STATEMENT OF PURPOSE

Chadwell House

Home Address: **198 Chadwell Road, Romford, RM6 4YU**

Contact Number: **0203732843** / Mobile: **07707956399**

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**Chadwell House**

Our home is a mixed gender four-bed unit with 24 hours staffing set in a residential area of Chadwell Heath, Romford. The house is a beautiful home with 3 floors, 4 bedrooms and 1 en suite. C.C.T.V is installed, a camera is situated above the front entrance to the home and the front of the house is viewed 24/7.

**Suitability of Location**

The home has a location risk assessment onsite which is kept under regular review, involving consultation with a number of local organisations, in relation to potential risks within the locality. Continuously gathered information is used to inform and update the assessment. We are satisfied that the location of the home is suitable for our purpose, both in relation to minimal risks within the locality and in relation to the diverse range of opportunities easily accessible from our location.

**Our Central Ethos**

Chadwell House is committed to implementing a child centred approach in all aspects of every day working with the young people. Our ethos is at Chadwell House we respect that all young people are unique, equal but different and that all young people’s unique talents should be recognised. We believe that with the right help, committed staff support and a little confidence we can transform their lives and fulfil their potential or future aspirations.

Chadwell House believes that all young people have the right to a safe, secure environment and opportunities to explore themselves, their abilities, areas for development and potential in the world around them. We believe these are the essential building blocks for the foundation of progress and integration. All young people are entitled to physical and emotional care of excellent quality. The staff team at Chadwell ensures that warmth, stability, consistency, structure and boundaries are constant active features of their work with the young people in their care.

We provide a range of activities to entertain, develop and stimulate young people. We aim to work with the young person and their families/carers as well as all other relevant professionals to find a way to promote positive outcomes.  A key part of what we do is to enable young people to participate in society and their local community. These skills are developed by the staff team in encouraging young people to take an active role in making choices at an age/ability appropriate level. This will always involve consultation with young people based on aspects of their care. We respect individuality and actively promote Equality and Anti-Discriminatory behaviour. We respect Cultural and Religious Beliefs and have a holistic approach to encouraging development.

We will work with individuals on a one to one basis or a staffing ratio to meet the young person’s needs and also within a group setting, encouraging growth, responsibility and in addition to empowering them to achieve a healthy lifestyle; staying safe whilst enjoying life.

Chadwell House believes that the young people have the right to be actively involved with the running of the house through regular house meetings, involvement with the day-to-day functions of the house, Chadwell monthly meetings and having their views and opinions acknowledged and acted upon. We believe this promotes a sense of belonging and builds confidence and self-worth. From an attachment theory perspective, there is a focus on developing good quality relationships, we aim to feel like a family home where consistent parenting is provided and young people can be safe and happy. The staff team at Chadwell place the young people at the centre of their work and strive to create the best residential experience for them.

Within the ethos of Chadwell House our overall aim is to work in partnership with the young people, those with parental responsibility and other professionals to offer a warm and consistent environment, which will help to: -

* Address the difficulties that led to the young person being accommodated.
* Where possible support a return home or maintain links with family members.
* Where a return home is not possible, support the move to other alternative independent accommodation within the community or into a Foster Care Placement.
* Ensure that young people are helped to develop the necessary skills and knowledge in order to prepare them for independent living as well as develop appropriate Pathway Plans alongside the appropriate Leaving Care Team.
* Enable young people to access services from other agencies in order to promote their Health and Education. The young people will be supported to access local health provisions within the area. Chadwell House is passionate about the education provisions for young people and endeavour to seek out the correct education provision that will best suit the young person.
* Ensure young people are involved and consulted in decisions about their lives and the development of services.
* Ensure that services meet racial, religious and cultural needs of young peoples within the company’s policies.

**Referrals**

Chadwell House is registered as a 4 bedded, any-gender residential home that aims to care and support young people who have a range of complex needs. Chadwell House offers a service for young people ages 16-18 years old. The home has been adapted to meet the safeguarding requirements of a residential provision and referrals are subject to an impact assessment with changes being made to suit the needs of the young person.

