



Canon's House

Whole Child Care & Support



Statement of Purpose

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Updated: September 2023

Approved by: Lucy Townsend, Responsible Individual

Date of review: March 2024

Introduction

The Statement of purpose is a requirement of the Children's Homes (England) Regulations, April 2015. It is not a brochure; it is a manual that is used by those who have an interest in the service. It performs a task for those internal and external to the home.

- It connects the needs of the child with the aims and objectives of the setting.
- It connects the home's definition of good practice and the clear objectives through which that practice can be achieved
- It connects policy with practice
- It connects the quality and range of services provided

The statement of purpose is formally reviewed annually and approved by Wiltshire Council's Corporate Director – People and The Responsible Individual for Canon's House on an annual basis.

There is a more accessible guide available for children.

Quality and purpose of care

Statement of the range of needs

Canon's House is a 'short break' Children's home for children and young people with profound and multiple learning difficulties and complex health and care needs, aged five to eighteen years of age.

Each referral to Canon's House is assessed on an individual basis to ensure that Canon's House is a suitable and 'needs met' provision of care and support.

The needs of the children and young people are reassessed throughout the duration of their placement at Canon's House. At times children's young people's needs change as they physically and emotionally develop. Should a child or young person's needs significantly change and we are not best suited or unable to meet their needs we will fully discuss this with parents/carers and their allocated social worker to look at what additional resources may be needed to support them, or what other short break or long term care services may be more appropriate.

Aims, values and Ethos of the home.

Our aims are central to our provision of short break support for children and their families. Our aims help to guide our policies, principles and practices and ensure that we remain outcome focussed at all times.

Our values are what guide our practice, our thought process, our training, development and our continued effort to improve the service we provide.

Our ethos defines our character, our commitment to child-focussed care and support and which differentiates us from others.

Our ethos encompasses a 'Whole Child' care and support approach, that is individually tailored to each child. Each child is supported by a Key Worker who with the child and their family, develops bespoke, needs met care, support and risk Plan's and individual progress target's, that are in line with Education Health and Care Plans (EHCP).

We believe in a child led service where all children are seen as individuals, acknowledging and respecting the spiritual, moral, social and cultural needs of all children and young people as being central to their identity and welfare. We support all children and young people to explore their own religion and culture as well as those of others, and work towards increasing children and young people's understanding and acceptance of tolerance, appreciation, equality and diversity.

Our service revolves around partnerships between staff, children, carers and the wider professional team. We believe children and young people should be encouraged to make their own choices in order to enjoy their life to its fullest potential in an open, safe, living and working environment. Children's rights are always actively promoted.

We provide regular training for staff and facilitate their continued professional development, so that they gain increased skills and knowledge which is geared to best meet the needs of all children.

Aims

- To provide planned short breaks for children and young people who have profound and multiple learning difficulties and complex health and care needs, aged five to eighteen years of age. Complex needs may include requiring the need for gastric / enteral feeding, seizure management, manual handling and oxygen.
- To support children and young people to develop independence, life skills and positive self-esteem in a safe, supportive, stimulating and nurturing environment, including access to a range of social and leisure opportunities.
- To provide opportunities for children and young people to actively and safely socialise with their peers and build and maintain healthy, positive social relationships by ensuring that the age, development and needs of children and young people staying at any one time are compatible.
- To meet assessed needs with regular care and support reviews and a proactive approach to identifying developing and changing needs of children and young people.
- To promote an understanding of young people's rights and advocacy services, supporting children and young people to make informed choices and communicate their needs, wishes and feelings.
- To maintain a holistic, 'whole child' approach, we work within a multi-agency model to ensure the needs of all children and young people are met.
- To work in partnership with families and other agencies to meet the needs of children and young people. Offering stays which support the family.
- To create a warm, safe, welcoming and nurturing environment ensuring that children and young people have access to their own space where they can keep their own personal possessions safe.
- To provide an environment that is free from discrimination and which respects the young person's rights and individuality.
- To ensure that all the staff team offer a positive and caring attitude, and that they are appropriately qualified and trained in all areas as necessary to meet the needs of the service and, its children and young people.

Values

- **Empowerment:** We believe that every child should be empowered to realise their fullest potential. We do this by developing empowering relationships, by being courageous, honest, and open in our approach and by committing ourselves to protecting the rights of children and encouraging them to be active participants in their care planning.
- **Excellence:** We strive for excellence in everything we do. We act as role models to both children and one another. Our values, pride, integrity, and sense of responsibility to the children we care for, guides our decisions and actions in our pursuit of excellence.
- **Respect:** We treat everyone with dignity and respect. We are compassionate with others and ourselves and we understand and appreciate the importance of empathy and attunement.
- **Curiosity:** We are curious in our approach are not risk averse in supporting and encouraging positive outcomes for children. We believe strongly that continuous learning and growth are fundamental to the continuous improvement of our service. We use research, theory and evidence to continuously inform and improve how we do things, and we listen deeply and reflect together on our practice, so that we can make changes that enable everyone to thrive.
- **Play:** The importance of play is often not fully appreciated. We recognise however, that play is not only a fundamental right for all children under The United Nations Convention on the Rights of the Child, but that play allows children to use their creativity while developing their imagination, dexterity, and physical, cognitive, and emotional strength. Play is important to healthy brain development. It is through play that children at every age, engages and interacts with the world around them. We instil a playfulness approach as an essential element of child-care and we are always generous and welcoming of children who want to play, join in, collaborate, and share with us, just as much as we understand and appreciate that sometimes, children just want to play on their own, or with their friends. If they wish us to join in, they will let us know. We use creative methods and shared activities to connect and explore.
- **Equal and Diverse:** We are all equal, in that we are all different. We celebrate our differences and our diversity and our care and support is informed and led by the Social Model of disability. A theory that argues a child or adult isn't 'disabled' because of their impairment, health condition, or the ways in which they may differ from what is commonly considered the 'norm'; rather it is the physical and attitudinal barriers in society – prejudice, lack of access adjustments and systemic exclusion – that disables people. We believe every child has the right to access, experience, achieve and enjoy and we are advocates for societal change.

Ethos

Our home's ethos of 'whole child' care and support is underpinned by the Social Model of Disability.

The social model of disability is a way of viewing the world, developed by disabled people.

