

Statement of Purpose

**Statement of Purpose – Bentleys
SC2661812**



Registered Provider: SureCare Residential, part of the White Trees Group

Responsible Individual: Emma Barr

Registered Manager: Ryan Hayes

Reviewed: October 2023

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WHO BENTLEYS IS ABLE TO SUPPORT:

Bentleys can provide residential care to up to five housemates aged between 11-18 years old and can be of mixed gender. Currently, within the home Bentleys are supporting 4 housemates between the ages of 11-16 years of age that consist of two males and two females.

We are able to support housemates with various needs, as we have in place a well-equipped home's adults team that attend and complete regular training to ensure they are fully equipped to support each housemate in how they can present, manage and to support each housemate to flourish (please see the information in the Leadership and Management section for details on this).

In addition to this we have an in-house Wellbeing Team, who engage in therapeutic support with housemates within the home and also provide support/coaching for our home's adults team (please see further information on this in the below Bentleys ethos section).

1. Providing the safe and nurturing environment to each housemate.
2. Ensuring each housemate is able to attend and partake in Education
3. To promote and encourage each housemate to engage in age appropriate life skills and activities.
4. For each housemate to build and sustain appropriate relationships.

BENTLEYS ETHOS:

Sure Care's Vision is to help housemates to build better brighter futures.

Bentleys is one of eight homes run by SureCare Residential Ltd (part of the White Trees Group). The White Trees Group provides a range of therapeutic, residential and educational services for housemates.

SureCare has a therapeutic approach to care, and every housemate is supported through home's adults receiving ongoing training, and coaching, relevant to the housemates within Bentleys.

SureCare provides in-house (and external where needed) support for all housemates through our Wellbeing Team (please see below section in 'How we support housemates with their health' section).

Bentleys aims to encourage independence and positive experiences for all housemates in our care. Our main focus is to equip each housemate with the necessary tools, and support, to facilitate their transition back into foster care, family home or into semi/independent living.

We aim to educate all housemates in learning, and managing, to live with their personal challenges and to understand how it affects them as individuals.

All of our housemates have unique skills and abilities and we seek to empower them to engage in meaningful opportunities, which allows each housemate to express their personalities and raise their self-esteem.

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We strive to provide a quality service built on respect, trust and honesty and believe in offering equal opportunities to all.

We believe in respecting and supporting the housemate's cultural, spiritual beliefs, and gender preference.

We actively encourage, and facilitate, visits to places of worship to fulfill each housemate's spiritual beliefs. This is all documented in the housemate's careplan, and is updated monthly.

SureCare focuses on positive outcomes for our housemates. We understand that progress and achievement is very individual and therefore all support offered is tailored to the unique needs of each housemate. We aim to celebrate every achievement, however small this may seem. We have an achievement log which is completed for all achievements made by the housemate, to empower them in feeling their own successes. We also have a Golden Moments log which we complete each time the housemate completes something new to them, or has had a hugely successful outcome in.

We continually review the needs of each housemate. Multi-disciplinary meetings and effective inter-agency working will ensure that all professionals involved with the housemate can determine the best care & placement plan.

SureCare aims to empower housemates in the decision-making process. We have developed our own framework to support this, Building Brighter Futures. We implement this following the White Trees Way, which we embed throughout our practice and embrace a culture of equipping, empowering and educating all our housemates with the skills they will need to have a happy and successful future. We educate all housemates with the strategies that work best for them to be emotionally resilient enough to cope with life's unexpected difficulties.

Please see our White Trees Way tree, with details on how we will use this in supporting our housemates (further details can be found in our How we are Therapeutic section).

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BUILDING BRIGHTER FUTURES FRAME WORK

ENRICH

We **Enrich** our Young People through our family orientated homes. We give our Young People the same opportunities as all other young people, within a stable, loving, and nurturing environment. We strive to ensure all Young Persons feel a sense of belonging, to maximise their chances of success in adulthood.

EQUIP

Our goal is to **Equip** all Young Persons with the necessary social, emotional and practical skills they need to live healthy and successful lives as adults. We establish caring relationships with staff that are underpinned by positive support, appropriate boundaries and empathy. Many of our Young People have not experienced secure attachments throughout their early years, and developing positive relationships with staff members can help to make up for some of the social and emotional development that has been missed.

EMBRACE

We **Embrace** the uniqueness of every Young Person. Each Young Person who comes into our homes brings with them their own story and an individual set of strengths and challenges. First and foremost we work with them to accept and embrace who they are, and reimagine what the future holds for them, with us guiding them every step of the way.

EMPOWER

Everything we do is aimed to **Empower** our Young People to succeed. We support and develop all Young Persons emotional needs, their understanding of the world and their ability to cope, contribute and succeed in their community once leaving Residential Care. We offer our Young People a voice to ensure they are heard. We are the White Trees Family and we encourage our past Young People to keep in touch with us and continue our support of them into adulthood.

EDUCATE

We **Educate** our Young People in the way they need. Some of our Young People may have histories of rejection from previous placements. We ensure that the knowledge and skills we equip our young people with is personalised to them, and is delivered in a way in which they can engage with and learn from.

ENCOURAGE

We **Encourage** staff and young people to enjoy life, and do this by making everyday tasks as creative, adventurous, fun, and diverse as possible to make this a success. We all need encouragement to grow because it often involves an element of risk taking - putting ourselves out there with the knowledge we may fail. We encourage ourselves, each other and the Young People in our care to get back up and try again.

ENGAGE

Our homes are set up to **Engage** our Young People in our community. We create positive, homely environments that promote sustained engagement from all involved. We achieve this by working to meet the Young Persons emotional needs first, creating positive relationships and delivering tailored support.



Bentleys ethos and values are:

- It all starts with Environment
- Nothing is Impossible
- Building Brighter Futures
- Lead by Example
- Actions Speak Louder Than Words
- Communicate the Small Things
- We accept housemates for who they are.
- We don't judge.
- We see the person, not the behaviour.
- We show empathy not sympathy.
- We allow Housemates the time and space to find their identity.

Bentley's is able to offer up to five housemates male or female, aged between 8-17 residential accommodations for 52 weeks a year. The building has been designed to meet care standard requirements but remains homely and comfortable. The accommodation meets all health and safety

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regulatory requirements and offers a variety of communal and private spaces for housemates to be supported with social, emotional and educational needs.

Bentley's is a spacious detached property, set back off the main road in a residential close known as Tye Green Village.

The home is a regular house which is a part of a small village housing development and does not stand out from the other homes in the area. It is felt that this allows the housemates to feel like more of the local community and reduces the risk of becoming institutionalized. As the home does not appear different to the outside world, the housemates are often better able to adapt and settle in.

The property has a clear boundary fence and gate/drive area. The house has a fully fitted kitchen, dining room, lounge areas.

There is a toilet downstairs with an office space and spacious hallway leading to a stairway up to the first floor. All toilets and bathrooms/showers have locks to promote the housemate's safety at these intimate times. In addition to this home's adults have an office downstairs.

All housemates have their own bedroom and at no point will a housemate share a bedroom.

Housemates will be afforded the opportunity to contribute to aspects of the home's day to day management, this will include decoration and furnishings, improvements to the house or service and any future developments that they may ask for.

All housemates are involved in the decoration and furnishings of their own bedrooms.

OUR LOCATION:

Bentley's house is located in Tye green village which is a quieter area of Harlow which is away from the town center. Bentley's is in more of an affluent area compared to some areas of Harlow Town.

Activities within the surrounding area

- Bush fair recreation park and water garden
- Bush fair shopping complex – local convenience shops for residents.
- Parndon Wood Nature Reserve
- Harlow Museum
- Harlow Town Park – Outside band stand, Skate Park, Pet's corner and Town Farm
- The Gibberd Garden – created by Frederick Gibberd, Master town planner of Harlow new town. Set in a small valley in the grounds of his home and containing 50 sculptures and moated castle among other terraces and vistas.
- Water Gardens – shops and eateries
- The Harvey Centre – Indoor shopping centre
- Harlow Playhouse - a busy presenting venue serving West Essex and East Hertfordshire and is home to several resident arts groups.
- Harlow Leisure Zone - a £25m state-of-the-art community leisure centre.
- The Square - Harlow's Independent Live Music Venue
- Cineworld, Bowling and Quasar

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- North Weald Market – England’s largest regular Saturday and bank holiday market
- Marks Hall Gardens and Arboretum

This is not an exhaustive list and further information of activities is held at the home.

Travel Links

Rail

There are two mainline rail stations in Harlow: Harlow Town and Harlow Mill. Both have connections to London Liverpool Street and Stansted Airport. Access to the London underground at Tottenham Hale station can be reached in under 20 minutes and Liverpool Street reached in 40 minutes. If traveling in the opposite direction Cambridge can be in 50 minutes.

Road

There is a direct link to M11 within a very short drive from the home and access to the M25 from the M11. The A10 can be accessed from the M25 which gives a direct route into central London. The M11 also gives direct access to Cambridge in the opposite direction.



Getting to Harlow

By Air

Harlow has good road and rail communications with London Stansted Airport, which is less than 15 minutes from Harlow via the M11. London's Heathrow and London Gatwick Airports are easily accessible via the M25 Motorway with journey times about 50-90 minutes.

By Road - From London

A10

Follow the signs for the A10 to Cambridge. At the intersection with the A414 (south of Ware) turn right on to the A414. Follow this road until you reach the Eastwick roundabout and turn right for Harlow, following the A414 into town.

