



Alexandra House

# Statement of Purpose

Registration Number: 1248509



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### **Quality and Purpose of Care**

Alexandra House was registered in April 2017 offering facilities to cater for children aged from 8 to 17 years with Learning Disabilities.

### **The Home's Ethos**

The team at Alexandra House believe that the following statements best describe the values within which they seek to operate on a daily basis. Each child in our care has a fundamental right to be:

- Happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Valued and nurtured as an individual with talents, strengths and capabilities that can develop over time.
- Ambitious and to be nurtured to learn in and out of school to enhance their life prospects in every respect.
- Given emotional, mental and physical health support, including repairing earlier damage to self-esteem and encouraging friendships.
- Given access to multi-agency support and have on-going contact with their families and communities of origin.
- Supported by a staff team who are engaged in on-going learning about their role and the children and families they work with.
- Resident in a safe and stimulating environment.



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### **Type of Accommodation**

Alexandra House is a two-bed home located in Wellingborough. The home provides accommodation for up to two children within the age range of 8 years to 17 years of any gender. The home, works with each child entrusted in our care to ensure that they are provided with a room that, wherever possible, is decorated and arranged in accordance with the child's wishes and needs. The bedrooms at the home are spacious 'double' bedrooms that are furnished with a bed, a wardrobe, a set of drawers, a bedside cabinet and seating.

### Location of the Home

Alexandra House is a two-bedroom bay fronted mid terrace property at 107 Alexandra Road in a row of approximately 163 properties and is situated close to the town centre which is 0.5 miles via Mill Road. Within brief walking distance of the home there are local convenience stores, the local swimming pool and gym and take-away food premises. Within a five-minute walking distance of the home is Wellingborough town centre which provides bus and rail links to the wider town and surrounding county.

Other local services less than 1 mile away, include a Local Library as well as other shops and this is all within walking distance. The Hindu Community Centre is 0.1 miles away and Victoria Community Centre is 0.3 miles, they offer community classes, including Scouts /brownies and dance classes. There are also opportunities locally to play amateur rugby, football, skate-board Park, Wellingborough Sport for all offers netball and basketball clubs less than 1.5 miles away.

Health Services located near Alexandra House include Dentists, Opticians and GP's Surgeries and Isebrook Hospital Outpatient Department is 0.8 miles from Alexandra House via Ranelagh Road and Castle Street. It houses the following services: physiotherapy, pathology, contraceptive unit and X-Ray departments. Kettering General Hospital Foundation Trust is 10 miles away via A509 and A14 and provides acute hospital services for the people of North Northamptonshire and beyond. There is a local GP surgery (Albany House Medical Centre) and two pharmacies 3Q and Cohen Chemists which are 0.8 miles and four dental surgeries namely Dental Surgery, Active Smile, Park Road Surgery and Dental Surgery within a radius of 1 mile. The GUM clinic and teenage Sexual Health Clinic are 7.9 miles away in Kettering via A509. The Ashwood Centre clinic is open on Mondays to Thursday from 8:30am to 4:45pm and Fridays 8:30am to 3:45pm. A CAMHS service is available within 7.9 miles at Sudborough House St Mary's Hospital, London Road, Kettering, NN15 7PW, Phone 01536 452 400

Education services nearby include Mainstream Primary and Secondary Schools. The following are schools within a radius of 1.5 miles, Sir Christopher Hatton Academy is 0.8 miles. Park Junior School is 0.6 miles and Victoria Primary Academy is 0.4 miles.

There are also two primary and secondary schools for pupils with Special Educational Needs within a radius of 1 mile from the Home. Rowan Gate Primary School, which is 0.4 miles, was rated as Outstanding in their March 2019 Ofsted inspection and Friars Academy which is 1.1 miles away are judged as Outstanding in their June 2019 Ofsted Inspections. Across Northampton, Kettering and Corby there are several high schools which have a school sixth form, two special schools with sixth form provision, a sixth form College and a further education college. There are also a variety of training providers that provide opportunities to gain qualifications, the local careers service provide support in accessing education and/or training including local apprenticeships.

