



DIAMOND CARE GROUP

STATEMENT OF PURPOSE



“our purpose is to enable young people to develop emotional and behavioural stability and to work towards successful outcome in their lives”

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Statement of Purpose

All staff working at the home will be made aware of the contents of the Statement of Purpose and a copy must be easily accessible.

The registered person formally approves the Statement of Purpose of the home, and reviews, updates and modifies it where necessary, at least annually. Any proposed significant changes or modifications are to be notified to OFSTED before implementation.

The Children's Homes (England) Regulations 2015 requires that we have a written statement of purpose for our children's home. In addition requires that we provide a copy of this document to OFSTED and that we also make a copy available upon request for inspection by:

- Any person who works at the home
- Any child/young person accommodated in the home
- The parent of any child accommodated in the home
- The placing authority of any child accommodated in the home
- Any placing authority who is considering placing a child in the home

This Statement of Purpose details all elements of service provision and for example, includes: -

- Quality and purpose of care
- Views, wishes and feelings
- Education
- Enjoyment and achievement
- Health
- Positive relations
- Protection of children
- Leadership and management
- Care planning

In essence:

This document is of critical importance, not only for Diamond Residential Care but especially for the young people in our care, their families and the placing authority.

It serves as the cornerstone of the service we provide at Comfort Cove and guides how we deliver that service. This document is both a practice and management framework, which we strive to follow and be evaluated against.

It is also a declaration of our commitment to placing Children's Rights at the forefront of everything we do at Diamond Residential Care.

Should you need assistance or have questions regarding any aspect of this document, please speak with the Registered Manager or staff members at the home.

1. Quality and Purpose of Care

Diamond Residential Care provides specialist residential care for children and young people aged 7 to 18, regardless of gender. The home can accommodate up to three children and aims to provide a safe, nurturing and child-friendly environment in which every child is treated as an individual.

Our home provides a nurturing, highly structured, and low-stimulus residential environment specifically designed for children and young people with Learning Disabilities (LD) and or Moderate Learning Difficulties (MLD). Situated within a quiet, established residential neighbourhood, the home's core operational focus is on long-term developmental progress, communication enhancement and independent living pathways.

To ensure the safety, stability, and therapeutic integrity of the environment for all residents, our home operates under a strict **low-risk matching framework**. We exclusively accept young people whose primary needs are developmental or cognitive, and whose behavioral presentation is entirely compatible with a peaceful, suburban community setting.

Core MLD & EBD Service Delivery Model

Our specialised care model is built upon a transparent, dual-framework structure to ensure the highest standards of evidence-based care:

- **Dual-Model Trained Workforce (DSKL8 & PACE):** All internal residential care staff undergo comprehensive, verified training in both the accredited **DSKL8 De-escalation and Positive Behaviour Support** model and the **PACE model of care** (Playfulness, Acceptance, Curiosity, Empathy).
- Through **PACE**, our team builds secure, trauma-informed attachments, helping vulnerable young people feel emotionally safe, understood, and valued in their daily lives.
- This is seamlessly paired with the **DSKL8 framework**, which equips our team with advanced skills to identify environmental triggers, recognise early emotional cues, and utilise proactive verbal and non-verbal de-escalation. By combining relational security with professional de-escalation, staff shift the operational focus away from

restrictive practices and entirely toward empathy-led prevention and distress reduction.

Our care is trauma-informed, child-centred and relationship-based. We recognise that children's experiences of trauma, loss, disrupted attachments and adversity can influence their emotions, behaviour, relationships and ability to feel safe. Staff seek to understand the meaning and need behind a child's behaviour rather than viewing behaviour in isolation. Responses are therefore compassionate, curious and proportionate, with an emphasis on emotional safety, trust, consistency and positive relationships.

Professional curiosity is central to our safeguarding practice. Staff are expected to notice changes, gently explore concerns, review available information and consider whether explanations are consistent with the child's presentation, circumstances and known vulnerabilities. Information is recorded, shared and escalated appropriately so that emerging risks, patterns and unmet needs are identified at the earliest opportunity.

Each child will have an individual Placement Plan or Care Plan that reflects their assessed needs, wishes, feelings, strengths, risks, aspirations and intended outcomes. Plans and supporting risk assessments will be reviewed regularly and updated when new information, progress or concerns emerge. Children will be supported to understand and participate in their plans through accessible, age-appropriate and child-friendly communication.

Diamond Residential Care provides specialist support for children with learning disabilities who may also experience moderate emotional or behavioural difficulties arising from their disability, emotional needs or previous experiences. This may include children with ADHD, Oppositional Defiant Disorder, Conduct Disorder, attachment difficulties, eating disorders, Tourette's syndrome, selective mutism, anxiety disorders, sleep disorders, mood disorders, dyslexia, auditory processing difficulties and visual processing difficulties.

Support will not be defined solely by a diagnosis or presenting behaviour. Staff will seek to understand each child's individual communication, sensory, emotional, developmental and relational needs. Care will be adapted accordingly and delivered in partnership with the child, their family where appropriate, the placing authority and the wider professional network.

The home will support children to recognise their strengths, develop aspirations and experience achievement. Staff will help children identify meaningful short- and long-term goals and provide encouragement, practical support and opportunities to help them achieve these. Progress will be recognised and celebrated in ways that are meaningful to the individual child.

1.2 Aims and Objectives of the home

The aim of Diamond Residential Care is to provide a safe, stable, holistic and nurturing environment, supported by a high standard of accommodation, care and therapeutic practice. Our approach promotes children's physical and emotional well-being, strengthens their resilience and supports them to achieve positive and sustainable outcomes.

Through trauma-informed and relationship-based practice, staff will seek to understand children's experiences and the reasons behind their behaviour. Children will be supported through consistent boundaries, sensitive communication, co-regulation and positive relationships. Staff will apply professional curiosity to identify changes, patterns, emerging concerns and opportunities to strengthen each child's care and support.

Our approach will be child-centred and child-friendly. Children will be listened to, involved in decisions and supported to understand what is happening in their lives. Their wishes and feelings will inform their care, while staff remain mindful of their safety, welfare and best interests.

Diamond Residential Care aims to:

1. Provide a safe, stable, caring and socially inclusive home environment in which children experience a sense of belonging, identity and self-worth.
2. Deliver trauma-informed care that recognises the impact of trauma, loss, disrupted attachments and adverse experiences on children's emotions, behaviour and relationships.
3. Understand behaviour as a form of communication and respond to children with curiosity, empathy and proportionate support rather than judgement or punishment.
4. Apply professional curiosity by noticing changes, exploring concerns, connecting information, respectfully challenging assumptions and taking appropriate safeguarding action.
5. Work with each child and the placing authority to implement the objectives of the child's Placement Plan and Care Plan.
6. Ensure that each child's care, support and risk-management arrangements are individualised, regularly reviewed and responsive to new information or changing needs.
7. Safeguard and promote children's physical, mental and emotional welfare and development through effective operational procedures, strong professional practice and consistent standards of care.

8. Provide a flexible service that balances each child's individual needs, rights and preferences with the responsibilities associated with communal living.
9. Ensure children have access to education that is appropriate to their age, ability, needs and aspirations and, wherever possible, within a reasonable travelling distance of the home.
10. Promote high aspirations and support children to identify and work towards meaningful educational, personal, social and independence goals.
11. Recognise and celebrate children's progress, achievements, strengths and contributions, including progress that may appear small but is significant to the individual child.
12. Ensure that therapeutic support and interventions are based on assessed need and delivered in accordance with the child's Care Plan. Any therapeutic programme will be individually tailored and integrated into the child's wider support arrangements.
13. Take a positive and proactive approach to children's physical and emotional health, including access to appropriate healthcare services and specialist support.
14. Provide a range of social, recreational and leisure opportunities and encourage children to participate in activities that reflect their interests, abilities and aspirations.
15. Support children to develop daily living skills, confidence, resilience, social responsibility and the skills required for increasing independence.
16. Promote appropriate contact with family members and other significant people in accordance with the child's Care Plan and any relevant safeguarding arrangements.
17. Treat every child as an individual and enable them to participate meaningfully in planning, reviews and decisions affecting their lives.
18. Seek, record and respond to children's wishes and feelings, acting upon them wherever safe and reasonably practicable.
19. Communicate with children in an accessible, age-appropriate and child-friendly manner, considering their communication style, understanding and additional needs.
20. Ensure children have access to advocacy, understand their right to complain and are supported to raise concerns without fear of disadvantage.
21. Be attentive and responsive to each child's age, gender, race, culture, religion, sexuality, disability, identity and individual communication needs.
22. Work collaboratively with families, placing authorities, education providers, health services and other professionals to ensure coordinated and consistent support.
23. Maintain awareness of developments in safeguarding, contextual safeguarding, learning disabilities, trauma-informed practice and the understanding and management of behaviour.