This model suggests that people are disabled by barriers in society, not by their impairment or difference. Barriers can be physical, like buildings not having accessible toilets or ramps to gain entry. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things.

The social model helps us recognise barriers that make life harder for disabled people. Removing these barriers creates equality and offers disabled people more independence, choice and control.

Not everyone uses the social model and that's ok. How anyone chooses to talk about their impairment is up to them.

Our 'Whole Child' approach to care and support places children and young people at the very heart of all we do. We don't just focus on a child's needs, or disabilities, their age or their development, we consider the whole child. This includes getting to know and understand a child's likes and dislikes, their ambitions for the future, their sensory needs, hobbies, interests and their friendship groups.

We are absolutely focused on the experience of the children in our care and we have high ambitions for what all children and young people can achieve in their lives. We wholly recognise that for some children and young people, because of the difficulties they experience, we must celebrate and build upon even the smallest of steps as these often lead to greater accomplishments.

Canon's House is strongly committed to doing whatever is needed to ensure a child's experience in our home is safe, enjoyable and supports positive outcomes. This requires us to be both tenacious and creative in our approach.

This is why Managers are clear about which children and young people we feel Canon's House can best support and have established a strong statement of purpose with effective processes in place to support potential new placements and, occasionally, to refuse placements to young people whose needs we are not able to completely meet.

Accommodation Offered

Canon's House is a large, beautiful, detached house set within a small and quiet community. The whole ambience of the home (decor, furniture and accessories) resonates of the children's ideas, views and opinions on how Canon's House should look and feel.

Canon's House encourages a sense of fun and enjoyment with a feeling of warmth, stability and security. The home interior has been carefully planned to give privacy but also freedom to explore and enable children and young people to experience a safe and homely environment.

Canon's House benefits from a large, secure garden to the rear with a Wooden Fort, slide, climbing wall, Swing, and a range of outdoor toys and games. We also have a large Trampoline, basket swing, sand pit and a wheelchair accessible roundabout in our front garden.

We are also very fortunate to have a large open paddock and a sensory garden with far reaching views over the Devizes Round-way. Throughout the sensory garden we have wooden huts, outside musical instruments, sensory toys and a range of flower and vegetable beds, that the children and young people tend themselves.

Canon's House itself, is a large house built around 1830. Over the years, Canons House has been adapted to meet the needs of children and young people and this includes the installation of a fully accessible bathroom on the ground floor, a lift, a large conservatory and hoisting equipment throughout the home.

We have a large sensory lounge on the ground floor with a range of bubble tubes, sound activated lighting, fibre-optic lighting and a hugely popular Interactive Sensory Floor projector. We have two large dining rooms, two large lounges and two kitchens which enable us to adapt the use of Canon's House according to the needs of the children.

On the first floor we have 7 bedrooms, 3 of which benefit from hoisting equipment and Specialist Floor Beds. Each bedroom is themed, and the children and young people have chosen the themes themselves. We have a marvel Superhero bedroom, a Disney bedroom, a Sports Bedroom, a Jungle Bedroom, an Ocean Bedroom a Sweetie bedroom and a Sensory Bedroom. We encourage and support all children to choose their preferred bedroom each time they stay with us.

Location of home

Canon's House is set in the rural Market Town of Devizes, Wiltshire. Situated within a small residential community, we are a short walk from the town centre. Public transport links, post-boxes, local shops a GP Surgery are all within a 2-minute walk. We are also incredibly fortunate to be within a 2-minute walk of the wonder Kennet and Avon Canal.

Swindon, Chippenham, Trowbridge and Bath are all within easy reach, and offer a varied and eclectic range of shopping, restaurants, cultural and historical experiences and a range of leisure activities including bowling, cinema's, parks, nature reserves and wild open spaces.

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Supporting Spiritual, Moral, Social and Cultural Development & Religious, Creative and Physical Needs

We consider the spiritual, moral, social and cultural needs of children and young people as being central to their identity and welfare and are proactive in supporting them to fulfil them. We support children and young people to explore their own religion and culture as well as those of others, and work towards increasing children and young people's understanding and acceptance of diversity.

At the time a child or young person is awarded a placement at Canon's House, a Key Worker will talk to them and their family and if possible, visit them at their home. This initial home visit is an opportunity for their Key Worker to identify areas of need in relation to culture, language and religious observance. Where needs are identified they will become an intrinsic part of the child or young person's Care and Support Plan.

Wherever practicable we will support a child or young person to attend a service or receive instruction in the faith to which they belong. We will do our utmost to provide for dietary requirements related to an individual's religion and would encourage dress that reflected their beliefs.

Canon's House is an active member of our community, and we encourage and support our children and young people to become active members also. We link with a number of religious organisations and providers of activities and experiences for our children and young people.

At Canon's House we actively encourage children and young people to experience a variety of activities and pursue different interests, based on their own ideas, views, opinions and their 'hopes and dreams'. We support children and young people to develop existing and new hobbies, specific personal interests and favoured activities. We acknowledge the importance of both group and individual activities and tailor these activities and experiences according to the children and young people.

We also understand the importance of peer relationships during adolescence and that belonging to groups can help children and young people to find their own identity. We encourage and support young people to integrate with clubs in and around the local area.

Within the home staff offer a range of structured and non-structured activities such as arts and crafts, board games, sensory play, musical instruments, singing and many, many more.

At canon's House we are not risk averse however, we fully appreciate and understand that there must be a careful balance of risk mitigation and enjoyment. We are aware that some activities require qualified instructors or leaders for safety and insurance purposes. Activities involving highlighted risks will be carefully checked and a risk assessment will be completed where necessary before they are undertaken. A parent or carer's signed permission will be gained before a child or young person becomes involved in any high-risk recreational activities.

Whilst children and young people who access Canon's House have a range of profound and multiple learning difficulties and complex health and care needs, we believe strongly in awarding all children and young people the same opportunities to enjoy, achieve and experience as much as possible.

Complaints

Children and Young people at Canon's House are made aware of, and supported to make a complaint if they are unhappy with any aspect of staying in the home, and what the procedure entails. They are 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.

Canon's House has a comprehensive complaints procedure that is detailed in our policies and procedures manual. The complaints policy is available in the office for children and families, accessible by all staff and can be provided on request. The policy is also published on our website.