### **Supporting the cultural, linguistic and religious needs of Children.**

The home will provide care which meets each child and young person's needs and promotes their welfare, taking into account of the children and young people's gender, faith or religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans.

If a child practices a faith or religion, this will be supported through enabling them to attend their chosen place of worship and by also ensuring that observances of their faith are represented in the care and support that is delivered to them.

To support the growth of a child's worldly view and their understanding of their own individuality and that of others the home will support this learning by

arranging themed cultural celebrations and targeted key working sessions; with these being delivered in a format and at a level appropriate to the child's developmental needs.

Within Wellingborough there are many places of worship where children will be supported to attend if appropriate, these include.

- Wellingborough Methodist church.
- St Barnabas Church.
- Primitive Methodist Chapel.
- The Salvation Army.
- Wellingborough United Reform Church.
- Potter's House Church.
- All Saints C or E Church.
- Everyday Champions Church.
- Kingdom Hall of Jehovah's Witnesses.
- Wellingborough Mosque Islah Ul Muslimeen.

### **Complaints and Suggestions.**

The home has written a policy/procedure for dealing with any complaint, as follows:

'Children resident in the home are encouraged to raise any concerns they may have as a way of ensuring that any dissatisfaction is brought to the attention of the Manager of the home as quickly as possible. All concerns, complaints or suggestions will be taken seriously, fully investigated, handled quickly, sympathetically, and confidentially, and, where necessary, will result in improvements. The home's aim is to deal with any complaints efficiently and fairly, and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and the home.'

All complaints are to be forwarded to the Manager where they will be dealt with informally, if possible, although a formal resolution/investigation may be necessary in some cases. All complaints will be recorded. Children resident in the home will have a copy of the complaint's procedure in the children's guide. A copy of the complaint's procedure and the home's safeguarding policy can also be accessed on the home's website.

As a result of a child's developmental needs or barriers to communication some children that will be placed at the home may be unable to raise a suggestion or complaint on their own behalf. To ensure that their views are heard the home and its staff team will encourage the parent(s), carer(s), supporting professionals and its own employees to advocate on behalf of the children in our care and treat any such suggestions or complaints in accordance with the complaints and suggestions procedure. A written record will be kept of all suggestions and complaints and the outcomes of these.



### **Views, Wishes and Feelings and Consultation with Children.**

The home takes the children's views, wishes and feelings into consideration when making plans, with children in our care being encouraged, wherever possible, to take part in the care planning process. For example, children and young people are involved in planning their weekly menus and weekly activities. There are key working sessions and weekly young people's meetings where their views, wishes and feelings are gathered. In these weekly meetings, young people are also reminded of the complaint's procedure.

The Children's views and wishes are also gathered during the Regulation 44 Independent Visits, where the independent visitor spends time with the young people to find out their wishes and feelings regarding the placement and the care or support that they receive.

For planned placements, where possible and appropriate, pre-admission meetings will be held where children and young people will be invited to come to assess whether they like the home.

Wherever possible and appropriate for the child, the views, wishes and aspirations of the child's parents will help to guide the care and support that will be planned for and delivered to children in our care.

## Equality

'Covers all employees, or potential employees, and embraces the principle that all people shall be treated equally, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation (these are known as "protected characteristics"), or offending background unless unequal, or different treatment can be shown to be justified and is appropriate'.

'This clear unambiguous statement of intent will apply to all aspects of the home's operations and to the treatment of all children within the home, at all times, whilst, at the same time, taking into account the individual's special needs with regard to their religion, culture, language etc. Children will receive personalised care that promotes all aspects of their individual identity and will be treated as an individual rather than a member of a group. Children will be able to exercise choice in the food they eat and be supported to prepare their own meals and snacks reflecting their cultural/religious background and personal taste where appropriate.'

Children have rights in relation to every aspect of the care they receive in the home. These rights are protected through various policies and procedures, for example, protection against abuse and bullying, and rights to be treated with understanding through the behaviour management policy.

## Education

The home ensures that each child receives an education which “enhances their life prospects in every respect”. The home endeavours to achieve this by understanding each young person's individual needs outlined in their Education Health and Care Plan (EHCP) and working in collaboration with partner agencies such as a child's education provider in reviewing and implementing the plan.

