

# Auton Residential Children's Homes

Newcastle • Sunderland • Darlington



## Auton House Statement of Purpose

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## **Auton House Children's Residential Home Statement of Purpose**

### **Caring for Children**

#### **1. A statement of the range of needs of the children for whom it is intended that the Children's home is to provide care.**

Auton House provides a safe and secure therapeutic living experience for up to six children of either gender, aged from 6 to 17 years old on admission, where they can learn constructive and adaptive methods of dealing with negative experiences and emotions. We are registered with OFSTED as a children's residential home that may provide care and accommodation for children and young people with emotional and/or behavioural difficulties (EBD).

We offer permanent placements that provide a period of stability and support to children and young people, assisting them to move into independent living, return to family or into a foster placement.

Each individual placement is carefully assessed during our referral procedures, to ensure that the needs and outcomes of the individual child or young person can be successfully met, should they be placed with us. Special consideration is also given to the children currently being cared for at Auton House to ensure that their care is not compromised and that the needs of all young people currently placed can be met.

#### **2. Details of the children's home's ethos, and the outcomes that the children's home seeks to achieve and its approach to achieving them.**

Auton House Children's Residential Home aims to provide a safe, nurturing living environment where children and young people can feel valued as individuals with individual talents, strengths and capabilities. We seek to provide care and support that is ambitious and stimulating to encourage each child or young person to develop, thrive and fulfil their personal potential. We place the needs of the young people at the centre of all we do; promoting choice and independence in an environment that respects privacy, rights and dignity.

We seek to provide residential care that is outward facing and is committed to working with families and wider systems of professionals in order to ensure the best possible outcomes for young people in our care. We deliver a flexible, imaginative and individually tailored service that promotes equality and individuality.

We have an experienced and suitably trained staff team that is fully committed to meeting the needs of the young people. Our comprehensive range of policies and procedures ensure that all staff adhere to practices that safeguard the welfare of the young people and meet all legislative requirements.

### **The Aims of Auton House**

- To provide a non-institutional therapeutic environment based on an atmosphere of approval and acceptance of the individual as a unique person with a background, personality and choices of their own.

- To create an atmosphere where young people can learn to value and develop personal relationships by providing situations and experiences that develop trust, self-esteem and mutual respect.
- To provide a child-centred environment to enable young people to receive positive role modelling and guidance, through continuity of reliable relationships and consistent nurturing care.
- To assess the strengths and needs to create an individual placement care plan, which secures optimal outcomes for the young person in line with current legislation
- To provide a safe, non-judgmental environment to encourage age-appropriate development and a positive future.
- To maintain an effective staff rota to meet the individual needs of the children placed at the home.
- To work in close partnership with other agencies, in order to ensure the stability and well-being of the placement, along with optimal opportunities for the young person.
- To provide outreach support to the young person and their family members through contact with significant staff members.
- To offer support for a move to independent or supported living if deemed appropriate.

### **The Objectives of Auton House**

To have in place a staff team:

- Who practice with an anti-oppressive approach
- Who provide a strong ethos of unconditional positive regard
- Who can nurture, care and offer a non-judgmental environment
- Who are aware of professional boundaries and have a good knowledge of child development
- Who offer a home environment, where children feel safe with boundaries and protection
- Who will act as role models, will be honest and open and who will offer the child and young people alternative methods of coping
- Who will act as advocates to ensure and promote the rights of the children and young people and to ensure that they are involved in discussions and decisions relating to their lives
- Who will positively encourage anti-discriminatory behaviours and attitudes
- Who will encourage acceptable behaviour enabling the children and young people to understand the issues of equality and diversity through house meetings, key worker sessions and daily living situations

### **Achieving Positive Outcomes**

At Auton House, a high priority is placed on achieving positive outcomes for children and young people in our care. We strive to make a difference to the lives of our children and young people and wish to support the young person in maximising their potential.

Auton House works closely with the child, family/significant others and care team in identifying appropriate long term goals for the young person through the review and consultation process. These goals or targets are then incorporated into the young person's individual placement plan and monitored closely via the young persons individual placement care plans. The young person is encouraged to participate in the development and review of their individual care plans, and are central to this process. The areas monitored are based on the quality care standards.