This procedure, which covers all children and young people (and their families) involved with Canon's House may be used to:

- Challenge decisions
- 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 and young people, written in an accessible format. This is included in our Children's Handbook. Key workers make sure that children and young people fully understand the complaints process.

Children and Young People are also supported in being able to raise complaints through social services, Ofsted and our independent visitor.

We have a 'Make it better' Padlet which we use to acknowledge and learn from any minor issues that may deviate from the high quality of care we aim to provide and to evidence how we have taken on board the views, wishes and feelings of the children and young people in making our home, our care and our support service better.

We treat any complaint seriously. All staff are aware of how to receive and process complaints. There is a written Canon's House complaints procedure which follows Wiltshire Council's Complaints guidelines. Once a complaint formal or informal has been received it will be recorded and processed and responded to within a maximum timescale specified in our policy. Copies of the complaint's procedure can be provided upon request.

Should anyone not feel it is appropriate to approach staff or the Manager at Canon's House directly, in the first instance, then people would be advised to contact the Head of Service or the Responsible Individual.

Important contacts

Lucy Townsend - Corporate Director, People & Responsible Individual for Canon's House

County Hall
Byhesea Road
Trowbridge
BA14 8JQ

Lucy.townsend@wiltshire.gov.uk

Jen Salter – Director Families & Children Families & Children's Services

County Hall
Byhesea Road
Trowbridge
BA14 8JQ

Netty.lee@wiltshire.gov.uk

Kevin Derby – Registered Manager, Canon's House

Canon's House
Belle Vue Road
Devizes

Wiltshire Council SN10 2AJ
01380 722359

Kevin.derby@wiltshire.gov.uk

Children and their families are also able to make a complaint to Ofsted or to the Children's Commissioner for England, Dame Rachel de Souza (appointed March 2021) at:

Office of the Children's Commissioner

33 Grey Coat Street London
SW1P 2QF

Telephone: 020 7783 8330

advice.team@childrenscommissioner.gsi.gov.uk

Ofsted Piccadilly Gate Store Street

Manchester M1 2WD Telephone: 03001231231 enquiries@ofsted.gov.uk

James May

Regulation 44 visitor

James.May@dialogueltd.co.uk

Views, wishes and feelings

Consulting with children and young people

We encourage children and young people to take an active part in making decisions that affect their lives. Consultation with children and young people and capturing their 'voice' is viewed as an essential part of their care and development, and takes numerous forms: Children's meetings, involvement in Care Planning and Statutory Reviews, visits to the Home from the advocacy/independent visitor service, Regulation 44 visits and inspections carried out by OFSTED.

Children's meetings take place regularly and their purpose is to encourage and support children and young people to actively engage in planning, decision making and adapting the provision of care we provide to meet their changing needs, their ideas, feelings and wishes.

Children and Young people are also encouraged to express their views about the day-to-day running of the Home. Children and young People are offered opportunities to make decisions concerning their physical environment, as well as choice of food and leisure activities. All children and young people's meetings are attended, recorded and supported by staff on duty.

Children and Young people are always involved in the discussion and formulation of their own care and support plans and are helped to understand their content and the outcomes we are working towards. All children and Young people are encouraged to attend all Statutory Reviews and children, young people and families are consulted and involved in key decisions as appropriate. All residential placement plans are a live, working document and are updated and reviewed regularly.

Canon's House is keen for the children and young people to take part in in-house, local and national fund-raising and awareness events that celebrate equality, diversity and inclusion. We have a range of toys, books and arrange in-house activities such as baking, art, crafts, games, videos and music. We also have access to a minibus to enable children and young people to go out on trips to the cinema, local parks and enjoy a wide range of other activities, whenever possible.

We place a big emphasis on children and young people having opportunities to spend time with their friends and develop their social skills. We encourage young people to develop important life-skills in socialising, making positive choices and developing independence in order to support a successful transitions. We encourage all children and young people to be a part of their local community whilst at Canon's House. This includes using local leisure facilities, shops and community resources such as parks.

For young people, their placement plans include goals for them to develop their independence. These will vary according to the young people's needs, abilities and interests. When young people reach the age of 14 we will work with them, their parents/carers, social worker, school and other professionals on planning their transition to adult life. We do this by ensuring we know what their transition plan says about the help and support they will need, and by contributing to any update of their assessments of needs.

With the young person and their parent/carer's permission we are also able to share information about their care needs or short break care plan with any suitable adult services provider that might be identified.

Appropriate staff from Canon's House will attend statutory Children in Care review meeting's and Child in Need meetings for the children and young people. Information the child or young person has asked us to share in the meetings will be provided. Their key worker will provide a written report about the child or young person's needs and the level of support required in order for them to reach their individual potential and celebrate the progress made.

Children and Young people who are new to Canon's House have a planned introduction to the home at a pace that suits them. As part of a suitability assessment, children and young people are invited to come and look round Canon's House with their family/carers to establish whether the service meets their needs. Then there is a careful progression from short visits for example staying for tea, day care, before building up to overnight stays.

A children's guide is available in a format which suits the child or your persons communication needs, for each child or young person making a transition into the service. During their stays children and young people are able to choose their bedroom, bedding and can bring along any of their personal possessions in order to create a homely environment.

We encourage all children and young people to make personal, informed choices on an everyday basis while they are at Canon's House, recognising that for some children and young people they may need support or structure to do this. Children and young people are encouraged and supported to use a range of communication systems appropriate to them including use of sign, objects, symbols, PEC's, GRID, Padlet, photos, social stories or through any other preferred means such as 'now and next' boards that help children and young people understand and make choices.

We also hold regular monthly 'You tell, we do' Children's meetings, where groups of children and young people can feedback about their time at Canon's House, make suggestions and shape the development of the home.

We strive to engage parents/ carers with improving our service and we send out annual feedback forms in order to monitor and develop our quality of care.

At Canon's House, Young people are encouraged and supported to develop independent living skills which will prepare them for their adult life. This could include taking more responsibility for their physical and personal care as well as learning skills such as cooking, using transport, laundry, meal planning and shopping. This will also be included in the Canon's House Adult Transition (CHAT) Plan for those 14+.