We have a good reputation for working tirelessly with all relevant professionals to ensure the package of care is right for each individual. Our placements are reviewed regularly to best safeguard our vulnerable young people. Subject to risk assessments, and the needs of other residents, Chadwell House can accommodate:

* Young people who are emotionally or behaviourally challenging
* Young people who are victims of trauma
* Young people with low self-esteem or who lack confidence
* Young people suspected or convicted of sexual offences
* Young people who have been considered as more difficult to place
* Young people who have been the victims of abuse or domestic violence
* Young people with a history of criminal convictions
* Young people with a history of drug or alcohol use
* Young people who have been sexually exploited

The decision to admit a young person to the home will be the responsibility of the Manager in conjunction with the Head of Care and Registered Provider after consultation with the staff team and CBT Therapist.

**Admissions** **Procedure**

We aim to have a planned transition to Chadwell House. Members of the management team will endeavour, whenever possible, to visit the young person at their current home so that they can introduce Chadwell House and discuss and assess with the young person their needs. The young person and their family (if appropriate) and social worker will be invited to visit the home for an introductory visit before their admission to the home. Prior to a decision to place the management team will consider the following information to determine whether the placement is suitable:

* The young person’s history and age.
* Their background and a pen picture of their family
* Their health needs (including allergies)
* Their emotional and behavioural needs
* Their cultural and social needs
* The level of behavioural support required
* Educational needs
* Any potential risks posed to them by other young people, or that which they pose
* Any special circumstances or needs once an initial assessment has been completed.

We ask, as part of our referral process, for authorities to share all information which they feel may be relevant to the placement of the child. Completion of the home’s referral information document is required, and this forms the basis of placement planning. If it is felt by all parties that the placement should proceed, then a formal contract will be drawn up between the placing authority and Chadwell House. Emergency admissions are accepted at Chadwell House and an impact assessment for these will be formulated between the home and the placing authority according to individual circumstances. The young person will be given copies of the ‘Young Person’s Guide’ and home staff support young people to complete a basic induction into the home.

The identified relevant plans need to be as individual as the young person is and therefore not a generic document that the young person feels is “just there”. The young person should be supported and encouraged to take ownership and responsibility of their plans along with any other identified plans so that they can identify with themselves that they “are” in control of their future with support from identified professionals rather than them feeling that they have only a very limited amount of control of their day to day lives and futures.

**Supporting Young people religious and cultural needs (Equality and Diversity, Anti – Discrimination)**

Chadwell House believe that a young person’s cultural identity and ethnic heritage are an integral part of their character and should be supported and developed. Young people have the right to grow up with the sense of their identity and we believe that promoting diversity and creating an atmosphere and acceptance will achieve this. Staff at Chadwell will support young people with memory books. This will help them to build a picture of their cultural background. All staff are trained in Equality and Diversity and are fully aware of the Anti- discriminatory working practice. Staff at Chadwell complete memory boxes with each individual young person which includes pictures of funs days out and activities and milestones etc.

For many young people, a change of location might also introduce them to a new culture in terms of the demographic they are surrounded by. Staff at Chadwell will ensure that life transitions and changes of region are treated sensitively so that each young person feels supported throughout. Chadwell House will be pro-active in establishing cultural links and support groups for ethnic minorities. Young people will be consulted about any cultural requirements affecting diet, dress or social customs and staff will be trained to enhance their awareness of these religious and cultural issues.

Chadwell House recognises that discrimination is unacceptable, and we ensure that no young person or staff receive less favourable treatment or facilities on the grounds of age, gender, disability, race, colour, ethnic origin, religion or sexual orientation. The Anti-Bullying guidance is followed in line with our Anti-Bullying Policy. Chadwell House believe that discriminatory behaviour is learned and exists because of the functions it serves for individuals, cultures and institutions. Chadwell House aims to raise awareness and educate young people who engage in bullying behaviours. Chadwell House recognises that young people need to develop their individual identity and all young people are entitled to be treated with respect by staff, Chadwell House will not tolerate any form of racism from staff, young people, their families or visitors. Staff will challenge any racist comments or any form of racism and if deemed necessary, police advice may be sought. All staff members have a responsibility to educate the young people and will actively promote anti-discriminatory practice with appropriate “consequences of actions” imposed in line with Chadwell House Behaviour Management Policy to combat discrimination/racism.