24. Comply with relevant legislation, statutory guidance, regulations and the policies and procedures of individual placing authorities.
25. Provide staff with ongoing training, supervision, reflective practice, competency assessments and management guidance to ensure they can apply the home's model of care consistently.
26. Provide every child with opportunities to experience stability, develop trusting relationships and build a positive sense of identity, belonging and self-worth.
27. Prepare children for adulthood and independence at a pace appropriate to their age, ability, development, wishes and assessed needs.

Comfort Cove is committed to Child-Focused Planning as follows:

- a) **Working with each child**, his/her placement authority, social workers, parents, (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a plan of care which is individual and specific to the child, and which adequately reflects his/her needs at any one time;
- b) **Look after** each child or young person and ensure that they enjoy a safe, secure, holistic, warm, caring and loving environment which will nurture their education, stimulate their development and encourage their general well-being.
- c) **Always look ahead**, towards the child or young person's future needs, in order to prepare the child or young person as they grow and develop into young adults and for the time when they must leave the home and live independently or in similar settings where their needs can be met as an adult;
- d) **Provide leisure, fun, encouragement, opportunity and support for** each child or young person with a view to each child or young person fulfilling their potential and personal goals;
- e) **Listen** to all of the young people residing in the home, so that each of their views can be taken into account;
- f) Through regular meetings and discussions, **involve each child or young person in any changes of the home**, in order that they may understand the Home's rules, and on occasion contribute to their development and review in the light of changing needs and circumstances.
- g) Staff will receive appropriate training in a range of communication techniques tailored to the individual needs of each young person. This may include the use of Picture

Exchange Communication System (PECS) for those who benefit from visual support, Makaton sign language to aid comprehension and expression, and other augmentative and alternative communication (AAC) methods as required.

Staff at Comfort Cove are here to care for and promote the wellbeing of all young people placed at the home. They will be encouraged to build personal growth through positive role modelling and appropriate guidance, coupled with therapeutic interventions. To facilitate the young person's move towards a positive future, while strengthening their self-esteem. This will be achieved by constantly monitoring the views of the young people placed at Comfort Cove. There is an ongoing process of evaluating and guiding the care approach through regular supervision, staff meetings, key worker sessions and young people's meetings, Independent Person Assessment, Managers Review of Quality of Care, Quality Assurance Questionnaires as well as informal meetings and updates to the team around the young person, social workers and the Independent Reviewing Officer (s) IROs. Each young person for whom care is provided is respected and valued as an individual. Care approach and planning is individually tailored to address the specific and changing needs of the individual.

To support the above, and through care planning, we work in partnership with others to meet the specific needs of young people, such as their psychological, emotional and health needs.

The approach to care at Comfort Cove is based on guidance laid out in the Children Act 1989 (2004 Overview).

We believe that each child in our care has the fundamental right to:

- be regarded to as an individual and given our special attention;
- be cared for by people who are capable of understanding and meeting their needs; have fun;
- be treated equally, and no less favourably than others;
- receive respect / support and understanding regarding their cultural, religious and spiritual beliefs;
- receive an education plan which enhances their life prospects in every respect; receive prompt attention in relation to their entire healthcare needs;
- receive therapeutic interventions and a therapy programme for emotional support and to help with mental health issues;
- be safe, feel loved and always know that "someone cares";
- be informed about all important decisions that affect them, and to have a say;
- be afforded privacy for themselves and their belongings;

- be encouraged to think independently, and make their own choices;
- free to complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to;
- supported to develop and nurture lasting friendships and contacts within and outside the home.

2. Accommodation

Comfort Cove can offer accommodation for up to three young people aged 7 -18 years. Our home is a spacious house spread over two floors. The ground floor is fully accessible for the children to use, aside from the office / staff cloakroom. The second consists of four bedrooms, three with ensuite facilities and a main bathroom. The fourth bedroom is for staff use only. The house has been adapted to meet the needs of the young people we care for; rooms are well proportioned following specific health and safety guidelines and regulations. The communal rooms on the ground floor include the kitchen, utility, living room, dining room and games / break out area. Each young person will have their own fully furnished bedroom.

The main drive area to the front of the house, which can accommodate 6 cars. There is a side gate and path that leads to a rear garden consisting of lawn area, tree, and garden furniture are all enclosed by wooden fence panels on all sides.

Comfort Cove promotes a home from home ethos and incorporates all of the homely features that would be found in any family home. We provide spacious single occupancy bedrooms that can be personalised to meet different requirements. One bedroom can be used to facilitate siblings. There is a separate downstairs toilet which is for staff and visitors.

The living room is modern and comfortable; the lounge has a television, DVD player and audio equipment. The games/break out area will have games equipment for playing computer games, this area can be used for some key work sessions.

The dining room will be the heart of the house and the large table will be accessible all day and evening for children and staff to interact with each other around, play games and they will all eat meals together.

Young people are able to use any personal entertainment equipment they have brought with them. The use of audio, visual and written material is monitored to ensure that the young person does not have access to inappropriate material.

A house phone is available for young people to maintain contact with their family, friends and social workers and legitimate contacts. This enables a level of direct but managed access.

3. Location

Comfort Cove is situated in Walsall - there is good access to local activities, clubs, leisure facilities, local shops and transport links. Comfort Cove has developed good links with the Walsall PCSO's and Missing Persons Team, a 'location assessment' has been completed with their support and they have stated they can find no information to suggest that the location of Comfort Cove is not suitable, or that there is any increased risk to the children that we care for and that in their opinion the home is in a low risk area. The area is deemed to be low risk to safeguarding. The manager will review the appropriateness and suitability of the home's location of the premises at least once a year.

4. Cultural, Linguistic and Religious

Comfort Cove is committed to equality, diversity and young people's rights. At all times the young people are treated with dignity and respect. Staff demonstrate principles of dignity and respect throughout their professional relationships, thus offering good role models for the young people in their care. Staff are made aware that certain practices or consequences can be seen as deprivation of liberty, therefore a lot of thought must go into how we work with the young people. Staff aim to mitigate and repair the effects of stereotyping and discrimination on the grounds of ethnicity, age, gender and sexual orientation. Staff are proactive in ensuring that both they and the young people are always treated fairly. Children who wish to practise their religion will be given every possible help and facility to do so. In particular:

- We will arrange transport for children to any local place of worship if required;
- If asked to, we will make contact with any local place of worship on a young person's behalf.

Young people from different cultures are positively encouraged to retain their own identity and attention is given to clothing, health care and dietary needs etc. Young people with linguistic needs will be supported by the home through staff learning simple phrases, through the employment of someone with the required learning skills, through PECS (picture exchange communication system) cards in the relevant language and through local support groups.

Comfort Cove has a diverse group of staff and through their expertise and training we are able to support the young people in our care. All staff are expected to complete quality, diversity and culture training.

5. Complaints and Representations Arrangements

- On admission to the home, the young people and their families, significant others, and independent visitors, will be provided with information on how to complain. Information is available on how an advocate can be accessed and young people are supported to action this.
- The young person or their representative is able to complain if they are unhappy with any aspect of living in the home of the Registered Manager or Responsible Individual. Any complaint is addressed seriously and without delay and a complaint will be fully responded to within a maximum of 28 days.

Children and Young People are kept informed of the progress and offered support as required. Where necessary, a suitably skilled advocate will be sought to provide assistance in making a complaint where the young person has communication impairment or other specific needs which require specialist involvement. The home's complaints procedure enables children, staff, family members and others involved with children of the home, to make both minor and major complaints. Any complaint will be addressed without delay and the complainant kept informed of progress. Such complaints will be treated in the strictest confidence.

A copy of the complaints, child protection and behaviour management policies can be requested by contacting: -

Registered Manager email:-res-manager@diamondresidentialcaregroup.com

All complaints are dealt with informally if possible, although a formal resolution/investigation may be necessary in some cases. All complaints are recorded.

Ofsted is an independent regulatory body capable of investigating issues regarding Diamond Residential Care. You may contact them directly at any time:

- **Telephone:** 0300 123 1231
- **Email:** enquiries@ofsted.gov.uk

The Children's Commissioner: 02077838330 or 0800528073

NSPCC National Society for the Prevention of Cruelty to Children: - 0800 1111

NYAS Nation Youth Advocacy Service: - 0808 808 1001

Diamond Residential Care and Procedures, has detailed responses for staff in relation to safeguarding issues. The named person responsible for Safeguarding at Comfort Cove is Registered Manager or Responsible Individual. They are the Designated Safeguarding Leads within Comfort Cove and have the lead responsibility for child protection matters.

6. Views, Wishes and Feelings

At Comfort Cove we believe that the young people should be encouraged and supported to make decisions about their lives and to influence the way the home is run. No young person is assumed to be unable to communicate his or her views. Therefore, the young person's opinions, and those of their families or significant others are sought. Similarly, each young person is appointed a key worker who will act as an advocate and provide input over key decisions, which are likely to affect the daily life and future of the young people.