M11

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Join the M11 from the southeast via junction 4 at Redbridge on the A12 or join at junction 6/27 at the M11 intersection with the M25 (which heads towards Dartford Tunnel/Queen Elizabeth Bridge to the east and provides a link with Gatwick and Heathrow Airports).

Once on the M11 leave by exit 7 clearly marked Harlow. Take the A414 (Harlow) exit at the major roundabout, pass the Little Chef restaurant and down the hill to the Park Inn Hotel.

By Road - To the north of town

A1184

The A1184 from Stansted/Bishops Stortford passes through Sawbridgeworth entering the town near Harlow Mill Station, Old Harlow.

M1

Leave the M1 via the M10 near St Albans. The M10 is a short stretch of motorway which you leave via a roundabout.

Head towards the A414 going eastwards, (signposted for Hertford) and follow the road until you reach the Eastwick roundabout, and turn right for Harlow, following the A414 into town.

By Road - From the northeast of England

Travel on the A1 until you pick up the A14 at Huntingdon, which leads directly to the M11. Leave the M11 at exit 7 and take the A414 (Harlow) exit at the major roundabout.

By Train

'ONE' provides a service from London to Harlow Town and Harlow Mill stations, accessible from London Liverpool Street Station (also an underground station).

The journey takes between 35-50 minutes. Some trains bound for Cambridge or Stansted Airport also stop at Harlow.

Harlow Town Station is the main station for Harlow (Harlow Mill serves Old Harlow only). A taxi rank and bus services operate just outside the station. The Central Line (London Underground) stops at Epping which is 12 miles from Harlow and accessible by bus or taxi.

By Coach

Harlow is well served by various national and regional coach operators. Since the routes and times are subject to change, it is best to contact a travel agent or bus/coach company directly for details.

Bentleys has a location risk assessment in place the outcomes of which are that there are no concerns raised for the house being situated in its current area and all risks remain relatively low regarding police involvement and that the area is

Comparatively affluent. Further information is available within the Location Risk Assessment.

SUPPORTING HOUSEMATES NEEDS:

We believe it is important to set a culture of understanding around diversity and an acceptance of different religious beliefs, ethnicity or sexual orientation.

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Diversity is celebrated! Bentleys hold theme nights in the house looking at different cultures and beliefs, which the housemates are encouraged to contribute to participate in, and learn from. Housemates at the home are offered the opportunity to attend their place of worship and home's adults will provide whatever support is necessary to ensure this happens. The home's adults at the home are from mixed cultures/religious beliefs and provide an acceptance to those of all religions. We embrace the celebration of a wide range of special days, and key traditional celebrations, for a wide range of cultures. For example, bonfire night, Chinese New Year, Easter, and Christmas. We respect any celebration day that a housemate wishes to acknowledge, but also that they may choose not to celebrate as well.

We support each housemate to communicate in their preferred way, ensuring through our admission assessments that we have a home's adults team able to support this. We have the support of our Wellbeing Team, and School, in having access to many differing ways to support communication. Where needed, we are able to offer training/coaching to the home's adults team around this to ensure the housemate always feels included, loved, and understood.

HOW TO RAISE A COMPLAINT:

SureCare has an overall Complaints policy which is used in Bentleys, which can be found on SUE Solutions, in the Policies and Procedures section.

We view any complaint as an integral part of the housemate protection procedure, a way of upholding the principle of housemates rights, and also as a measurement for measuring the standard and quality of care and services provided for the housemate placed in our care.

Complaints from professionals, families, and general public should be directed to the Homes Manager in the first instance (either verbally, or written), and can also be made via our website. Housemates also have access to this, as well as the opportunities to do this detailed below. Home's adults are aware of the complaints procedure, and have access to the Complaints policy (on SUE Solutions) and are able to direct any complaints to the Homes Manager (or Head Office where appropriate). Again, this can be verbally, or in writing, dependent on how the home's adults are feeling.

We strive to resolve any such complaints immediately, or within 28 days from the day the complaint is received. A letter will be written to acknowledge the receipt of the complaint, and will detail the action which will be taken and a timescale for this.

All complaints will be reviewed, and actioned, whether raised informally (verbally) or formally (written). All will be recorded within the Complaints Log in the location section on SUE Solutions.

Home's adults have a duty to empower housemates to use their right to complain and we will ensure that housemates can feel confident enough to bring their complaints to the attention of home's adults on duty or their key worker and exercise the right to complain without any subject to reprisal.

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The home ensures that copies of the complaints procedure are listed in the housemates guide, which is given to and explained to housemates on their first day at the home (where possible, this is provided to the housemate prior to their move in date).

In addition to this the housemates are also made aware of who their independent visitor is, if they have one, and who their housemate's rights officer is.

The Registered Manager is readily available to the housemates to discuss any issues they may have, to try to resolve any difficulties quickly, with a resolution all are happy with. All the housemates know that the Manager operates an open-door policy and they often take advantage of this by talking with the Manager, discussing issues or requesting answers to pressing questions they have.

Housemates have plenty of opportunities in Bentleys to voice their views and opinions. They can discuss anything they are unhappy with, not only in regular housemate's meetings, but also through 1:1 consultations, 1:1 discussions with the manager or their keyworker and on the comment boxes that are available to them on incident related and keyworking paperwork.

Housemates also have opportunities to speak privately with relevant visitors to the home such as the Residential Compliance Manager, Wellbeing Lead, their social worker, Reg 44 inspectors, Independent Reviewing Officers and Ofsted. This allows ample opportunity for housemates to voice any concerns and gives home's adults opportunities to resolve any issues as soon as they arise.

In Bentleys when housemates are not happy with the resolution provided, there are complaints forms that they can complete. Home's adults will support housemates to complete these forms and this is then communicated to the Registered Manager or nominated senior from the leadership team. The housemate will be spoken to, consulted about what they would like to happen with the complaint and then all necessary action will be taken. Every effort will be made to reach a resolution that the housemate is happy with and any action needed from the complaint will be implemented.

Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 03001231231

The Housemate's Commissioner for England

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Tel: 020 7783 8330

Care Leavers Association

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Third Floor
Swan Buildings,
20 Swan Street,
Manchester,
M4 5JW
Tel: 0161 637 5040

White Trees Head Office (Responsible Individual, and Directors)
The Old Snap Factory
Tywford Rd
Bishops Stortford
CM23 3LJ
Tel: 01279 505326

HOW WE KEEP OUR HOUSEMATES SAFE:

Bentleys is required to work within an interagency procedure to safeguard and promote the welfare of housemate. This is (HSCP) Hertfordshire Safeguarding Housemate Partnership. The safety of housemate is important and is met through effective communication and monitoring. In practice this requires home's adults to report any concerns for, or allegations about housemate.

This may mean that at times we have to report our concerns directly to Housemates Social Care, Police including HALO (housemate exploitation services) or (LADO) Local Authority Designated Officer, Multi Agency Safeguarding Hub (MASH). All contact information is available online and in the home's adults office. Further investigations might take place if appropriate.

If a housemate's risk assessment increases regarding their personal safety, then the Manager along with Local authorities may devise personalized safety plans to protect each housemate.

Bentleys has a responsibility to communicate with families during any such process unless it places a housemate at risk of significant harm.

Additional support can be sought in this area for the housemate. This can come in the form of the company psychologist who can work with housemates and home's adults in promoting the psychological wellbeing of the housemate.

The centre of safeguarding is that if the housemates feel comfortable and safe in their home and have a good relationship with home's adults, they are more likely to listen to a home's adults when they are trying to encourage them to stay safe. In addition to this, good relationships mean a housemate is more likely to open up to the home's adults about any situations that worry, upset or scare them.

The Home's Manager ensures home's adults understand the company's whistle blowing policy and emphasizes the ethos that all concerns, no matter how small they seem, must be reported, no matter who they concern. The number one priority for the home's adults is the housemates.

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The home's DSL (Designated Safeguard Lead) is: Ryan Hayes, The Registered Manager. The Deputy Manager of the home is also DSL trained and can deputize in the manager's absence. The DSL should be contacted on their individual mobile phone number in the first instance should home's adults have a safeguarding concern. If the concern involves the Homes Manager, SureCare has several designated safeguarding leads which include, Homes Managers, Residential Compliance Manager, Directors and (All Designated Leads are –level 3 qualified). Home's adults have access to all these contact details, held within the office.

Bentleys has a Missing from Home Policy that provides the minimum standard for every housemate living at the home. The team creates a relaxed atmosphere in the home and makes a joint effort to make each housemate feel safe and build trusting relationships that encourage housemate to feel that they can talk to the home's adults about their problems, worries and frustrations. If the home is a safe haven for housemates then the likelihood that we will evidence a reduction in missing from home episodes. Where a housemate has a history of missing from home, keywork sessions will be used to ask the housemate what triggers them want to go missing and what they might feel home's adults within the home could do to help change that. Bentleys considers each housemate's preferences (likes /dislikes) and what motivates and engages them. This is then considered and incorporated into the activity planning and embracing and developing social interests to stimulate the housemate, with an aim to increase their participation within the home and minimize missing behaviour. All home's adults follow the missing from home procedure and policy for any incident where a housemate is reported missing (the information is readily available for all home's adults, in the SUE Solutions library).

