He is a member of the Association of Child Psychotherapists (ACP) and accountable to its code of ethics. The ACP is recognised by the Department of Health for accreditation of UK trainings in Child and Adolescent Psychotherapy. He offers psychoanalytic psychotherapy which develops understanding in a way which makes difficulties seem less overwhelming and therefore more manageable. When a child, young person or adult begins to feel more able to think about and understand frightening feelings and conflicts they become less burdened by them and will be more able to engage in rewarding relationships and activities.

Simon will assess the children’s therapy needs, agree a plan of therapy and who is best to provide it. Should all professionals and the child feel that they would prefer an alternative therapist or type of therapy this will be resourced with the help of Simon and other professionals.

The typical psychotherapy package is as follows:

* Collection of history
* Collection of birth parents’ history
* If appropriate meeting with birth parent
* Meeting with key worker, manager, staff team
* Meet with the child over 3 sessions
* Fortnightly sessions with the carers around working with the child
* Monthly sessions with the manager
* Review with carers and other professionals
* Written assessment completed by Simon
* Review the plan with authority and agree frequency of further sessions and cost

The cost of the package above is covered by White Orchid Care whilst using Simon as the child Psychotherapist; it includes the initial 3 sessions with the child. If it is agreed that further sessions are required, then White Orchid Care will fund one session per week and will expect any additional sessions to be covered by the referring authority. Should an authority require additional assessments not included in the above package then unless agreed in writing at referral stage this will not be funded by White Orchid Care but can be carried out at additional cost.

Monitoring therapeutic progress

At White Orchid Care we place great importance on regular reviews to ensure that we remain aware of children’s evolving needs, recognise progress, and provide a service that helps the child move forward towards the agreed aims.

At the point of referral, we will seek clarity about the placing authority’s aims for the placement and once the child moves in, we will begin with a thorough assessment of the child’s needs. Some of the areas we consider are understanding the child’s attachment, triggers to their behaviour, early childhood experiences and how these have impacted upon their development, and where the child is developmentally/socially/educationally. Our initial assessment combined with the agreed aims of the placement will form the basis of all work that takes place with that child and will inform keywork sessions and therapy planning. In conjunction with all other relevant people involved with the child we will regularly review progress in Assessment Review meetings. Following these meetings an Assessment Review report and therapeutic progress will be produced highlighting progress made, any changes to needs and recommendations in relation to advancing the child’s emotional development and how White Orchid Care will meet these.

Health and wellbeing

Understanding a child’s health needs is not only a key area for care planning but it is essential to ensuring that a child understands the importance of being healthy and how they can achieve it. Children who have had difficult early experiences often have limited knowledge on how to be healthy and why it is important. At White Orchid Care we include any health needs within the child’s care plan to ensure that both their physical and emotional health needs are met.

We access local health services and ensure that all children’s health needs are fully met. All young people are registered with a local GP and encouraged to attend regular health, dental and optician appointments. Whilst respecting the child’s rights to privacy, they are supported in seeking advice or assistance with any health issue.

In addition, we promote a culture of health and wellbeing encouraging healthy eating and access to physical activity. Like with all aspects of care planning, the amount of information we share and how much we expect children to do will be dependent on their abilities and age. Strong working relationships with local health professionals are imperative to ensuring the children at White Orchid Care receive a good service and to ensure that professionals understand the child’s individual needs.

All carers are trained in basic first aid, health and safety, food hygiene and medication and are aware of the permissions required and confidentiality procedures.

Homely remedies are kept within the home for use where needed/appropriate and prescribed medication is held and administered according to the Medication policy. In line with the policy medication is stored correctly and written records are kept of all medication brought into the home and when it is administered.

**Positive Relationships**

Family contact

Children who live within White Orchid Care will have individual contact arrangements and this will be discussed at the referral stage. Carers will ensure that they support the child prior to any contact, within the contact and after it has taken place. We understand that any contact with family members is an emotive time and needs careful handling. Where possible the same carer will be used to supervise the contact, this enables the child to have consistency and for the family it enables them to have a familiar person. Our aim at White Orchid Care is to not only supervise contact but where appropriate work with the family to address any contact concerns.

White Orchid Care will demonstrate within the child’s care plan how they are working with the family and child around contact. Regular verbal and written feedback will be provided to the placing authority in relation to contact and requests made by the child regarding contact will be forwarded to the social worker. Regular feedback can be provided to families to ensure that they are up to date with their child’s progress; this will be agreed by the manager and placing authority.