Auton House measures the effectiveness of the targets set within the young persons care plans on a monthly basis. Care plan monitoring allows for the young person's outcomes to be measured numerically and analysis to take place to establish how the young person's outcomes are being met and whether the young person is on target for achieving their long term goal. This process allows us to identify strengths and highlight these to the young people, building on confidence and self esteem and celebrating success through appropriate rewards and positive consequences. Areas identified as not being achieved are considered carefully and highlighted within multi agency reviews and reports to identify how this can be achieved in the future, again keeping the young person central to this process.

Auton House is proud of the progress made by the young people in our care and the excellent outcomes they have achieved. We feel keeping the young person central to this process allows for them to take ownership of the targets set, a clear voice in how they are cared for and the outcomes they want to achieve and pride in their successes.

### **3. The arrangements for enabling children to enjoy and achieve, including how the children's home promotes their participation in cultural, recreational and sporting activities.**

Auton House believe that each child deserves a fulfilling childhood with a variety of leisure activities, hobbies, and holidays to provide them with a range of experiences to build confidence, self-esteem and enabling positive memories. Individual talents and interests will be identified and nurtured, with children and young people selecting activities based on their personal preferences and abilities, so far as is reasonable possible.

All young people have access to the leisure activities available in most homes i.e. television, radio, art and crafts, board games, books, games consoles, internet etc. As well as promoting a positive ethos of play we encourage participation in age appropriate hobbies for example swimming, youth groups, football clubs and sporting clubs to name but a few. Our young people are very much involved in the local community groups and through this interaction they have built positive friendships, which have increased confidence and self-esteem giving them a clear sense of identity within their local community. Extra-curricular clubs and activities are also encouraged and supported. This may include musical instruments or drama clubs for example, this is individualised according to preference. Each child is unique and as such we investigate a wide variety of activities to interest and inspire our young people.

Children and young people are able to enjoy day trips and holidays throughout the school holidays. This has included museums, amusements parks throughout the country, football matches and city visits. House meetings are used to plan holidays and day trips to ensure the young people are fully consulted.

We have a member of staff at Auton House who takes responsibility for co-ordinating activities with additional responsibility for accessing material for holidays, calendar events, and accessing the local community.

Upon admittance, Auton House will seek to clarify the homes delegated authority to give consent to school trips, sleep-overs or the child's involvement in sporting, leisure and cultural activities. This information will be identified within the child's placement plan.

We believe in celebrating individual and group achievements along with any significant

events that interest our children and young people. Our children and young people are central to the decision making of the home and are able to request specific celebrations central to their interests, views, cultural and religious beliefs.

#### **4. The arrangements for supporting the cultural, linguistic and religious needs of children accommodated in the children's home.**

The cultural, linguistic and religious needs of young people will be identified during our thorough referral procedure. There are places of worship locally for all faiths and religions and the young people will be actively supported and encouraged to continue any religious or cultural belief system they may have. We recognise and respect each of our individuals' dignity, privacy, diversity and independence needs. Any linguistic needs will be identified at the referral stage and the home will ensure that the skills, language and understanding of the staff will meet the needs of the young person. Staff will support young people to seek information and advice on all cultures and religions if required.

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

It is recognised that whenever possible, children and young people need regular constructive contact with family, friends and significant others.

Building and maintaining positive friendships is important to our young people and as such, this is encouraged and supported at Auton House. We encourage young people to have friends to visit for planned activities, tea, celebrations and sleep-overs.

The arrangements and conditions surrounding each child's contact are incorporated into the child's placement plans and the conditions are reviewed at regular intervals. Any contact restrictions will be clarified to ensure the protection of the child.

Children will be given appropriate practical support to facilitate all constructive contact, whether by visits, telephone, letter or email. Auton House has a telephone available to the young people that enables them to make confidential and private phone calls to their placing social workers, IROs, Ofsted and various other support agencies without the need to consult or refer to staff.

After consultation with the child's social worker, and other appropriate professionals, written guidance will be available for staff in order to define children's and parent's rights and the right of significant others with regards to maintaining contact.

If visits or telephone calls are to be supervised to ensure safety to the young person or to other children, then this will be done in a discreet but professional manner.