- Children will be encouraged to hold children and young people meetings weekly or on a requested basis with staff where possible. Staff will take minutes but it is the children that should be encouraged to take the lead in setting the agenda
- Young people will be advised of their right to comment, compliment and / or complain.
- Every young person accommodated at Comfort Cove will have access to the Independent Visitor each month, where they can comment about their involvement in the home's operation.
- Of course the young person will have the right to make any representation they wish about the home's operation via their Review, Care plan and Child's Placement Plan.

Quality Control

- In addition to monitoring and inspection from statutory bodies, Comfort Cove intends to have a culture of involving young people, their families and significant others as well as placing authorities to have a say in the improvement of the home through regular surveys by questionnaires.

The home will receive a formal Inspection each month from an independent person. In addition to spending time with young people, staff and management, a comprehensive checklist enables a thorough insight of how the home is functioning, an action log for improvement or development is provided together with details of timescales for action required and who is responsible for this. The Registered Manager will monitor the home's provision through monthly checks as required by The Children's Homes Regulations and Quality Standards and send six monthly summaries to Ofsted as required. During these checks the manager or Responsible Individual may consult with families, social workers and speak with the young people.

7. Anti-Discriminatory and Children's Rights Arrangements

Comfort Cove promotes care practices in a non-discriminatory way where all people are valued as individuals regardless of disability, race, gender, colour, sexuality or religious beliefs. We will provide a culturally sensitive service and ensure that all Children and Young People, staff and others receive equal access to services and equal access within them. Comfort Cove expects to treat all Children and Young People and stakeholders in a fair and respectful manner and this will be positively challenged and discussed within supervision, team meetings and young person's meetings. We uphold the Principles of Care, for promoting anti-discriminatory practice, and promotion of children's rights, respect and dignity as follows:

In practice we promote the above by:

- Safe Recruitment
- Equal Opportunities
- Safe living environments
- Complying with Children's Home Regulations 2015
- Complying with the Children's Homes Quality Standards
- Providing Children with information about their rights and advancing Children's Rights Providing children with access to external bodies i.e. Child-line, Ofsted, independent advocate etc.
- Responding positively and thoroughly to any complaints and representations they may make ensuring no one suffers reprisals.
- Responding positively to any staff concerns about any practice concerning the service to children we accommodate
- Enforcing our Disciplinary Procedure
- Advising the child's placing authority of any matters that affect the child's welfare, including staff concerns child complaints and individual staff disciplinary matters
- Working to improve outcomes for children
- Actively listening to children

- Therapy and therapeutic interventions, in a tailored child centred approach
- Providing positive care, accommodation, food, education, leisure opportunities etc. Staff at Comfort Cove are required to promote good practice with regard to Children's Rights.

The young people are encouraged and supported to understand their rights and to be well informed about ways to challenge discrimination. All young people will be supported to understand their rights and to use these in a positive manner that is beneficial to their wellbeing. All children and their families will have full access to the Responsible Individual, Registered Manager, Key workers, and senior staff team; Comfort Cove has a Children's Guide, which is given to them on admission. This document outlines the homes, rules, important contacts and their rights/ entitlements.

Restriction of Liberty:

By the very nature of our work at Comfort Cove in providing a service to young people with learning disabilities who have moderate emotional and behavioural difficulties we may on occasion adopt practice that could constitute a restriction of liberty (The Law Society) such as the physical restraint of children and increased monitoring and supervision that would be normal and good practice in a range of circumstances. Failures to monitor and supervise children and young people dependent on their age, understanding and vulnerability would be negligent.

The best interests of children and young people are best protected by open, transparent and honest practice, therefore individual practice with children and young people will be undertaken in consultation with placing authorities and, where appropriate with children, young people and their families. All interventions with children and young people that may constitute restriction of liberty will be subject to regular review and consultation.

8. Education

Comfort Cove is not recognised as a formal educational establishment; however, the home recognises that education is fundamental to improving children and young people's life chances, confidence, independence, and future outcomes.

The home is committed to ensuring every child receives an education that "enhances their life prospects in every respect" by supporting access to appropriate education

provision, promoting learning opportunities, and working collaboratively with education providers, local authorities, social care professionals, and families.

Where appropriate, children will continue to attend their existing school, college, or education provision where this is assessed to be in their best interests. The home will work alongside education professionals to support continuity, attendance, achievement, and positive engagement.

Where a child requires an alternative arrangement, including where a child is temporarily unable to access external education or where a suitable provision is being identified, the home will provide structured learning support in partnership with relevant professionals.

The home will endeavour to ensure suitable education provision is identified and arranged prior to placement wherever possible.

Education Facilities and Support Within the Home

Comfort Cove provides an environment that promotes learning and educational achievement through:

- a) A dedicated desk/workspace within each child's bedroom to allow homework, study, and independent learning to take place in a calm environment.
- b) Access to a computer and online learning resources to support education, research, homework, and virtual learning.
- c) Broadband internet access, which is appropriately monitored and managed to promote safe online use.
- d) Access to learning materials and resources appropriate to the child's age, ability, interests, and identified needs.
- e) Support from staff to establish routines around education, homework, revision, attendance, and preparation for learning.

In-House Learning Support

Where a child is unable to access education temporarily, requires additional learning support, or is awaiting an appropriate education placement, Comfort Cove will provide structured learning opportunities within the home.

The home has access to White Rose Education resources to support curriculum-based learning activities and provide structured educational materials.

In-house learning support will be individualised and planned around the child's:

- Education level.
- Learning needs.
- Interests.
- Abilities.
- Personal goals.
- Existing education plan.

Any learning support provided within the home will complement, not replace, formal education arrangements and will be delivered alongside communication and partnership working with education providers and relevant professionals.

Staff understand their responsibility to promote education, recognise barriers to learning, communicate concerns, and support each child's individual learning journey.

In addition

- Each child's key worker is given the responsibility of discussing the child's schooling and education on a regular 1:1 basis. These discussions will be wide ranging, covering topics such as enjoyment, problems, concerns, bullying, examination planning, attainments, school reports etc.
- The key worker will work with the child and social services in implementing and reviewing the child's educational plan.
- Each child is encouraged to join the local Library for the loan of books which may not be available in the home.

One of the central elements of the home's ethos and philosophy is the desire to ensure that each child receives an education which "enhances their life prospects in every respect". The home will endeavour to achieve this by:

- a) Understanding and contributing to the creation, maintenance, review and achievement of the children's' Personal Education Plan;
- b) Promoting education and learning as life-long experiences;
- c) Identifying local schools and colleges appropriate for each child and their age, ability, or providing this on site.
- d) Encouraging children to participate in extracurricular activities at school and assisting

with transport etc.

- e) Creating an environment within the home which is conducive to education and learning;
- f) Rewarding achievement and success;
- g) Monitoring each child's progress;
- h) Attending School Open days and parents evenings, as necessary;
- i) Initiating in-home education and learning such as personal health, housekeeping budgeting, basic cooking skills, etc.

9. Enjoyment and Achievement

The daily living experience of the young person will be structured and varied providing stimulating opportunities for social, intellectual, vocational and personal enrichment. They will be encouraged to utilise local community services. The level of supervision required would be subject to on-going assessment of risk and consultation. Emphasis is placed upon maintaining a normalised experience. The young person will be encouraged to invest in their living environment, personalising aspects of it and contributing towards its maintenance. Young people will be encouraged and supported to maintain a proper balance between free and structured time within the day. Individual activity plans reflect the needs and choices of the young people incorporating periods when they are encouraged to pursue their own interests.

Young people at the home are to be encouraged and given opportunities to take part in a range of activities both in and out of the house. Birthdays, key name days, cultural and religious festivals will be celebrated where appropriate. Staff will actively encourage family involvement if possible. The young person, where able, will be encouraged to participate with staff in planning these events. Young people will be able to pursue their particular interests, develop confidence in their skills, and continually add new activities and experiences to their programme.

There is a delegated budget for food, housekeeping and outings as well as allocated allowance for the individuals for activities, clothing, pocket money and personal needs. Young people are encouraged to develop their social care skills. They are expected to be involved in all routine domestic tasks in the home as well as the preparation of meals according to their ages and abilities. When appropriate they will take part in shopping for their own meals and learning about food preparation, food hygiene and budgeting.

Young people will eat together with the staff team. All staff involved in food preparation complete Food Hygiene training. On admission of a young person a list of known allergies will be obtained to ensure their safety.

Activities will take into account the safety of children. All activities will be risk assessed and evaluated and amended or discontinued as required. Persons holding the relevant qualification to supervise children's involvement in the activity concerned will supervise any high-risk activity provided or arranged for the young people.

The home provides a range of leisure activities; TV with DVD, CD player, games, garden facilities, social and environmental activities. The Home also provides activities which are suitable for and appropriate to the children we have in our care.

The home will arrange trips, activities and events within the community on a regular basis.

The home will have contacts with a variety of local clubs and associations, if any child or young person in the home wishes to pursue a special interest then we will always try to locate a suitable local club or society and enable introductions to be made.

