



# STATEMENT OF PURPOSE



**Our contact details: -**

Registered Provider: Milton Keynes Local Authority  
Saxon Court  
502 Avebury Boulevard  
Central Milton Keynes  
CMK9 3HS  
  
Telephone Number: 01908 691691

Responsible Individual: Mr Nick Jackman - Head teacher  
The Walnuts School  
Admiral Drive  
Hazeley  
Milton Keynes  
MK8 0PU  
  
Telephone Number: 01908 563885

Registered Manager: Mrs Rosemarie Cooper - Acting Head of Care  
  
Relevant Qualifications:  
NVQ 4 Care  
NVQ 4 Leadership & Management for care services  
NVQ 4 Management  
  
Walnuts Residential Home  
Admiral Drive  
Hazeley  
Milton Keynes  
MK8 0PU  
  
Telephone Number: 01908 555618/555619

## CARING FOR CHILDREN

**The range of needs of the children for whom we provide care, including the age range, number and sex of children and young people**

We provide care for children and young people with a learning disability. Some of these children and young people may have additional needs including, autism, sensory impairment, communication difficulties, behaviours that challenge and physical impairment.

Before providing care for any child or young person we will ensure that the staff knowledge and skills set, and the environment are able to meet their specific needs.

Young people at Walnuts Residential Home are aged between 5 and 19 years old.

Walnuts Residential Home accommodates both boys and girls. Priority will be given to young people who are pupils of The Walnuts School; however referrals can be accepted from other sources

We have places for up to 5 young people who are placed on a 52 week basis. We also a number of flexible weekly places, offering a 24 hour curriculum and respite care. These numbers can vary, depending on the needs and compatibility of the young people.

## CARING FOR CHILDREN

### Walnut's ethos, and the outcomes that we seek to achieve and our approach to achieving them

Walnuts Residential Home follows the same ethos as The Walnuts School which is a 'living' set of principles to enhance the experience of all involved in The Walnuts community.

At The Walnuts we believe that young people benefit from a combination of approaches to their everyday living and learning skills. Young people with autistic spectrum disorders (ASDs) need to feel part of an environment where they are understood and accepted.

We will ensure their needs are met by:

- Creative use of the rota to provide adequate numbers of staff on duty, reflecting gender balance, and experience.
- Adequate staff to work closely with smaller groups or individual young people in order to promote their welfare.
- Adequate staffing to enable outside activities to take place, including days out and residential holidays (for children on 52 week placements)
- A key worker system to reflect individual needs as part of daily living plans.
- Individual young person's needs identified through: Placement plans; Risk Assessments; Pen Profile; up-to-date LAC information; key worker role; Personal Education and Pathway plans; young people's and staff meetings; robust handovers; and social worker and parental input.

#### 24-hour curriculum

The Residential Home provides a facility, which extends the school day for those young people who will benefit from accessing a wider curriculum, in a safe and caring environment. There is close liaison between the school and the residential staff, to provide a suitable and appropriate curriculum for the individual.

It is usually decided/requested at an annual review for a young person to access the 24 hour curriculum and then a formal request is made to the Residential Home.

The 24 hour curriculum concentrates on the teaching of self-help skills, participation in leisure activities in both the home and the local and wider community, and in promoting

independence. Progress is regularly reviewed and when targets have been achieved either new targets will be agreed or the child will cease accessing residential.

### 52-week provision

The residential provision is open 52 weeks and a small number of the young people access this provision. Our pupils maintain regular contact with their families through a variety of ways, via telephone calls, and planned home contact visits. Whatever the pattern, the important factor is that it is in the best interest of the individuals involved, that parents, school and other agencies liaise closely in working out the most supportive care plan. During holiday and weekends, young people access more community activities and specialist activities are planned to meet individual child interests.

### Short break care

Walnuts Care Limited (the school's partner not for Profit Company and registered charity) has a contract with Milton Keynes Council to deliver an agreed number of overnight breaks and in order to ensure the highest standards of professional care and maintain the crucial aspects of continuity and familiarity for the pupils, these breaks are staffed by the school's residential team.

(NB : The WCL programme should not be confused with the regular activity of the school's Residential Department, which operates as an integral part of The Walnuts School.) The care is available at the weekends and during school holidays. However, when requested by social services, some young people can access the residential home on a respite basis only during term time.