If letters or emails need to be intercepted for the safety of the child, a written agreement will have to be in place between the home, child, parents and local authority.

Whenever possible appropriate participation in the home's activities will take place with parents, friends and significant others as long as there are no significant risks or restrictions to such participation.

A written record will be kept in the home, recording the date of contact and with whom. Contact reports can be provided to the placing social worker.

## **6. A description of the children's home's approach to consulting children about the quality of their care.**

Auton House is committed to enabling children to develop their personal potential by providing a staff team who are dedicated to using a child-centred approach in all aspects of their work. We encourage young people to recognise their own strengths, individuality and potential for development and independence. All individuals working with the children have adopted an empowerment model of practice, which aims to support them to make decisions about their lives and to influence the way the home is run. The young people are central to the decision making of the home. Young people will be consulted and encouraged with support from staff to have input into their risk assessments and placement care plans in a child friendly format.

### **Practical measures towards ensuring consultation**

- **Communication**

Auton House will never assume a child is unable to communicate their views and will ensure the necessary means are provided to enable children to express their wishes and feelings. The care team is committed to minimising barriers to communication in all areas of practice. This includes providing a comprehensive service which can adequately meet the needs of children where English is not their first language, or where a learning disability may impact upon their level of understanding and participation.

- **LAC review process**

Auton House is committed to working in partnership with local authorities in order to ensure that all formal documentation is complete, including care plan records and review consultation papers. The care team recognise the challenge of enabling young people to actively participate in these processes and will work creatively in meeting the needs of individual children.

- **Children's meetings**

Auton House supports young people to participate in children's meetings on a regular basis. This is a forum to facilitate consultation about the running of the home. Staff record the contents of the meeting, and actively encourage the children to make their own record of the meeting. Both young people and staff provide agenda items to be explored within the group. This time is also used to plan events and celebrations in the household e.g. birthdays and religious festivals. Staff ensure that any actions are taken forward and feedback given to the young people about the outcomes of any request. This is recorded within the house meeting file. Key workers also ensure they seek consultation with the young people to enable them to participate in staff meetings and add items on the agenda for consideration. This encourages partnership working.

- **Key worker sessions**

The key worker or a significant other staff member will facilitate a one-to-one session on a frequent basis with the children. This enables children to give their views through the assessment process and promotes consultation. Their views on their placement is regularly sought. All sessions are recorded and available in a format the child will understand.

- **Care Planning**

Auton House supports the young person to participate in their care planning by giving regular input into their monthly care plans and receiving feedback on a monthly basis on the achievement of their outcomes. This is individualised ensuring a child centred approach is taken and the young person is consulted on how and when they would like to give input into their care plans. This enables the child to be central to the planning of their care and gives them a voice on the outcomes they wish to achieve and an

- opportunity to celebrate achievement.
- **Contracts**  
Any contract to support the placement will be written in collaboration with the young person
- **Advocates**  
All young people at Auton House will have access to an independent advocate who can be accessed through each placing authority.
- **Independent visitors**  
Auton House will actively encourage and support the allocation of independent visitors, when children have limited contact with parents or family members. Staff members will consult with the independent visitor where appropriate.
- **Managers consultation**  
The registered manager seeks to gain the children's views of the home and the quality of care offered on a regular basis. When a young person gives feedback or makes suggestions to improve their experience of Auton House, we ensure that they are listened to and where possible, changes made to support that young person.  
Consultation takes place with the child, their family and care team on a regular basis to ensure that the quality of care offered remains to a high standard. This information is recorded within the managers monitoring reports along with the outcome from any suggestions made.

## **7. A description of the children's home's policy and approach in relation to— (a) anti-discriminatory practice in respect of children and their families;**

Auton House recognises and values the diversity and the uniqueness of the individual. Not only the obvious differences we can see with our eye such as age, gender, race or disability but also the differences that we cannot see such as personality, socio-economic status, background, health, previous health experiences, education, social groups, sexual orientation, cultural beliefs, faith beliefs, expectations, behaviours and morals.