10. Health

The physical and mental health of the young person will be of paramount importance. We actively promote a healthy lifestyle, which is applied to planning diets, exercise and relaxation. The home seeks to ensure that all young people live in a healthy environment and their health needs are identified. Management holds the responsibility for monitoring, and will seek to ensure that specific needs are taken into account and actively pursued. A range of health care professionals would be approached in order to identify both initial health care needs and on-going input as required.

On admission to Comfort Cove the staff will arrange for the young person to be registered at the local GP, Dentist and Opticians. Depending on the location of any child/young person's current health professionals and in accordance to their wishes and those of their social worker, children and young people may maintain their existing Doctors, Dentist, and Opticians etc.

The young person will be provided with guidance, advice and support on health and personal care issues appropriate to their needs and wishes. Services will be provided to meet all health needs from within the local community. Each young person will have a clear written health plan covering all medical health needs.

Comfort Cove does not employ health staff however, as previously mentioned young people will be registered at the local Doctors Surgery. As and when a young person feels

unwell or staff suspect an illness then the GP surgery will be contacted immediately for an appointment (where possible for that day) or they will dial NHS Direct on 111 for advice on what to do. Staff will support the young person with any appointments where necessary and appropriate.

A written record will document all illness, ailment, accidents or injury, to the young people during their placement at the home. Young people with particular health needs or disability will be provided with appropriate support and help. Management at the home will ensure that any support or treatment required or included in the child's placement plan, is implemented, recorded, and monitored. Relevant parties will be regularly updated with this information as required and advice sought as necessary. Significant events will be forwarded to social services at the earliest opportunity.

Comfort Cove Substance Misuse Policies, Procedures and guidance must be followed. Children and young people's rooms can be searched if there is a suspicion that any illegal substance is being kept there. Should a young person persist with substance abuse and not respond to treatment, advice or therapy,

'Diamond Residential Care would have to seek to review the suitability of the home in meeting the needs of the young person and determine whether an alternative placement may be required.'

Comfort Cove aims at:

- a) Ensuring that all medicines brought into the home are properly recorded and their administration is supervised and controlled in accordance with the home's policy and procedure regarding the administration of medicines;
- b) Being alert to the children's needs at all times and obtaining medical (or other) support as needed;
- c) Promoting in house programmes designed to provide basic education and advice regarding general health and wellbeing;
- d) Educating children on the harmful effects of illegal or banned substances, such as drugs, solvents, cigarettes and vapes.
- e) Working with Doctors, Dentists and other Practitioners etc. in dealing with the identified healthcare needs/programmes for each child.

10.1 Specific Therapeutic Arrangements

Comfort Cove is committed to providing therapeutic and specialist support that responds to each child's assessed needs, wishes and desired outcomes. Services available through Capentra include Cognitive Behavioural Therapy (CBT), psychological counselling, art

therapy, music therapy, positive behaviour support, specialist mentoring, educational psychology, sensory assessment & interventions. The support offered will be informed by the child's developmental level, communication preferences, strengths, risks and relevant plans.

Diamond Residential Care will fund weekly CBT where this is assessed as appropriate and agreed with the child. Its frequency and duration will be reviewed according to the child's engagement, progress and changing needs. Where assessment identifies a need for any additional therapeutic or specialist service, the placing authority will be approached to agree the arrangements and additional funding before that service commences.

Services are arranged through Snapcheck, with Capentra acting as a trading associate and coordinating delivery. Before support begins, Comfort Cove will verify the practitioner's identity, qualifications, professional registration, experience, insurance, safeguarding training, DBS status and professional supervision. The proposed support, practitioner, intended outcomes, consent, confidentiality, safeguarding procedures, progress measures and reporting arrangements will also be agreed.

A baseline and intended outcomes will be established where appropriate. Practitioners will provide written progress reports covering attendance, engagement, progress, emerging needs and recommendations. Practitioners will not ordinarily attend placement reviews or multi-agency meetings. The Registered Manager will review their reports and prepare a management summary for relevant meetings, seeking clarification from the practitioner where required.

Comfort Cove will ensure that relevant therapeutic reports and progress updates are shared securely with the child's social worker and, where appropriate, with multi-agency professionals and other authorised stakeholders. Information will be handled in accordance with data-protection requirements, confidentiality arrangements and the child's individual care plan. Practitioners must comply with the professional standards and codes of conduct applicable to their registration and relevant legislation.

Children will be helped to understand the purpose of the support, confidentiality arrangements and circumstances in which safeguarding information must be shared. Any disclosure, immediate risk or significant deterioration in a child's presentation will be reported promptly.

With appropriate consent, practitioners may advise staff on strategies to reinforce between sessions.

Services are provided through: Snapcheck - **Trading associate:** Capentra

11. Positive Relationships

At Comfort Cove, we are committed to ensuring that children and young people maintain and develop positive relationships, not only with family but also with their friends. We believe that nurturing friendships is vital for a young person's emotional well-being, and we actively support these connections. Friends are welcome to visit the home, where they will be appropriately supervised. Additionally, with the agreement of the young person's social worker, visits to friends' homes can be arranged.

In line with established best practices, the home ensures that all important contacts are recorded in the young person's Placement Plan and regularly reviewed. When contact is made, it is evaluated to ensure it remains beneficial and if planned contacts do not occur, the reasons are followed up with the young person. Comfort Cove encourages all children to build new friendships and social connections during their time in the home, fostering a sense of belonging and community.

12. Protection of Children

Comfort Cove Policies and Procedures are in line with the Walsall Safeguarding Partnership (WSP), and have detailed responses for staff in relation to Safeguarding issues. The named people responsible for Safeguarding at Comfort Cove are Registered Manager and Responsible Individual. They are Designated Safeguarding Leads within Comfort Cove and have the lead responsibility for child protection matters. The home is committed to ensuring the safety and protection of all children who live at Comfort Cove.

Staffing and Safeguarding Procedures

- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the home are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service (DBS) before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and Disclosure and Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- We abide by the Safeguarding of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.

- We have procedures for recording the details of visitors to the home. We take security steps to ensure that we have control over who comes into the home so that no unauthorised person has unsupervised access to the children.

Our Safeguarding policy underscores our commitment to inter-agency collaboration. Any safeguarding concerns will be referred by the Registered Manager or Responsible Individual to the Local Authorities' Children's Services, and a referral will be made to the Walsall Safeguarding Partnership MASH (Multi-Agency Safeguarding Hub) team to ensure a coordinated and timely response.

In any circumstances where safeguarding procedures are undertaken, the young person's social services and parents (where relevant) will be kept closely involved and informed as required by Working Together to Safeguard Young People December 2023.

All staff receive Safeguarding training and are clear about their role and responsibility in relation to protecting children, identifying signs that a child is at risk of harm and the process of recording and reporting safeguarding concerns.

Due to the nature of the learning disabilities and other complex needs of the young people placed at Comfort Cove, children resident at the home are supported and supervised by staff on a 24-hour basis. There is no surveillance equipment in the home but outside the entrances and exits to survey the property externally.

Our approach to restraint is rooted in ensuring the safety and well-being of both children and staff and it is only used as a last resort when there is an immediate risk of harm. All staff members are thoroughly trained in appropriate restraint techniques, in compliance with statutory guidance, and their competence is regularly assessed through ongoing training and supervision. This ensures that restraint is applied safely, minimally and appropriately, in line with the child's best interests.

12.1 Dedicated Safeguarding Email

Diamond Residential Care provides a dedicated safeguarding email address for children, family members, staff, professionals, visitors, contractors and members of the public to report a safeguarding concern or share information relevant to the safety or welfare of a child:

DRC's safeguarding email: safeguarding@diamondresidentialcaregroup.com

The safeguarding email address is included in staff and home email signatures and will therefore be visible on email communications sent by Diamond Residential Care. This provides an additional and accessible route for people to raise concerns directly with the organisation.

The mailbox is monitored regularly by authorised personnel. Information received will be reviewed, recorded, risk-assessed and acted upon in accordance with the organisation's safeguarding, confidentiality and data-protection procedures. Where appropriate, the person reporting the concern will receive confirmation that their email has been received. Information will only be shared with people and agencies who need it to safeguard the child.

The safeguarding mailbox must not be relied upon where a child is at immediate or high risk of harm. In an emergency, the person reporting must contact the police or ambulance service on **999** and notify Children's Social Care, the child's social worker or another appropriate safeguarding professional without delay. They should also contact the home directly and speak to the Registered Manager, Designated Safeguarding Lead, on-call manager or staff on duty.

The safeguarding email is an additional reporting route and does not replace staff members' internal responsibilities. Staff must continue to take immediate action to protect the child, verbally report concerns to the Registered Manager, DSL or on-call manager, contact emergency or safeguarding services where required and complete all relevant safeguarding and incident records. Sending an email must never delay action necessary to keep a child safe.

13. Child Sexual Exploitation

We understand that looked after children have a higher risk of CSE and we put measures in place to ensure their safety. We will work in partnership with the placing authority and ensure that a sexual exploitation risk assessment is completed.

