

HOPSCOTCH

Care

Care that counts

Updated by J Jardine 11.12.18

HOPSCOTCH CARE LTD

Lancaster Road/Rupert Street

STATEMENT OF PURPOSE



11/12/ 2018



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INTRODUCTION

“Each of our acts makes a statement of purpose”

The following Statement of Purpose will set out the principles and values underpinning the care provided at Hopscotch Care. It describes how the home at Lancaster Road and its annex at Rupert Street are set up and organised and who the people are behind the care given to children and young people living in the home. Practice is based around a holistic approach to care.

Hopscotch Care Ltd. (Hopscotch) was established in 2011 providing residential care for children and young people from the ages of 10-17 with emotional and behavioural difficulties. The homes provide care and a nurturing environment consistent with the current legislative requirements.

The care of young people at Hopscotch complies with the expectations as laid out in the Guidance to the Children’s Homes Regulations 2015, and in County Council’s Children Social Care Procedures.

Children and young people can find additional information about the standards and care at Hopscotch in the Young Persons Handbook which is issued to all young people on admission to the Home and on the Young Person’s notice boards.

This Statement of Purpose has been prepared in accordance with Regulation 16, Schedule 1 and the new regulations introduced in April 2015 and is available on the web site.

HOPSCOTCH CARE LTD - REGISTERED OFFICE

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1. OVERVIEW

The care offered to children and young people at Hopscotch is based around humanistic values emphasising human dignity, mutual respect, trust, and unconditional appreciation. It is supported by a culture that regards children and young people as equal human beings with abundant potential.

The staff team at Hopscotch, supported by the home's nurturing ethos, strive to empower the children and young people looked after. The team will, whilst working closely with other agencies, contribute to the process of developing the children and young people into adults who are responsible and capable of contributing to wider society.

19 Lancaster Road is registered to accommodate and care for four young people and there is a separate annex, 800m from the home, at 2 Rupert Street which is designed as a single occupancy home with 2:1 staffing. The homes are run as one unit.

The homes can take either sex aged between 10 and 17 years who experience emotional and behavioural difficulties and may take children with differing levels of need if the staff are sufficiently qualified and the impact of accepting the young person will not be detrimental to the other young people in the home. The home can accept emergency placements only if the appropriate risk and impact assessments have been satisfactorily completed and can offer care to young people on a short, medium or long term- basis.

All placements for young people are underpinned by robust care planning. The Hopscotch Care Plan combines the Placement Plans, Care Plans, Education, Health and Pathway Plans and Therapeutic Plans into a software system (Clear-Care) which can ensure all the necessary information has been collected and is updated, targets for improvement are set and outcomes are monitored on a regular basis.

The focus of work is to try and maintain a young person's place within their family group where appropriate. At all times, Hopscotch is preparing and supporting young people for their onward placement, whether this be a return to the family home, a planned move to another residential placement or preparing them for living independently.

Hopscotch is skilled in working with young people of either gender.



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This residential function serves to support work carried out with young people and their families in the community.

Holistic approach to care: Our approach to holistic care involves working with individuals as a whole, thinking about their short term, medium term and long-term goals, giving them the confidence to achieve their goals, and thinking about their background experiences, family dynamics, and individual needs and strengths.

Ethos of 19 Lancaster Rd/2 Rupert St: The ethos of the home incorporates the following beliefs:

- Attachments are vital: the relationships that young people develop with staff are fundamental, as these relationships help them to feel safe and secure and help to develop a range of skills such as social skills and emotional regulation skills. The relationships formed with carers provides them with support and guidance and gives them the confidence to achieve their goals and aspirations.
- As a team, we are assisting young people to develop life skills which they can use as they transition into independence.
- We provide a space for young people to be heard, where they are not judged but are listened to - we trust and respect them as individuals and accept their individual ways of being.
- The care we provide is based in the here and now, however, it is important that (if appropriate) they maintain community links with where they have moved from, develop current community links where they are living and develop community links if they are moving in the future.

Aims of 19 Lancaster Rd/2 Rupert St

- As a staff team we are committed to our young people while they are in our care and after they leave, many of them continuing their contact with us when they have left, demonstrating positive attachments.
- We are a small provider of residential care, which means that we can provide the young people with stability through our tailored leadership, management and staffing, with quality one-to-one time.

Having a stable staff team ensures that consistency is maintained and relationships between the young people and key workers have time to develop and strengthen.



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Principles of 19 Lancaster Rd/2 Rupert St

- We provide a safe and containing environment for our young people. Consistent boundaries and routines are maintained within the home environment.
- We work with a range of professionals involved in the lives of our young people such as education providers, social workers, health workers, child and adolescent mental health practitioners and youth justice system. We employ the services of a Consultant Clinical Psychologist to provide additional therapeutic support for our staff and young people, to ensure we are providing the best care possible.