These unique characteristics are important factors in the process of identifying need. Consideration will always be given to each young person's racial, cultural and religious needs. The staff at Auton House will actively seek to support the process of meeting such needs by facilitating visits to local places of worship and providing for any specific dietary needs, seeking to enhance understanding of significant cultures and support any appropriate cultural links with the community. Auton House promotes equality of opportunity for all regardless of differences. We recognise that equality is not about treating everyone in the same way; it is about treating everyone fairly and with respect and recognises that children and young people from different backgrounds may have needs that are met in different ways.

Through our Anti-discriminatory practice we promote the diversity and value of all our differences, promote self-esteem and positive group identity and promote the fulfilment of individual potential. This is central to our practice and ethos at Auton House.

### **(b) children's rights.**

All Auton House staff ensure that children's rights are promoted through all areas of practice, in line with present legislation within the 'UN Convention On The Rights Of The Child', principally:

- That the child will be treated in a non-discriminatory way
- That the views and wishes of the child will be respected

- That the child will always have the right to dignity, privacy and humane care

With rights come responsibilities and children will be encouraged to take as much responsibility for their behaviour as they are able. Behaviour that creates, or is likely to create victims will not be condoned and will be managed in an appropriate manner.

**8. A description of the accommodation offered by the children's home, including—  
(a) how accommodation has been adapted to the needs of children cared for by the children's home;**

Auton House is a large house in the grounds of The Alan Shearer Centre on the outskirts of Newcastle upon Tyne.

There is a large garden area situated at the front of the building and a park in the grounds of the Alan Shearer Centre.

The interior of the house is warm and spacious allowing for good individual provision.

There is a 'play' room in which is a child friendly environment with soft furnishings and lighting, games, craft facilities and books, this room is ideal for individual key worker sessions. There is a small homework room based on the ground floor of the building that has a PC, relevant educational books and facilities, this is where support and advisory information is stored. This room can also be used for activities.

There is a spacious and comfortable living room and all children and young people have their own lockable bedroom which contains a lockable cupboard for the young people to keep their valuables safe.

Auton House is within walking distance of shopping facilities, the local swimming pool and two libraries. There are regular bus services running to Newcastle and the Metro Centre, which makes transport to and from the home very accessible.

**(b) the age range, number and sex of children for whom it is intended that accommodation is to be provided;**

Auton House can accommodate up to 6 children of either sex aged from 7 years to seventeen years upon admittance.

**(c) the type of accommodation, including sleeping accommodation.**

All children and young people have their own lockable bedroom. There are six young people's bedrooms. Five upstairs and a semi independent bedsit on the top floor.

Young people are able to choose their bedrooms where possible taking into account individual risk assessments and needs. The children are able to decorate and personalise their rooms. Those young people who have medication needs can be supported to self medicate, if this is risk assessed as safe and appropriate by having a lockable medication cabinet in their rooms.

**The semi-independent bedsit** is on the top floor and designed to support young people resident at Auton House to increase their independence skills. This facility will be used for young people who are residing within Auton services.

### **9. A description of the location of the children's home.**

Auton House is a large house set in pleasant grounds on the western outskirts of Newcastle upon Tyne, close to all local amenities and easily accessible by road, rail and public transport.

The proximity of the home to the main transport systems within the west end of Newcastle allows for the children to be able to access other local areas within the North East such as Metrocentre, Newcastle, South Shields and Durham for example.

There are a number of churches and places to practice/worship a variety of religions and faiths in the local area. These also provide a wide variety of youth groups and services for children and young people.

### **10. Details of the children's home's policies for safeguarding children, preventing bullying and the missing child policy.**

#### **Auton House Safeguarding Policy**

Auton House recognises and is committed to fulfilling its statutory and moral responsibilities with regard to the protection of children and young people from harm.

Auton House adheres to the following documentation:

- The St Cuthbert's Care Safeguarding Children Policy
- The Auton House Safeguarding Policy and procedure
- The Auton House Sexual Exploitation Policy
- The Auton House Bullying and E-Safeguarding Policy
- The Auton House Children's Complaints Policy
- Newcastle Safeguarding Children Procedures
- LSCB Safeguarding Children Procedures of those children placed from outside of Newcastle
- The UN Convention on the Rights of the Child
- The DfE publication "Working Together to Safeguard Children" 2018

The St Cuthbert's Care procedures are underpinned by fundamental values that are central to the work of the agency.