Ideally contact will take place at an agreed external venue. Contact within the home is not always ideal; it can sometimes cause anxiety and worry, and it is important that consideration is given to the other children who live there. However, there are times when it is appropriate, and this will be facilitated. All contacts will be risk assessed prior to taking place and the manager will agree any contact plans.

Contact with family members must always be planned and agreed by the referring authority, those present within the contact must have agreement from the social worker that they can attend. For any person visiting the home they must provide photo identification, and this will be checked by carers. Under no circumstances must a person enter the home without prior consent. Visitors must sign in the visitor’s book and carers must monitor the presence of any person who is visiting the home. Carers have the authorisation to ask a visitor to leave the home should they give cause for concern and a senior will be notified immediately. In severe cases the police will be called and notified. Should a visitor appear to be under the influence of either drugs or alcohol they will not be allowed on the premises.

Social relationships

Friendships will be a focus within care planning for children at White Orchid Care. Where possible all children will be encouraged to have friends come to the home and for them to take part in activities with friends. Sustaining friendships when living in residential care can be more difficult, however we create an environment where suitable friends visiting the home becomes the norm and that the children learn to respect one another’s space when friends are visiting. Children are encouraged to learn to play independently and we work with children to ensure they can play with friends in a safe and socially acceptable manner.

Play dates are a regular occurrence with friends coming to play or where agreed the children going to play at friends’ houses. In cases where this is viewed appropriate ‘sleep overs’ can also be arranged.

**Protection of Children**

Safeguarding

The primary concern for all those working at White Orchid Care is the welfare and safety of all the children residing there, a robust Safeguarding policy is in place to assist with this. All carers undergo training on safeguarding so they have the ability to deal with any allegations and can identify and address any causes for concern. They are trained to be aware that abuse can take place anywhere and by anyone.

When a child moves into White Orchid Care, we discuss with them how we would take care of them should they make a disclosure or allegation. The carer will make them aware that as part of safeguarding we share this information with those who need to know and will discuss with the child who this might include.

Any carer who believes that a child is at risk or who have received a disclosure/allegation from a child, will report it immediately to a member of the management team in line with safeguarding procedures. It will be reported immediately to the child’s social worker and where appropriate the LADO and police. If the incident relates to abuse from one child to another both placing authorities will be made aware. From this point all actions required to ensure the child is safe will be followed and the home with liaise closely with the professionals involved to ensure any advice given will be actioned and adhered too.

If any member of staff suspects any other staff member including the manager, they should follow the Comments, Compliments, Complaints & Whistle Blowing policy. Any allegations made about a carer at White Orchid Care will be reported to the referring authority, LADO and where appropriate Ofsted. The manager will follow White Orchid Care’s Safeguarding Issues Checklist to ensure that all actions are completed, fully documented and evidenced. The manager will ensure that they take any agreed action to keep all children/adults safe. In line with safeguarding procedure and in agreement with the LADO White Orchid Care will initiate its own investigation procedures to discover if there has been any misconduct on the part of a staff member, further detail is contained within the Safeguarding policy. The police will manage the investigation should a crime have been committed.

Sam Wallis is the designated senior person within White Orchid Care Milton Keynes for managing allegations and ensuring the subject of the allegation is kept informed during and after the investigation. Debbie Bavister (Director) will also be aware and in the event of Sam’s absence would take the lead. All those involved in an investigation will be supported by the manager; this includes the child, their family and the person who is the subject of the allegation. White Orchid Care will ensure that the process will be transparent and non-judgmental. It will ensure that the child’s needs are paramount, and that children’s safety and wellbeing is the priority.

Monitoring and surveillance

Children that live within White Orchid Care will require a level of supervision, like most things this will be determined by the child’s behaviours and needs. At referral point this will be agreed, and the child will be made aware of how we will keep them and others safe. If a child requires one to one supervision this will be agreed by the manager and the placing authority, a plan will be put in place to show how one to one supervision might be reduced in accordance with the risk assessment.

The home will be staffed by carers 24 hours a day, 7 days a week and there will be sufficient carers to provide adequate care to the children.