All care is regularly reviewed to ensure that the desired outcomes for the young person are being achieved. This may involve extending the service offered or looking at alternative provision available when the current residential service provided ceases.

The Staff Team work to ensure that the following ethos and values are an integral part of life at Walnuts:

- Value and respect ourselves and all other members of our community as individuals who have a unique contribution to make
- Acknowledge and celebrate each other's skills, experiences and characteristics and accept each person as a 'whole'
- Know that problems can be shared, and to ask for support and help
- Acknowledge and celebrate the diversity of cultures, customs and ethnic origins within our community

- Residential care can be a positive choice and experience at an important stage in young people's lives. This can be achieved by helping young people and their families or carers to address issues and to be solution focused.
- Residential care should provide a skilled service from committed staff in a safe, appropriately structured and caring environment.
- The staff team has a responsibility to make sure that young people in residential care are protected from abuse and neglect.
- Residential care should form part of a range of services that work closely together to meet young people's needs and support their families and carers.
- Staff should be carefully selected and recruited to address gender, age and ethnic balance in order to reflect diversity and positive role models.

Our overall purpose is to provide a safe, warm, nurturing and empowering environment for young people to live in and to move appropriately on from, when they are ready.

- We aim to help young people achieve their full potential in relation to all aspects and dimensions of their lives.
- We provide a structured, stimulating and caring environment that is free from any prejudices and which offers young people the opportunity to be listened to and express their wishes, needs and feelings.
- We aim to encourage a positive sense of self-image through responding to young people's individuality by treating them with dignity and focusing on and reinforcing positive behaviour.
- We maintain and support young people in promoting and developing their health, educational and developmental needs in order that they can develop to their full potential.
- We aim to work in partnership with young people and all other significant and relevant people to achieve the best possible outcomes for young people.
- In accordance with the Children Act 1989 and the National Minimum Standards 2011 and Children's Homes Regulations (amended 2013), wherever possible, contact with families and carers will be encouraged and maintained. Further, we will aim to maintain and strengthen any links the young people may have with the community.

## CARING FOR CHILDREN

### The arrangements for enabling children to enjoy and achieve

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 widen and deepen a young person's experience of diversity.

Young people who are Looked After receive an activity allowance to be spent, within the boundaries of legality, safety and appropriateness, as they choose. This may include activities with their friends and families as well as unit activities; for instance swimming, ten pin bowling, ice-skating, cinema, etc.

Young people who are accessing Walnuts Residential through respite care or the 24 hour curriculum are given pocket money by parents/carers to cover the costs of these activities.

## CARING FOR CHILDREN

### **The arrangements for supporting the cultural, linguistic and religious needs of children and young people at Walnuts**

Walnuts Residential staff will work in partnership with carers/family and young people to facilitate religious observations including: attendances at services; following any dietary requirements and any religious rituals a young person may wish to partake in, provided there is no risk of significant harm; respect for a young person's right to any chosen religious observance. Young people will be encouraged to thrive culturally. Whilst their own culture will be encouraged, so too will alternative cultures, through for instance, film, music, dance, art, and food.

Walnuts staff team will work in ways that help and support young people to follow their religious beliefs. When appropriate, the staff team will work in partnership with a young person's family to facilitate religious observations including attendances at services, following any dietary requirements and any religious rituals a young person may wish to partake in.

## CARING FOR CHILDREN

### The arrangements for promoting contact between children and their family and friends

The Walnuts staff team will work in partnership with young people to ensure that contact arrangements with families, as outlined in their Placement Plan, is adhered to. We will give as much constructive support as possible to maintain contact. Young people will be encouraged when appropriate, to keep their family at the centre of their lives. Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting. Young people will be encouraged to spend as much time as possible within the family home and their local community.

We will ensure that when there are contact restrictions that young people understand the reasons why these restrictions are in place.

All young people have access to a telephone, and are in regular contact with their parents/carers. Due to the communication difficulties of many of our pupils, a facilitator is required to support this process - placement plans will always be referred to.