1. Respect for all persons
2. Confidentiality
3. Non-judgmental attitudes
4. Individual rights to self-determination
5. Non-discrimination

Auton House is committed to working in partnership with local authorities to promote the safety of all young people in their care.

The children and young people will be encouraged to respect the safety of all members of the group.

The staff team will act as role models and will actively discourage behaviour, which may cause harm emotionally, physically and/or sexually.

All young people will have individual risk assessments that are regularly reviewed. It is standard practice for all bedroom doors at Auton House to have alarms attached, the use of

which is assessed for level of risk and only used if deemed necessary after an initial assessment period. This is an effective risk management strategy for all of the young people placed in the home.

Child protection incidents will be reported to the appropriate people concerned. The process of such reporting will strictly follow Safeguarding Procedures and will reflect the seriousness of the incident.

### **Safeguarding Children from Abuse by Sexual Exploitation**

Auton House believes it is important all children and young people develop the knowledge and skills to make safe and healthy choices about relationships and sexual health to avoid situations that place them at risk of sexual exploitation. Children and young people who are sexually exploited are the victims of child abuse and should be safeguarded from further harm.

Due to the nature of sexual exploitation it is very common for children and young people not to recognise that they are being abused or coerced. Exploitation can involve varying degrees of coercion, intimidation and enticement, including unwanted pressure from peers to have sex, sexual bullying (including cyber bullying) and grooming for sexual activity via introduction into 'party' lifestyles forming 'casual' social relationships.

There are noticeable links between young people involved in sexual exploitation and other behaviours such as running away from home or care, bullying, self-harm, drug and alcohol misuse. In addition some children might be particularly vulnerable to exploitation because of factors such as difficult or abusive childhood experiences or educational under achievement.

Auton House are committed to working with other agencies such as SCARPA and Barnardo's, and our local safeguarding children's board, to ensure robust policies and procedures are in place to reduce the risk of sexual exploitation. This includes ensuring the home has an appropriate identified link with the local police in ensuring the homes procedures and responses are appropriate to the needs of the local areas in safeguarding our children and ensuring a police protocol is in place.

Auton House liaise with the CSE managers for the area of Newcastle and other local areas our children may frequent to ensure that our knowledge of risk and risk areas remains current and up to date and ensure any intelligence gathered through our work is shared appropriately with those agencies responsible for safeguarding children at a local level.

Auton House adheres to the following documentation:

- Auton House Sexual Exploitation Policy
- Auton House Safeguarding against Sexual Exploitation Procedures
- Auton Children Missing from Care policy
- Auton House Missing from Home Return Keyworking Session Policy and Procedure
- Auton House Agreed Police Protocol

Those children and young people identified as being at risk from Child Sexual Exploitation will have this risk clearly identified throughout their care planning to ensure appropriate measures are in place to safeguard. This includes a specific risk assessment, and risk of abuse through sexual exploitation, for children. This is developed as a multi agency response and strategies outlined are reviewed regularly.

All staff at Auton House will receive training in Safeguarding Children against Abuse by Sexual Exploitation.

### **Missing from Home Procedures**

Residential childcare practitioners can be faced with situations where a child or young person may be missing from home or a variety of reasons. If staff members are aware that there is a likelihood that a young person may go missing from home they would talk to the child in order to gain a stronger understanding of their thoughts, wishes and feelings. In such situations responses will be made in accordance with the young person's Risk Assessment. This document determines if there is justification to hold the young person to avoid the likelihood of significant harm through missing from home. This decision will always be made in collaboration with the parties who have parental responsibility for the young person and would not be an intervention that would be used over a lengthy period of time.

All children and young people should be aware that missing from home is not a positive measure for dealing with any difficulty. It is the role of the staff team to make the children/young people aware that missing from home is dangerous and places them at significant risk. Staff will be proactive in their approach and use their relationships with individual children/young people as a tool to support a learning process towards choosing alternative measures to deal with difficult situations.