The home's policy and approach to anti discriminatory practice and children's rights

We believe that all children and young people, whatever their diagnosis, disability, background, ethnicity or gender, have the right to be treated fairly, equally and with respect. We encourage all children and young people to value themselves and others and to respect property.

All children and young people accessing Canon's House have the right to live their lives free from abuse, fear and oppression and to experience safety and security. They have the right to be heard and they will be listened to.

At Canon's House, Children and young people can expect to access and enjoy an environment where they can look forward to good and positive experiences that will help them to develop their independence, life skills, self-esteem, self-confidence and provide them with the care and support they need to lead a fulfilling, safe and enjoyable life.

Children's rights

Our core principles are underpinned by the Children Act, 1989 and The UN Convention on the Rights of the Child.

There are various communication support tools in place to enable understanding and communication for the young people. An independent advocate from Wiltshire Council visits monthly as well as the Reg 44 visitor. These visitors observe the staff with children and young people and seek opportunities to speak to the children to gain their views, opinions, wishes and feelings.

The key worker acts as the main link between Canon's House and home/ school or College. They ensure that they advocate for the child or young person's best interests at all times.

Keyworkers are carefully matched with children and young people, taking into consideration any particular skills the staff member has, their experience, their relationship with the child or young person and of course, the views of the child or young person. Key Workers can and do change over time as staff relationships with a child develop.

Education

Supporting children with special educational needs

We place great emphasis on education and on supporting children and young people to achieve in this vitally important area. The majority of children and young people coming to Canon's House attend Special Education Needs and Disabilities (SEND) Schools, and as such are supported through Education Health and Care Plans (EHCP). Children and Young People's Care and Support Plans are devised in line with a child or young person's EHCP with clear relevance to agreed outcomes and targets.

All children and young people that attend Canon's House are supported by a Social Worker as part of a Child in Need (CIN) Plan.

Canon's House expects all children and young people, wherever possible, to attend a local school or college on a full-time basis. We actively encourage and support children and young people to achieve this.

Wherever possible, Canon's House will provide support, assistance and guidance through Annual Reviews, reports and meetings.

Transport to and from schools for children and young people is provided through Wiltshire Council Passenger Transport Support service.

Supporting education and educational achievements

Key Workers will develop and maintain care and support plans which identify the support children and young people need with learning, homework, preparing for the school day and how these needs will be met whilst they are staying at Canon's House.

Key workers visit children and young people in schools to observe them and gather information. We will also talk with Parents / Carer's and school staff to agree how Canon's House can ensure a consistent approach to supporting the educational outcomes, as laid out in each child or young person's Education, Health and Care Plan (EHCP).

Enjoyment and achievement

Activities within the home

Children's short break care plans reflect their individual interests and the activities they enjoy. We forward plan around individual preferences as well as group social dynamics such as age and development, and provide opportunities for the children/young people to experience new activities, develop friendships and enjoy a broad range of social experiences both within Canon's House and the local and wider communities.

This can be done on a day to day basis with the children and young people, as well as through pre-arranged activities and experiences. We always seek to ensure the children have the chance to enjoy community-based activities as we recognise the importance of supporting independence, life skills and encouraging opportunities for children and young people to build their self-esteem and confidence.

All activities and experiences are carefully planned and rigorously risk assessed as per the needs of the children or young people.

For in house activities we have a wide range of arts and crafts equipment, games, books, DVD's, musical instruments, computer games and interactive tablets with Internet connection (with Internet protection software). There are televisions, DVD players and CD players available throughout the home.

We also have wifi which enables children/young people to access their own communication devices e.g. iPad / iPod / phone (appropriately supervised)

Health

Healthcare provided within the home

There are no health Professionals on the team, as Canon's House is a social care setting. Where relevant, protocols / care plans, etc are obtained from a qualified health professional and Community Nurses deliver training and offer advice/support when necessary.

All staff receive training in first aid, epilepsy awareness and administration of emergency medications, safe handling of medication, oxygen administration, oral suction, gastro, NG tube and personal care which is reviewed and assessed on a regular basis. We also source training on an individual need.

Canon's House works in partnership with parents/carers and other professionals to ensure we are aware of children and young people's health needs and know how to best meet those needs.

Every child and young person will have a short break care plan which includes the child or young person's health and personal care needs and the support they need. This includes how staff will support with general health issues such as dental care, but also specific health needs, such as epilepsy or diabetes. The child / young person, parents/carers and other professionals (as necessary) will be involved in completing and agreeing the plan.

Prior to children and young people coming to Canon's House we ask parents/carers to give written permission for emergency medical treatment, administration of prescribed medication and first aid if required. This is done with the young person's social worker and any health professional involved and is reviewed regularly.

Where children and young people have specialist health care needs, such as epilepsy, the child's short break care plan will include additional flow charts or protocols which clearly identify how staff will meet any particular needs, e.g. for Epilepsy, seizure management and the administration of emergency medication.

We work closely with schools, NHS Community Nurses, the Community Children's Learning Disability Health Service and Occupational Therapists and are able to seek their specialist advice if needed. The Community Children's Learning Disability Health Service are involved in training our staff in specialist health tasks, such as seizure management, enteral feeding and manual handling.

We aim to be as flexible as possible and adapt to each individual child's requirements.

However, as a children's social Care setting, our main priority has to be, to be safely and effectively safeguard all Children and young people effectively. Therefore, if after careful consideration, we assess any health conditions or support tasks identified in the referral to be too high risk, we will not accept the referral. We will always in this instance clearly explain our reasons for declining the referral.

We encourage Children and young people to participate in exercise and be active whilst at Canon's House and we promote and support healthy diets.

Canon's House has a policy on the safe handling, storage and administration of all medication to ensure that we comply with the law and best practice. All medication is kept in a locked cabinet and there is a written record kept of all medication received and administered by the home.

In order for us to administer medication safely parents/carers must send any medication in its original container provided by the pharmacist and clearly labelled with the pharmacy label stating the young person's name, the dosage to be administered and how often.

Occasionally the labels may differ if for example the child is being weaned off a certain medication or there is a regime in place to introduce a new one, in this instance we would require a letter of explanation from GP or Consultant. All staff are trained to administer medication.