**Young people’s Rights**

Young people have the right to be happy, healthy and be safe. Chadwell House recognises that the rights of young people and young people all aspects of their life. Alongside the UN convention of Human Rights, we strive to enable young people and young people to grow and live up to their potential in the world irrespective of who they are and where they come from. Chadwell House believe that all adults and professionals must work together to ensure that all young people understand and benefit from their rights. We aim to listen and treat the young people and young people we care for with dignity and respect.

**Complaints**

Young people admitted to Chadwell House will have the procedure explained to them on admission to the home and there is a full detailed complaints procedure that available to young people. A more detailed procedure is outlined in the Policy Document and also outlined in the young person Induction Booklet as well as having forms available on the Young Persons notice board. All other professionals and parents/carers who wish to obtain a complaints form are asked to contact the home manager. Complaints can be made to any individual staff member who will follow the home’s procedure for reporting, the management team will investigate all complaints. All staff members will have received training in the complaints procedure and are committed to solving problems as they arise.

Person’s wishing to obtain the child protection and behaviour management policies, and any other policy relevant to the care of a young person, are asked to contact any member of the team who will ensure that these are distributed.

All professionals, parents/carers or visitors wishing to obtain the child protection and behaviour management policies, and any other policy relevant to the care of a young person, are asked to contact the manager who will ensure that these are distributed.  Chadwell House operates a weekly resident meeting and also a monthly review meeting where the views of the young people are heard, discussed and action agreed with the staff members in a joint effort to provide quality care to all young people. This gives the young person the opportunity to voice any concerns or issues.

The manager will review the records of complaints to check satisfactory operation of the complaint’s procedure to identify both patterns of complaint and action taken on individual complaints.

Complaints can be made directly to the Registered Manager either directly in person or by phone.

(0203732843) or via email ([Alimalikula@Shekinahsupport.com](mailto:Alimalikula@Shekinahsupport.com))

If a complaint is in relation to the manager Ali Malikula or if you feel the initial complaint has not been dealt with satisfactorily, then please escalate your complaint to the External complaints Manager, Ricardo Pascal can again, be contacted directly in person or by phone.

(07504139422) or via email [RicardoPascal@hotmail.com](mailto:RicardoPascal@hotmail.com)

**Arrangement for consultation**

All young people are encouraged to attend and actively contribute to their LAC reviews, Monthly review Meetings, care plan and placement plan.  All young people are encouraged to participate in the review of their care plan with their key worker. The views of the young people and how they should live and the arrangements for their care are of the upmost importance.

All young people have a right to the best quality care, At Chadwell, all the young people will be encouraged to take an active part in running their home.  Chadwell House believe that all young people have valuable opinions that need to be considered. We actively maintain a culture of openness where all opinions are listened to and young people are valued and respected by staff and young people are helped to value and respect each other and themselves. This programme of group and individual work helps young people build on their strengths and identify areas of difficulty.

Consultation promotes and encourages open communication about all aspects of the young people’s lives including everyday living together. Staff encourage, listen to and respond to both “minor” and major complaints and are trained and experienced in remaining alert to young people’s welfare always. Young people are encouraged to raise concerns and make suggestions to change and improvements.

Consultation will be collected on an ongoing basis through good communications with all staff and evidenced in the young people’s daily logs. In addition to monthly review meetings, there will be meetings held weekly where were all young people are invited along with the staff team on duty. They will be made aware that as part of their key work sessions that they can talk to their key worker between meetings if they have any problems and their key worker will inform the manager of their problems and if needed, set up a meeting with the manager to discuss these issues.