## CARING FOR CHILDREN

### Walnut's approach to consulting children and young people about the quality of their care

Young people are consistently encouraged and supported to make decisions about their individual lives. We aim to consult in ways that are sensitive and aware with regard to any religious, ethnicity, cultural and linguistic needs. The use communication tools, such as PECs, or an advocate is used whenever necessary in consulting with young people. Consultation is encouraged through, for example keyworker time and young people's meetings. The views of young people's family and significant others are also taken into account.

Each young person will have a Placement Plan, which covers the major dimensions of a young person's life (Health, Education, Family, Social and Emotional Development, Leisure and Culture). The Plan is developed with young people, family, professionals and significant others. It assesses and identifies the young person's needs and issues and how these will be met and addressed on a day-to-day basis. A main task for the key worker is to monitor, review and make appropriate changes to the Placement Plan on a regular basis and in partnership with the young person and other key people.

Parents and significant others will always be consulted in the review of Placement Plans. The plan may also change in accordance with the outcomes of statutory reviews.

Young people may if they wish to speak to the Independent Visitor who conducts the required Regulation 33 visit on a monthly basis in confidence and in private, and may also speak to elected members of the Corporate Parenting Panel when they conduct their twice yearly surgeries at the home.

## CARING FOR CHILDREN

### A description of Walnut's policy and approach in relation to anti-discriminatory practice in respect of children and their families and children's rights

The staff team at Walnuts Residential Home work in ways that are consistent with our Equal Opportunities and Anti-discriminatory Policy, The Children Act 1989, The United Nations Convention on the Rights of The Child, 1991 and The Care Standards Act, 2000.

We aim to be continually aware of the ways in which certain groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability and sexual preference. In order to help address inequality and disadvantage, the Walnuts Residential team embraces diversity.

#### **Dignity and Respect**

We recognise the value of young people, their uniqueness, and personal needs. We are committed to respond to young people with dignity and respect.

#### **Equality**

We aim to ensure that services are accessible. We promote opportunities for all young people. The services provided by staff at Walnuts Residential will not judge young people's circumstances and backgrounds and will support and help young people make positive choices in their lives. We will work in ways, which do not discriminate.

We will challenge, support and encourage other people not to discriminate against young people or others on the grounds of age, ethnicity, culture, language, religious beliefs, gender, disability, sexual preference or sexuality. A commitment to treat young people fairly and safely is central to our services to young people.

#### **Partnership**

We are committed to working in partnership with young people, their parents, carers and families, social workers and with other agencies and organisations in order to provide young people with the help they need.

## **Quality**

It is our intention to provide quality services. We will work towards continuously improving the work that we do in line with current legislation, National Minimum Standards, and best practice requirements.

## **Independence**

We have a commitment to providing equal opportunities for young people to act and think independently, whilst having particular regard to helping young people to keep safe.

## **Rights**

We have a commitment to young people's rights and entitlements as set out in The Children Act 1989 and The United Nations Convention on the Rights of the Child and which are further endorsed within the National Minimum Standards for Children's Homes 2011 and Children's Homes Regulations

## **Listening:**

We have a commitment to listen to young people about what they think, about the care they are receiving and about what is important to them in their lives. In particular we will listen to any comments or complaints they have about their care and we will deal with these fairly and openly in accordance with our complaints policy and procedures.

## **Planning:**

We aim to ensure that young people's needs are assessed and plans to meet these needs are made and regularly reviewed where possible with the young people. This will include Pen profile, Placement Plans, Risk Assessments and Personal Targets. We have a commitment to involving young people and their families in decisions and ensuring that they have a voice about how they are helped.

## **Development and Fulfilment:**

We will encourage young people to reach their full potential. We will work in ways that aim to help young people to achieve their hopes and ambitions and to develop their abilities in their daily lives. We believe that young people should be encouraged to make the most of opportunities for education, leisure and the promotion of their health.

**Confidentiality:**

We will treat all personal information respectfully, sensitively and confidentially. The staff team is committed only to sharing personal information with other professionals about a young person on a "need to know" basis, balancing the need to protect with being able to provide a good service.