The team at Bentleys believe that a housemate's safety and welfare is of paramount concern. It is therefore our priority to do everything possible to ensure the safe return of a housemate. Housemate who go missing from Bentleys without informing anyone, are reported to the police in accordance with our policy and in conjunction with Hertfordshire County Councils Missing Children's Protocol. However, the team will ensure a search of the area is complete before reaching out to further resources. Bentleys initiates a 'Live Chronology' built on the level of communication and pro-active work conducted by the team members ensuring 'everybody' is involved attitude. Each housemate has an individual Missing Risk Plan based on their own circumstances, history and vulnerability. The continuity of recording and communication will be used to monitor and alert safeguarding concerns amongst the team. If, in the opinion of home's adults, the absence of a housemate is more than 'boundary testing' activity and they have taken adequate steps to find the housemate, they will make a report to the police using the information in the Missing risk Plan. In all circumstances housemate are deemed vulnerable, this information will be passed to the police with immediate effect. All appropriate people (e.g. family, social worker) are informed of the unauthorized absence. On returning from a missing episode, a housemate's safety is a priority and home's adults will always check that the housemate is safe and well. If any information is gathered during the course of enquiries which indicates a housemate has placed him/her at risk then home's adults will inform the Police and Housemates Social Care immediately, so that they may take appropriate action. The Police will always give the housemate the opportunity to raise any concerns about their placement or other factors that may be linked to the missing episode. The home will challenge appropriately if these are not being undertaken in the agreed timescales.

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Bullying is not tolerated within our home, this is outlined verbally to the housemate when they first arrive at the home and they also receive a copy of the anti-bullying procedure within the Bentleys housemates guide. Bullying affects everyone, not just the bullies and the victims. It also affects those who witness such behaviours and less aggressive housemate can be drawn in by group pressure. Bullying is not an inevitable part of life in a Housemates Home; it is not a necessary part of growing up and it doesn't usually "sort itself out". We will attempt to help all housemate recognise and respond effectively to bullying in other areas of their lives by means of intensive key working sessions. Occasionally an incident may be deemed to be bullying even if the behaviour has not been repeated or persistent – if it fulfils all other descriptions of bullying. This possibility should be considered, particularly in cases of sexual, sexist, racist or homophobic bullying and when housemate with disabilities are involved. If the victim is in danger then interventions are urgently required.

All bullying incidents will be taken seriously and responded to in the most suitable way. Our aim will be for the perpetrator to recognise and stop the behaviour and for the victim to feel safe.

Where a bullying incident or claim occurs, it is thoroughly documented and investigated by the Homes Manager. The team works hard to ensure that a suitable consequence is delivered and the right support is put in place to help the bully and their victim explore why it happened and how to avoid it happening again. In rare cases where bullying continues it is made clear to the bully that the consequence could mean they are moved out of the home

In Bentleys bullying is set as an agenda item on the housemates meeting so it is always discussed openly, and housemate have a forum in which to safely raise any issues they may have. It is rare that Bentleys has extreme cases of bullying where verbal or physical threats are made but the home's adults are also very proactive in managing and confronting any 'underhand' looks or throwaway comments that are more commonplace and could also be classed as bullying.

In addition to this, impact assessments are regularly reviewed and there are always home's adults present in communal areas of the home to monitor peer interaction.

HOW WE PROVIDE QUALITY CARE:

We fully recognize that housemates have their own views, wishes and feelings, and that we must promote each housemate's right to have a say.

The housemates within Bentleys will be consulted about every aspect of their care. This will be done both formally, and informally using a variety of different means. No housemate is assumed unable to communicate their views; therefore, appropriate methods for gaining views will be sought and provided. Housemate's views are sought during housemates/s Keyworking sessions, manager consultations, reviews and planning meetings in addition to during debriefs after any incidents, physical interventions or missing episodes.

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Each Housemate will be actively encouraged to participate in the development of their individual care plans, reviews and any other key meetings and will be supported and encouraged to ensure their views are heard.

The housemates will have the opportunity to discuss, debrief and comment following any incident, consequence or use of positive physical intervention. This will consider how we can prevent this from happening again and how they would like to be supported. They will also have the opportunity to read and comment on their review reports, care and health plans and sign these to show they have been included.

The housemates will have regular 1:1 sessions with their allocated worker to discuss continued needs, progress, any issues and to set targets for the next meeting. Key working aims are to work closely with housemates on their care plan and encourage them to discuss what they want for themselves for both the short and long-term future. They discuss how they think they can reach these goals and what they feel they need to do in order to achieve this. In addition to this the keyworkers are more closely involved with the housemate's care plans. They work with the housemate, social worker and family members to ensure that they all have a say in the housemate's care. They act as an advocate for the housemate and ensure that other home's adults members in the home are aware of the up to date plan for the housemate's care. The keyworker will also make an effort to be there for the housemate whenever they are needed; for example, if the housemate would like their keyworker to attend an event or appointment with them then the manager ensures this is accommodated for on the Rota.

The Registered Manager is always available for the housemates to speak to both openly and in private about anything that is troubling them. This is recorded in the Manager Consultation section in the housemate's profile on Sue Solutions.

The home will have regular Housemate's meetings to openly discuss together the operational aspects of the house. Housemates will contribute to these meetings and all housemate are invited to take part. These are housemates friendly and are age appropriate. Housemates are given the opportunity to make informal complaints both during and after the meeting. Minutes are kept as a record of discussions and outcomes. Bentley's agenda and meeting notes are created, and recorded by the housemates and uploaded to the housemates meeting section on Sue Solutions.

Each housemate in the home is encouraged to personalise their bedrooms in line with their individual tastes and interests, and will also be consulted about the décor of the home and purchasing new items or re-decoration.

The housemates will also have regular monthly opportunities to discuss with the Regulation 44 inspector, any concerns or issues they may have about the quality of care in the home. Any comments or concerns are raised and discussed with the Manager and appropriate action will be taken in response.

The housemate is able to privately speak to the Wellbeing Team, and Residential Compliance Manager, who both visit the home weekly. These home's adults are also available by phone if they housemate wishes to speak to them on a day when they're not in the home. As they visit weekly, the housemates

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will have the opportunity to build trusting relationships with them. As these home's adults are external to those providing the direct support to them, they may feel more at ease in being able to raise any concerns they would like addressed.

A record of the views of housemates about the development of the home and the housemate will be regularly consulted throughout the year. Any ideas and suggestions put forward will be considered and the housemate will receive feedback from the consultation. This is in the form of consultation with the home's manager recorded in the Manager Consultation records.

The Homes Manager has regular consultation with professionals, families and significant others relating to the care of the housemate and operational running of the home as part of the Regulation 45 process. These consultations are collated, and reviewed, to see if any themes are apparent and to devise an action plan to work towards to improve the home, and support housemates receive.

The home's adults will ensure that any professionals and significant others including family where appropriate are kept informed of incidents, achievements and any concerns relating to the housemate.

Formal consultation about the care and operational running of the home forms part of the monthly Regulation 44 inspection.

Within the home housemates are expected to participate within the Bentleys routines and boundaries. The home's adults encourage that at meal times everyone sits down to eat together, and housemates are encouraged to participate in the home's events and activities. In addition to this, housemates are expected to contribute to the home by helping each other and home's adults will keep the home clean and tidy and a nice place to live. They are asked to take ownership of the home, contributing to decoration ideas both in their bedrooms and communal spaces if they wish to.

On admission, the Manager will go thorough with housemates the role of when external visitors the home to read their records as part of the Regulation 44 Visit process.

In Bentleys we value the views and opinions of our housemates around potential new home's adults and feel it is very important to ask their opinion when selecting new home's adults to join the Bentleys team. In addition to this the Registered Manager consults with the housemates on existing home's adults, gaining their views and constructive feedback to help home's adults improve on performance or to review and action any difficulties that the housemates may be having with any particular members of home's adults.

HOW WE PROMOTE EQUALITY:

We committed to equal opportunities and anti- discriminatory practice for both home's adults, and the housemate we look after.

Bentleys seeks to deliver our services without discrimination. We welcome housemates from all parts of our community. Our Equality Statement demonstrates on-going commitment to ensuring all people are

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treated with dignity and respect, promoting equality of opportunity and ensuring discrimination is not present in either our service delivery or employment practices.

All home's adults will have equal access to training, supervision, support and promotional opportunities. Any stereotypical thinking in relation to age, gender, sexual orientation and able-bodied status will be challenged – we ensure none of these difference will affect an individual's position within the home or their access to achievement

At Bentleys, we will treat each housemate as an individual and support them in a way that makes them feel safe, supported and respected regardless of their age, gender (including gender reassignment), sexual orientation, race, religion or belief, disability or culture. This will be considered as part of the Care Plan and Individual Placement Plan, to ensure we are best meeting the needs of all the housemates. Housemates will be encouraged to participate in cultural activities from a variety of backgrounds in order to help them develop an understanding of the world around them.

It is recognized that on occasion, housemates will behave in a way that attracts consequences. If so, these will be applied consistently and fairly and in line with the guidelines provided by regulations. Home's adults are clear that the purpose of the use of consequences with housemates is to promote change and reflection, not to punish. A consequence record is also completed to ensure that the housemates are consulted and their views are considered with regard to the consequence and given an opportunity to express their views, and work to a compromise if that is appropriate

We believe that all people – colleagues, housemates and visitors should be treated with respect. Disruptive or offensive language/behaviour will not be tolerated and will always be challenged. When such incidents are perpetrated by housemates, they will be worked with in a way that promotes better understanding and encourages a change of attitude and behaviour.

If housemate are subjected to discrimination they will be offered protection, comfort and support. We believe that all housemate are equally entitled to have their needs met and to be free from abuse and exploitation.

Each housemate will have a keyworker who will explain to them their rights and consistently ensure that these are being met. There will be regular housemates meetings, where the issue of housemates rights will be discussed to ensure that housemates feel that they are being consulted, listened to and treated equally and fairly.