2. THE HOMES

2.1 Facilities and Services

19 Lancaster Road in Carnforth is a registered 4 bedded private Children's Home with a nearby single occupancy annex at 2 Rupert Street, offering a caring and nurturing environment. It serves primarily Lancashire, Cumbria, Scottish Borders, North East, and the Midlands but can offer placements to children and young people from other Local Authorities.

Both premises have been completely renovated to a high standard offering a comfortable and pleasant home to young people from the ages of 10-17.

Although the homes are physically separate, they are run and managed as one facility with the same ethos, policies, procedures, management, clinical support, and staff team.

19 Lancaster Road

There are three floors in the house. The top floor is staff quarters and has 2 staff bedrooms, an office and a bathroom.

On the 2nd floor there are 3 bedrooms for young people, a young peoples' bathroom, and a new therapy room.

The ground floor consists of a staff bedroom, staff toilet and shower room, laundry, office, kitchen, dining room, utility room, a young person's bedroom and a young person's bathroom.

Off the ground floor there is a set of stairs that takes you up to a large communal lounge area for the young people, which has a large TV, piano, games and books.



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All bedrooms and the living room are equipped with a television/DVD and there is wireless internet throughout the building. NOTE: access to wireless internet is managed, dependent on young people's individual risk assessments.

Young people have access to a cordless phone for private phone calls.

Outside there is a small yard to the back and parking to the side of the house for up to 3 cars.

The Annex 2 Rupert Street

Rupert Street is around 800m away from the main house in Carnforth. It is a newly refurbished two bed semi-detached house with en suite facilities in the young person's bedroom and a staff bedroom and separate bathroom upstairs. Downstairs there is a newly fitted kitchen and living room with French doors opening onto an attractive garden area.

The purpose of the Annex is to provide accommodation for 1 young person on a 2-1 staffing ratio, in order to meet their individual needs to a greater level. As at Lancaster Rd, we have a Consultant Clinical Psychologist (Dr Kerry Audin) attached to the home to provide therapeutic support for the young person who resides there and consultation with the staff team. The home will be staffed by a team which works across both the main house at Lancaster Road and Rupert St. The young person will be expected to integrate in various communal events across both sites, for example, activities, meals and joint Young Person Meetings.

There is a television in the living room and young person's bedroom. There is secure internet access and a telephone. There are two car parking spaces at the rear of the property.

2.2 Admissions to the Home

Hopscotch has robust and effective child and young person-centred admission procedures, which clearly identify a purpose for the placement to reduce the tendency for children and young people to drift. It provides an opportunity for children and young people to change unacceptable behaviours through collaboration and mutual respect and assists them in re-establishing themselves in the wider community.

Since we always aim to maintain a balance, the acceptance of a child or young person for placement will be determined following careful assessment and discussion between the management and staff team as a whole. The perceived ability of a child or young person to integrate into the existing group will be considered and evaluated via a robust impact risk assessment before admission.

General Procedure:

Referrals for admission are discussed by the placing authority with the Registered Manager. All referrals follow a social worker's assessment.

Initial telephone contact with Hopscotch Care will normally be made by the local authority social worker or placements manager.

During this initial contact, it is essential to obtain as much information as possible about the young person's current situation and their particular care needs. Placements will only be offered to local authorities when a completed referral form is submitted, accompanied by sufficient background information to allow a realistic assessment to be made concerning the viability of the placement.

In all cases the planning and assessment process will incorporate an assessment of risk and the impact of making a placement on the individual child and the home.

The residential service aims to be inclusive, however, where there is unacceptable risk, and this cannot be managed through the assessment and care planning process or would mean that the needs of the other residents could not be met, a placement will not be offered.

Planned Admissions:

It is considered good practise for a manager and allocated key worker to visit the child or young person in their current placement prior to admission. Arrangements should also be made for the child or young person to visit the home, with their parents or carers, where appropriate, as part of a planned introduction.

Following admission, a placement meeting will be held with all relevant parties, including parents or carers where appropriate, to draw up a written agreement for the placement.

In June 2007 the children's conference, 'Children on Care Standards, Your Rights, and Your Say' highlighted the need for clear and concise information in relation to rules within the home. On admission, the child or young person will meet with their key worker and will be given an age appropriate information pack containing details of the home's rules and routines e.g.: expectations, jobs, activities, complaints procedure etc. The child or young person will have the opportunity to ask any questions they may have at this stage. Key workers will take responsibility for assisting the child or young person in their understanding of any information that is issued.