Targets for development outlined within a child's EHCP are where possible mirrored in children's 'individual targets' implemented at the home, with progress around these being supported through planning and undertaking of specific targeted activities and key working sessions.

Individual targets are not limited to the goals outlined in a child's EHCP alone, with 'in house' targets set, where appropriate, to support the development of communication techniques, emotional and sensory regulation, personal care skills and life skills. All individual targets are reviewed and updated regularly with the period of review being guided by the child's individual learning/attainment curve.

Ensuring that all the children and young people are supported to complete homework.

Encouraging and facilitation of children in our care engaging in their chosen hobbies, clubs and any other activities they wish to partake in.

Encouraging and supporting children and young people to attend their places of education whilst also ensuring their inclusion while in education.

Ensuring that children in our care are supported to communicate and express themselves in a style or format that is guided by their developmental needs. Strategies for communication may include Picture Exchange Communication Systems (PECS), Makaton, use of real or transitional objects of reference and use of visual or technological augmentation.

### Enjoyment and Achievement

The home provides a range of leisure activities which are suitable and appropriate for children in our care with these being guided by the children's likes, hobbies, interests and learning needs alongside suggestions from parent(s), carer(s) and supporting professionals.

The home arranges trips on a regular basis with the focus or theme of these being dependant on the children's preferences or interests. These may include:

- Visiting local restaurants and cafes.
- Ten-pin bowling.
- Trips to zoos
- Attending disability community groups and activities.
- Attending after school and out of term school-based activity days.
- Visiting the cinema.
- Going on a holidays and short breaks away.
- Visiting the local play parks and country parks.
- Swimming and water sports or disability specific splash sessions
- SEN sensory sessions and visits to sensory rooms.

This is not an exhaustive list.

### Health

The home promotes and seeks to protect the health of all children by:

- Reviewing and responding to the healthcare needs (physical, mental, and emotional) identified within the case notes and files upon arrival.
- Registering each child with a local GP, Optician and Dental Practice and arranging for and encouraging regular attendance and check-ups.
- Referring children and young people through to any healthcare services such as Children and Adolescents Mental Health Service (CAMHS), Community Team for People with Learning Disabilities, Occupational Therapy, Dietitians so that needs arising from a child's developmental needs can be supported.
- Working in partnership with healthcare professionals such as doctors, dentists, opticians etc. to ensure that healthcare guidance is embedded in the care and support that is provided at the home for the children in our care.
- Ensuring the children and young people are aware of the risks associated with harmful substances such as drugs, alcohol, cigarettes and nicotine-based products.
- Ensuring staff at the home are confident in positively challenging partner agencies when unmet healthcare needs are identified.

### Positive Relationships

The home is committed to ensuring that children and young people maintain relationships with the important contacts in their lives by:

- Providing transport to and from 'contact' with parents and carers and where required providing staffing to facilitate this.
- Encouraging children and young people to go out into the local communities and interact with other local young peers to maintain friendships or to build new ones.
- Identifying local young people's clubs that link to existing hobbies and interests or new ones to help broaden their horizons and encouraging and supporting the children and young people to attend these.
- Encouraging important contacts to visit the children and young people at the home. While visiting the home a private space and, where required, staffing support is provided to enable visits to be successful and positive for all parties.
- Enabling the children at the home to maintain and build upon their relationships through teaching play, interaction and social skills.

## Protection of Children

### Monitoring and Surveillance

On an individual and case by case basis monitoring and surveillance equipment may be used at the home to support the safeguarding and risk management needs of a child. Should a child's emotional, behavioural or healthcare needs require the use of such equipment the home will:

- Work in partnership with the child's parents, carers, social and/or healthcare team and the child to agree on the type of equipment that may be used to support the child and seek formal consent for this to be used.
- Ensure that the type of equipment used is the least intrusive available to meet the outlined need.
- Ensure that the use of any such equipment does not impact detrimentally on the child.
- Ensure that the use of any monitoring or surveillance equipment is risk managed with the use of any such equipment being regularly reviewed to assess whether continued use is required or appropriate.
- Ensure that the use of any such equipment is used solely for the purpose that consent has been given for.
- Ensure that the use of any such equipment complies with the legislative framework, national minimum standards (NMS) or relevant guidance.