At Auton House an emphasis is placed on reducing the risk of harm through this behaviour by appropriate staff support during these incidents. For those young people where missing from home is an identified risk taking behaviour, this risk is clearly identified within their individual risk management plans and appropriate strategies identified. These are individualised however for those children deemed at higher risk, should they attempt to go missing, the ethos within the home is to prevent this through intensive staff support. This includes observing the young person, to prevent leaving adult sight when they have left home without permission, with aim of being able to intervene to prevent harm should this be required. This has been a proven effective strategy and reduced incidents of missing from home significantly. This technique has allowed our young people to be given the clear message that staff care and will safeguard them.

Where appropriate, missing from home is discussed at regular children's meetings to allow children to gain a strong understanding of the dangers. Staff members will use their professional judgement as a corporate parent to enable children/young people to understand the use of police in such circumstances and the outcome of high profile cases where children/young people have "run away".

Young people are encouraged to access independent advocates to discuss their worries and concerns when considering running away from home or upon return from running away. This forms part of our return home procedure. Auton House recognises that young people do not run away for no reason and further Keyworking sessions will be carried out with the young person on their return.

The main aims of this procedure are;

- To seek an understanding of the young person's motivation for going missing
- To assess the risks to which they may have been exposed whilst missing
- To explore and advocate for the young person's current and future wishes and to access independent advocate on their behalf should they wish to.

- To explore with the young person positive alternative options to going missing in the future, so that if the same motivation/situation arises they have considered what action to take instead of leaving the home.
- Reduce risk taking behaviour



## **Bullying**

Bullying is the wilful, conscious desire to hurt, threaten or frighten someone else putting him/her under stress. Bullying is aggression, physical, verbal or psychological, although not all aggression is necessarily bullying.

St. Cuthbert's Care acknowledges the serious and often devastating nature of bullying and recognises it as a form of abuse. St Cuthbert's Care therefore views bullying as unacceptable and seeks to combat it within its child protection responsibilities. The agency is committed to combating this form of abuse by raising awareness of it among our staff and the children and young people in our care. This is in support of our core values, in line with the UN Convention of the Rights of the Child and is stated within our Safeguarding Procedures, that "all children have the right to protection from exploitation, including physical, emotional and sexual abuse".

Bullying can take place on a number of grounds including race, gender, disability, sexual orientation, and can take many forms including:

- Name calling
- Being physically hit
- Gestures
- Extortion
- Coercing the victim into acts they do not wish to do
- Exclusion from friendships or peer groups
- Stealing property
- Malicious gossip
- Watching and encouraging bullying behaviour
- Sexual Bullying
- Cyber Bullying

The Auton House Bullying policy provides detailed procedural guidance on countering bullying.

The staff and young people at Auton House are committed to working together in partnership with the Bullying Intervention Group (BIG); This is graded bronze, silver and gold. Through joining this accreditation scheme it is hoped that our standards will remain consistently high, our threshold for identifying bullying will remain low and our children will be safeguarded against this form of abuse. Auton House was awarded Bronze Level status in October 2014, however had to re-register in 2019.

The B.I.G award is a recognisable award which demonstrates that a school or service takes bullying seriously enough to work towards accepted good practice. It gives parents and children/young people confidence in our approach to bullying and it will help improve outcomes and wellbeing

## **11. Any criteria used for the admission of children to the children's home, including any policies and procedures for emergency admission.**

### **Criteria for Admission**

Auton House will accept referrals where:

- The child is in need of an alternative placement, either where they are new to children's services or because their previous accommodation arrangements have broken down. Children who have previously been placed at Auton House will also be taken into consideration.
- It is felt the child would benefit from a period of stability and individually tailored support before being supported to independent living
- There is an indication that the child would benefit from being accommodated to enable an assessment to be carried out to secure a future care plan to most effectively meet his/her needs
- An assessment has been completed and it has been highlighted that the individual may benefit from a therapeutic environment with an open-ended period of stability to work on individual targets and outcomes to secure a positive future
- The child/young person has an identified educational placement or is in a training programme if they are within the age range required by statutory legal requirements.

Admissions to Auton House will happen in a planned way to ensure that the full referral procedure can be followed. We will consider emergency admissions if the existing young people's needs are not compromised. However, a full risk assessment would be in place prior to admission. Without exception the process can be tailored to suit the individual needs of the young person. If there is not a current vacancy, the child's name will be placed on the waiting list.