**At Walnuts Residential Home, the young people have a right:**

- To be treated fairly.
- To be physically well cared for in relation to, for instance: their health, clothing, food and a warm, clean and safe home.
- For friends and families to be made welcome in accordance with their placement plan.
- To make mistakes and to expect new chances.
- To have their views encouraged and considered.
- To be supported in following any religion they may choose.
- To expect choices whenever they are available.
- To read what we write and record about them.
- To receive care, which is planned, and reviewed regularly
- To complain if unhappy with the care received or offered.
- To be included in and have access, with the help of staff, to their daily active files and care documents.
- If requested, to have their own copies of their placement plan, statutory review and the reports from social workers and care staff.

### Walnuts - the building / accommodation for young people

Walnuts Residential is a purpose built large detached property in Milton Keynes, it is set in the grounds of The Walnuts Special School. The 24 bedded home consists of a Primary and Secondary residential provision that contain similar facilities. The Walnuts residential home has areas that provide:

- Single Bedrooms
- TV Room
- Playroom
- Dining Room (this is used by the school pupils during the day)
- Kitchenette
- Bathrooms
- Toilets
- 4 Staff Bedrooms
- Independent Flat
- Chill-Out Room
- Soft Play Room
- Night Waking Staff Stations
- Office/Admin Area
- Staff Work Room
- Enclosed Patio Area
- Large enclosed playground
- Sensory Room (this is used by the school pupils during the day)

We also use rooms within the main school. Consisting of:

- Soft Play Room
- Gym
- ICT Room

All areas of the residential home are attractively decorated and furnished. The furniture, flooring and soft furnishings have been thoughtfully selected and designed to provide a robust and safe environment that retains a homely, domestic character.

Individual tastes are accommodated and young people are encouraged to decorate their rooms as they wish. The choice of furnishings and equipment is guided by the need for high quality, value for money and meeting the needs of the young people, each child's bedroom is equipped with a bed, and if they choose, a desk and chair.

The young people can relax and eat in a pleasant, spacious lounge, playrooms and dining area. The lounge is equipped with TV and video/DVD and has a good selection of toys, books and traditional and electronic games that are regularly renewed and added to. The furniture is colourful, attractive and provides plenty of varied seating options, enabling them to enjoy some personal space or join with others as they wish.

The dining areas contain modern dining tables and seating, with enough separate tables for the young people to maintain the space they require to eat comfortably. The two bathrooms on each landing provide plenty of showers and baths, basins and toilets to meet the needs of the young people.

The Walnuts has a 'Life-Skills' Flat that is equipped with domestic appliances and designed so that pupils can acquire the skills necessary for independent living whilst in the safe, secure environment of The Walnuts.

There are smoke and heat detectors throughout Walnuts Residential Home.

The Fire Alarm System has sensors in every room. Procedures for a staged evacuation into the school main hall building have been agreed with the local fire services, the procedures are quietly and calmly implemented if and when necessary. The main fire exits are electronically released when the alarm is activated. Every room in the building has fire doors with automatic closures, smoke seals and vision panels as required that conform to the requirements of the Disability Discrimination Act and current building

regulations. Appropriate fire extinguishers and blankets are located in key areas on each floor.

Clear guidelines on what to do in case of a fire and any associated emergency are posted in critical areas and on each floor next to each external entrance door. Regular fire practices are carried out whilst the young people are in the residential provision. Additionally, there are regular tests of the fire alarms, emergency lighting and practice evacuations. Fire safety equipment is subject to regular inspection by our site management team. When equipment has been used or damaged arrangements are made for its immediate replacement.

Young people and staff are included in fire drills and evacuations. The fire procedures are displayed all around the home.

### The location of Walnuts Residential Home

Walnuts Residential Home and School is located on the very outskirts of Milton Keynes. From our upstairs windows we overlook a nature preserve for newts, fields and the North Bucks way, which is a wooded countryside pathway.

This area is very quiet and ideal for the children and young people we provide care for as they have lots peace and quiet, but are able to make as much noise as they like without impacting on the neighbouring community.

Milton Keynes is a vibrant and diverse city, with lots of wide open green spaces, parks and wooded areas. There is a also a wide variety of different leisure and sporting activities which we are able to access, along with local transport such as buses and trains.

### How Walnut's safeguards children and young people, prevents bullying and the missing from care policy

One of the aims of Walnuts, as stated at the beginning of the Statement of Purpose, is to provide a safe and empowering place for all young people to live in. Child Protection procedures are a key to keeping young people safe. As such any visitor to the home is required to sign into the visitor's book, and produce identification if appropriate before being allowed access to any of the living areas.