Keeping children safe at night is a priority so White Orchid Care use a night sensor on bedroom doors. Once the child is settled and asleep a sensor is set so that should they open their door it notifies the member of staff sleeping in. A light and alarm will wake the adult who is in the sleeping in room on the first floor but will not disturb the children. This is used to ensure that all children remain safe throughout the night and that they can gain adult help quickly should they require it. We will regularly review the need to use the sensor for each child.

Should any additional safety measure be required by the placing authority it will be agreed with the home manager at the point of referral.

Behavioural support

At White Orchid Care we always try to view behaviour as a means of communication, a coping strategy developed by the child or a means of expression. Often traumatised children have developed negative patterns of behaviour in response to triggers, we will always seek to understand the underlying need and respond to this in order to eventually change the behaviour. It is important that this therapeutic approach is balanced with helping the child learn about socially acceptable behaviour and the consequences of their actions. Therefore, when children do not behave in an acceptable manner we encourage them to think about their behaviour, how they might have affected others and how they can ‘repair’ things. This form of restorative approach helps children to own their actions and develop empathy. In addition, there may also be times when consequences are appropriate for example, if a child hurts another child, they may not be allowed to take part in an activity. Any consequences are fully recorded and include the child’s view on the fairness of the consequence and whether it was effective in helping them change their behaviour. For more information please refer to the homes Behaviour Management policy.

Physical intervention

All carers will have completed IRMA training which is a professional training course in dealing with aggression and violence in the caring profession. The course includes de-escalation, assertiveness, and the importance of body language and the use of physical interventions. The carers learn practical skills in dealing with aggression and violence and how to physically intervene in a safe way. Each child has a behaviour management plan and a helping me manage plan that is agreed with the child and those with parental responsibility. This includes how they prefer to be held and what their concerns are which means that if they are held, they understand what is happening and what adults will do to keep them safe.

Each child will think through with their key worker how physical intervention can be avoided, whether other options can be given to the child to make the situation safe and to ensure that other children remain safe. In all cases verbal reasoning will be used and encouragement given to the child to think about their behaviour and if suitable remove themselves and go to the agreed place where they can have time to think. The use of physical intervention will only be used in incidents where;

* The child is at risk of harm
* A child is at risk of harming others
* The child is causing serious damage to property

Whenever physical intervention has been used the incident is recorded by those who have been part of the intervention. A debrief will take place between the carers and any learning from the incident will be recorded. When suitable the child will read the information that has been recorded with a carer and they will have an opportunity to decide whether other strategies would be more effective. Copies of physical intervention records are contained within a bound book specific to the child and are available to the referring authority at any time. The social worker and the manager of the home will be notified about all physical interventions.

Unauthorised absence/ Missing persons

Children who live at White Orchid Care may have a tendency to go missing or have unauthorised absences. Where a child leaves the home without consent, but carers are aware of their whereabouts and can monitor their safety, it is referred to as an unauthorised absence. Where a child has left without consent, is out of carer sight and their whereabouts are unknown they are deemed a missing person. Children living at White Orchid Care are particularly vulnerable and every action will be taken to ensure that the child is returned to the home as soon as possible.

There is a detailed Unauthorised Absence and Missing Persons policy in place which has been developed with input from the local police and safeguarding board. White Orchid Care is committed to working with any police constabulary to ensure that the child returns safely as soon as possible. The child’s safety is our primary concern and every effort will be made to ensure this behaviour is reduced.

Health and safety

At White Orchid Care we take the safety of our children and carers very seriously and have contracted Peninsula Business Services to ensure our home is safe. They provide White Orchid Care with 24-hour health and safety advice and they review our building and ensure that it is a safe place to live and work in line with health and safety law. Our Health and Safety policy includes systems to monitor health and safety issues, details of organisation and individual responsibilities, the use of risk assessment and health and safety records. White Orchid Care staff have been trained on common health and safety issues and how to address these.

Fire Precautions

White Orchid Care has a Fire Safety policy in place which ensures the home is safe and adhering to safety legislation. Carers are provided training on fire safety and children will be taken through the fire evacuation procedure when they move in. Children and carers will take part in regular fire drills to ensure they remain clear about safely exiting the building. All fire equipment is checked on a regular basis and all carers are responsible for ensuring that the building is secure and checked for any fire hazards. Any significant hazard will be reported and rectified immediately.

**Leadership and Management**

Registered Provider

White Orchid Care Limited

42 Exbury Lane

Westcroft

Milton Keynes

MK4 4FE

White Orchid Care was founded in 2012 by Directors Debbie Bavister, John White and Richard Mills.