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The underlying ethos and philosophy of Hopscotch Care is about helping children and young people feel safe and confident enough to take control of their own feelings, actions, and lives. Once feeling safe, children and young people can sometimes demonstrate certain anti-social behaviours which are part of the process of beginning to let go. They may challenge and test boundaries, to make some sense of their lives and the relationships around them. This is often because they have been let down by significant adults many times before. Support for a child or young person at this stage is very important, providing the opportunity to experience adults in a more positive light and help them to begin building trust, confidence and self-esteem. As their confidence grows, they will be able to take a greater control over all aspects of their lives. Staff will always show unconditional positive regard for the child or young person, including at times of crisis. This will impact by re-valuing young people who feel devalued in a society that has let them down, thus enabling them to be empowered and gradually take control.

Hopscotch Care accepts emergency placements and can offer care to young people on a short, medium, or long-term basis.

Emergency Admissions:

If a young person should be admitted in an emergency and there is insufficient time to complete the planned admission process, we would require agreement to undertake a two-week assessment period for the home and the young person to make a decision as to whether this is a suitable placement for them.

The placing authority must provide as much information as possible however.

The following documents are essential: completed referral form, current risk assessment, signed Medical Consent, LAC Care Plan, Placement Agreement, Care and Court Orders.

Emergency admissions are extremely stressful for any child or young person. Every effort will be made to facilitate as smooth a transition as possible.

In the case of a Looked After Child or young person they should be brought to the home by a Social Worker and arrangements should be made immediately for future contact visits.

A planning meeting must be held within 72 hours of admission. The meeting should be attended by all relevant parties to draw up an initial agreement and care plan.

3- CARING FOR CHILDREN AND YOUNG PEOPLE

3.1 Under pinning ethos and philosophy

- At Hopscotch we provide a safe and caring environment where the team continually provide space and opportunity for the young people to explore their thoughts and feelings.
- As a team we are consistent in our approach to childcare.
- We are advocates for our young people, empowering them to have their own views and be able to communicate these to others.

3.2 Support for young people

The children and young people looked after at Hopscotch have specific and individual needs. Some will have experienced abuse of some kind, or the trauma of a family breakdown, or they may have experienced a number of placements moves. As a result, the need for a safe and consistent environment is an integral part of the provision of quality care. The staff team at Hopscotch aim to work in ways which ensures that young people will receive appropriate help and support from both Hopscotch and other relevant agencies. The company has therapeutic support in the form of a Consultant Clinical Psychologist, who works with the staff and the young people via consultation and direct work and contributes to tracking of young people's progress using the BERRI measure to monitor Behaviour, Emotional well-being, Relationships, Risk and psychological Indicators. BERRI results are used to inform therapeutic plans targeting specific areas for each young person, which are then integrated into their Care Plans. Typically, there are two days per month of clinical input shared between Lancaster Rd and Rupert St. If required, additional support from Dr Kerry Audin is commissioned dependant on the needs of the young people.

Each child or young person will be allocated a member of the team who will take a lead responsibility as their key worker. Careful consideration will be given to this allocation and all possible attempts will be made during the referral and admission stage to ensure that the child or young person has the opportunity to meet his or her key worker and thus begin the process of relationship building and ensuring that at the time of the move, they will have a 'familiar and friendly face' to support them in what, for many children or young people can be a problematic, frightening and stressful process. The key worker, in consultation with the child or young person will develop a support plan based upon individual need and focussed upon meeting those needs via clear and unambiguous care plans and pathways plans. The key worker will also support the child or young person to maintain any links he or she may have with other agencies involved directly or indirectly with their care. The key worker will be expected to meet regularly (fortnightly as a minimum, depending on agreement between the young person and the worker) and all plans, aims and objectives will be discussed to



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ensure that progress is monitored and that all issues are addressed in a focussed and clear fashion with reference at all times to the child or young person's individual level of understanding and communication style.

3.3. Arrangements to consult with Children and Young People

Young people are encouraged to take an active role in the running of the homes and about decisions that affect their lives. There are ample opportunities for informal discussion with staff such as at meal times or during key working sessions or activities.

Young people's meetings are held once every month and a record of items discussed is kept. This allows young people to contribute to the operation of the home.

Where appropriate the young person in Rupert Street will be involved with these meetings and will have the opportunity to discuss their personal preferences. If they are not able to attend the meetings at Lancaster Road, their key worker will have regular discussions with them to consider any issues or requests.

Young people are consulted about any decisions affecting them through the care planning process.

Social workers and Children's Rights representatives visit the home.

19 Lancaster Road/2 Rupert St will also provide all children and young people with access to an independent advocate, facilitated by the 'National Youth Advocacy Service' (NYAS), via monthly visits from an allocated worker, who will if required, express any wishes or concerns and complaints raised by a child or young person. This process will be handled totally independently of the home and of Hopscotch Care Ltd. as an organisation.