## Behavioral Support

Staff at the home support the emotional and behavioral needs of the children in our care in line with their behavior support plans. These are planned for in collaboration with parents, careers other professionals that may be supporting a child and wherever possible the child.

Wherever possible proactive behavior support will be used to help diverge, distract and re-direct children so that behavioral or emotional escalation is avoided.

On occasions there may be behaviors or situations presented by the children in our care that create serious risk of harm to themselves or others and/or significant damage to property. In these instances, staff at the home are mindful of their duty to ensure that children in our care are kept safe and protected from harm; accordingly physical interventions may be considered. If and when a physical intervention will be used to support a child, the home is committed to:

- Ensuring that any such measures are proportionate to the perceived risk.
- That any measures used are of the least possible level of restrictiveness required to safely manage the perceived risk.
- That the intervention will be undertaken for the least possible amount of time to manage the perceived risk.
- That a detailed written record of all physical interventions used will be kept at the home and that these will be analyzed along with behavioral incident forms, to learn from them so that more effective behavior support and intervention can be used to help avoid further or future use of physical intervention.
- All staff must understand the framework behind the home's underlying philosophy towards behavior management, and therefore the home has written, and will make available to all staff, its policy on "Behavior Management".

The Policy States:

*'The Home has high aspirations of all children and staff and will strive to establish*



*and maintain clear, unambiguous and acceptable levels of behavior and positive relationships.'*

Where behavior falls below socially expected standards, this will be discussed (where appropriate) with the person(s) concerned and supportive actions and plans implemented to help the child better understand and demonstrate socially expected behaviors.

The home will apply fair and consistent principles in the application of this policy, including:

- Treating each child with sensitivity, dignity, compassion and respect.
- Building, protecting, and preserving positive relationships between each child and the adults caring for them.
- Understanding each child's behavior to allow their needs, aspirations, experiences, and strengths to be recognized and their quality of life to be enhanced.
- Involving children and relevant others wherever practical in behavior management.
- Supporting each child to balance safety from injury (harm) with making appropriate choices.
- Making sure the child's rights are upheld.

Restraint of a child may only be undertaken in extreme circumstances, and as with the subject of behavior management generally, the home deems this a serious topic worthy of its own policy and procedure.

Restraint is defined in the Regulations as using force or restricting liberty of movement and the only purposes for which restraint can be used are:

- a) Preventing injury (physical or psychological) to any person (including the child who is being restrained).
- b) Preventing serious damage to the property of any person (including the child who is being restrained).
- c) Preventing a child who is accommodated in a secure children's home from

absconding from the home.

Staff employed at the Home exercise physical restraint of a child only when other less intrusive methods have been attempted or considered, and only in the extreme situations described above, and provided that they have been properly trained in how to exercise physical restraint safely.

Physical restraint may be used when non-physical interventions have been attempted without success or when it is apparent that they would not be effective. It may only be used when a child's behavior poses a threat of imminent, serious physical harm to self and/or others, or serious damage to property.

## Leadership and Management

### Registered Provider

Good News NWK LTD  
First Floor Offices  
25 Sanders Road  
Finedon Road Industrial Estate  
Wellingborough  
NN8 4NL

### Responsible Individual

Nokuthula Wendy Mangwendeza:

### Registered Manager

Craig Waights

## Experience and Qualification of Staff



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### **Management and Staffing Structure of the Home.**

Alexandra House is managed by the Registered Manager, Craig Waights who reports to the Responsible Individual, Nokuthula Wendy Mangwendeza. Reporting to the Registered Manager is the Team Leader and Senior Residential Support Workers. The care team comprising Senior Residential Support Workers, Residential Support Workers, Waking Night-time Support Workers, and a bank of Relief Residential Support Workers report directly to the Team Leader.