Consultation will be taken on many issues. Decisions affecting a young person’s future, any decision affecting a young person’s rights, choices about daily living that the young person can participate in such as their choice of diet, fashion, entertainment etc. Their choice of key worker, changes in the way the home is run, the decoration and furnishing of their personal space and leisure activities they would wish to participate in. It is fundamental to Chadwell House that where appropriate no decision is made without full consultation with the young person concerned. Each young person has an opportunity to speak on a one to one basis with the Head of care weekly should they wish.

**Education**

Chadwell House are proud to have built professional and positive relationships with the local schools, colleges and other educational provisions in the area whilst the home was being established. Chadwell House’s aim is to get the young people back into full-time mainstream education as soon as possible, wherever possible. Where appropriate, we will provide support in a classroom setting.

Chadwell House values education and ensures that educational provision accessible from the home is appropriate to the needs of any young person prior to placement. The home works with relevant professionals in local and placing authorities inclusive of the respective virtual school’s teams to establish educational needs, as outlined in EHCP plans as appropriate or through seeking to implement a plan as required and identifies appropriate provision as part of the admissions procedure. The home has a good understanding of local provision and courses with excellent relationships in place with key persons in colleges, schools and training providers. The home facilitates young people’s attendance at external placements and utilises individual rewards and care planning to recognise and support continuing engagement and progression.

**Enjoy and achieve**

We consult with the young people and those significant to their care to identify strengths and interests. Chadwell House has a good awareness of recreational activities in the area, which are both varied and prevalent, and will support young people to link activities with their identified interests. Chadwell House facilitates attendance and recognises and rewards achievements, promoting the development of lasting engagement.

Chadwell House recognises the importance of appropriate social interactions and strives to support young people to establish links in the community through local clubs. Some of the clubs utilised by the home, and available in the local area, are as follows:

* Gyms
* Local work experience
* Cadets
* Young Farmers
* Youth Groups
* Sporting clubs and groups

The home also has strong links with local charitable organisations Ruby Girl who work closely with disadvantaged young people and provide them with opportunities for mentoring, activities, and voluntary work.

**House Rules**

Our House Rules are as follows;

* No smoking;
* Keep own bedroom clean and tidy;
* Do not go into any other bedroom;
* Be dressed all the time;
* If you have gone out, return home at the time you have agreed;
* Always be where you say you will;
* If you want to change your plans when you are out ask permission from your support worker first;
* Do not hurt any member of the residential staff;
* No pets are to be kept or brought into the home;
* Homework must be done;
* If you have been excluded from school, schoolwork will be done at home;
* When you use the bathroom or toilet always close the door;
* If you have any problems, try and talk to your carer/residential staff;
* Try to consider other people's feelings.

**Health**

Health needs are assessed during referral and admission then individual placement planning reflects measures to maintain and address these needs. We recognise the importance of promoting healthy lifestyles in young people. This goes beyond ensuring young people are treated for illness and emphasises the importance of a balanced diet, the importance of exercise, the harm caused by smoking and substance misuse and the danger of unprotected sex.

All young people are registered with local health care provision at the start of placement inclusive of opticians, dentists, and GP. Health care services are easily accessible, and the home facilitates attendance to all appointments and liaises with external professionals to ensure health remains under regular review and that annual health assessments take place with the LAC nurse as directed by placing authority.

We encourage healthy lifestyles through balanced diet and encouraging exercise and discouraging unhealthy behaviour such as smoking, alcohol or substance misuse. Where there are difficulties e.g. substance misuse, help can be sought through relevant agencies, medication is issued to young people on the advice or prescription of a Doctor or other qualified medical practitioner. These are issued as advised and recorded in the relevant files.

If a young person has an existing therapeutic report the recommendations from this would be implemented through placement planning. If further needs are identified a full therapeutic report can be commissioned by authority and delivered during placement by a relevant, qualified professional. Additionally, if an authority wished to commission further services from the home’s therapist or other external services, inclusive of assessments and session work, this would be discussed on an individual basis.