3.4 Arrangements to promote participation in recreation, sports and cultural activities

There is a strong emphasis at Hopscotch in facilitating activities for young people that are "FUN". Staff share these pursuits with young people and they are supported by appropriate risk assessments.

During school closures, an Activity Plan is designed incorporating holidays and outings. If a young person is admitted to Hopscotch and they already take part in or have an interest on an activity, club or hobby, every effort is made to support them to continue with this.



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Young people are encouraged to join the local library and to buy books and magazines. Arts and crafts activities are promoted at Hopscotch and all young people dependant on their individual risk assessment may have supervised access to the internet. This access is made as safe as possible and the young people are advised as to how they can further maintain their safety.

Birthdays, Christmas and other festivals are celebrated with young people by engaging in appropriate celebratory activities.

Young people are encouraged to take part in both group and individual activities which not only take into account their ethnicity, culture, language, religion, interests and abilities but also help to broaden a young person's experience of diversity. For example, Hopscotch encourages young people to experience a range of foods, festivals, films and books.

3.5 Fire and associated emergency procedures

Hopscotch follows the guidelines laid out in the fire safety log book. The staff on duty must call 999 to report any fire within the home. Young people and staff are made aware of the evacuation procedure.

A fire alarm test is undertaken on a weekly basis, emergency lighting test monthly. The means of escape should be checked nightly on securing the building and recorded in the log book. A fire drill is conducted every three months wherever possible young people should be present for these drills.

The alarm system and all safety equipment is serviced on contract.

3.6 The Arrangements for contact between a child and their parents, relatives and friends

Contact arrangements for young people are discussed as part of the planning process and confirmed in a placement plan. This may also include contact restrictions where necessary for the protection of young people.

Practical support is available to young people to promote positive and constructive contact with parents, family and friends.

The maintenance and further development of existing relationships is seen as fundamental to positive outcomes for children and young people, allowing for stability and a sense of belonging. We recognise that some of our children and young people will need support to



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build on these relationships and key workers will work in a proactive manner to support at all stages of the process. Where and when required, contacts may be supervised, and detailed reports prepared to highlight positive and negative aspects, which could hinder or help further positive outcomes. All contacts will take place in a planned and agreed way, with reference always to the wishes and needs of the child or young person, but also mindful of possible child protection issues.

Facilities are available to provide young people with the opportunity to meet privately with parents, relatives and friends or any other appropriate person.

Key workers will play a fundamental role in the monitoring and evaluation of existing relationships. Regular summaries will be prepared for parent's carers and social workers and will highlight all aspects of a child or young person's care. This will ensure a process exists which promotes a sense of partnership and co-operation between all parties involved in the all-round care of the child or young person and therefore increasing the prospect for positive outcomes.

Young people may use the telephone to contact family at any reasonable time. Telephone calls and visits to and from friends will be agreed in line with care plans or in line with appropriate parenting by staff.

3.7 The Arrangements for the children's religious instruction and observance

Arrangements are available to facilitate young people's religious observance. This includes supporting young people to attend services, receiving instruction and meeting any requirements of the religious persuasion to which they belong (e.g. this may include diet or dress).

Hopscotch promotes diversity and will encourage all at the home to join, in some way, in any individual's religious observance to encourage tolerance of others' beliefs.

3.8 Policy in relation to anti-discriminatory practice

Hopscotch is committed to actively promote anti-discriminatory practice. Where discrimination does occur, it will always be challenged. Young people are encouraged to participate in the running of the home through consultation with staff and participation in regular meetings.

Young people are actively encouraged to participate in the Children's Rights Service which is provided independently of the Authority.



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We are unreservedly committed to the principles and practices of equality. Our policy on equality and diversity is reflected in all aspects of our service to ensure we accommodate and respect all aspects of ethnic, religious and cultural groups, being sensitive to their specific needs.

3.9 The arrangements for dealing with complaints

This is consistent with the policy on complaints and representations.

Information is available in the Children's Handbook and the Young Persons notice boards. This includes an opportunity for informal resolution at an early stage.

We will always try to resolve a complaint at the lowest possible level, whilst respecting the seriousness of the complaint. All complaints are taken seriously and are recorded in the complaints book.

A system is in operation which allows for a representative of the Designated Complaints Officer to visit a young person.

Young people are also provided with information packs about how to contact the Children's Rights Director, Referral forms for an Independent Visitor and for an Advocate. Alternatively, complaints or compliments can be made direct to Ofsted at:

Ofsted Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

There is an expectation that all that live and work at Hopscotch will assist in developing a caring environment. This includes ensuring that the buildings are clean and tidy and that it is an environment in which people can both work and play. Emphasis is on a relaxed informal atmosphere which everyone can enjoy and develop within.