All housemates within the home will have the opportunity to access an advocate, and we will promote this to ensure the housemate is able to offload, and discuss any practice they feel has been discriminatory.

HOW WE SUPPORT EDUCATION:

Embrace

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The housemates resident in BENTLEYS will either attend SureCare's education provision (an Independent School, White Trees), a local mainstream school or specialist provision within the local community. It may be that dependent on the housemate's individual needs a home tutor is sourced to provide education. In this instance the home will always encourage tutoring to take place within the library. This is to support the housemate/housemate's education and home life being separate and to avoid any potential distractions that may arise if tutoring was to take place within a home setting. The home's adults team encourages the housemates in all educational activities and endeavours to ensure that all housemates have their individual educational needs met.

Regular liaison/meetings take place with the home's adults team and the teaching home's adults regardless of whether the housemate is at White Trees School or an external education provision. The White Trees Independent School Senior Leadership and Wellbeing teams are available to provide specialist support to the residential team in relation to the education of the housemates. If housemates are without an educational provision home's adults will work with virtual school to continually try to source one, but in the interim a timetable will be created and the housemates will be encouraged to engage in educational activities or activities that will support developing skills e.g. Health, Fitness, Social and independence.

Where appropriate, BENTLEYS and their education partners have informal handovers when they see each other at the learning environment and more formal ones take place in a meeting format. There is sustained communication through E-mails and phone calls. On occasions, where it is deemed in the best interest of the housemate, the home's adults sometimes offer 1 to 1 at school to help housemates and support their engagement at school.

Engage

BENTLEYS will work closely with each school and ensure they have a firm understanding with the school's rules, and behaviour management and reward systems. This is so that these can be supported consistently from both home and school. Each time a housemate refuses to attend education home's adults will discuss this with the housemate to ascertain what the problem may be. The home will also contact the school and give an update.

BENTLEYS will engage the housemates in developing a healthy routine which will support them with accessing education. The home's adults will support the housemates with preparing their school uniform and, if required, a packed lunch (the home also pays for or provides for school lunches where applicable to meet the needs of the housemates). This will also provide the housemates with learning opportunities which can furthermore, equip them with independence skills. The housemates will be supported with getting up on time for school to provide them with time to get ready and attend on time. Providing the housemates with plenty of time to engage in their school routine will help support alleviating any emotional stresses.

BENTLEYS will notify the school of any incentives that have been put in place to encourage the housemate to attend in future and will also request work be sent over to the home for the housemate. If

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the issue persists the home will organize meetings with the school to formulate an action plan or discuss whether an alternative placement needs to be found. The number of absences a housemate has is logged. This summary is used to update the social workers and also to track the housemate's progress in both education and all other areas. This allows any patterns or problems to be highlighted early and tackled before they escalate. It also allows any praises to be celebrated both in terms of attendance and achievement at school.

Whenever a housemate achieves a goal within the education setting, the home's home's adults always ask the housemate if the certificate can be displayed in the home. If the housemate does not want this the certificate is stored securely in the housemate's life story or file. The certificate is valued by the home's home's adults and this in turn increases the pride the housemate has for achieving it. The home will also record any goals achieved within an education setting as a golden moment or achievement. The home also recognise golden moments and achievements with a reward system and will offer monetary or activity related rewards for any housemates who regularly attend education, work hard and achieve. They also make sure that positive feedback is passed on to parents, social workers and other relevant individuals.

Encourage and Educate

As mentioned above, BENTLEYS considers education to be very important to a housemate's future chances in life so therefore place great emphasis on supporting the housemates in attending school and engaging with the work. In addition to this we see opportunities outside the school day to increase learning; this may be completing homework, talking about the news/current affairs, work experience or informal learning around social/independence skills. We also operate a reward system (Pathfinder) for all housemates in education which may vary between each housemate depending on their level of behaviours and need but ultimately will centre around promoting engagement with education and recognizing achievement in this area. All housemates are given the clear expectation to attend school and this is promoted through a 24 hour curriculum.

Individualized timetables are put together with the BENTLEYS team, school and placing authority to ensure that it is housemate centred and ensures that they have the opportunity to engage in activities dependent on their own hobbies and interests. BENTLEYS works closely with the education provider and offers planning meetings and strategy meetings, to help explore why a housemate may be behaving in a certain way and help to gain a consistent approach to make the housemate feel safe and better able to engage.

Enrich and Empower

Residential courses, after school clubs, school trips and activities are sourced ranging from sport and adventure to performing arts and home's adults are proactive in encouraging and supporting housemates to attend. The common aim of each activity and residential course is to have fun, enjoy the

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adventure and excitement of challenging new activities with an emphasis on improving self-confidence, self-esteem, social skills, trust, responsibility and awareness for others. There are a wide range of activities and clubs currently on offer to support housemate's life and social skills. Housemates are offered the opportunity to support the decision making about the range of clubs offered. These take place through consultation with the school manager and/or the Homes Manager.

The local Library is 10 minutes' distance from the home and all housemates are encouraged to join. This provides a safe place for housemates to research and learn through the use of books or get away from the distractions that home can sometimes provide.

BENTLEYS also pays for or provides for school lunches where applicable to meet the needs of the housemates can have an additional area within the home separate from the lounge for all housemates for study purposes if required. This may also be in the form of a desk within their bedroom. Bentleys home's adults will encourage the housemates to complete any homework or required studying to support further learning. The home's adults are available to empower the housemates by offering support, advice and guidance with any additional learning set by their education setting. Should any additional resources be required such as learning books or a laptop then the home's adults will liaise with the housemate/housemate's school or if necessary virtual school.

THE FUN THINGS FOR OUR HOUSEMATES:

Bentleys aim to provide a broad range of opportunities for all the housemates and housemates to participate in leisure and recreational activities. This is to give them as wide-ranging experience as possible to potentially find a talent or interest that can be pursued. The preferences of the housemates will be taken fully into account in deciding on activities through housemate's meetings and sessions with keyworkers. Housemates are encouraged to bring ideas and suggestions about activities or hobbies they would like to pursue. Within the local area there are swimming pools, theatres, leisure centres, bowling, cinema, countryside parks and woodland walks, shopping centres, golf, paintballing amongst other things.

Housemates are encouraged to access local activity groups and social clubs of their choosing for example, scouts or guides, cadets, dance/performing arts clubs or youth clubs as part of their social development and to enable them to actively participate in community living. Where housemates may struggle in a social setting the home's adults team think creatively to try to increase a housemate's ability to engage in community groups or by providing individual opportunities which could be a stepping stone to the bigger goal of community integration. Bentleys aim to have an annual holiday during the school holidays. This is done in consultation with the housemates wishes and feelings and the housemate are kept involved in the planning of the holiday activities and events, great care is taken by the home's adults team to ensure that all housemate's views are heard and where it is felt appropriate separate holidays can be undertaken to try to ensure every housemate gets the opportunity to experience a holiday. Housemates may choose to participate in a week away where the housemate can participate in outward bound activities, for example, abseiling, climbing and canoeing or camping trips. Consent is sought from the local authority and parents, where applicable, prior to a housemate participating in such events. All

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housemates resident in Bentleys will be encouraged to participate in these activities to help build on their own self confidence and self-esteem and experience life outside of the residential setting.

SUPPORTING HOUSEMATES WITH THEIR HEALTH:

All home's adults are trained in the administration of Emergency First Aid and will have refreshers when required, in line with our requirements.

Information for NHS direct and local health provisions are available to home's adults to support housemates to access. The home's procedure is that all health problems no matter how small should be checked out by a professional and home's adults should support and encourage housemates to access a health service. Every health concern is recorded in the housemate's profile on our system under 'chronology of illness', and any appointments will be documented under 'record of appointments' on our system also. Accident forms, body maps, and self harm logs are also accessible on our system. If a housemate refuses appointments, or medical attention this will be documented.

When a housemate moves in, housemates are registered with local health professionals. The home always (when possible) refers housemates to the same doctor, dentist and opticians; this means that home's adults can be confident in the quality of health care provided. In addition to this it helps home's adults to build up a rapport with local health professionals irrespective of the length of the housemate's placements. If possible and appropriate housemates may choose to remain at their own health services.

In terms of promoting the housemates to lead a healthy lifestyle, the home encourages housemates to try different activities or types of exercise, or continue ones they have shown interest in already. Home's adults will equip housemates with the knowledge and skills in how to create for themselves a healthy lifestyle, this can be done through keyworking sessions.

Every housemate has details on their profile that covers their medical history, allergies, diet, exercise, personal hygiene and physical and emotional health. This is developed and shaped by the housemate's views and needs and also takes into account the views and health information provided by parents and the local authority.

The company also has a Wellbeing Team who are available to work with housemates and home's adults on any issues related to psychological and emotional wellbeing.

OUR WELLBEING TEAM

SureCare's Wellbeing Team is committed to providing a service which helps create an environment where housemates can fulfil their potential and a system which can effectively and appropriately meet their emotional & mental health needs.

The underlying principle in our work is that a housemate's social, emotional, intellectual and psychological functioning and the behaviours they exhibit can be understood in the context of their early childhood experiences and their life history.

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We at SureCare adopt a holistic view which privileges the social inclusion, achievement, quality of life, and developmental stage of the housemate and the promotion of positive relationships with the people who care for them. The Wellbeing Team works across both our Residential's Homes and our School. The team is led by the Head of Wellbeing and Education. Our Therapeutic Intervention Leads, Assistant Psychologist, SENCOS and Consultant Clinical and Educational Psychologists provide expertise and support. Our consulting Clinical Psychologist visits our Head Office weekly and joins the Wellbeing team to provide clinical supervision, support and advice as needed.