Responsible Individual

Richard Alewyn Mills

42 Exbury Lane

Westcroft

Milton Keynes

MK4 4FE

Registered Manager

Sam Wallis

42 Exbury Lane

Westcroft

Milton Keynes

MK4 4FE

01908 749845

samanthawallis@whiteorchid-care.com

Sam has completed her Level 5 Diploma in residential management. She has had a career in elderly care and retail management and has worked as a carer at White Orchid since 2013. During her time at White Orchid Care Sam has worked her way up from carer to, shift leader, Assistant manager, and currently registered manager.

Absence Cover

In the absence of a Registered Manager the Assistant Manager or Manager will fulfil the registered manager’s role. They will have support from the Registered Manager of the other home.

If the Assistant Manager is absent the Registered Manager will cover their duties with support from the Senior Shift Leaders.

Vacancies

Registered Managers and Assistant Managers both have to give notice should they wish to leave their post. The recruitment process would quickly begin to ensure the post was covered at the earliest possible point. Ideally there would be a handover between the departing post holder and the new one.

If there is a gap before the new person takes up their post, then the role will be covered as described above.

Staffing

Ratios:

|  |  |
| --- | --- |
| Number of children | Number of carers |
| 1 | 2 |
| 2 | 2/3 |
| 3 | 2/3 |
| 4 | 2/3/4 |

\*additional staff can be arranged if necessary and the adults working in the evening will only leave the home once it is settled.

For some children when they first arrive, they may require one to one care for a period of time, this can be provided and will be planned for at the point of referral. In addition to this at times of turbulence risk assessment may show that higher staff ratios are required, and this will be implemented if needed to ensure that all children remain settled and safe within their home.

A manager or a senior shift leader will be on call at all times and at least one member of staff on shift will be able to lead and manage that shift. There will be at least one adult in the home at any time a child is in the building. The only time the home may be unoccupied is when all the children are out on trips, holidays etc. and if this occurs the manager, admin staff or senior staff member will be present within the home during normal office hours.

All carers have experience or skills in working with children who present difficult and complex behaviours. Retaining good and skilled carers is a main focus for management and ensuring that carers feel equipped, supported, and motivated is essential in retaining them. They are trained to a high level and will use a number of techniques to defuse situations and ensure that the home remains a safe and comfortable place to live and work. All carers will complete an induction programme which includes guidance on all relevant procedures and protocols. In addition, carers will familiarise themselves with the Care Standards Act 2000, Children’s Home’s Regulations 2015 and Children Act 1989.

In addition to mandatory training in subjects including in managing aggressive and violent behaviour, first aid and health and safety, all carers receive regular relevant training on a rolling programme and all training needs are identified within supervision, team meetings and annual performance reviews. It is compulsory that carers complete the Children’s Workforce Development (CWDC) Standards and have completed or are studying for the relevant NVQ Level 3/Diploma.

In addition to its staff team White Orchid Care use a limited number of consultants. Any consultants used will have experience and the relevant qualifications within their field and will have completed the necessary checks in relation to safeguarding. Details of the current consultant support to White Orchid Care are detailed below:

Simon Boots – Child and Adolescent Psychotherapist

See Therapy section.

Kati Taunt – Clinical Child and Adolescent Mental Health Social Worker (MA) (registered with HCPC), Attachment, Self-Regulation, and Competency Licenced Trainer (via Boston Trauma centre), Cognitive Behavioural Therapist (PGDip) (registered with BABCP), Systemic Practitioner (PGDip)

Julie Goodlad – Regulation 44 inspector

Julie is a self-employed Regulation 44 Independent Visitor for children's homes working under her business of Jules Consultancy Ltd which has been in operation since December 2015. Julie currently is providing this service to small providers and larger companies covering various parts of the country.

With 35 years’ experience of working in children’s homes until December 2015, Julie is extremely passionate regarding her current role and having the privilege of this opportunity of continuing her career carrying out Regulation 44 visits and being part of reliable and regular external monitoring ensuring homes have the leadership, resources, skilled and supported staff to meet the needs of each child and provide a safe, environment, with emphasis on children being properly safeguarded and their well-being being promoted.

Julie has an excellent working knowledge of the Children’s Homes Regulations, Quality Standards, Ofsted regulations and documentation that governs our work and takes a keen interest in current research and reviews.