4 CHILDREN'S BEHAVIOUR



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4.1 Promoting Appropriate Behaviour

- We use our relationships with young people to develop their reflection skills and give them the confidence to problem solve different situations and experiences.
 - De-escalation techniques are implemented when working with our young people when they are distressed; we give them space to reflect and use a calm approach when talking to them.
 - Young people are encouraged to develop and utilise their own strategies, we encourage them to use these when they become emotional and overwhelmed.
- We use restorative techniques within the home so that they can reflect and learn from their behaviour and experiences in an effective manner.

4.2 Safeguarding and Bullying

One of the primary aims of Hopscotch is to provide a safe place for young people to live. Safeguarding procedures are a key to keeping young people safe.

Children and young people being cared for must feel safe.

Carers must protect those that they care for from harm of abuse by taking immediate action to stop it and to follow the agreed reporting procedures.

Children and young people must have confidence that those caring for them will always protect them.

A risk assessment is undertaken with each young person and this is regularly reviewed and monitored as part of the care and placement planning system.

It covers all aspects of behaviour and history that might cause a risk to the young person or others. Each risk assessment contains a risk management plan which is always followed by staff. Risk assessment and management plans are updated regularly, at statutory reviews and after specific risk events.

The staff at Hopscotch and other relevant professionals are familiar with, and adhere to current safeguarding procedures, and will be prompt in raising a child protection concern. They are familiar with, and refer to, the following:

- Lancashire Safeguarding Children's Procedures
- Working Together to Safeguard Children 2015 / What to do if you are worried a child is being abused 2015

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- Local Authority Designated Officer for Allegations
- Guide to Children's Homes Regulations (Including the quality standards) DFE / Ofsted 2015

A copy of all the above is readily available to staff, both in paper form and on the Lancashire County Council's Internet website.

Child Protection is part of the induction training for new staff to help them gain an understanding of child protection issues and protocols. All staff, including casual and ancillary staff, attends appropriate child protection training at in-house training events and participate on e-learning courses online.

Where child protection issues are identified in the home, and especially when individual young people are at risk of significant harm, staff will follow the safeguarding procedures. In addition, as part of good care planning, it may be necessary to minimise and reduce risk and pursue the following strategies.

- Joint working with social workers and parents and relevant professionals such as the Child and Adolescent Mental Health Service, NSPCC, drug and alcohol specialist and counselling services.
- Harm reduction programmes are undertaken at the home as well as educating young people about risk and harm reduction especially about CSE.
- The use of our Consultant Clinical Psychologist to support a young person in crisis, particularly those at risk of self-harm or CSE.
- Ofsted are notified via the online notification procedure if child protection issues or a significant risk event occurs.

Bullying:

Exerting power through intimidating others is not acceptable. Some of the children or young people in our care may try to bully others in order to feel better about themselves. It is our responsibility to be continually aware of the possibility that bullying may occur in the home or in areas external to the home. We must offer protection to those who are bullied and guidance to those who bully.

Forms of Bullying include:

- Verbal teasing
- Physical confrontation/attacks
- Theft or destruction of property
- Isolation or marginalization
- Racism

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed.

Bullies behave in the manner they do, partly because of difficulties in their own lives eg: feelings of inadequacy, unhappiness, or they may have been victims themselves. Their unacceptable behaviour needs to be understood and the appropriately dealt with by staff if the cycle of bullying is to cease.

Staff who work with and support children and young people in the care system, will, if achieving good practise be vigilant about vulnerable children and young people's needs to be protected, should the problem of bullying arise.

If there is an open and honest ethos within the home, the subject of bullying will be discussed at staff and resident's meetings and with individuals and groups of children and young people from time to time.

Staff need to talk frankly and openly with children and young people about bullying and must also listen to their views.

All in the home need to know and understand that incidents of bullying, no matter how small, will never be overlooked.

There is a clear policy on what measures will be taken to deal with bullying in the home and the type of support that will be available to both the victim and the perpetrator.

4.3 Missing from Home Procedures

The procedure for dealing with any missing young person from the home are consistent with those laid out in the local authorities 'Joint Protocol for Children and Young People who go missing'

4.4 Surveillance within the home and surroundings

Hopscotch Care Ltd employs no mechanical means of surveillance of children within either establishment, however at Lancaster Road we have door alarms fitted to both the front and back doors of the property in order to monitor movement of people coming in and going out of the building. At Rupert Street there are alarms on the bedroom and front doors to monitor access.

Mechanical means of surveillance would only be considered for young people where linked to a placement and care plan for an individual young person, e.g. electronic tagging where directed by a court.