Risk Assessments are undertaken with each young person and these are regularly reviewed and monitored as part of the Placement planning system. It covers all aspects of behaviour and history that might cause a risk to the young person or to others. These should be followed by staff at all times. Risk assessments are updated regularly.

Staff at Walnuts are familiar with and adhere to Children's Safeguarding Procedures, and will be prompt in raising a child protection concern. They are familiar with and refer to the following:

- Milton Keynes Council Safeguarding Policy and Procedures;
- National Minimum Standards for Children's Homes 2011
- Children's Homes Regulations (amended 2013)

A copy of all of the above is readily available to staff, in both offices and in the staff workroom.

Child Protection is a part of the mandatory training for staff, they are expected to become familiar with, and gain an understanding of, child protection issues and protocol. All staff, including relief and ancillary staff, attends appropriate Child Protection training and inter-agency training provided via the Milton Keynes Council safeguarding children's board

Where child protection issues are identified in the home, which place individual young people at risk of significant harm, staff will follow different strategies to minimise and reduce risk as well as following the appropriate child protection procedures.

The staff team are aware that bullying can be present in residential care, and that it causes great misery for the victim. Bullying behaviour is not tolerated at Walnuts.

There is a need for vigilance and immediate action if it is happening. To counter bullying, the team follow policy and procedures.

The staff team believe that a young person's safety and welfare is of paramount concern. It is therefore our priority to do everything possible to ensure the safe return of a young person. The policy requires that residential staff make all appropriate enquires to recover the young person. We acknowledge that in most cases young people are usually an unauthorised absence rather than truly missing.. All appropriate people are informed of the unauthorised absence.

## CARING FOR CHILDREN

### **The admission of children and young people to the children's home, including any policies and procedures for emergency admission**

Admissions to Walnuts Residential are, usually on a planned basis. Young people who meet the age and admissions criteria are introduced to the home prior to moving in to live there. A key worker for the young person is allocated at the point of introduction. All necessary documentation regarding the young person should be provided by the family and social worker, if applicable, prior to admission.

In exceptional circumstances, where there is no more suitable placement available and where there is a greater risk in not placing a young person, emergency admissions will be accommodated; with a review meeting taking place within 72 hours.

Enquiries regarding referrals are made to the Head of Care by parents, education authorities, social services departments or health authorities. Visits from prospective parents and professionals are welcome and we value their feedback.

Most of the young people in the residential provision find change to routine very difficult and it is crucial that admissions to the residential provision are carefully managed, to ensure that the new child/ young person and the young people already accessing the residential house will be compatible.

## EDUCATION

### The Walnuts School and children's home

At The Walnuts we use autism specific, empathetic approaches, and provide an autism friendly environment. The curriculum at the Walnuts School relates to all aspects of school life and is a vehicle through which the staff and governors seek to achieve the best possible progress and highest attainment for all young people and to embrace the rich cultural diversity of our community. We recognise that each young person is a unique individual; however, the underlying difficulty for every Walnuts student lies in the area of communication. We therefore provide an environment where spoken language is clear and precise and, where appropriate, written communication, symbols and sometimes gestures are used to reinforce both expressive and receptive language.

In order to best meet the needs of our young people we aim to teach skills within a meaningful social context and to provide opportunities for generalisation across settings. Our pedagogy is based upon the TEACCH approach, with the goal of young people achieving a maximum level of independence through the provision of structure and the development of communication skills. This drives our approach to the curriculum and behaviour management throughout school and residential home. Knowledge and understanding of the individual, the building of positive relationships and the creation of personalised learning programmes delivered in an atmosphere of tolerance and understanding are at the heart of our approach.

Our curriculum strives to be responsive to the needs of each learner, and build on individual strengths and interests. A rolling plan is in place from Early Years to the end of Key Stage 3, which supports a balance of stimulating contexts for learning through different learning experiences, themes and subjects appropriate to the age and needs of the pupil. In Key Stage 4 and 5 there is a greater emphasis on life skills, independence, vocational education, careers information and guidance and, where possible, work experience, all aimed at preparing students for life beyond the Walnuts.