Our Therapeutic Intervention Leads manage a caseload of four residential homes each. In these roles these members of the Wellbeing team visit each of their homes weekly, spending time with both home's adults and housemates. They inform home's adults's therapeutic practice and work directly with individual housemates to provide support and build positive relationships. These are alternative and additional sessions to key working sessions, concentrating on identified areas of development from the 'Assessment and Treatment Plans' and the housemates goals. The Therapeutic Intervention Lead will also oversee therapeutic targets and different psychological assessments (informal and formal).

OUR THERAPEUTIC FRAMEWORK

Embrace

The Wellbeing Team are part of welcoming new housemates from when they first arrive in the home.

Placement Planning -The Therapeutic Intervention Lead will liaise with home managers to be part of the Placement Planning Meeting and will meet the housemate within their first few days to begin to build positive rapport with them.

The Therapeutic Intervention Leads will collate all referral information into a Psychological Formulation and formulate the Initial Assessment and Treatment Plan report completed by each housemate's social worker. The Therapeutic Intervention Lead will facilitate assessments in order to inform planning of individualised therapeutic strategies and interventions. This includes the Assessment and Treatment Plan, the Coping Inventory for Stressful Situations [CISS] and the Resiliency Scales [RES] assessment. The CISS and the RES will be scored by our Consultant Clinical Psychologist. The Therapeutic Intervention Lead will share these reports with home's adults and provide support to implement recommendations as appropriate. It is our aim to complete all the initial assessments within 8 - 12 weeks of a Housemate arriving in the home.

Engage

Our Therapeutic Intervention Leads are allocated a caseload of hour homes. It is expected that they spend time each week at their allocated homes. This time is essential for enabling the development of positive working relationships with both the home's adult team and housemates within the home.

Our Therapeutic Intervention Leads will develop, implement and review Goals for each of the housemates in our homes. These goals are individual to the housemate and align with the domains

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within the assessment treatment plan - including but not limited to Communication, Education/ Apprenticeship / Work, Family and Attachment, Health and Self-care, Identity and Emotionality, Sociability and Behaviours. The Wellbeing Team work closely with the home's adults to engage and support the housemates to strive towards achieving these goals, which may be short, medium or long term.

Each of our homes has an designated Wellbeing Lead who will meet each fortnight with the Therapeutic Interventions Leads to manage assessments, interventions and reviews.

Encourage

Our Therapeutic Intervention Leads will spend time getting to know each housemate in our homes. Once they have built trust they will encourage the housemates to engage in 1:1 or group Wellbeing Sessions on a regular basis. Individual therapy can be accessed if required and appropriate, and the Wellbeing Team will ensure an appropriate professional is found to deliver this. Some of the therapeutic sessions that could be implemented either by the Wellbeing Team or through external providers are - Play Therapy, Art Therapy, Music Therapy, Speech Therapy, Councilors, Psychotherapists, Lego Therapy, Animal Therapy

Our Wellbeing Team encourages our home's adults teams to reflect on their practice, to speak up when they need targeted education and/or support. Home's adults in the homes also engage in positive activities (including trips away), Deconstruction of thoughts and feelings through Key Working Sessions, which promote the development of overall Health and Wellbeing of housemates in the home.

Equip

The Wellbeing Team and home home's adults endeavour to equip the housemates with the necessary skills to thrive as adults in the community. Home's adults in the home assist the housemates to develop communication skills at the right level depending on the housemate's needs so they are able to build positive relationships with adults and peers.

Our homes are places where housemates can begin to feel safe and secure. This is achieved through a focus on providing predictability, routine, visual, Information, keeping your word, spending time together, turning up, emotional boundaries (Professional, Personal and Private), reflection, cooking/cleaning, role modelling and a common Interest to demonstrating relatability

Furthermore, The home's adults are committed to developing the housemates' understanding and adherence to clear boundaries, consequences and rewards and restorative justice.

Educate

Within each home we offer a rich array of programs to support the development of physical, mental and emotional wellbeing of each of our housemates.

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The Wellbeing Team provide regular and ongoing Professional Development from the point of Induction. Topics that are covered are Developmental Trauma and Attachment and Communication Strategies for housemates in crisis. Further training across a variety of topics can be facilitated on a case by case basis either company wide or in team meetings.

Our Wellbeing Team will be present at the monthly team and managers meetings in order to provide assistance and advice to home's adults.

Home's adults support the education of housemates by regularly helping with homework, Pathway and Transition into school and Information sharing with school home's adults.

Enrich

The Wellbeing Team facilitates extensive training for our home's adults. They are also able to offer Reflective Supervisions for home's adult teams or small groups to provide scaffolded support as needed.

Home home's adults and the Wellbeing Team work together to plan for housemates to engage in hobbies and the wider community. The Wellbeing Team provide a Monthly Theme with resources, tips and challenges that further promote this. For example, the Theme could be Nurture and Growth. This theme encompasses how we can nurture our minds and bodies. It encourages us to think of daily habits that nurture our bodies and develop a Growth Mindset in order for us and our environment to thrive.

Empower

Our Wellbeing Team will provide training for both residential and school home's adults to empower their knowledge around certain topics and provide support to home's adults when needed.

Furthermore, the Wellbeing Team and the home's adults promote giving a sense of control to housemates by providing them information to make informed choices, advocating attendance and/or participation at meetings/reviews, complaints process, exploring values/what's important to the housemate, housemate's meetings.

Home's adults also provide support in maintaining family relationships where appropriate and support following contact, which is individualised to a housemate.

ENCOURAGING POSITIVE RELATIONSHIPS:

Where possible we encourage and promote positive contact for the important people in our housemates lives. We support the housemates to do this in a variety of ways, either in person, or using other methods such as letter or video calls.

When a housemate comes to live at Bentleys, during part of the placement planning meeting we will discuss with the housemate who they feel is important to continue contact with, the social worker and other professionals or family members who may be present will also be given the opportunity to discuss their views. Once the views of everyone present has been shared we will implement a plan that

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promotes positive contact, but includes any restrictions also to safeguard the housemate. Everyone present will be aware of what the contact plan is, so we can support the housemate around contact from the start, not leaving them wondering or waiting for what will be in place, as this can cause upset for the housemate, impacting their settling in period.

Housemates can use the home phone to make private calls if agreed, and there will be times in place for this, other than in emergency situations.

If appropriate we will welcome a housemate's family or friends to visit the home providing it doesn't impact any visitors, home's adults or housemates safety. Where not appropriate home's adults will support in arranging other venues so contact is still maintained.

In the lead up to contacts, immediately before and after, home's adults will offer support to housemates as we are aware contact can impact housemates differently due to mixed emotions and coping mechanisms around their feelings. Home's adults can also offer support to the family if appropriate.

There are policies in place surrounding the use of door alarms within the home. The policy is reviewed annually. These door alarms are in place to ensure the safety of housemates within the home – and not as a behaviour management tool. The door alarm is triggered in the home's adults office to alert home's adults to housemates entering / exiting a room – this does not disrupt the rest of the home.

Aesthetically the alarms are as subtle as possible to maintain our homely environments.

- Such devices may only be used if set out in relevant Housemate's Placement Plans.
- Every effort is made to ensure the housemate's privacy, dignity and rights whilst the system is in use.
- Their use is assessed on an individual basis, agreed to in the care plan by a social worker and via consent sought prior to admission or the placement planning meeting.
- The housemate is made fully aware of their use via the housemates handbook, and placement planning meeting, and the reasons why the decision is made. If there is an opportunity to do this prior (such as through transition visits) they can be notified then also.
- The use of the door alarms is reviewed regularly as to their appropriateness of use.

Door alarms are not set until the housemate/housemate has settled to bed for the night. Door alarms are to only be set in line with the risk assessment in place, and all home's adults are to be aware of the risk assessments for each housemate/housemate and the home. Each housemate/housemate will have an individual risk assessment regarding the use of door alarms – as not all housemates will require them at all times.

All home's adults are shown during induction how to operate the door alarms. If the door alarm is activated, then the home's adults member who is alerted should respond and take appropriate action.

Generally when the alarms go off we get to know the pattern of our housemates routines, so if the alarm sound is uncommon for them, or they have not returned to their room for longer than expected home's adults can check to see if the housemate is ok. If needed, the home's adults can ask for assistance from the other sleep in home's adults. Once the housemate has returned to settle, home's adults can reset the door alarms when they return to their sleep in room.

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This measure will further safeguard the housemates by letting home's adults know should the housemate leave or enter a bedroom and enable appropriate levels of supervision to minimise the risks of bullying or harm.

The use of door alarms is recorded in the Statement of Purpose which the Social Worker and any significant others will receive a copy of prior to placement.

Door alarms will not be used as a monitoring device, and are not a behaviour management tool and as previously mentioned only be set once a housemate/housemate has settled into their bedroom for the night. Usual practices in ensuring the legitimate privacy of the housemate/housemate i.e. when using the toilet etc. will be observed.

Home's adults must record any incidence of door alarms being activated during the night in the home's running log and home's adults must respond to any alarm. Home's adults are to ensure they discuss and agree who is responsible for setting/resetting the alarms at night.

The purpose of the door alarms will not be to punish or supervise the housemate/housemate, but to ensure appropriate levels of support and guidance are available overnight, or as additional security to highlight to home's adults if doors to the Home are opened.