4.5 Therapeutic Techniques and support

- We take the time to get to know our young people when they come to Hopscotch, understanding their triggers and their existing coping strategies whilst helping them to develop new appropriate and effective strategies. These include:
- Understanding and using child development theories to recognise the importance of transitioning from childhood, through adolescence to adulthood
- Providing care that offers nurture, guidance and an opportunity to help young people make their own decisions with the support of carers
- Listening to the concerns of young people and involving them in decisions about their life
- Focusing on young peoples' strengths and developing resilience
- Being child-centred in our approach and involving young people in the process of running the home
- Carrying out BERRI assessments for monitoring progress and developing individual therapeutic plans with the support of our Consultant Clinical Psychologist
- Drawing on a range of therapeutic approaches, such as Therapeutic Parenting (attachment and trauma-informed care), Positive Behaviour Support, Cognitive Behavioural Therapy, Narrative Therapy, and Mindfulness, supported by our Consultant Clinical Psychologist. We also draw on theory and practice from Positive Psychology to help young people build resilience and strengths.
- Working with our Consultant Clinical Psychologist and trained staff to reduce the risk of CSE and dealing with issues caused by any of our young people who have been exposed to CSE

5 CONTACT DETAILS



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5.1 Responsible Individual

Richard Witt - B.Sc. Hons (London) Post Graduate Certificate of Education.
7 years teaching 11-18-year olds. 13 years as Development Director at Sedbergh School.

5 years as Director of Hopscotch Care Ltd

Gate Heads Casterton LA6 2SF

Tel 07766 088559

Email richardwitt53@gmail.com

5.2 Operations Director

Jane Weatherill –RM (2000) RN1 (1992) – Manager of Residential Care Home (Elderly) 2000 to 2013 Continuing Care, 2016 Cumbria CCG

5 years as Director of Hopscotch Care Ltd Level 5 Diploma in Leadership

Carnforth

Tel: 07557922263

Email weath01@btinternet.com

5.3 Registered Manager

Janice Jardine– New manager in post since October 2018: experienced in managing young people both in a residential school setting and children’s homes, has attained the Level 5 Diploma in Leadership and Management.

jj@hopscotch-care.org

5.4 Contact Details

Lancaster Road Tel Home: 01524 727695

Rupert Street Tel Home 01524 942220

Tel 07766 088559 or 07766745670 (Responsible Individual)

Email: jj@hopscotch-care.org or enquires@hopscotch-care.org

6. EDUCATION



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Hopscotch acknowledges the importance of education within a young person's life and will encourage young people to reach their full education potential. Hopscotch supports and contributes to the Young Person's Personal Education Plan and/or Pathway Plans.

Hopscotch provides a nurturing environment within which young people feel valued and can develop the skills which will prepare them for the transition into independence.

Hopscotch has an Education champion who will liaise with schools and colleges on behalf of the young people who are resident in the home. We will also provide individual tutoring and work experience opportunities for young people who are struggling in a more formal education setting.

Hopscotch acknowledges that continuity within young people's education is of paramount importance and will, whenever possible, help young people to attend the same school, college or training programme before coming to Hopscotch.

On the admission of a young person to Hopscotch, the staff team, in line with statutory guidance, will make the relevant school or college aware of a young person's change of placement or circumstance. A representative from the school will always be invited to attend a young person's statutory review, unless the young person objects, in order to give feedback about a young person's educational progress.

If a change of school is necessary for a young person, we will endeavour to secure a place at a school that is deemed to be the most appropriate. If possible, this would be situated close to the home in order to maximise the support for the young person and the school. Ideally a place will be secured prior to the young person being admitted to the home.

All young people have access to a computer to help with their school work. The staff team are committed to supporting young people to achieve their full educational potential to provide them with the opportunities for furthering their education as they move on from residential care.

We understand that the young people in our care have experienced a wide range of challenges, not only in school, but in all aspects of their lives. We work towards the development of the whole person, and we have high expectations as we help to plan their future.

It is our intention that the young people placed with us achieve in every area of their lives rather than experience disadvantage in any form. This view encompasses our approach to education.



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However, we are realistic and acknowledge that many young people have already experienced disillusionment and negativity in their past schooling. We are also aware that for some there is little room for academic pressures.

Nevertheless, we feel it is wrong to make this as a blanket statement for some structured education will be a need and when this is apparent, we will actively seek and encourage mainstream education. Our staff will liaise with the school and give support to both the young person and teaching staff.