## HEALTH

### Promotion of health

The young people who are placed with us have specific and individual needs. The need for a safe and consistent approach is an integral part of providing them with quality care. Alongside this, many young people will need particular help with their educational and health needs. The team at Walnuts therefore aims to work in ways that ensures young people receive the appropriate help and support from within Walnuts as well as the appropriate specialist services from outside.

We regard health protection and promotion of young people as an important part of our role at Walnuts. We will therefore work with the young people and appropriate health professionals, where needed, to develop personal hygiene plans, these may be incorporated into the 24 hour curriculum and/or the young person's individual targets. These will also be detailed in the placement plan. The plan covers the whole range of potential health needs, including physical, emotional and sexual health.

Young people are encouraged to have regular dental, health and eye sight check-ups. For young people accessing the Walnuts through respite care or the 24 hour curriculum it will remain the parents/carers responsibility to arrange these check-ups.

For young people that are LAC wherever possible and if young people choose, we aim to help young people 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 the local GP, Dentist and Optician and receive regular check-ups.

Walnuts Residential Home does not use any specific therapeutic techniques, however we have regular contact with the team from Child and Adolescent Mental Health Service (CAMHS) and from the Education psychologist. This consultation provides the team with guidance and support in working with a range of issues and possible behaviours that young people face and present.

If a young person becomes ill during their stay in the residential home, then staff will contact parents/carers to arrange for them to go home.

Occasionally young people's stay at the residential home may need to be cancelled due to staffing shortages. If this does happen then we respectfully ask that parents/carers understand the situation, as we have to maintain adequate staffing levels to ensure the safety of the young people and staff.

## CHILDREN'S BEHAVIOUR

### Walnut's approach to the surveillance and monitoring of children and young people

The only form of electronic surveillance used at Walnuts is CCTV which records the outside of the buildings, play areas and car park.

There is a visual panel in each bedroom door. These remain closed or covered except when there is an identified need for supervision due to health and safety issues around the safety of the child e.g. high state of arousal/self-injurious, epilepsy. As a residential home we have adopted a policy for the use of the visual panels in consultation with parents, social workers and where appropriate young people themselves.

## CHILDREN'S BEHAVIOUR

### Walnuts' approach to behavioural support, including information about the use of restraint and staff training

The Staff Team believe that with Rights come Responsibilities and therefore the Team expect Young People:

- To work with us towards identified targets.
- To treat themselves, other young people and staff who live or work at Walnuts with respect.
- To value and look after the physical environment, since this is their home and other young people's.
- Not to hurt, threaten, bully or frighten anyone at Walnuts.
- Take part in house routines and respect house rules, for instance about bedtimes, use of TV, sharing activities and taking turns.
- Attend the young people's meetings and other activities facilitated by our Advocacy provider, Barnardo's.
- Admit responsibility when in the wrong and make amends.

The staff team at Walnuts believe that it is the responsibility of all staff to communicate with young people about what is acceptable and unacceptable behaviour. Furthermore, it is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people. Consistency and fairness are key ingredients to developing a safe and positive atmosphere.

The team also believe that methods of control, restraint and discipline can only have the desired impact within the context of positive relationships existing between staff and young people. Communication, negotiation and mediation are important skills that the team use to help young people to address unacceptable behaviour. Within this overall context, the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour.

Although the emphasis at Walnuts is on safe and consistent approaches within the context of positive relationships and rewarding positive behaviour, there are times when sanctions are deemed necessary. Any sanctions that are given are recorded and the manager checks and monitors their use.

The restraint of a young person is not part of sanctions or punishment. There are occasions when the use of restraint may be necessary but this is only used if the young person is likely to seriously injure themselves or others. The restraint techniques used are those taught in Team Teach, and only members of staff trained in this technique should undertake restraints. All restraints and physical interventions are clearly recorded and monitored by the manager and responsible individual

## STAFFING MATTERS

### Staffing arrangements

The Walnuts School has a Governing Body with full delegated powers. Day to day management of the residential provision is undertaken by the Head of Care as part of the school's operating structure. The Head of Care is the registered manager of the residential home and the local authority is the registered provider.