The Manager will monitor and review the use of door alarms to ensure their use remains inline with policy and risk assessments.

When caring for housemates who display challenging behaviour, it is sometimes appropriate to use physical intervention as a method of care, to ensure the safety of the housemate/housemate and those who care for them.

Physical intervention is always a last resort, after all other interventions have been exhausted. All home's adults members receive training during induction and ongoingly in understanding challenging behaviour, and are equipped with ways to support housemates in times of difficulty.

The physical intervention techniques taught to home's adults members are based on NFPS training (National Federation for Personal Safety) and home's adults having received instruction in this method, hold a relevant certification and work book on their home's adults profile. The home's adults attend the course for 2 days which is delivered by qualified instructors within SureCare who can also support offering advice & insight into the workings of our homes. Home's adults also attend refresher courses to ensure home's adults feel confident and are competent in the methods.

Physical intervention is used only as a last resort when all other interventions have failed. Physical intervention is a reality of our work, but Bentleys, in line with the SureCare policy, works hard to decrease the need for intervention. All incidents of physical intervention are recorded; they are then read and signed/reviewed by the Registered Manager, or the Deputy Manager in their absence. The antecedents are important in ensuring all responses are appropriate and in line with the risk assessment

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and housemate's behaviour plan. Any consequences given to a housemate following any challenging behaviour will be recorded and checked to ensure appropriate responses are used.

The Management team in the house ensures that each physical intervention is followed with a debrief with the housemate and debrief with the members of home's adults involved. When monitoring incidents, the Management team give emphasis to thinking about the incident details (time, date etc.), the housemate's motivations and home's adults dynamics to try to give an overall therapeutic point of view of why it may have happened and to highlight any work that may be needed to resolve it, to prevent further occurrences, and also to encourage home's adults to reflect on responses to managing behaviour to ensure they are right for our housemates.

Consideration of the housemate's deprivation of liberty, is always given when there is a requirement for use of physical intervention. This will also be considered within the housemate's care plan where at times supervision is required for a housemate outside of the home. There are times where home's adults will be required to closely supervise a housemate for their own safety when they leave the home. In such situations this measure/management strategy will be documented and referenced within their written care plan and risk assessments so as to show a planned and reviewed approach to safeguard the housemate.

It is acknowledged that such an environment and working model will inevitably on occasion, result in an allegation of some nature against home's adults. In these circumstances, housemate protection procedures apply and are followed accordingly. Both home's adults and the housemate/housemate involved in the use and application of any physical intervention are debriefed following the incident and are offered medical attention. The housemate/housemate will be closely monitored by home's adults following any physical intervention. Home's adults are taught during the training that our aftercare (of a restraint) starts as soon as we touch a housemate to safely hold them.

OUR TEAM:

The details of our home's staffing structure within SureCare Residential can be found below. This details who is within the team, and who directly line manages each home's adults member.

Below is also a table detailing our current full time, and Wellbeing, home's adults teams, their qualifications relevant to their roles (for the full training tracker, detailing all training completed and all training requiring completion, please see the homes Training Tracker found in the homes folder on Google Drive).

All home's adults have regular supervision with their Line Managers. Supervisions with Bentleys are completed by the Homes Manager, and Deputy Manager. The Homes Manager is supervised by the Residential Compliance Manager monthly.

Home's adults are encouraged within their supervisions to be open, honest and reflective to look at the housemate's needs and behaviors, and to improve their practice with the housemates and develop themselves. The sections discussed in supervision are:

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- Review of personal practice – a place to reflect upon their own ways of working, and anything impacting this since their last supervision (either within the home, or personal).
- Review of all Housemates – to discuss how they feel each housemate is progressing, and identifying any barriers with this, and suggestions on what needs to be in place to support the housemate to continue to achieve their goals.
- Keyworker/Senior Review - reviewing their duties and responsibilities within these roles where appropriate), and identify any shortfalls (if any).
- Feedback on the team – a discussion around how each individual home’s adults feel the home’s adults team are working, identifying and strengths or any areas for development.
- Supervisor feedback on performance – Managers will provide feedback on how the home’s adults member has been working since their previous supervision, and discuss any areas they are excelling in, and also areas for development.
- Reflection on working within the White Trees Way – home’s adults will give their opinion on how they are implementing the White Trees Way model within their practice.
- SUE/Paperwork review – review of all paperwork completed by the home’s adults member, identifying any areas where further coaching is needed.
- QCF Review – review of the progression towards the home’s adults members QCF qualification, any barriers in achieving thing and support with any modules they may be struggling with.
- Training/Development Review – a full review of all training completed by home’s adults, and any which is outstanding (with an action plan developed for this). We have Competency Trackers which we use for all home’s adults (tailored to each role), which we review here. The Competency Trackers enable home’s adults and Managers to identify specific areas which they need more support to be competent in, and how this support will be provided.
- Sickness/Absence Review – to review sickness/absence of the home’s adults member, and anything which may be affecting this (both within the home, or personal).
- Safeguarding – Managers ask home’s adults to reflect upon any safeguarding concerns within the home since their last supervision (and debrief on this when necessary). Managers also ask regular questions in this section, to get a full understanding of the home’s adults members knowledge of this.
- Any other business – to discuss anything else the home’s adults member, or Manager, would like to raise.
- Action Plan – an action plan is developed here, to include any actions required following the above conversations.

All home’s adults are able to access Therapeutic Supervision with the Consultant Clinical Psychologist when they feel this is needed. Home’s adults are able to use these sessions to reflect upon behaviours/relationships within the home, but also if they have any personal issues they would like to work through.

New home’s adults have a 24 week probation period. Within this, their Induction Competency Trackers are used to detail when they have been assessed to be competent in specific areas (discussed with the home’s adults member within their supervision). There is both a 12 week, and 24 week, Probation review record which is completed by the Manager with the home’s adults member in these timescales.

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This is a space to discuss how the home's adults feel they are working within the home, and the Manager will reflect whether the home's adults is working towards the expected standard. Managers can use these meetings to set targets for the home's adults member to achieve, to enable them to successfully complete their probation period.

Bentleys prides itself on creating a homely and relaxed atmosphere, where home's adults respect that they are working within the housemate's home every day. We ensure that we employ a varied home's adults team, with a mix of different genders, differing ages, sexual orientation, wide range of cultural backgrounds and beliefs, and different backgrounds/personalities.

The recruitment process (and rota management) within the home ensure that there is the required skill, experience and personality mix to meet the individual and charismatic needs of the housemates.

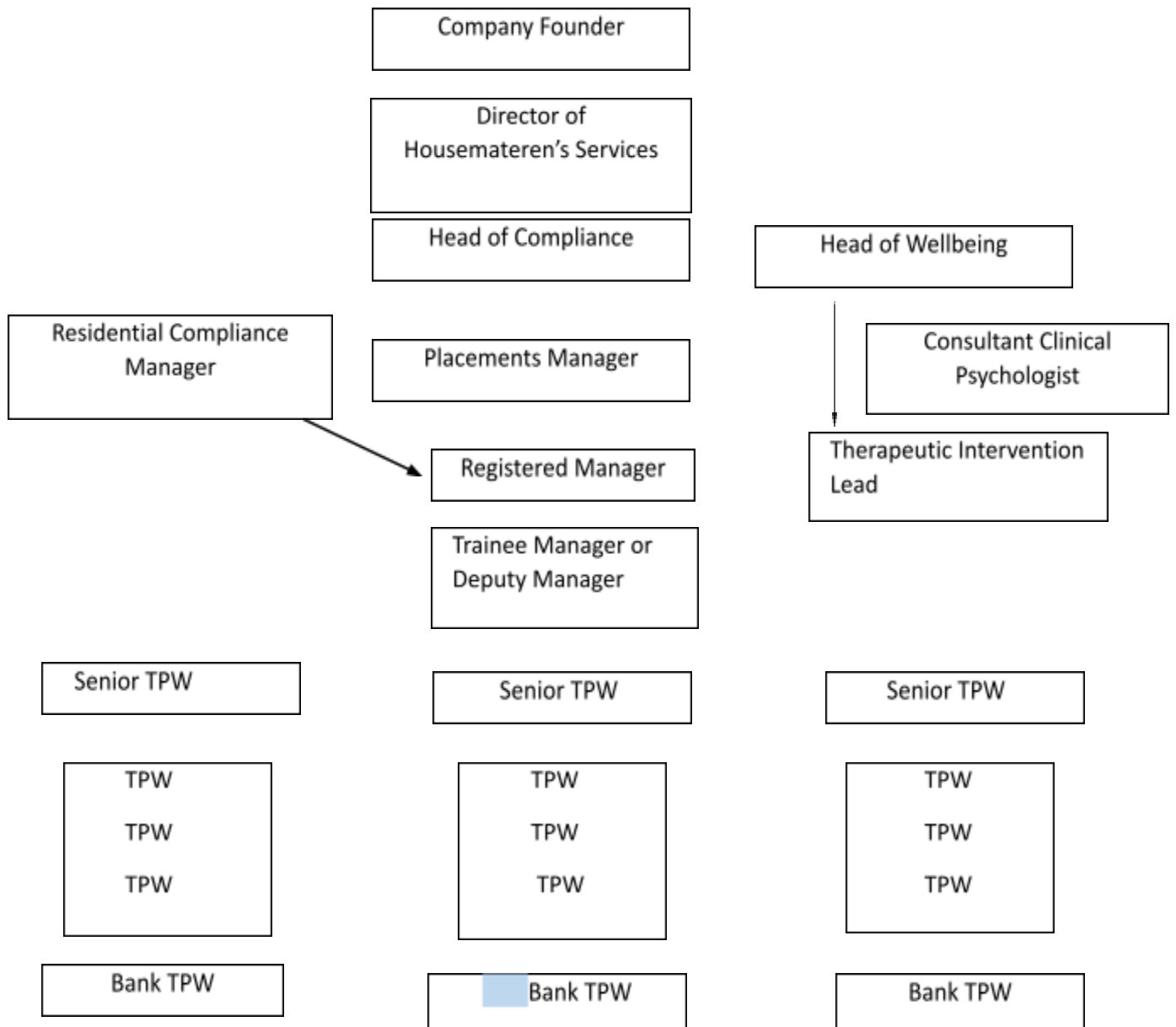
All our home's adults are great role models for our housemates, and we allocate keyworkers to the housemate based on who we feel they will match best with.