As an integral part of the overall placement plan education will be met on an individual basis. The implementation of the education plans will be directed and supported by identified professionals. For those young people who are unable to participate in mainstream education, our main concern is to motivate and promote a wish to learn with realistic, meaningful tasks. Structured learning will be built into the daily programme. We acknowledge the importance of basic skills in numeracy and literacy and would strive to encourage skill development in these areas. We will also make full use of project-based modules, alternative activity learning and life skill development.

Our overall aim is that young people will achieve and not fail. We balance making achievement possible with consistent encouragement to attempt something new. If this is done with sensitive support the results can often be positive.

There is provision in the home, separate from the living areas where formal education can be developed, and all bedrooms will be provided with facilities for doing homework or private study. Staff at Lancaster Road and Rupert St will be active in assisting young people to complete any given task.

In addition, we will access external agencies which advise young people on such subjects as further education and employment opportunities. When appropriate, a member of staff will accompany young people on interviews with prospective colleges or potential employers.

We would not claim to provide education which mirrors that of mainstream schooling but feel that in some ways we can offer more opportunity to try new things, a variety of practical experiences and chances to discover personal strengths and interests. All of these have a huge part to play in the development of the 'whole person'.

7 HEALTH



Updated by J Jardine 11.12.18

Health protection and promotion of young people is a critical area in planning for a young person. The staff at Hopscotch, young people, social workers and appropriate health professionals work together to develop **Personal Health Plans**. Within our home each young person will have a clear written health plan recorded (within their placement plan). This covers: medical history, any specific medical or health interventions which may be required, any necessary preventative measures, allergies or known adverse reactions to medication, dental health needs, hearing needs, any optical needs, records of developmental checks, specific therapies needed in relation to physical, emotional or mental health, health monitoring required of staff, your own and that of parents or significant others in relation to health issues.

Young people have regular dental, health and eyesight checks. Wherever possible, and if young people choose, we aim to support them to remain with their own doctor, dentist and optician. However, if this is not possible or desirable, we will ensure that young people are registered with our local GP, dentist and optician. Whilst respecting young people's rights to privacy, they are supported in getting help with any illness or health issues that they may experience.

Smoking is not permitted in the home, to protect the health of all who live and work at the home. Help with smoking cessation is offered to young people who do smoke, a smoking cessation clinic is available at our local surgery.

Young people will have a Statutory Health Assessment with the Children Looked after Nurse, who is also available for advice and support on any health issues.

The homes have clear policies and procedures to support, ensure and promote health and wellbeing for all children and young people in our care. This will encompass all aspects of a healthy diet, whilst supported access into exercise and leisure activities will focus upon promotion of emotional and physical wellbeing.

All staff are experienced and knowledgeable in regard to health promotion and will endeavour to work alongside each child and young person, in an attempt to develop, stimulate and promote an interest in staying healthy, in both a physical and emotional sense.

8 STAFFING INFORMATION

At Lancaster Road there are 3/4 members of the staff team on duty during the day with 3/4 staff on at night including a Waking Watch dependent on the needs of the young people.



Updated by J Jardine 11.12.18

At Rupert Street the standard staffing levels are 2:1 always with a Waking Watch and a RCCW sleeping in.

Efforts are made to ensure that the staff on duty represents a range of experience, skills gender balance and qualifications. Where identified as beneficial or as a result of a risk assessment process, staffing levels will be increased to meet the needs of the homes.

We also have ancillary support staff working at the home who have participated in all the mandatory training of the Care Staff and work flexibly to meet the needs of the home.

Where short term gaps occur, due to training, sickness, vacancies or leave, these will be met using casual staff. The casual workers are appointed using the full recruitment and selection procedure.

What children want from care staff?

- Honesty
- Trust
- Reassurance
- Support and guidance
- Empathy
- Praise
- Following through on requests.

The list above outlines the views of children and young people in relation to what makes a carer a good carer. Careful consideration of these factors was observed when selecting the staff for Lancaster Road and Rupert St. The team has been drawn together from a variety of backgrounds and have all been selected for their own individual skills and knowledge. All have shown the necessary personal qualities to enable them to provide support to children and young people, (and if appropriate to their families) in relation to the often-complex needs and challenging behaviours of individuals within the 'looked after' system. A rigorous and carefully planned recruitment process has been developed to ensure as far as possible, that the team is able to support in a positive and proactive manner. All new workers will be subject to a three-month probationary period. This will allow them to gain a greater understanding of the expectations within the home and the wider organisation. Ongoing training and personal development is encouraged, and clear career development pathways are designed to enable all staff members to continuously learn new skills and thus be able to offer a greater level of expertise to the children and young people in their care.

Qualifications and Staff Development:

All our residential workers are required to undertake Level 3 Diploma. Our residential workers are NVQ level 3 or level 3 Diploma qualified and greatly experienced in the residential field, some have achieved qualification to level 4 & 5.