Day shifts start at 7.00am to 2.00pm & 2.30pm to 9.30pm week days during term time. Weekends and school holidays, shifts are 7.00am to 2.30pm & 2.00pm to 9.30pm. Some staff work term time only on split shifts. These shifts are 7.00am to 9.30am & 2.30pm to 9.00pm. Between 10.00pm and 7.00am, there is a minimum of two members of staff on duty who stay awake all night and 1 member of staff sleeping in.

Efforts are made to ensure the staff on duty represent a range of experience, gender balance and qualifications.

Where short term gaps in rota occur, due to training, sickness, vacancies or leave, these will be met by the use of pool (relief) staff or, if necessary, an agency workers. The pool workers are appointed using the full Recruitment and Selection procedure, and receive the full Induction training.

## STAFFING MATTERS

### Supervision, training and development arrangements for the staff team

Supervision is a vital part of supporting, managing and developing the staff team. All staff that are newly employed are subject to 6 months' probationary period. It is a requirement that staff both receive and take part in the supervision process. Supervision is provided by the manager, deputies and senior residential care officers, in line with National Minimum Standards for Children's Homes (2011). It is provided to new staff on a fortnightly basis for the first 6 weeks. After this period, formal supervision is every 8-10 weeks for full time staff, termly for term time only staff. Relief staff also receive supervision on a regular basis, their times scales for supervision can vary, depending of the frequency of shifts worked.

Supervision sessions are recorded and staff are required to read and sign their notes, which are then placed on the staff member's file. If there are any disagreements these are recorded.

All staff undertake an annual Performance Appraisal with their supervisor or Head of Care, which reviews progress and sets personal work targets and actions for the coming next year. An interim appraisal can be request by management or staff if they feel that it is required.

Prior to going on the rota within the home, all new staff receives Induction training, which includes child protection procedures, fire safety and drill training, medical procedures and the recording of information. There is a further programme of CWDC Children in Social Care Induction Standards, which should be completed within the first 6 months of employment.

In line with National Minimum Standards (2011), all staff who have completed their Induction and Foundation training are registered for the National Vocational Qualification, Level 3 Child Care (NVQ 3) - The NVQ has now been replaced by the Diploma Level 3, Health and Social Care.

Staff receive Team Teach training which 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 but only to be used when all other de-escalation techniques have failed.

Overall, each member of staff will receive at least 6 days of training per year. Training needs will be discussed, agreed and monitored through the supervision and appraisal process. These are recorded in a Personal Development Plan, which is part of the Performance Appraisal system.

## STAFFING MATTERS

### The staff team, their qualification and experience

The diverse nature of the team in terms of age, gender, ethnicity, experience, skills and qualifications provides the opportunity to promote a positive view of difference to young people. Furthermore, it is diversity that the team is committed to continually building and extending upon.

#### **Mrs Rosemarie Cooper - Acting Head of Care**

Relevant Qualification.

NVQ 4 Care

NVQ 4 Leadership & Management for care services

NVQ 4 Management

Rosemarie has had more than 20 years' experience working in residential homes for adults and young people with additional needs and has previous experience of being a registered manager of children's homes.

Staff name & job title	Qualification & experience
<b>Sharon Anderson</b> Residential Care Officer - 52 week Nights	NVQ 3 Caring for children & young people Sharon has worked at Walnuts since 2008 as a member of the waking night team & is a very experience member of the team
<b>Bernice Babarinde</b> RCO - Term Time	Bernice worked as a relief member of staff to begin with & was then taken on recently as a term time member of staff. Bernice gained her experience working with us & in other residential homes
<b>Sue Bates</b> RCO - Term Time	NVQ 3 Caring for children & young people. Sue worked for a number of years in a special school for severe learning disabilities. She has been at the Walnuts since 2007& has a wealth of knowledge & skills
<b>Carla Bell</b> RCO - Term Time Nights	NVQ 3 Caring for children & young people Carla has worked in the residential home since 2001. She is a valued & reliable member of the waking night team
<b>Laura Blotor</b> RCO - 52 week	Bachelor of psychology Laura has been at the Walnuts since Sept 2009. She has gained a wealth of experience & knowledge. Laura has also taken on the responsibility of preparing communication resources which is vital for some our less vocal young people
<b>Lindra Bvungidzire</b> RCO - Term Time Nights	Access to health & social care - NVQ 2 Lindra has worked at the Walnuts as a member of the waking night team for 2 years. Prior to that she worked as an agency member of staff, gaining experience in different settings
<b>Stuart Carey</b> Deputy Head of Care - 52 week	NVQ 4 - Care. Stuart has worked with young people for the last 23 years & has 18 years' experience of residential care