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Management and Home's Staffing Structure

SMT/ Organisation



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The below table shows the training we offer and is provided to all home's adults (in relevant roles). This also includes the timescales that these should be completed by, for all new home's adults.

INDUCTION TRAINING (within first 2 months of employment)	MANDATORY ONLINE First week / within 3 months of probation	SPECIALIST MANDATORY ONLINE (Within 6 months)	REGULATORY (After 6 months)	BESPOKE/ROLE DEVELOPMENT (As required ongoing) All coaching sessions by RHM's – Highlighted are delivered training sessions.	LEADERSHIP & MANAGEMENT (As required ongoing) Delivered by AP, RG, DE, MT, KR
<p>DAY 1 – Intro into organisation. Understanding White Trees Values, ethos & professional boundaries. Key working, whistleblowing.</p> <p>Day 2 – Understanding effective behaviour management.</p>	<ul style="list-style-type: none"> ● Safeguard / CP. ● Food hygiene. ● Health & safety. ● Housemate exploitation ● Raising awareness of trafficking & modern slavery. ● Equality & diversity. ● Awareness of housemate on 	<ul style="list-style-type: none"> ● FGM. ● The prevent duty. ● Online safety. ● Raising awareness of LGBT. ● Looked after housemate. ● Mental wellbeing in YP. ● Safer recruitment (RHM & DHM ONLY). <p><u>NEEDS LED AS DIRECTED BY MANAGEMENT:</u></p> <ul style="list-style-type: none"> ● Substance misuse. 	<p>Diploma in housemates residential workforce – Level 3</p> <p>Diploma in leadership & management – Level 5</p> <p>Safeguarding level 3 - Designated safeguarding lead</p>	<ul style="list-style-type: none"> ● Understanding your role & responsibilities. ● Effective report writing. ● Effective shift planning & understanding the function. ● Understanding looked after housemate. ● Managing the environment. ● Key working in practice. 	<ul style="list-style-type: none"> ● Effective reflective supervision. ● Managing home's adults (conflict & difficulties). ● Informed decision making. ● Leading & managing a team of people (difference between L&M). ● Accountability & task management. ● Rota management. ● QA. ● Procedures/managers monitoring.

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<p>Educare & SUE solutions.</p> <p>Day 3 – Developmental Trauma and PACE, Communicating with Housemates in Crisis. Wellbeing Team, Assessments and Interventions</p> <p>Day 4 & 5 - NFPS</p>	<p>housemate abuse.</p> <ul style="list-style-type: none"> ● Prevent ● Bullying. <p><u>EXTERNAL TRAINING / FACE TO FACE:</u></p> <ul style="list-style-type: none"> ● Medication training & assessment. ● Emergency first aid at work. ● Fire Marshal. ● Ligature Training 	<ul style="list-style-type: none"> ● Overcoming loneliness. ● Harmful sexual behaviour. ● Autism Awareness. ● Understanding Diabetes. ● Understanding Epilepsy. ● Understanding Asthma. ● Understanding Anaphylaxis. ● Dyslexia awareness. ● ADHD awareness. 		<ul style="list-style-type: none"> ● Incident management & debrief. ● Missing from care management. ● Using the intranet. ● Pathway Planning & Supporting independence. ● Supporting education (SEN/EHCP'S). ● Care planning/risk assessing process. ● Rewards & consequences (Effective incentives & behaviour modification strategies). 	<ul style="list-style-type: none"> ● Overseeing key working & care planning. ● Effective debriefing. ● Admissions, discharge, and transitions of placements. ● Regulation 40 process. ● Reg 32 – monitoring and reviewing home's adults performance (induction, probation, supervision, and appraisal). ● Implementing policy & procedures. ● Regulatory frameworks (QS, housemates regs, SCIFF) and implementing frameworks into practice. ● Mentoring & coaching new home's adults & existing home's adults development.
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The following table show our current Full Time Home's adults team, and Wellbeing Team, with relevant qualifications, information regarding their experience, and their future plans (with Management input for their view on current home's adults performance, and what will be put in place to support their development).

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NAME OF HOME'S ADULTS	POSITION HELD	RELEVANT QUALIFICATION/ TRAINING	EXPERIENCE & FUTURE PLANS FOR QUALIFICATIONS
Emma Barr	Responsible Individual	<ul style="list-style-type: none"> ● NVQ Care Level 3 ● Housemate Protection Designated Person (Level 3) ● PTLLS Level 3 Award – Trainer ● Level 3 Award Health & Safety in the Workplace ● First Aid Trainer & Assessor ● 	<p>Emma - has worked with Looked after Children & across social care and education for more than 20 years. Emma is a strong advocate for Children and believes that all children should be supported to reach their full potential. She effectively uses her own and the skills and vast knowledge of SureCare Senior management team She has used to improve the outcomes for children. Emma began her career at SureCare in 2008 as Office Manager, when founded with her husband. She progressed as Director of Operations when she decided to have more presence within the company.</p>
Ryan Hayes	Registered MANAGER	<ul style="list-style-type: none"> ● QCF LEVEL 5 ● NVQ level 3 award ● LEVEL 3 Housemate Protection – designated person 	<p>Ryan has worked within Children's residential care for 11 years, starting in 2012 in a setting supporting housemates with learning disabilities. Ryan was able to learn and develop, becoming a senior member of home's adults and completing his QCF level 3. Ryan continued his development as a senior member of home's adults and was enrolled on his level 5. Ryan joined Surecare Residential in May 2017 as a senior TPW and has naturally progressed through the roles of a deputy manager to become manager at Clifton house and more recently Bentleys in December 2022. Whilst working for The White Trees Group Ryan has acquired a wealth of knowledge to support housemates and guide a team who are working with housemates who have emotional and behavioural difficulties.</p> <p>Ryan will identify needed led training for the team.</p>

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<p>Rachael Forrest</p>	<p>Deputy</p>	<ul style="list-style-type: none"> • Working towards QCF Level 5 in Children’s Residential Care – Leadership and Management • NVQ LEVEL 3 Health and social care CYP • LEVEL 3 Safeguarding- Designated • ELKLAN Lvl 3- Effective communication in 11-16 year olds • Level 2 Autism 	<p>Rachael has worked in Residential Care supporting young people with SEBD, Challenging Behaviour, Autism and Learning Difficulties for over 15 years. During this time Rachael has gained an extensive knowledge and understanding of the expectations placed on providers to protect and support young people whilst in care.</p> <p>Rachael came to Surecare in 2021 as a Deputy manager- Since this, Rachael has worked across 4 of our homes. Rachael is currently working towards achieving her QCF Level 5 in Children’s residential Care- leadership and Management. Rachael hopes to take on manager role in the near future</p>
<p>Lauren Watkins</p>	<p>SENIOR THERAPEUTIC PROJECT WORKER</p>	<ul style="list-style-type: none"> • QCF level 3 award (awaiting certificate) 	<p>Lauren joined Surecare in 2021 as a senior therapeutic project worker. Lauren has worked at another surecare homes prior to moving to Bentleys in September 2022 Lauren has previous experience of supporting Adults with learning difficulties in a residential setting.</p> <p>Lauren has worked at a senior level for 7 years. This has provided Lauren with the experience in managing a team, promoting development and when required managing performance.</p> <p>Lauren is in the process of completing a QCF level 3 award.</p> <p>Lauren is keen to develop her career within surecare and is keen to participate in any further training in the future.</p>

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<p>Anna Disley</p>	<p>Senior</p>	<ul style="list-style-type: none"> • QCF level 3 award (awaiting certificate) • Level 5 in Leadership and management 	<p>Anna joined White Trees as a Bank worker in 2019. Anna's previous experience includes roles within the NHS which led to her achieving a level 3 and 4 in nursing.</p> <p>Anna also took on the role as a Senior Worker within her last employment supporting Adults with learning difficulties in a supported living setting, and achieved a level 5 in Leadership and management. Anna's skills and experience allow her to build positive and supportive relationships with the young people in the settling. Anna is now a Senior member of staff at Sherards and has recently completed her QCF level 3 (Awaiting certificate).</p>
<p>Audrey Blackman</p>	<p>SENIOR THERAPEUTIC PROJECT WORKER</p>	<ul style="list-style-type: none"> • NVQ 3 Health and social care (CYP) • Ekklan level 3 - effective communication 	<p>Audrey has worked in the children's home sector since 2006. Audrey first started her journey in a SEN provision where she remained for 16 years. During this time Audrey obtained her level 3 NVQ in Children's residential care and Level 3 Ekklan communication. Audrey has a wealth of knowledge when working with Autism and ADHD and is experienced in managing risk behaviour, Audrey has previously worked in supervisory and managerial roles and is looking to return to the hands on care with the housemates in the position of a TPW.</p> <p>Audrey hopes in the future to progress into the Senior role within white trees and is able to support home's adults development and share her experiences.</p>
<p>Candice Badham</p>	<p>BANK TPW</p>	<ul style="list-style-type: none"> • QCF level 3 (awaiting certificate) 	<p>Candice joined SureCare in February 2022, this is Candice's first role in Children's residential care.</p> <p>Candice is warm, nurturing and keen to support housemates to overcome challenges and barriers to their development.</p>