Young people will be provided with training and guidance on internet safety and appropriate use of the internet. Comfort Cove has appropriate parental controls in place on all devices, utilising Circle device and an BT Home hub controls to manage and monitor online safety effectively

A location assessment is conducted annually.

1. If a young person goes missing

Diamond Residential Care has clear written missing/absent procedures which are followed in the event of any unauthorised absence. All staff are aware of these procedures and know the necessary action to take.

We will ensure that we are pro-active in our response to young people who go missing and we aim to foster a good relationship with the Missing Person's Unit, Walsall. On admission a photograph and profile of the young person is completed and will be provided to the Missing Person's Unit if and when required.

Our procedures take into account the Missing Children Joint Protocol – Children and young people who run away or go missing from home or care and we have an agreed protocol with the police for responding to missing episodes.

Each young person placed at Comfort Cove will have an individual risk assessment which reflects the young person's level of risk in relation to going missing, triggers and the strategies in place to minimise the risk of this happening.

In the event that a young person goes missing we will where possible make arrangements for an independent person to conduct a return home interview.

14. 1 Notification of a Serious Event

Notifications under Regulation 40 of The Children's Home (England) Regulations 2015 are sent to the required authorities as well as to the Responsible Individual in a timely manner.

2. Behaviour Management, Discipline and Restraint Arrangements

- The young person's identified needs and behavioural targets will always remain a central focus of the placement. Issues and information will be discussed openly using a supportive and respectful approach.
- Frequent monitoring of behaviour by unobtrusive and self-report will provide valid data to identify patterns, measure change and progress.
- Comfort Cove operates a clear policy and guidance for staff based on a code of conduct setting out the care and control, disciplinary and restraint measures permitted, emphasising the need to reinforce positive messages to children for the achievement of acceptable behaviour. Staff work together to help instil boundaries and encourage young people to adhere to, and follow house expectations.
- Asserting an equitable measure of control in consideration of a young person's age and understanding is an essential element of caring for a young person. The young people we care for may present difficult and challenging behaviour, the origins of

which are often complex and therefore require careful and considered approach by all childcare professionals.

- An important initial part of this task is to help young people gain control of their behaviour and actions; by giving clear guidance and boundaries and thereafter enable the young person to take responsibility for their behaviour, actions, consequences and develop self control.
- Physical restraint is only used as a last resort at Comfort Cove to prevent likely injury to the young person concerned, other children and young people, staff, the public or damage to property. It is never used as a punishment in response to challenging behaviour.
- All staff that use physical restraints will have completed the De-escalation training course, so all staff practise the same way.
- A record of all restraints that take place will be kept; these include the name of the child, the date, time and location, details of the behaviour requiring use of restraint, the nature of the restraint used, the duration and the name of the staff member(s) using restraint. Any injuries caused as a result of the restraint are also recorded and reported. A separate record of any consequences is also kept in the same way.
- After a restraint has taken place both the young person and staff are debriefed in a way to reflect and learn from the incident that has just occurred. All consequences, no matter the form they take, are recorded and their authorisation is discussed with staff and the manager to assess whether they are appropriate or will be deemed effective. When rewards are given for positive behaviours these are also recorded and discussed with the young person concerned.

All staff must understand the framework behind the home's underlying philosophy towards behaviour management, and therefore the home has written and makes available to all staff, its policy on "Behaviour Management".

All staff at Comfort Cove receive appropriate training in non-invasive restraint by a licensed trainer. The procedure used is conflict management, disengagement and assault avoidance and the use of non-restrictive holds and escorting.

At Comfort Cove, we maintain a clear and structured approach to behavioural support, emphasising positive reinforcement and de-escalation techniques. In instances where malicious/serious damage to property occurs, the cost of repairs will be recovered from the placing local authority.

3. Rewards

The major principle of the care and control programme for each young person is to reward those behaviours it is required for the young person to repeat. Rewards for good behaviour are therefore the primary method of achieving change in the young person's behaviour. We encourage young people to develop positive aspirations and support them in achieving by providing realistic and achievable goals. On a day to day basis small achievements are acknowledged with praise and recognition. Through positive reinforcement and engagement in meaningful activity, young people begin to experience the pleasure of positive engagements as opposed to gaining attention through negative behaviour. Staff will work closely with young people and help them to identify daily, weekly and monthly targets that are celebrated and rewarded with points. These points are monitored each week and result in extra money which is carefully managed and recorded.

4. Consequences

Consequences are used as part of establishing positive relationships with young people and helping to maintain boundaries and stability. These ideas help show that when something goes wrong, it can be fixed, and people can feel better. They may not be excessive or unreasonable and may only be applied in accordance with the Consequences Procedures.

There are occasions when a child's or a young person's behaviour or attitude may challenge our agreed standards for good behaviour.

Consequences:

- Reflect the seriousness of an individual incident;
- Are applied as soon as possible after an incident;
- Are applied in a fair and consistent manner

Consequences are not:

- Applied to a whole group of children or young people when the individual(s) responsible has (have) not been identified;
- Used to degrade a child or young person;
- Used to cause a child or young person public or private humiliation;
- Restricting liberty

Consequences may include:

- Verbal warnings or disapproval;
- Confiscation of prohibited items;

- A financial restitution where property has been damaged;
- A grounding or withdrawal from social activities

5. Fire and Other Emergency Procedures

- The home operates robust fire and emergency procedures. It has a fire policy, which will be rigorously applied. An appropriately qualified external agent services equipment on a regular basis. Testing takes place in line with the fire safety policy and legislation and staff, children/young people participate in regular evacuations as required. Records are kept and any issues noted and addressed. The team will receive regular fire training and will complete fire safety as part of the induction process for new staff and regularly thereafter. The implications of a fire within the home are discussed with the young people if practicable. In addition, each young person has a specific risk assessment related to fire safety and details of any evacuation plans are displayed at designated places in the home.
- Health and medical emergencies are also planned for within the general running of the home. An ambulance will be called by the home in the event of an accident or seizure requiring attention and it is deemed inappropriate to await the arrival of a G.P. A staff member will accompany the young person to hospital and remain with them as required. Night cover will be required if it is felt that this would be in the interests of the young person or at the request of the placing authority.

Other emergencies such as gas or water leaks, or electrical failures, will receive immediate attention from appropriate external agencies or maintenance engineers.

6. Leadership and Management

Contact Details

Registered Provider and Responsible Individual (as defined in the Care Standards Act) is
Comfort Cove

Walsall

West Midlands

Email: ri@diamondresidentialcaregroup.com

Registered Manager

Comfort Cove

Walsall

West Midlands

Email: *res-manager@diamondresidentialcaregroup.com*

19.1 Regulation 44 Independent Visitor

Diamond Residential Care are using Grahams Consultant Services as the nominated Reg 44 independent visitor.

7. Recruitment

Through its robust recruitment and selection policy the Diamond Residential Care undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and attitude which will complement and enhance the quality of care we deliver. All staff are provided with an Induction training programme and further ongoing training, appraisal, supervision and support as needed. All job applicants are required to apply for an enhanced disclosure from the Disclosure and Barring Service (DBS) in order that the home may be satisfied that they are appropriate persons to look after children and young people.

20.1 Organisational Structure of the Home

Comfort Cove is run by the Registered Manager. Reporting to him/her is Senior leaders. The home will have a 6 minimum of staff as follows:

- 1 Registered Manager
- 6 Residential Support workers
- 3 Waking Night workers
- Bank support workers

20.2 Staffing Policy

Comfort Cove has important responsibilities to ensure that staff are available in sufficient numbers to adequately deal with the needs of the children and young people, whilst at the same time ensuring that such resources are used efficiently and economically. As a last resort the home will use agency staff from a reputable company.

20.3 Shift Patterns

Full Shift 07.00am to 07.00am (24 hours), Day Shift 07.00 hrs to 21.00 hrs (14hrs) and 09.30 hrs to 22.00 hrs (12.30 hours), 07.00hrs to 10.00hrs (3 hrs), 22.00hrs to 07.00hrs (9 hours) Sleep-in, and Waking Night Shift 21.00 hours to 07.30 (10½ hours). Each shift will be led by the team leader or an appointed responsible residential child care worker. The home is covered 24 hours a day 7 days a week 52 weeks a year.

8. Staff Supervision

Comfort Cove is fully committed to meeting supervision standards as set out in The Children's Homes Regulations and Quality Standards.

In practice this means that staff will receive formal and informal supervisions from their line manager every 6 weeks. Additional supervision will be provided as required or requested. We believe that it is essential to ensure best practice is promoted and achieved through staff development and education. Diamond Residential Care aims to encourage and maintain high motivation and morale amongst individuals and the whole staff team. Diamond Residential Care has a robust policy on staff supervision and records are held under confidential cover. With the permission of individual staff, these are available for inspection during the inspection process. All staff will be required to complete documentation during supervision about any concerns that staff may have. The Home Manager will give direct, on-site help, monitoring and guidance to add to the regular supervision.