Each child is allocated a Senior Residential Support Worker in the role of “key worker” who takes responsibility for the most important aspects of the care of the child, whilst overall care is a shared responsibility of all staff. The key worker, in collaboration with the Manager and Team Leader support in planning for the care of the children at the home, take part in regular reviews of the child’s placement and oversee a small team of co Key Workers who help support the continuity of care for those placed at the home.

### **Staffing Policy**

The home has important responsibilities to ensure that staff are available in sufficient numbers to adequately deal with the needs of children, whilst at the same time ensuring that such resources are used efficiently and economically. The home has capacity for two children.

The home is appropriately staffed 24 hours a day, 7 days a week. Shift times are below which include a 15-minute lap over at the start and end of each shift to allow time for handover to be completed ensuring continuity of care.

- Early Shift: 07:30am – 13:45pm
- Late shift: 13:30pm – 21:15pm
- Long day shift: 07:30am – 21:15pm
- Waking Night: 21:00 hours to 07:45 hours

The home’s staffing levels allow for adequate staffing during the day, and at night. Staffing levels are adjusted as necessary to ensure they are appropriate to meet the

risk/assessed individual needs of the children/young people in the home to ensure that a safe level of staffing in line with these risk assessments is provided.

**Notes:**

- Staffing levels are in line with the individual needs of the children placed at Alexandra House.
- Where all children are at School, and away from the home then the home may not be attended. However, one member of staff is always contactable, and details are supplied to all schools.
- The Registered Manager when not required to be on duty at the home, makes unannounced visits (including at night) to ensure that the home is run properly in his absence.
- Any member of staff on duty may contact the “On-Call” Manager in the case of an emergency. The “On-Call” rota, with contact telephone number(s) is posted on the main notice board in the Office and staff group chat.
- As the home may have only one person on duty at any one time, and all staff share in the home’s staffing rota, then all staff have a risk assessment in respect of lone working. This is maintained on the employee’s personal file.

**Role Models**

The home employs staff of any gender and from a wide range of diverse backgrounds.

**Supervision, Training and Development of Employees**

Staff receive regular, thorough, and reflective supervision. Each staff member employed at the home undertakes an annual appraisal which is reviewed on an interim basis after a period of six months.

Staff training needs are assessed and planned for through the completion of individual learning and development plans. These then feed through into the annual training plan and the workforce development plan. The home has developed and implemented its own policy on staff supervision and support, as follows:

*All employees will receive the support and supervision they need to carry out their jobs. Such support will be available through the normal day-to-day supervisory and managerial processes although employees with direct responsibility for the delivery of care will have*

*organised and regular review sessions with a nominated supervisor/manager. This process is known as "practice review" and is in addition to the employee's performance appraisal.*

The Staff Support programme embraces the following:

- Responses to and methods of working with children.
- Work with any child for whom the staff member is a key worker.
- The staff member's role, including their accountability, in fulfilling the home's Statement of Purpose.
- The staff member's work in fulfilling the placement plan for individual children.
- Degree of personal involvement, feelings, concerns and stress.
- Staff development and training.
- Feedback on performance.
- Guidance on current and new tasks, including the setting and maintaining of standards.
- Personal issues which may impinge on the member of staff's ability to carry out their duties effectively.

Through its robust recruitment and selection policy the home undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and values which will complement and enhance the quality of care we deliver. All staff are provided with an induction training programme and further ongoing training, appraisal, supervision and support as needed. All job applicants are required to apply for an enhanced disclosure from the Disclosure & Barring Service so that the home may be satisfied that they are appropriate persons to look after children. For those that have lived or worked outside of the United Kingdom, in line with good practice, are required to provide certificates of good conduct.

## Care Planning

### Admission to Alexandra House

Admission to the home is by application to the Registered Manager, and will normally follow:

- A review of the applicant's history and circumstances.
- Assessment as to whether the applicant meets the home's general admission criteria.
- An assessment related to the composition of the home's current child, and the home's ability to cater for the needs of the child in question.

Emergency admissions are accepted provided that the above information has been supplied, and the home has had time in which to consider the appropriateness of the placement, and a bedroom and appropriate facilities are available upon arrival. Of equal importance and consideration is the capability to care for children admitted at short notice while continuing to offer high quality care to children already living in the home.