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			<p>Candice is keen to undertake further training to support her with learning the relevant skills.</p> <p>Candice is currently working towards completing her QCF level 3 qualification.</p>
Amanda Baker	TPW	LEVEL 3 QCF - awaiting certificate	BIO requested
Nicola Mesher	Bank TPW	<ul style="list-style-type: none"> QCF 3 enrolled 	<p>Nicola joined Surecare in December 2021. This is Nicola's first role within Children's residential. Nicola has previously worked in a school and has housemated herself. Nicola has demonstrated that she is able to build great relationships with housemates.</p> <p>Nicola Nicola would like to consider taking on a full time role in the future.</p> <p>Nicola is currently enrolled in the QCF level 3 qualification</p>
Danielle Drake	bank tpw	<ul style="list-style-type: none"> QCF 3 enrolled 	<p>I am currently a mother of 4 one being a foster child. I volunteered and ran a children's youth group over the past 10 years. I enjoy baking and being creative which I have used within my practice supporting children which is often a positive way to get them engaged. As my children went to school, I wanted to look into a career and applied for Whitetrees. This is my first experience working with children within residential care.</p>
Lauren Ricciardi	Bank TPW	<ul style="list-style-type: none"> Bank TPW 	<p>Lauren Joined Surecare as bank staff in september 2021. Lauren has worked in residential children's homes since 2010.</p> <p>Lauren has her NVQ level 3 in health and social care.</p> <p>Lauren is a mother of two and she would like to consider a full time role in the future.</p>
WELLBEING TEAM			

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<p>Reeta Newell</p>	<p>Clinical psychologist</p>	<ul style="list-style-type: none"> ● Doctor of Clinical Psychology (DClinPsych) – University of East London ● Bachelor of Science in Psychology (BSc) – London Metropolitan University ● Practitioner Psychologist with Health and Care Professions Council (HCPC) ● Chartered Psychologist (CPsychol) with The British Psychological Society ● Member of The British Psychological Society Division of Clinical Psychology ● Associate Fellow (AFBPsS) status within The British Psychological Society 	<p>I am an experienced Clinical Psychologist, registered with the Health and Care Professions Council (HCPC) and a Chartered member of the British Psychological Society (BPS). I specialise in working with children, housemates and their families. I also work with adults and couples. I provide psychological assessment, consultation, formulation and therapy in a private clinic in Bishop's Stortford. With over 10 years' experience of working in the NHS, most recently in a north London housemate and adolescent mental health service (CAMHS).</p> <p>I am committed to working with individuals and families in a professional, non-judgemental and honest manner. I do this by using modern, evidence based psychological approaches, building on individual and family strengths and resources.</p> <p>I have a special interest in autism spectrum disorder (ASD) in children and adults, and I have worked extensively within this field, in the NHS and privately.</p>
<p>Kerry Sharpe</p>	<p>Housemate, adolescent and adult counselor</p>	<p>diploma in psychotherapy and counseling, MA</p>	<p>Qualified housemate, adolescent and adult counsellor and member of BACP. I have many years experience supporting housemates of various ages with social, emotional and behavioural difficulties including ASD, ADHD, OCD and attachment disorders. I have further experience supporting housemates who have experienced trauma, sexual abuse, neglect, low self-esteem, self-harm and suicidal thoughts.</p>

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			As well as talking I can incorporate sensory work, play, art and creativity to support self- expression and make sense of feelings and behaviours.
Stephen Aravena	Counsellor/ Psychotherapist	-Post graduate diploma in psychotherapy and counselling -CYP IAPT	Over 20 years' experience working with children, housemates, adults, couples and families. I am fully qualified and registered with BACP.
Hannah Lynar	Head of Wellbeing	Masters of Special Education PGCE Secondary QTS Post Graduate TESOL BA Arts in Religious Studies – theology	<p>Hannah migrated back to the UK from Australia and joined the White Trees team in January as the Head of Wellbeing and Education. Hannah's academic achievements and work experience have equipped her with the leadership skills, knowledge and drive for innovation that will enable her success within this role.</p> <p>Hannah is a qualified teacher with extensive experience and has completed Masters of Special Education. Most recently she held the position of Head of Learning Enhancement at a large independent school in Sydney. Her role gave her a unique oversight of teaching and learning practices at each stage and in every department across the school. She worked closely with her team including teachers, teachers aides and psychologists to ensure that the academic and social and emotional needs of all pupils was met through the personalization of their learning journey.</p> <p>Navigating the role of educator in today's world is complex. Hannah believes that it is in her honesty and ability to strive to continually learn and develop that she can be the best role model not only for her children but for all housemates in her care. Her hope would be that she is able to set an example to them that encourages them to be authentic, true to themselves and face the world with hearts full of love, compassion and courage.</p>

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Gozde Secer	Assistant Psych	BSc, MSc clinical housemate psychology	Over 9 years' experience working and supporting housemates through roles in mentorship, Learning support and referrals and transitions officer.
Caterina Fabris	Therapeutic Intervention Lead,	BSc, MSc in Research in Clinical Psychology	<p>My journey in mental health started in 2017 when I began my BSc in Psychology which was then followed by an MSc in Research in Clinical Psychology. While progressing with my studies I covered a variety of roles in the mental health setting including both paid and volunteer positions. I have experience working in hospitals, residential and community setting with different age groups (adults, older adults and children) and different conditions (e.g. psychosis, depression, EUPD).</p> <p>In the future I want to continue making a difference in the mental health setting and possibly qualify as Doctor in Clinical Psychology.</p>
Haylee MacCallum			<p>Prior to moving to the UK, I completed my bachelor's degree in Honours Psychology in Nova Scotia, Canada. During my undergraduate degree, I was a research assistant in multiple psychology laboratories. Since moving to the UK, I have worked as a Early Years Practitioner at a Montessori nursery, a Learning Support Assistant at Autism Anglia's "Doucecroft School", and now as a Therapeutic Intervention Lead with White Trees company. I have also completed a master's degree in Mental Health and Clinical Psychology.</p> <p>In the future I would like to continue working in the mental health field and continue working with children and housemates. Eventually, I would like to begin my doctorate in Educational Psychology.</p>



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How we plan our care for each new housemate:

Following receipt of an initial referral from the housemate/housemate's Social Worker,

Placements Team, the following procedure will apply:

- Local Authority Placement Teams Contact White Trees via the Placements Manager and an initial referral is shared in order to review. Following the review, a request may be sent in order to gather further information regarding the housemate's needs, behaviours and associated risks
- Upon receipt of the additional information, the Registered Manager and Placements Manager will carry out a further review and begin SureCare's pre-admission assessments which includes professional consultations internally and externally with all the professionals around the housemate's case to ensure we have a full and comprehensive understanding of the housemate's needs.
- Throughout this process, open and transparent discussions internally and externally are undertaken to consider how the home can potentially meet the housemate's needs and transition them into the home in the most positive way possible without impacting the current residents within the home.
- Following this process, a decision will be made and an offer of placement sent to the local authority with appropriate funding and costs for the level of support needed
- Following the Local Authority agreement, arrangements are then made to visit the housemate to introduce ourselves and offer the opportunity to the housemate to ask any questions they may have about the home and the move to our home.
- During the visit, the home's management will provide the housemate with a Housemates Handbook, pictures and any other relevant info about the home.
- Following this, further visits in person and/or virtually are offered as well as an overnight stay if it is felt that this would benefit a housemate.
- The current residents and home's adults team are informed prior to the placement starting
- On the day of the move, the housemate will be supported by the Social Work Team at the home and a Placement Planning Meeting will be held.

Family contact will be arranged prior to placement beginning and confirmed upon the start of the placement. The home, within reason, will always support an achievable Contact Plan as long as it is safe and meaningful for the housemate. Contact plans will always be reviewed on a regular basis to ensure

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that contact for each housemate remains safe and meaningful and also reflects any positive or negative changes within the current contact plans.

SureCare do not consider Emergency Placements.

SureCare would consider short notice referrals but the the same referral process will be followed as a planned referral.

SureCare do not have an Out of Hours service and only consider referrals during regular office hours. The final decision for the placement of a housemate will be at the discretion of the Registered Manager. This will be based on completing the Pre-Admission documentation, undertaking consultations with professionals around the housemates case as well as considering the if the housemate needs can be met without impacting the current residents within the home.

Following the admission of any housemate to the home, the Registered Manager is expected to complete a Reg 41 Placement Notification form that is emailed over to the designated person/department within the Host Local Authority to inform them that a Looked After Housemate has moved into the home. This process is also followed once a housemate moves from the home.

The written notification includes the following information:

- Housemate's Name and Date of Birth
- What order the Housemate is accommodated under
- Contact details of the placing authority, social worker and IRO
- Details of any statement of educational needs for the housemate and the LA that maintains the statement.
- Date of admission
- Date of Discharge
- New address details of where the housemate has moved to upon discharge

These are all required under revisions to Regulation 41 with immediate effect.