9. Training & Development

Comfort Cove staff work towards providing a service in which children and young people are encouraged to develop through the mediums of opportunity and support as set out by the Children's Homes Regulations and Quality Standards. We are committed to providing staff with the skills they require, through an extensive programme of in-house and external training. Staff training needs are identified through the on-going process of statutory obligations and the internal process of supervision, team meetings and appraisals.

The admission of a young person with specific care needs might highlight the necessity for additional training as required. All of these needs will be met via the construction and implementation of a comprehensive training package. Including the Level 4 Diploma Working with Children and Young People training. In addition to a formal induction to the home,

The home has a training matrix that will be updated monthly and each staff member has a training record that documents qualifications and training courses undertaken. Copies of certificates are available for inspection.

Staff Appraisal - All staff will receive annual appraisal.

22.1 Promoting Appropriate Role Models

A role model is a person who serves as an example by influencing others. For many children and young people, the most important role models are parents, caregivers and teachers. At Comfort Cove will endeavour that we make every effort to ensure that we have a balanced gender, race, religion and culture mix. The young people we look after may come from a diverse range of ethnic and socio-economic groups. Sometimes an adequate gender mix is unavailable; therefore in such cases adjustments may be required.

Care and attention are needed to ensure that the appropriate gender relations and perspectives are adequately represented in activities, discussions and decisions.

10. Care Planning

The welfare of the child / young person is paramount and Diamond Residential Care, with the placing authority has a duty to act in a way that safeguards and promotes this.

We at the organisation will aim to work in partnership with the child / young person (as far as practicable, given their age and understanding), their parent(s) and those with parental responsibility. Children, young people, their parents and those with parental responsibility should be actively engaged in decision-making, with their views considered, depending on the level of risk.

All young people will have a Child Centred Placement Plan and a Care Plan which are reviewed regularly. The young people may require Action Plans and Measuring Outcomes Tracker to monitor the progress and development of each individual child on a monthly basis.

Clear Admission & Placement Matching Criteria

Local Authority placement teams must demonstrate that referrals align cleanly with our strict matching profile.

Inclusion Criteria (The Profiles We Support)

- A primary diagnosed or recognised Moderate Learning Difficulty (MLD), frequently co-occurring with mild-to-moderate Autism Spectrum Conditions (ASC), developmental delays, or **Attention Deficit Hyperactivity Disorder (ADHD)**.

- **Neurodevelopmental and ADHD Support Needs:** Young people presenting with ADHD traits including difficulties with sustained attention, impulse control, emotional regulation, and executive functioning deficits—who require structured staff coaching, physical energy outlets, and low-stimulus environments to successfully navigate their daily routines.
- Cognitive or executive functioning deficits requiring structured staff routing, visual timetables, and life-skills scaffolding.
- Social or communication vulnerabilities that require a protective, low-stimulus neighbourhood asset rather than a secure environment.
- A presentation that allows safe participation in community-based activities and local public transit training.
- Capacity to safely engage with external, sessional clinicians for targeted developmental or therapeutic milestones.
- **Safeguarding-Led Relocations:** Young people who require a complete geographic separation from a known peer group or previous gang affiliation for their own safety, provided they are assessed as low-risk, are motivated to engage with support and show a clear desire to move away from exploitation.

Placement Matching & Risk Assessment

Every single referral undergoes a rigorous impact assessment by the Registered Manager prior to an offer being extended. This process evaluates the incoming child's profile against our current resident cohort to guarantee that the home remains a safe, harmonious space. Due to our high-quality residential location and strict adherence to a low-risk profile, any referral demonstrating behaviors listed within our exclusion criteria will be immediately declined to protect the integrity of the home, its residents, and our community relations.

Before an admission is agreed, the Registered Manager will obtain and assess all available referral information, including the child's needs, behaviours, vulnerabilities, known and potential risks, care history and compatibility with other children in residence. This assessment will also consider the suitability of the home's environment, staffing levels, staff skills and experience, and whether the home can meet the child's needs safely and effectively.

Where circumstances allow, the admission process will include completed referral documentation, consultation with the child, family and relevant professionals, a pre-placement visit and direct observation of the child within their current setting, which may include their home, school or existing placement. The child will be provided with appropriate information about the home and supported to express their views, wishes and feelings regarding the proposed placement.

Emergency and Time Limited Admissions

The home may consider emergency or time-limited admissions where there is immediate capacity and sufficient information is available to make a safe and informed decision. Each referral will be considered individually and will not be accepted solely because a vacancy is available.

Before an emergency admission is agreed, the Registered Manager will complete an initial placement and impact risk assessment. This will consider the child's immediate needs and risks, compatibility with any children already living at the home, staffing arrangements and the potential effect of the admission on the safety and stability of the home. The admission will only proceed where the manager is satisfied that the child's needs can be met without compromising the welfare, safety or progress of any child.

The Registered Manager will obtain the information required to safeguard the child and others before admission. Any outstanding assessments, documentation, visits and planning arrangements will be completed as soon as reasonably practicable following the child's arrival, in partnership with the placing authority and relevant professionals.

We will make every effort to clearly state from the outset how each child's specific conditions will be managed, along with the necessary requirements for doing so. Similarly, professionals and families will be informed of the home's general ethos, aims and how they align with the individual rights and needs of each young person.

For those children and young people with behaviour problems associated with their learning disabilities, a placement at Comfort Cove can be effective in breaking a negative cycle of behaviour. The environmental concept is such that unresolved feelings can begin to be addressed safely. Support in a nurturing and safe environment provides the setting whereby negative and destructive behaviour can be contained and challenged constructively by boundary setting and consistency of practice.

Emergency admissions to the home will be considered if there is suitable space in the home to accommodate the young person and the placement appears appropriate in terms of compatibility where the home can meet need. An initial assessment would be completed and risks considered prior to agreement to accommodate.

All relevant documentation must be provided prior to or at the time of admission (or at the latest by the end of the next working day). The duration of a young person's placement is subject to their individual needs as outlined in their Care Plan and Child's Placement Plan.

11. Review and Placement Plan Arrangements

The manager of the home will ensure that regular reviews of the young persons' placement plan are conducted in relation to the guidelines as laid down. The young

person will be encouraged to participate as far as is practicable in the review process. The manager will ensure that the agreed outcome of reviews is reflected where necessary in the day-to-day care of the young person. All agreed targets and identified needs will be actioned / addressed at the earliest opportunity.

The manager of the home will be responsible for preparing and completing this regulatory task (Child's Placement plan) and in doing so they must consult with the child, their family and placing authority regarding:

- How, on a day to day basis, he / she will be cared for and his / her welfare safeguarded and promoted by the home.
- The arrangements made for the individual's health care and education.
- Any arrangements made for contact with his / her parents, carers, relatives and friends.

The registered person must co-operate with the child's placing authority in agreeing and signing the plan for the child's placement. The registered person to comply with requests by the child's placing authority to:

- (a) Provide it with information relating to the child; and
- (b) Provide a suitable representative for any meetings it may hold concerning the child.

Copies of the plan must be held on the child's file and a copy sent to the child's social worker.

- The purpose of the review is to ensure that a child / young person's welfare is safeguarded and promoted in the most effective way during the period he / she remains "looked after".
- The first review must be held no later than four weeks after the child / young person begins to be "looked after".
- The second review must take place no later than 3 months after the date of the first review.
- Subsequent reviews must take place at intervals of not more than 6 months after the date of the previous review.

The timing of the review will not necessarily coincide with the start of the young person's admission to the home i.e. the young person may have had a previous placement since beginning to be "looked after". The date of the review is therefore dependent on the date the young person began to be "looked after", not the date they were admitted to the home, although in some cases this date will be the same. However, the frequency laid down by law is a minimum requirement and a review can be triggered if the individual circumstances deem it necessary.

24.1 Transition

Young peoples' placements at Comfort Cove will end usually at reaching the age of 18. The young person will be supported by their key worker in partnership with the placing authority to identify the next placement. At each level the young person will be supported so that their voice is heard and their needs are met.

It is very important that the placement end is a marked occasion for the young person, their peers and staff. Where possible suitable arrangements will be made to reflect on time in the home and have a proper positive ending for staff and other young people.

11.1. Ending a Placement

Commitment to Placement Stability

Diamond Residential Care is committed to providing children with stable, nurturing and enduring placements. We recognise that periods of distress, emotional dysregulation and changes in behaviour may form part of a child's response to trauma, transition and therapeutic recovery. Such difficulties will not, in themselves, lead to a placement being ended.

Staff will work proactively with the child, placing authority, family where appropriate, education provider, health professionals and wider professional network to understand the reasons for any difficulties and agree additional support. This may include reviewing the child's placement plan, risk assessments, staffing arrangements, routines, behaviour-support strategies and therapeutic interventions.

Exceptional Circumstances

A placement will only be ended by the home as a last resort, after all reasonable and proportionate measures to maintain it safely have been considered. This may be necessary where a comprehensive review concludes that:

1. The home is no longer able to meet the child's assessed or changing needs safely and effectively; or
2. The risks presented to the child, other children, staff or the wider community cannot be safely managed within the home's resources, staffing arrangements or Statement of Purpose.