Canon's House can meet a range of dietary needs. We have cooks who pre-plan and prepare a range of healthy, nutritious home cooked meals and always seek to involve children and young people with the menu planning. Care plans identify children and young people's dietary needs, including cultural followings, allergies, intolerances and likes/dislikes, our care staff team are also experienced at planning menus and providing a range of nutritious meals as well as offering alternatives if children or young people do not like the planned meal. For children/young people who are gastric / enteral fed we ensure that protocols / meal plans are obtained from the child or young person's dietician and other health professionals as required.

Canon's House places high importance on children and young people's emotional wellbeing and self-esteem, and any particular needs in this area will be included in their short break care plan.

We think it is important to offer children and young people opportunities to make choices, develop confidence, raise their self-esteem, and develop new life skills in independence, socialising and making and maintaining friendships.

Should a child or young person become ill whilst at Canon's House, we will contact the parent/carer to advise them and discuss whether it is necessary for the child or young person to go home.

If it is felt necessary, staff will seek the advice of NHS111, or the child / young person's GP will be contacted.

Should the child or young person require hospital treatment during a stay, a member of staff will accompany the young person. Parents will be contacted and expected to attend the hospital at the earliest opportunity.

If a child or young person is ill prior to coming to Canons House for a stay, parent's will be expected to inform us prior to arrival and we will discuss with parents whether the stay should still go ahead, taking into account whether the child / young person's illness is infectious and the potential impact or risk to other young people.

Positive relationships

Promoting contact between children, families and friends

Canon's House understands the importance of supporting and promoting friendships and social opportunities for children and young people. Our bed planning process takes into account the age, development, likes, dislikes, care needs and abilities of all children and young people and seeks to carefully match groups of children and young people so that they can get the most out of their stays with us.

All children access our service for short breaks. We recognise that during short breaks, the children and young people may wish to have contact with their families and their friends, when they are here, and we would encourage that contact if it is appropriate.

Should any Parent not prefer to be contacted or is unavailable during a child or young person's short break, we ask that Parent's let us know in advance.

We regularly have phone, email and written contact with parents. We support our Children and Young People in attending clubs and recreational facilities if their stay at Canon's House coincides with this.

We strive to engage with parents on developing and improving our service. We send out annual feedback forms in order to monitor and act upon this. We have a website that has a contact us form for questions and suggestions and we hold annual open forums for parents with invited guests such as our Responsible Individual, Regulation 44 Visitor, Councillors and Heads of Service. We hold regular children's meetings as well as keyworker sessions.

Protection of Children

Approach to monitoring and surveillance

In order to ensure the home is secure there is a door code for staff and all visitors are checked for identification upon arrival to the building and have to sign in the visitor's book.

Maintenance workers are subject to ID checks and are required to sign themselves in and fill in any relevant logs e.g. asbestos log.

All visitors are made aware of the fire procedure, which is identified in the visitor's book on arrival to the home.

Throughout the night, Canon's House uses visual monitors for children and young people who it is deemed 'in their best interests of safety'. The use of any monitoring or surveillance systems can only be used for the purpose of safeguarding and promoting the welfare of the child or other children living in the home.

Monitoring systems which may be used include; CCTV, door alarms, visual and listening devices.

The Placing Authority and Parent must consent in writing to the use of any monitoring or surveillance of the child / young person whilst staying in the home.

Arrangements for the Protection of Children

Children and young people have the right to be protected from violence, abuse or neglect by their parents or anyone else who cares for them. Canon's House places Safeguarding children and young people at the heart of everything we do.

The policy and procedural guidance for staff clearly demonstrates the systems in place to safeguard children and minimise the risk of harm, abuse, violence or neglect.

A copy of our Child Protection and Safeguarding Policy is available upon request.

The home has developed a range of communication tools to encourage the young people to communicate their wishes, feelings and concerns.

The Registered Manager is the Designated Safeguarding Lead. The Deputy Manager is the Deputy Designated Safeguard Lead and all staff receive effective Safeguarding and Child protection training with regular refreshers.

Safeguarding children and young people and any concerns / questions or actions required or procedures to follow are discussed in supervision, team meetings and management meetings. Any safeguarding issues are given the highest priority and advice is sought from relevant professionals which may include Wiltshire Safeguarding Vulnerable Peoples partnership (WSVPP), Wiltshire Council Multi Agency Safeguarding Hub (MASH), Wiltshire Council Designated Officer for Allegations (DOFA) or Police.

All Staff receive effective child protection training and follow Wiltshire Local Authority Safeguarding Vulnerable people's partnership policies which outline what action staff should take if they have reason to believe any child or young person may be at risk of harm.

All staff, (including agency staff if we use them), undergo rigorous checks prior to employment at Canon's House, including Enhanced Annual DBS checks. Medical checks, Employment references and a full career history is obtained.

During the interview process, we seek out to identify whether potential staff have the right values and ethics to work within our home including assessing their attitude and understanding regarding working with young people with disabilities, equality, diversity and keeping children and young people safe from harm and abuse.

At Canon's House, when accepting any new admission to the home, an assessment of the child or young person's needs is carried out. Within this process we will consider if the young person is compatible with the other children and young people who access the service.

When completing allocations for short breaks and taking new admissions, an assessment will be completed to ensure that the new child or young person and the current children and young people are not put at any unacceptable risk. If known, unacceptable risks are likely to occur, then appropriate measures will be put into place to manage and mitigate the risk as far as possible.

If it is not possible to reduce and risk to an acceptable level, then The Registered Manager will discuss with Parents, Social Worker, School, etc and decide if an alteration or cancelation to the planned short break is necessary.

At Canon's House each child and young person will be allocated their own room for the duration of their stay. Children/young people will always have the opportunity to choose any available rooms with the support of staff.

Should a child or young person go missing from the home, Canon's House has a missing person policy in place. Each child or young person has in their short break care plan, a missing person document that is passed to Police

A supporting document 'Statutory guidance on children who run away or go missing from home or care' gives a step by step approach to staff if a young person was to go missing.

The Registered Manager will always be informed immediately of such events and, in the absence of the Registered Manager the Deputy Manager or the on call delegated person will be informed to take an overview of the situation ensuring policy and procedures are being adhered to.

Alongside the Canon's House Safeguarding and Child Protection Policy, The Wiltshire Local Authority Integrated Front Door service provides a 24-hour response to concerns for children 7 days a week, 365 days a year and all staff in the team have training and experience in the support and safeguarding of children. The service consists of the Multi Agency Safeguarding Hub (MASH), the Early Support Hub (ESH) and the Out of Hours Service (EDS) and is based in one hub in County Hall, Trowbridge.