<b>Suzanne Clarke</b> RCO - Term Time	NVQ 3 Caring for children & young people. Suzanne has worked in residential care for the last year. Before that she was working at a special school, where she gained experience of young people with learning disabilities
<b>Faith Chikukutu</b> RCO - 52 week Nights	NVQ 3 Caring for children & young people working. Faith is also working towards achieving her Level 5 workforce diploma in care. Faith has been a part of the waking night team since 2008 & has lots of experience
<b>Bev Cunningham</b> Senior RCO - 52 week	Level 3 Diploma in Children's and Young People's Workforce. Bev has 6 years of experience of working in care, first with adults & then the last 5 years working in residential care for children & young people with learning disabilities & challenging behaviours
<b>Debbie Dowling</b> RCO - 52 week	NVQ 3 Caring for children & young people. Debbie has worked for the Walnuts for just over 4 years now & has gained lots of experience in the times that she has been with us
<b>Alice Holland</b> RCO - 52 week night	NVQ 3 Caring for children & young people. Alice worked for an agency before coming to the Walnuts in 2010, where she gained experience of working with young people with additional needs
<b>Deb James</b> RCO - 52 week	NVQ 3 Caring for children & young people. Debs worked with adults in care before coming to the Walnuts 5 years ago
<b>Mandy Jenkins</b> Senior RCO - Term Time	NVQ 3 Caring for children & young people. Mandy is working towards achieving her level 5 diploma in caring for children & young people. Mandy has many years' experience of working in care settings with adults & young people. She also spent 3 years working at a ASD school & has gained her assessors award
<b>Blessing Motsi</b> RCO - Term Time Nights	NVQ 3 Caring for children & young people Blessing joined the Walnuts waking night team in 2011. She had previously worked for an agency, working in the 2 other local authority children's homes
<b>Sophia Munangati</b> RCO - 52 week Nights	NVQ 3 Caring for children & young people. Sophia is currently working towards her level 5 diploma. She has been a valuable & experienced member of the waking night team since 2009
<b>James Mutonono</b> RCO - 52 week	Working towards Level 3 Diploma in Children's and Young People's Workforce James is a new member of our team, but has previous experience of working with young people with additional needs & challenging behaviours
<b>Ram Odedra</b> RCO - 52 week	Level 3 Diploma in Children's and Young People's Workforce. Ram first came to the Walnuts as a bank member of staff, but is now a full time member of staff. He has previous experience of working with young people with additional needs
<b>Marilyn Okraku</b> RCO - 52 week Nights	NVQ 3 Caring for children & young people. Marilyn has worked at the Walnuts for the last 3 years, having previously worked in residential care for children with learning disabilities
<b>Peter Preston</b> RCO - Term Time	NVQ 3 Caring for children & young people & Level 4 Care. Peter has a wealth of knowledge & skills that he has gained during his career of working with young people. He has been a term time member of staff since 2009
<b>Annette Smith</b> Senior RCO - Term Time	NVQ 3 Caring for children & young people Annette has worked at the Walnuts since 2008 as a term time member of staff
<b>Claire Taylor</b> RCO - Term Time	NVQ 3 Caring for children & young people. Claire worked in the other 2 local authority children's homes before joining us in 2009

<p><b>Jackson Wagana</b> RCO - 52 week</p>	<p>Level 2 Care Jackson has previously worked for an agency &amp; at another children's home where he provided care for young people with learning disabilities &amp; challenging behaviours. He joined our team in March 2013</p>
<p><b>Sonia Wilkes</b> RCO - 52 week</p>	<p>NVQ 3 Caring for children &amp; young people Sonia has previously worked in a children's home &amp; for an agency providing care for young people. She joined the walnuts in 2009</p>

**All workers currently employed at the home have undertaken an Enhanced CRB or DBS check and have documentary evidence of this.**