Any decision to recommend ending a placement will be led by the Registered Manager, with oversight from the Responsible Individual and consultation with the child, placing authority, staff team and relevant professionals. The child's wishes, feelings and emotional wellbeing will remain central to the decision-making process. The reasons, professional discussions, alternatives considered and agreed actions will be clearly recorded.

Planned Placement Endings

Where a placement is assessed as no longer sustainable, Diamond Residential Care will work openly with the placing authority and follow the agreed or contractual notice

period wherever possible. A transition plan will be developed to minimise disruption and support the child to understand what is happening.

The home will cooperate with the placing authority in identifying and planning a suitable alternative placement. Relevant care information, risk-management arrangements, routines, achievements, preferences and therapeutic strategies will be shared appropriately to support continuity of care. Staff will help the child prepare emotionally and practically for the move and will ensure that the ending is handled sensitively and respectfully.

Emergency or Unplanned Placement Endings

An emergency placement ending will only be considered where there is an immediate and serious risk that cannot be safely managed through additional staffing, professional intervention or other protective measures.

In these exceptional circumstances, the Registered Manager will work with the placing authority, Emergency Duty Team and other relevant agencies to agree the safest available arrangements. The child will not be left without appropriate care or support, and every reasonable effort will be made to ensure that the transition is safe, coordinated and sensitive to their needs.

Notifications and Management Review

The Registered Manager will ensure that all notifications required under the Children's Homes (England) Regulations 2015 are completed within the appropriate timescales. A Regulation 40 notification will be submitted to Ofsted and other relevant agencies where the circumstances surrounding the placement ending constitute a notifiable serious event. Admission and discharge notifications will also be completed in accordance with Regulation 41 and local procedures.

Following any unplanned or emergency placement ending, the Registered Manager and Responsible Individual will review the circumstances, actions taken, professional involvement and any lessons for future practice. Identified learning will inform the home's risk assessments, referral and matching processes, staff development and quality-assurance arrangements.

12. Safer Recruitment & Staffing Matters

The selection, supervision, training & development of the staff team

At Diamond Residential Care, our commitment to providing a safe and nurturing environment for the children in our care is unwavering. Our safer recruitment procedure forms a cornerstone of this commitment, ensuring that all individuals who join our team share this dedication. The process begins with meticulously crafted job descriptions and person specifications that clearly articulate the responsibilities and essential qualities

required for each role, with a strong emphasis on safeguarding competencies and values aligned with protecting vulnerable children. Our advertising strategies are designed to attract a diverse pool of candidates who are passionate about making a positive difference in the lives of young people. Our comprehensive application forms gather detailed employment histories, requiring explanations for any gaps and explicitly addressing any prior safeguarding concerns or disciplinary actions.

Our selection process at Diamond Residential Care involves a rigorous evaluation of all applications, with shortlisting decisions made strictly against the criteria outlined in the person specification. Interviews are carefully structured to delve into candidates' understanding of child protection, their attitudes towards children, and their capacity to respond effectively to safeguarding issues. We conduct panel interviews to ensure a balanced assessment. Where we also incorporate scenario-based questions to gain deeper insights into a candidate's suitability for working within our residential care setting.

Ensuring the ongoing safety of the children at Diamond Residential Care necessitates thorough and continuous vigilance. We conduct enhanced Disclosure and Barring Service (DBS) checks, including barred list checks, for all staff who will be working directly with our young people. We also meticulously verify qualifications, professional registrations, and conduct robust identity checks. Obtaining and carefully reviewing references from previous employers is a critical step, with specific inquiries made regarding the candidate's suitability for working with children, their safeguarding history, and their professional conduct. To further strengthen our safeguarding measures, all staff at Diamond Residential Care will be required to complete a disclaimer on an annual basis, confirming that there have been no changes in their circumstances that may affect their DBS status or their continued suitability to work with children. Only upon the satisfactory completion of all these stringent checks is an offer of employment extended, which is always subject to a probationary period. This ongoing assessment, coupled with the annual disclaimer, allows us to ensure that all team members consistently embody Diamond Residential Care's commitment to safeguarding and providing exceptional care.

Newly appointed Staff complete a two week induction and assessment period of 26 weeks. All staff undertake a corporate induction and a residential induction that is linked to reflective supervision and performance review systems. The residential staff at DRC receive supervision every 6 weeks and an annual performance review, which aims to support individual staff's identified area of development. All new staff will receive supervision every two weeks until they have completed their probationary period.

There is a specific induction for residential staff, and mandatory training courses that they will be required to attend. Necessary training is identified through national standards, supervision and performance review, such as First aid, food hygiene, positive handling technique (team teach), data handling/management and safeguarding course etc.

DRC has a learning and development individual who provide training on an on-going basis, as well as online training opportunities. We also access training through Children & Adolescent Mental Health Service – specific to the needs of the Regroup of young people that we care for.

13. Relevant Qualifications and Experience

Registered Provider, Registered Manager and the Staff Team - **Appendix i, ii**

26.1 Responsible Individual

Their career is marked by significant accomplishments in the education and local authority sector. As a senior leader with 15 years of experience, they have overseen Looked After Children or Children in Care, ensuring their educational and emotional needs are met. Their leadership roles include six years as a Deputy Head in one of Birmingham's most challenging schools and seven years as an Assistant Head in the largest 2-19 Special School in the country.

Throughout their career, they have consistently worked in settings characterised by significant challenges, deprivation, disadvantage, and vulnerable students with specific needs. Their expertise spans both mainstream and special schools, with key areas including pastoral care, inclusion, behaviour management, intervention and support, safety and safeguarding, children in care, child protection, and Special Educational Needs and Disabilities (SEND).

They are proud to be an ethical leader and manager, defined by their values of honesty, integrity, and loyalty to each setting they have worked in. Their unwavering dedication and extensive experience make them a formidable advocate for children and young people in social care and education.

26.2 Registered Manager

For over 28 years, they have been a steadfast leader across diverse sectors – Immigration, Law Enforcement, and Social Care – united by a profound commitment to vulnerable individuals. From navigating the complexities of the asylum process for those fleeing war-torn nations to orchestrating effective responses for victims of crime and individuals facing acute mental health crises, their career has been defined by a dedication to ensuring safety and providing crucial support. This commitment extended to managing children's homes, where they fostered nurturing environments essential for growth and development.

Their professional journey reflects a deep-seated passion for service, consistently prioritising the well-being of the most vulnerable within our community. They have navigated multifaceted challenges, collaborating with professionals across disciplines to ensure holistic and person-centered care. Recognising the dynamic nature of the environments they worked in, particularly those impacted by deprivation, poverty, and evolving risks, they have proactively maintained their professional development. For the past six years, their focus has sharpened on creating meaningful and lasting positive change in the lives of children and young people.

A transformational leader characterised by unwavering fairness, integrity, and deeply held values, They have consistently delivered the highest standards in every role. They excel at cultivating and empowering motivated teams, fostering a positive work culture where dedication to the needs of children and young people

thrives. Their leadership has demonstrably resulted in cohesive teams that successfully improve the lives of those under their care.

26.3

Organisation	Diamond Residential Care Group
Title	Statement of Purpose and Function
File name	Statement of Purpose Document
Author	Responsible Individual
Owner	Diamond Residential Care Group
Subject	Children's Home
Review Date	October 2026
Updated	October 2026
Contributors	Diamond Residential Care Group Registered Individual & R Manager

APPENDIX i **Diamond Residential Care Comfort Cove Staff Team Profile**

Post	Qualification	Experience
Responsible Individual	Responsible Individual Children's Homes Certificate Children's Homes RI Workshop Training	15 years + Leadership and Management Exp. LA Advisor for LAC/CIC Staffing + Staff Appraisal HR Personnel