At Canon's House, we ensure the building and equipment at Canon's House is appropriate for all children and young people's needs and is safe and well-maintained. Checks of the facilities and environment are carried out in line with Wiltshire Council Procedures; this includes weekly health and safety checks and tests of our fire alarm.

At Canon's House we carry out regular fire evacuations with the children and young people to ensure they are aware of the fire procedure and how to stay safe. All our children/young people have Personal Emergency Evacuation Plans (PEEP's) in place. Canon's House has regular inspections from the local fire service according to Regulatory Reform (Fire Safety) Order 2005, where they review the internal systems in place which includes our Fire risk assessment and training.

All accidents/incidents or 'near-misses' are recorded and signed off by the Registered Manager who will identify any action that needs to be taken to reduce risk and prevent a reoccurrence. The Registered Manager will ensure any statutory Regulation 40 notifications are made, where appropriate.

Canon's House maintains a Locality Risk Assessment which is reviewed annually and is a member of the local neighbourhood watch scheme.

COVID-19

Canon's House has a COVID-19 Risk Assessment and Policy in place to ensure children, young people and staff are kept safe.

Canon's House has a COVID-19 response pathway in place in the event of any confirmed cases of COVID-19

Understanding Behaviour

Canon's House believes strongly that behaviour is communication.

We will always place an emphasis on trying to find out what a child or young person is needing and help them reflect and communicate those needs. We recognise that children and young people do not always have matching biological ages and emotional ages and we will help them at the stage they present, at that time.

Our Understanding behaviour policy can be accessed in the home and is available on request, this policy is also available on our website.

Background

Whilst children bring their own values and behaviours to Canon's House, residential staff play a key role in supporting and influencing children. The culture of Canon's House, generated by the staff, is crucial to creating an environment that is emotionally safe, fun to be a part of and enjoyable to reflect upon.

Staff at Canon's House are expected to firstly understand the behaviours of children and young people. Only then, can we put the best and most appropriate support in place for children and young people. The Care Team at Canon's House understands that co-regulation is vital before self-regulation can exist.

Listening is a key element of understanding behaviour, and we as a Care team use a range of communicative elements, aids and approaches in supporting our children and young people to share their voice, but also to fully appreciate what a child or young person is trying to say.

Behaviours that challenge

Canon's House does not have a 'challenging behaviour' policy and we do not 'manage behaviour'. We believe that the term 'managing behaviour', or a 'behaviour management policy within this context, is not conducive to supporting children and young people to understand and manage their own behaviours.

Canon's House believes that often, 'challenging behaviour is communication not yet understood' and so Canon's House has developed an 'Understanding Behaviour' policy that reflects our ethos of firstly gaining an understanding of what a child or young person is trying to communicate through behaviours or actions that may challenge us and only once we ascertain what the child is communicating to us, can we put in place holistic strategies to support children and young people to understand and develop their own behavioural approaches to everyday up's and downs, challenges and transitions.

We believe it is essential that we attune ourselves to the child, to their views, wishes, feelings and be 'in the moment' with them. Co-regulation always comes before self-regulation.

Canon's House believes in clear, fair boundaries, where children feel safe, encouraged and appropriately rewarded, so that they will thrive and do well. Staff who adopt this approach will also experience less instability and disruption. Rewards consequences and sanctions form a small part of the tools available to staff to support and encourage positive behaviour.

Sanctions or Consequences of actions

Canon's House has a clear policy about how sanctions can be applied.

Prohibited Sanctions

- Any form of corporal punishment
- Deprivation of food or drink
- Any requirement that a child wear distinctive or inappropriate clothing
- Withholding of medication or medical or dental treatment
- Any intimate physical examination
- The intentional deprivation of sleep (but young people should not stay in bed all day)
- Physical restraint (except to prevent harm to self, others)
- Refusal to speak to a child
- Bullying, teasing or humiliation, verbal intimidation or abuse and discriminatory language

This list is not exhaustive.

Staff receive extensive training, support and guidance along with regular reflective practice and supervision to develop and use a range of de-escalation techniques.

Intervention and restraint

At Canon's House our approach to control, restraint and discipline of children and young people takes account of the following:

Physical Intervention/Restraint

- Within an environment based upon mutual respect, trust and protection of dignity, physical restraint is only used as a last resort; therapeutic dialogue, de-escalation and diversion are our primary interventions.
- Physical restraint is only applied if care staff believe the immediate action is necessary to prevent a child from seriously injuring themselves or others or causing serious damage to property.
- All situations involving a restraint will be recorded in detail on an incident report.
- Only staff trained in Physical Restraint/Intervention apply these methods within the home.

Some of the children that attend Canon's House use wheelchairs with postural supports.

They will have straps around the waist, chest and to keep their feet in place. This could be regarded as restraining the children as it limits their movement, but it is done to ensure and protect their personal safety and support posture. We liaise closely with Occupational Therapists and Other Health Professionals to ensure that Postural supports are used only in line with agreed health and care plans.

If safe to do so, and only as agreed with health care professionals such as Occupational Therapists in line with agreed manual handling plans Staff will support children and young people to spend time out of their wheelchair, so they can move around freely within a safe environment.

Our Understanding behaviour policy is available upon request.

Leadership and Management

The registered provider;

The home is provided by Wiltshire Council, County Hall, Bythesea Road, Trowbridge, Wiltshire, BA14 8JQ Telephone: 0300 456 0100

Responsible individual

Lucy Townsend

Corporate Director, People & Responsible Individual for Canon's House
County Hall, Bythesea Road
Trowbridge, BA14 8JQ
Lucy.townsend@wiltshire.gov.uk

Registered Manager

Kevin Derby

Canon's House
Belle Vue Road
Devizes
Wiltshire Council SN10 2AJ
Tel: 01380 722359 email: Kevin.derby@wiltshire.gov.uk

The Canon's House Team

The Registered Manager is responsible for the day to day operational management of the home.