**Positive relationships**

Contact arrangements and authorisation for requested contacts would be discussed with authority at start of placement and on-going. Chadwell House feels that positive relationships with significant people support development and will support and facilitate such contacts where they are deemed appropriate to take place. Contact arrangements are included within placement planning, they are discussed at review and the effects of contact arrangements are closely monitored by the staff team and addressed during 1-1 sessions with the key worker and at reviews.

Facilities are provided in the home for young people to have visitors either in private or with supervision/support and there is a house phone, and opportunity for mobile contracts and social networking use, provided that such activities are able to be risk assessed and are appropriate to the young person’s care planning. Visits to the home by those significant to a young person, inclusive of peer relationships, are able to be facilitated following risk assessment and all young people are encouraged to utilise advocacy services and independent visitors as appropriate.

Where contact is prohibited or restricted the young person will be fully informed of the reasons why and assisted and supported in dealing with the effects of such decisions.

**Protection of children**

As a residential property there remains a low risk from external persons through trespass. The home has a CCTV that is fitted with up to date and well maintained external fittings which minimise risk of unauthorised entry and security lights are fitted around the perimeter of the home which are triggered by motion. All internal bedroom doors, and the door leading into the independent annex, are fitted with alarms which are able to be set to sound when opened. The use of door alarms is discussed and agreed with local authority and through keywork with a young person at the start of placement and is documented within their placement plans as appropriate. Alarms set for this purpose allow staff to be alerted to potential concern; they do not prevent access, and are set solely to ensure safeguarding is able to be appropriately maintained.

A CCTV camera is installed outside at the front of the building to enable staff to monitor any unknown vehicles/people coming onto site to ensure the safety of the young people in our care. This will be reviewed regularly and is part of the young people’s individuals risk assessments and placement plans. All relevant placing authorities will be informed and updated.

If a young person leaves the premises without permission, then Chadwell House Missing from Care procedure is followed immediately. All unauthorised absences are considered serious and staff liaise with Cheshire police to return the young person homes safely.

Further monitoring and surveillance of young people would be subject to individual risk assessment and specific to the needs of the young person. Where appropriate, agreements are drawn up between the home and the young person in relation to measures which may be used to minimise risk. Young people are involved in the formation of agreements and agreements will only come into place once signed by the young person and the home.

**Fire Precautions and associated emergency procedure**

The house is protected by a full fire alarm system in accordance with local fire and safety requirements. Fire doors are also constructed to the necessary standard.

The alarm system is tested on a weekly basis when the health and safety cheeks are carried out. Any faults are recorded immediately. A full fire evacuation drill is carried out after each admission to the house and a minimum of 12 times per year, two of which are performed at night. All staff are fire trained which is regularly updated. The building fire risk assessment identifies any changes necessary to support the health and safety requirements.

**Behavioural support**

All young people at Chadwell have their own individual behaviour management plan which is reviewed every 6 weeks or when appropriate. These plans identify what strategies work well to support young people around behaviours they may display, both positive and negative, and identify appropriate interventions should behaviour escalate to levels of risk. Young people are encouraged to contribute to their plans by completing restorative interviews following any incident or physical intervention.

**Organisation Structure**

**Training and development**

Training and development of the team are high on Chadwell House’ agenda and the company recognises the value of well-trained and knowledge team of staff. Every effort is made to ensure that staff are fully supported within the workplace. Upon commencement of employment at Chadwell House, new staff will receive an induction programme which will be supervised by a senior member of the staff team. New employee will receive a one-to-one supervision every 2 weeks for the first 6 months to enable them to raise issues, seek guidance and receive the appropriate levels of support.

An extensive training programme is available to staff including modules in Health and Safety, Risk Assessments and Chadwell House Policies and Procedures. The mandatory training modules that all staff are expected to hold are:

* Managing Challenging Behaviour
* Child Sexual exploitation
* First aid
* Fire safety – including extinguisher awareness
* Safeguarding children and young persons
* Youth Mental Health
* Food Hygiene
* Young people’s drugs and alcohol
* Health and safety

NVQ level diploma is also an important part of the Chadwell House training plan. Staff will be enrolled on NVQ Level 3 Diploma for Children and Young People’s Workforce as they have the experience and are already on board with many of the modules covered in this course. Links are established with Colleges, who will and assess and verify our staff through the process. Further training opportunities in line with Company’s staff development framework is delivered by both internal and external trainers.