8.1 STAFFING INFORMATION

Staffing information

- As a team we want to make a difference to the young people that we care for, we want them to achieve their goals and give them opportunities that they may never have had.
- Within the team we have individuals that have specialist interests and skills that supports of individual practitioners and that of the team. We value individual differences and the range of experiences individuals bring to the team.
- When a young person is placed at Hopscotch, as a team we take the time to get to know them and match them accordingly to a key worker.
- As a staff team we are empathic and can put ourselves in the shoes of our young people.
- We are good communicators and understand the importance of information sharing with appropriate professionals involved in the care of our young people.
- We provide peer support to each other to assist our personal and professional development as practitioners.
- Within our team we work in a collaborative manner.

STAFF TEAM

Manager: Janice Jardine

Referrals / Manager: Prince EKWEM – with over 15 years’ experience looking after young people in residential care and attained Level 5 Diploma in Health and Social Care for Children and Young People

1x Deputy Manager -Aaron Redhead is the Deputy Manager and has over five years’ experience in residential care and has attained his Level 3 Diploma. He has just been newly appointed and will be starting his NVQ L5 within 6 months.

1x Team Leader- Daniel Walker- Dan is the homes Team Leader and has worked with young people at Hopscotch for 4 years.



Updated by J Jardine 11.12.18

12 x RCCW: Stacey Crouch, Emma Morris, Christine Riding, Tina Jones, Ian Yates, Callum Murgatroyd, Janet Ellsmore, Emma-Louise Tomlinson, Steven Moore, Lee Carr, Yakubu Tsado Chris Lewtus, Dean Mckenzie and Stephen Moore and all have or working towards Level 3 Diploma's.

4 x Waking Watch/RCCW: Joe Whittam, Malcolm Doddrell, Gemma Swallow all have or working towards Level 3 Diploma's;

8.2 ARRANGEMENTS FOR SUPERVISION TRAINING AND DEVELOPMENT

8.2.1 SUPERVISION

Supervision is a vital part of supporting, developing and managing the staff team. It is a requirement that staff take a full and active role in the supervision process. Supervision is provided by the manager and deputy. Hopscotch provides new staff with a comprehensive induction package for the first 3-6 months, dependant on experience of the individual. After this period, formal supervision is on a regular basis, this is a minimum of every two months and includes an annual appraisal for all staff. Supervision sessions are recorded electronically, and staff are required to read and sign their notes, which are then placed on the staff member's supervision file. If there are any disagreements these are recorded, and appropriate measures taken. The Registered Manager is supervised by Catherine Witt, a Director and qualified Social Worker.

8.2.2 TRAINING

All new staff are taken through an induction programme which includes safeguarding training, risk assessments, fire safety, food hygiene and safe handling of medication. There is a further programme of basic training provided online via the Social Care Training Hub, which should be completed within the first six months of employment. This includes Behaviour Management techniques (dealing with challenging behaviour) which is an accredited programme of training. The behaviour management training model equips staff to de-escalate, intervene and also to re-engage with young people who are in crisis. Safe restraint and holding techniques are part of the course content; these methods will only be used when all other de-escalation techniques have failed. Refresher courses will be available at appropriate intervals. Following an RPI incident there will be a de-briefing process for the staff involved, the young person involved and for any staff or young people who witnessed the incident.

All staff that complete their induction, basic training and CWDC workbooks will be registered for the Level 3 Diploma in Health and Social Care for Children and Young People at Kendal College or with a private provider.

Training needs will be discussed, agreed and monitored through the supervision and appraisal process.



Updated by J Jardine 11.12.18

Staff training is an ongoing process and is seen as a crucial element of a high-quality service. Staff are encouraged to undertake a range of other training that will assist in the development of their knowledge, skills and abilities and will promote better outcomes for the children and young people resident at Hopscotch Care.

8.2.3 DEVELOPMENT

Staff development is seen as part of an ongoing process that includes: -

- Training
- Supervision
- Working as part of a team
- Reflective practice
- Key working
- Joint working with colleagues within the team
- Joint working with other professionals and agencies
- Extra duties and responsibilities which are delegated to staff as they become more skilled and competent within the team.

Formal staff meetings will occur 1 per month and this will be alongside the Young People's Community meeting, as this will then allow staff to address and report back to the Young People any concerns or any requests they may have, in time for their next meeting.

This Statement will be reviewed and revised on an annual basis or as required with any changes in staff, policies or procedures.

Your comments and feedback concerning this statement are welcome and should be sent to:-

Richard Witt, Responsible Individual, Hopscotch Care Ltd, Registered Office 19, Lancaster Road, Carnforth, LA5 9LD

Email enquiries@hopscotch-care.org