The Registered Manager's Qualifications are:

- Level 5 Children, Young People and Families Manager (Currently undertaking)
- BSc (Hons) Open Degree
- Level 3 Health and Social Care
- Specialist Advanced Practitioner Safeguarding and Child Protection

Experience:

Kevin joined Canon's House as Registered Manager in the Summer of 2020, although has been a part of the care team at Canon's House since 2017.

Kevin has extensive knowledge and experience of working with children and young people who have Social, Emotional and Mental Health needs, multiple and profound learning difficulties, complex health and care needs, a history of early childhood trauma, attachment difficulties and behaviours that may challenge.

Kevin has completed his Level 3 NVQ in Health and Social Care (Children & Young People) and is currently completing his Level 5 Diploma in Leadership and Management. Kevin has a BSc Hons 'Open' degree in child psychology and was awarded the Certificate in Therapeutic mentoring from the prestigious Trauma Recovery Centre, Bath.

The Deputy Manager is responsible for the day-to-day operational management of the home deputising for the Registered Manager

The Deputy Manager’s qualifications are:

- NVQ Level 3 – Children and young people’s workforce.
- Wiltshire Council in-house Aspiring Wiltshire Leader
- Specialist Advanced Practitioner Safeguarding and Child Protection
- Level 4 Advanced People Handling and Risk Assessments Key Trainers Certificate
- TQUK Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities

Experience

Charlotte joined Canon’s House in June 2014 as a Care Officer and soon after probation was successful in applying for a Benchmark position. Charlotte spent 2 years as a Benchmark Care Officer before applying and successfully gaining a position as a Senior Care Officer. During this time Charlotte developed her knowledge around working with children with learning disabilities and found a love and passion for her work. Charlotte was successful in becoming deputy as of August 2023 and is looking forward to growing her knowledge and experience in this line of work. During Charlotte’s 9 years at Canon’s House she has undertaken more qualifications that have helped and supported her within her roles.

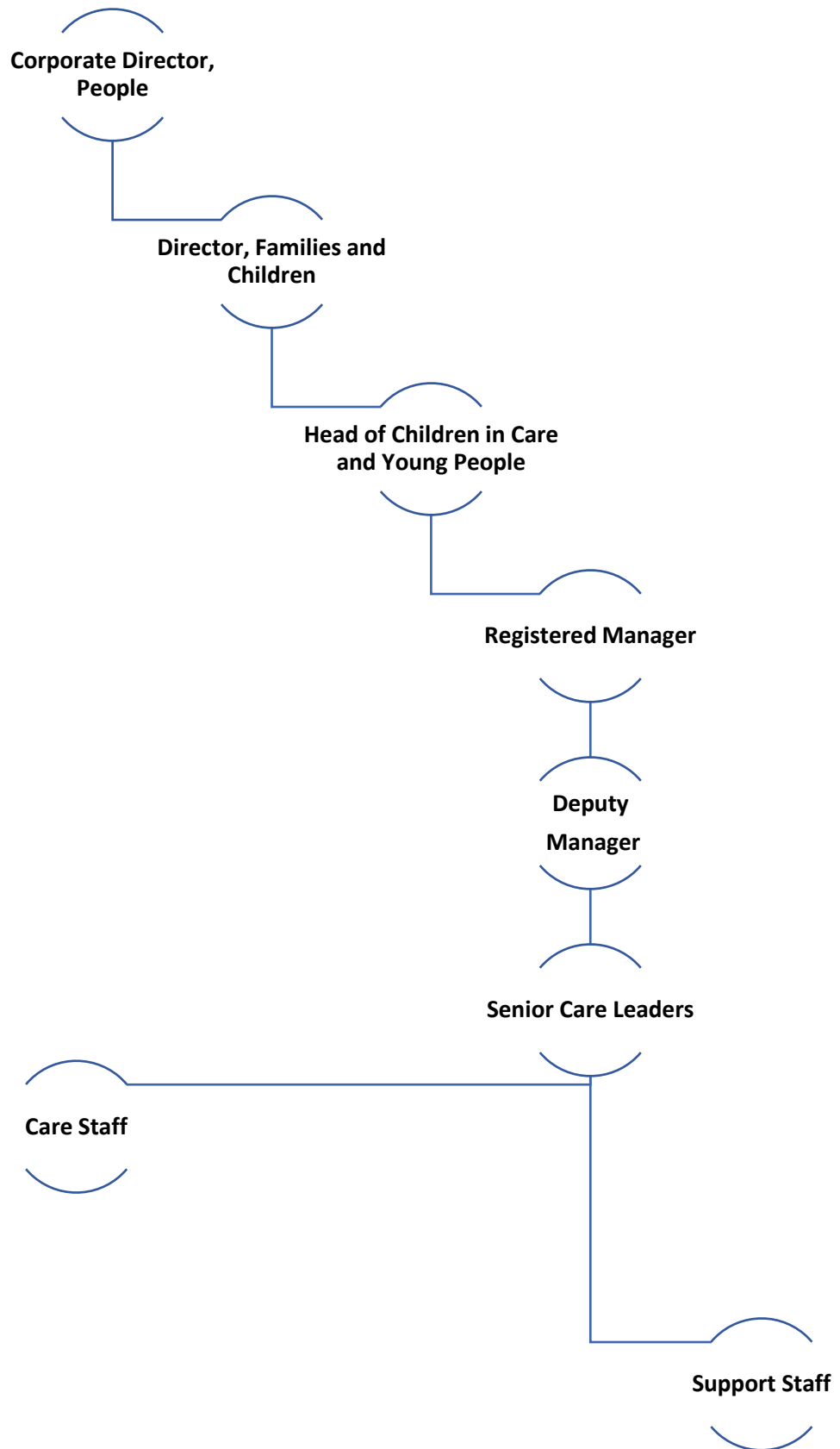
Previous to Canon’s Charlotte worked in a Nursery as a Room Leader where she gained her Level 3 childcare qualification.