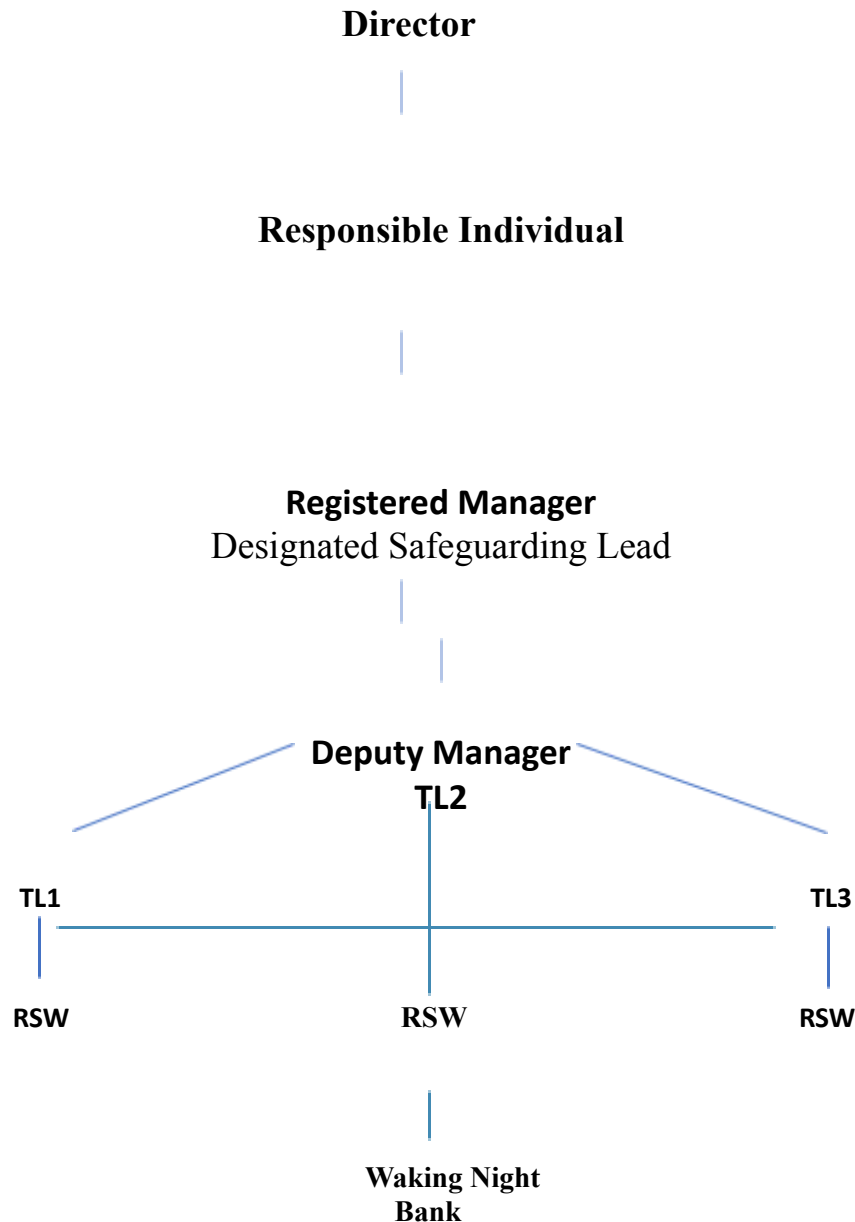
	Bed Hons Degree NPQH National Qualification for Headship Designated Safeguarding Lead Cert Safer Recruitment Level 2 Building Positive Relationships to Manage the Behaviour of Pupils with SEND/Primary Understanding Anaphylaxis iHASCO - Conflict Resolution Level 2 Principles of Customer Service Link2ICT Certificate - MyConcern Designated Safeguarding Lead	Ofsted Inspections Designated Safeguarding Lead Sec 47/21's CPOMS/MYCONCERN Multi Professionals meeting Human Resources Departmental lead and co-ordinator Report writing Senior leader CPD Middle Leadership Staff Mentor Responsibility for staff and pupil attendance SIP/SEF contributor HR Management Staff disciplinaries Staff Recruitment Monitoring and Self Evaluation Frameworks
Registered Manager	Registered Manager Level 5 Diploma Health & Social children and young people Level 7 Diploma Strategic Management in Health & Social Care Residential Children Homes Mandatory Training Certificates Designated Safeguarding Lead Cert Safer Recruitment Level 2	28 years+ leadership and management experience 6 years - Dual Manager - children's homes and stand alone 20 years - Leader in West Midlands Police Contact Centre Designated Safeguarding Lead Staffing, supervision, wellbeing and development Safer Recruitment and Onboarding Manage referral and placement transition process Multi Professional Meetings Budget management LA & Ofsted Inspection Ofsted and LADO Notifications and investigations Training and Personal Development Plan Management of home paperwork and reviews Audit and Quality Assurance
Residential Support Worker 1	Residential Children Homes Mandatory Training Certificates - (The Training Hub) Health & Safety Awareness Lone Working Manual Handling Assessing and responding to communication needs. Children's oral health advice for all. De-escalation and PI Training	Has four years of experience in caregiving, both in the UK and abroad, demonstrating his versatility and dedication to supporting others. During this time, they have successfully completed numerous mandatory training courses, equipping them with the essential skills and knowledge required for the role. They are also eager to further his professional development and are committed to completing a Level 4 qualification to enhance their expertise and continue providing high-quality care.

Residential Support Worker - (bank) 2	Residential Children Homes Mandatory Training Certificates - (The Training Hub) De-escalation and PI Training Introduction to Anaphylaxis Recognising & Managing Anaphylaxis Safeguarding Children - Level 2 Care of People who Misuse Drugs and Alcohol Suicide and Self Harm Prevention, Skills for Schools	Has many years of experience in caregiving, both in the UK and abroad, demonstrating his versatility and dedication to supporting others. During this time, they have successfully completed numerous mandatory training courses, equipping them with the essential skills and knowledge required for the role. They are also eager to further his professional development and are committed to completing a Level 4 qualification to enhance their expertise and continue providing high-quality care.
Residential Support Worker - Waking Night 3	Residential Children Homes Mandatory Training Certificates - (The Training Hub) Safety Intervention Manual Handling Care Certificate(Standards 1 to 15) De-escalation and PI Training	Demonstrates a strong background in adult care, with over 10 years of experience in health and social care, including extensive waking night responsibilities. Skilled in providing compassionate, consistent support and ensuring the safety and well-being of adults in care.
Residential Support Worker 4	NVQ Level 3 Diploma Health & Social Care Access to Higher Education Diploma Residential Children Homes Mandatory Training Certificates - (The Training Hub) De-escalation and PI Training	Has 9 years of extensive experience in children's residential care, they have consistently provided dedicated and reliable support to residents. Their career reflects a steadfast commitment to creating a safe, nurturing environment that prioritises the holistic well-being and development of children and young people.
Residential Support Worker (Bank) 5	Residential Children Homes Mandatory Training - (The Training Hub) Management of Medicines Safe Administration of Medication Challenging behaviour	Brings over 5 years of valuable experience to our team, demonstrating a strong passion for working with children. Throughout their career, they have been dedicated to helping young people progress, particularly in developing crucial independence skills. With a wide range of experience, they are skilled at providing tailored support to children and young people with varied needs. Their expertise is backed by a commitment to professional development, as they have completed all the necessary mandatory training to support her role and experience.
Residential Support Worker - Waking Night 6	Residential Children Homes Mandatory Training - (The Training Hub) Management of Medicines Safe Administration of medication Challenging behaviour	Demonstrates a strong background in adult care, with over 6 years of valuable experience in the health and social care sector. They are highly skilled in providing compassionate, consistent support and are dedicated to ensuring the safety and well-being of the adults she cares for.
Residential Support	Residential Children Homes Mandatory Training - (The Training Hub) Management of Medicines	Brings a wealth of knowledge and a strong background in working with both vulnerable adults and children across various environments. Their

Worker (Bank) 7	Safe Administration of medication Challenging behaviour Complex Needs	extensive experience includes providing compassionate personal care and supporting young people in developing crucial independence skills. Their expertise is supported by specialised training, ensuring they have the skills to meet the diverse needs of those in their care. Their passion for their work is evident in their ambition to ensure every person they care for receives the highest quality of support.
Residential Support Worker (Bank) 8	Residential Children Homes Mandatory Training - (The Training Hub)	Has worked in the medical field as a practitioner. They have supported the well being of children and adults with varying needs. They are passionate about making a difference to YPs life and hopes to be able to share skills to the betterment of the young people they will care for
Residential Support Worker 9	Residential Children Homes Mandatory Training - (The Training Hub)	Has had 5 months experience working with children. In this time they have learnt how to adapt to the varying needs of children. They are able to relate and engage with children due to their experience and young age. Although young in experience, they have a lot of passion for the role and hope to continue to provide care and support to young people and make a difference to their futures.
Residential Support Worker - (bank) 10	Residential Children Homes Mandatory Training - (The Training Hub)	They are currently studying to be a nurse. They are passionate about supporting people in need and part of the most vulnerable of our community. They want to work with children and apply the knowledge and skills they have learnt through their nursing course.

Appendix ii Diamond Residential Care Group

Staffing Structure



We also maintain a pool of bank staff who support the children as required. All staff undergo a safer recruitment and interview process to assess their experience, knowledge and suitability to work with children. Staff will either hold a relevant Level 3 qualification in residential childcare or children and young people's services, or will be enrolled on and supported to complete the appropriate qualification through Diamond Residential Care.

Review & Control

This document is subject to ongoing review by the Registered Manager and Responsible Individual and is updated following any significant changes to the home's operational structure, staff framework, or statement of purpose regulations.

Date of Review	Reviewer Name
September 2024	Registered Manager (created)
November 2025	Registered Manager
February 2026	Registered Manager
April 2026	Registered Manager
July 2026	Registered Manager
September 2026	Registered Manager & Responsible Individual
October 2026 - Update	Registered Manager