Oak Assessment and training Centre

Belinda Hearn – Programme Manager

belindahearn@hotmail.com

Supports White Orchid Care employees in the completion of their Diploma/NVQ.

Peninsula Business Services

At White Orchid Care we use Peninsula Business Services to work alongside the management to provide HR and Health and Safety services. They provide 24-hour advice for both our staff-related and Health and Safety issues.

Every member of the White Orchid Care team will receive monthly supervision from a senior staff member, administration staff and house maintenance staff are supervised every other month unless they state otherwise. A set agenda will be followed with additional space for any areas the staff member wishes to cover. Within supervision carers will be expected to reflect on the work they have been doing and it is also an opportunity to address any development, training needs or practice issues.

At White Orchid Care we have a culture of openness and there is an expectation that if a practice issue should arise it is reported and addressed immediately where possible. It may then be followed up through supervision.

In addition to 1:1 supervision, group supervision opportunities are also utilised. Each week the shift leaders and manager will meet as a group to reflect on issues, discuss the team, explore supervision issues and any specific areas of practice.

There is also a weekly team meeting where the whole team meet to discuss a range of topics aimed at enhancing the team’s skills and the quality of service offered. As part of the team meetings we are joined by the consultant child psychotherapist, Simon Boots who works with the team in building their understanding of the children and reflective practice. There is also space to reflect as a group on team dynamics and the impact of the work. In addition, Simon Boots also offers monthly consultations to keyworkers to help them plan for their keywork sessions and consider all aspects of the child’s behaviours.

We also provide our carers with an employee assistance programme, through Peninsula Business Services, which supports our employees and provides them with private access to a counselling service and health support.

A full list of our staff group is available upon request.

**Care Planning**

Referral and admission procedures

Referrals can be made by sending a referral form, we accept the Local Authorities own internal referral forms to prevent creating an additional workload for social workers. A telephone conversation would then take place between the manager and the child’s social worker/referrer to ensure that our service can meet the child’s needs and to enable a full understanding of the plans for the child and requirements of the placement.

If possible, all referrals will be discussed within the team meeting and also between the other managers within White Orchid Care to ensure the placement is right for all children involved.

If it is agreed the placement is right then ideally the manager of the home will meet with the referrer, relevant professionals, and the child to think about how the home can meet their needs and discuss a transition plan. Where possible all admissions are planned, but we do recognise that often planning can happen very quickly when trying to move a child. However, we are unable to accept same day emergency placements due to the disruption this can cause to the children already living within the home.

We will create a specific transition plan that fits with the child’s needs and the needs of the referring authority. We can offer home visits to the child, home visits to their family/existing carers, meet and greet sessions with their key worker and tea visits and overnight stays for the child at White Orchid Care. We complete an impact risk assessment which considers the risks to the children currently living with our homes when we are considering a new referral. Every child matter and therefore it is paramount that this risk assessment is detailed and clear about the risks to all children and evidences the decision making by all professionals.

Children who currently reside within the home will be given as much notice as possible about any new children moving in. This is to ensure that any anxieties or concerns can be thought about within the children’s meeting or in key work sessions and to try and make the transition as smooth as possible for all children.

Internal care planning

In addition to the Local Authority Care Plan White Orchid Care will develop an internal Care Plan. This will detail all information needed to care for the child, all significant contact information, health, contact and education issues and details of how the Local Authority Care Plan is being worked towards.

Because of the age of the children we care for White Orchid Care has a child friendly Care Plan, named ‘My Care Plan’. Children are involved in completing this to ensure they have a full understanding of their care plan in a format that is understandable and not upsetting to them.

Key working

Key workers are allocated to each child to ensure that they can develop a trusting relationship with key adults and have more specific conversations at least weekly with consistent people. In addition to the informal conversations that take place, one formal key work session will take place weekly to address a relevant topic, explore changes and to think about worries, achievements, and progress. Although key workers are in place all carers will be available to all the children to ensure that if and when they need time to think about things or need support, any carer can meet that need.

Where appropriate keyworkers may also complete life story work and will take a lead role in liaising with their key child’s birth family, school, and social worker. They will attend relevant meetings with the manager and will be responsible for ensuring internal paperwork is completed and memory boxes are maintained.

*If you would like any further information about White Orchid Care or any of the services, we offer please feel free to contact us.*