Residential Care Team

Mark Zaragoza	Senior Care Leader	NVQ Health and Social Care Level 3 & 4, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Claire Huntley	Senior Care Leader	Health and Social Care Level 3, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Tasha Honour	Senior care Leader	Health and Social Care Level 3, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Georgia Millar	Senior Care Leader	Health and Social Care Level 3, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Kerry Bicknell	Senior Care Leader	Health and Social Care Level 3, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Rhiannon Wiltshire	Care Officer	Health and Social Care Level 3, Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT

Phoebe Strout	Care officer (Probationary Period)	Currently undertaking induction and probation
Alice Gibbs	Care Officer	Health and Social Care Level 3 (undertaking) Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, prevent
Frankie Linham	Care Officer	Health and Social Care Level 3 (undertaking) Team Teach Positive Behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, prevent
Pollyanna Kent	Care officer (Probationary Period)	Currently undertaking induction and probation
Sally Cox	Care officer (Probationary Period)	Currently undertaking induction and probation
Rachel Gilbert	Care officer (Probationary Period)	Currently undertaking induction and probation
Phoebe Strout	Care officer (Probationary Period)	Currently undertaking induction and probation
Melanie Hatchman	Night Care	NVQ level 3 children and young people, NVQ Level 2 children and young people, NVQ level 3 health and social care, Understanding Autism, Attachment and Childhood Development, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, PREVENT
Eva Laurova	Night Care	Master's degree in special education needs, TEACCH – structured teaching for children with autism Understanding Autism, Attachment and Childhood Development, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, PREVENT
Nicole Dale	Night Care	BSc in Childhood Studies (University of Swansea), Level 3 diploma in Childcare and Education, Team Teach Positive behaviour Management, Understanding Autism, Attachment and Childhood Development, Contextual Safeguarding, Child Abuse and Neglect, Level 3 Safeguarding and Child Protection, Paediatric First Aid, Manual Handling, Safe handling and administration of medication, PREVENT
Kath Jones	Cook	Food Safety and Hygiene Level 2, Level 3 Safeguarding Children and Young people, PREVENT
Sally osland	Cook	Food Safety and Hygiene Level 2, Level 3 Safeguarding Children and Young people, PREVENT
Jenna Marsh	Housekeeping	Level 3 Safeguarding Children and Young people, COSHH, PREVENT
Karren Giddings	Housekeeping	Level 3 Safeguarding Children and Young people, COSHH - PREVENT

Line of accountability



Recruitment of staff

Staff are recruited according to Wiltshire Council's Safer Recruitment and Selection Process. This includes a rigorous selection process and vetting. All staff, including agency staff, undergo rigorous checks prior to employment including Enhanced Disclosure & Barring Service checks (formerly CRB). Medical checks, employment references and a full career history are obtained.

Prior to interview, all potential staff are invited to attend an inform shortlisting visit, where they are observed by Managers and staff. Children have an opportunity to ask them questions and provide feedback to Managers. Interviews are rigorous and involve a range of questions and scenarios aimed to challenge potential staff, whilst afford them opportunities to celebrate their experience, knowledge and skills.

Following a successful interview, recruitment complete all required referencing and clearance checks, with canon's House undertaking the Enhanced Disclosure and Barring checks in-house. All new appointments are subject to detailed induction program and a six-month probation period. It is not Canon's House policy to extend probationary periods.

Canon's House recognises that staff are our most valued resource. We aim to build on and develop their existing skills and see this as a vital ingredient in the provision of a quality service. Each care staff member is either qualified to NVQ level 3 in Health & Social Care/ Diploma or equivalent or working towards this qualification.

Canon's House is proud to employ a diverse range of staff from a range of backgrounds. Staff have varied experience of working in the health and care sector and some have specialist knowledge about different disabilities and health and care needs. Staff with no prior experience within Health and Social Care are provided all necessary training and development opportunities to learn the skills and knowledge required to undertake their role safely and effectively.

Staff undertake regular training to keep them informed about new ideas and professional practice and developments; which covers the areas of managing epilepsy, first aid, child protection, safe handling and administration medication and manual handling. Specialist courses such as autism awareness are also delivered, and staff are encouraged to develop their skills and knowledge whenever possible.

Supervision

All full and part time care staff receive formal supervision every 4-6 weeks

All Casual and Ancillary staff receive formal supervision at least every three months

Occasionally group supervisions may take place for staff groups, if all in agreement.

All staff receive an annual appraisal.

On call arrangements

There is an on-call system for out of hour's emergencies. Staff can call the on-call Manager during the evening and at weekends; they can be contacted via telephone. Details of the Manager who is on call is notified on the rota and hand over sheet.

Promoting appropriate role models within the home

Our team is a mix of male and female staff of different ages. All staff abide by a strict code of conduct and professional relationship policy to ensure they act as responsible role models for children and young people within our care.

Children and young people stay with us for short breaks and so spend the majority of their time with their families who may have role models of both sexes. Children and young People also spend time at school and in the community where they witness and interact with other different role models. At canon's House, we discuss issues regarding role models with the children and young people according to their level of understanding.

Care Planning

Admission to the home

All admissions including day-care placements are made via a referral to the Wiltshire Council Children and Families Support Panel via their Social Worker.

Should a Social Worker identify Canon's House as a possible provision of support, The Team Manager for the Social Worker will liaise with The Registered manager to undertake a suitability assessment visit. This will either be conducted by The Registered Manger or Deputy Manager.

If Canon's House is a suitable option of support for a child or young person, then the Social Worker is will work with the family to put forward a request to the Children and Families Support Panel for review.

We ask all Social Worker's to provide as detailed a referral as possible before we consider each placement and ask for the following information about each child or young person:

- Latest EHCP and Annual Review
- Latest CIN review
- Relevant CAMHS / Medical / Social / Education reports
- Details of current provision of support, detailing the additional requirements to meet the family's needs
- Family Background / history

If a placement is agreed, we expect children and young people wherever possible to be involved in the placement planning process, so that they are able to take some ownership for their transition to Canon's House. Ideally all children and young people would visit us with the appropriate Parents / Carers prior to admission, as a supportive means of transitioning into the home.

Each Child or Young person will be assigned a Key Worker. The role of the Key Worker is to liaise with the child or young person and their family or carers, to gather as much information about the child or young person as possible and to give information about the service and facilities provided by us.

Arrangements will be made for the child or young person to visit Canon's House, ideally for a few hours on a number of occasions - to meet staff and to have a look at the Home. We then organise an overnight stay and work towards agreeing a date of admission.

Emergency Placements

Emergency Placements are considered on an individual basis.

Canon's House
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SN10 2AJ

www.canonshouse.co.uk
<https://localoffer.wiltshire.gov.uk/>