**Use of bank staff**

Although Chadwell House prides itself on having a committed and experienced pool of full-time staff it is acknowledged that there may be occasions when the home’s needs require emergency staffing. The home will be employing a pool of bank staff who are subject to the same checks and scrutineering as full-time staff when joining inclusive of DBS clearance, qualifications, experience, driving license, ID documents and references.

Bank staff are also the same training opportunities as permanent members of staff and are encouraged to attend staff meetings. We will endeavour to ensure that bank and permanent staff provide service to our young people at the same high standard.

The home recognises the potential impact on young people where they are introduced to new faces and seeks to maintain stability and consistency by utilising a bank staff system instead of using agency staff. This will also help form positive relationships with the young people in placement.

**Supervision**

The home aims to hold scheduled supervision sessions monthly and all full-time staff are required to attend unless on leave or unforeseen circumstances force absence. Individual supervision / reflection sessions can be arranged to take place between staff members and when she is onsite at the home if necessary or requested by staff. This time allows for reflective practice and continuing improvement to the service offered both to young people in the home and the individual staff members. New staff members are supervised fortnightly for the first 6 months.

**Appraisals**

Appraisals take place annually with every staff member and focus on targeted development which feeds into the home’s workforce plan.

**Regular Review of Statement of Purpose**

This Statement of Purpose is a document that informs interested parties of Chadwell Homes about the aims and objectives of the home and how we plan to achieve good practice. By reviewing the Statement of Purpose regularly, we will ensure that the quality of our care and standards are maintained and effectively communicated with relevant persons for their reference and information.

**Data Protection Privacy Statement**

Chadwell House are committed to maintaining the trust and confidence of our Stakeholders. Chadwell House are particularly interested in ensuring safe storage and handling of data under the General Data Protection Regulation (GDPR) of May 2018. (see policy)

This Privacy Notice outlines when and why Chadwell House collect personal information, how it is used, the limited conditions under which information may be disclosed to others and it is kept secure in order for Chadwell House to provide the service.

* 1. **How Data Is Processed and Accessed**

Data will be collected solely for the purpose of allowing Chadwell House to provide the agreed care package to the young person and will not be used for other purposes. Note that our lawful basis of processing is that of “legitimate interests” (GDPR Article 6.f). This means that we are processing the young person’s and associated other’s data for the interest as a corporate parent.

**1.2 Who the young person’s data is shared with**

The young person’s data will only be shared with relevant employees of Chadwell House who have a professional interest in their data with the sole purpose of providing the service outlined in the agreed contract. It may also be shared with professional third parties for the following reasons:

* Auditing as evidence of the quality of service.
* Monitoring of potential and current Safeguarding Risks.
* Ensure the young person’s rights are being met.
  1. **Storage and Retention of Data**

Chadwell House ensure all personal information is stored securely online or in locked cabinet in a secured office.

The standard data retention policy for young people and relevant other’s data at Chadwell House is compliant with statutory requirements outlined in *The Children’s Home’s (England) Regulations 2015,* specifically; *Regulation 36; Children’s case records*, including Schedule 3 and Regulation 37; Other Records, including Schedule 4.

**1.4 Accessing Data**

Chadwell House aim to work in an open and transparent manner and wherever possible share on an ongoing basis information that is collected on young people and associated others.

Those whose data we hold have the right to make additions and comments. Any requests to add information to records will be supported by the organisation. Requests can be made to view/have access to their records in line with the General Data Protection Regulation 2018.

* 1. **Change to the Privacy Notice**

This privacy notification will be reviewed on an annual basis to ensure it remains compatible with changes in the law and changes in the practical implementation of the policy.

Should you required further clarification, please contact (Data Protection Officer) at [Alimalikula@shekinahsupport.com](mailto:Alimalikula@shekinahsupport.com)

**Images of Chadwell House**