### **Referral and Acceptance Procedure**

1. All referring agencies will be expected to complete a referral form and pre-admission risk assessment before the young person will be considered for the service. The home manager will contact the referrer within two days of receipt of the information to give feedback on the referral status.
2. An internal meeting will take place to discuss the referral. The purpose of the meeting is to conclude the decision of admission, review all documentation and reach a decision
3. The home manager will inform the referrer within five working days of the decision.
4. If there is a vacancy in the service, a key worker will be allocated who will be involved in all stages of the admission process. Otherwise the child's name will be placed on a waiting list.
5. Where possible, the home manager and key worker will arrange a contact visit to spend time with the child to explore their understanding and expectations of the placement and gain a stronger understanding of their wishes and feelings. The young person will be encouraged to share their views and wishes to gain a sense of control during the admission period.
6. The child will then commence an induction process to the home, which will incorporate visits working towards an overnight stay if it is felt to be in their best interests
7. Time will be allocated to the child during each visit to answer any questions, queries or anxieties.
8. The home will also allocate time to liaise with professionals involved in the referral and with the child's family if it is appropriate.
9. The child's social worker will be expected to attend a pre-admission meeting before the child is admitted to the home. This will give the opportunity to share information and to obtain all relevant documentation for the child.

10. A mutually convenient date for admission must be agreed.

If a quicker admission is felt to be in the best interest of the young person this will be facilitated if appropriate. However, prior to admission a comprehensive risk assessment will be in place and the young people already living at Auton House will be informed.

### **Children with Special Needs**

All referrals will be considered in line with the criteria for admission.

Although we work with young people whose learning has been affected as a direct result of their experiences, the focus of our work is for children with emotional and behavioural difficulties therefore it is unlikely that we would be able to fully meet the needs of young people with severe learning disabilities or impairments.

### **12. The arrangements for dealing with complaints.**

Every child and young person has the right to complain about their care or any other issues affecting them while they are at Auton House.

Copies of our leaflet "How to complain" are kept in the home; each young person is made aware of his/her rights and the procedures involved in both informal and formal complaints on their admission to Auton House. This is again revisited regularly during children's meetings.

St Cuthbert's Care has a procedure for all Comments, Concerns and Complaints. This procedure is shared with a child's family and care team upon admittance and a copy of the procedure is sent to significant persons annually or sooner if this has been amended. A copy of this document is available on request.

All complaints will be responded to immediately in line with the complaints policy and procedure. The level of complaints will be monitored on a regular basis by the home manager.

NYAS, an independent agency, will visit the home to carry out visits by an independent person on a monthly basis. The young people will be able to talk and give their views on any issues that may be concerning them through this process.

### **Children's behaviour**

#### **13. A description of the children's home's approach to the surveillance and monitoring of children accommodated there.**

Each child is treated as an individual within Auton house. It is recognised that each child will have differing levels of need and individually tailored care plans in place reflecting key controls and strategies required to safeguard the child or young person. Staff will support them to manage their behaviour in a variety of different settings and circumstances, supporting them in achieving positive outcomes. Part of this assessment will include the level of staff support required on a day to day basis. This will include the child or young person's ability to safely spend time in the community independently, the level of supervision required when spending time with peers in the home, the level of staff supervision required whilst in the home and the staffing ratio required to support the child in the community. This approach must be balanced and reflective of the child's wishes, feelings and level of risk and

kept under constant review. This information is recorded on the child's individual risk management plan, which is reviewed regularly in a multi-agency setting to adapt to personal development, age and understanding. If a child requires supervision both within the home and community, staff will supervise and monitor that child as described.

The home has an internal alarm system in place which can be programmed to monitor individual internal and external doors in the home. This is used as a safeguarding tool to reduce risk within the home. This includes preventing young people leaving the home without staff knowledge during the evening. Preventing young people from entering each others bedrooms without staff knowledge. Reducing potential safeguarding or bullying incidents within the home, for those children who require supervision. This also acts as a security alarm on external doors, as used in private properties, to dissuade people from illegal entry into the home. The alarms are used on an individual basis according to need and risk level. This is reflected in individual risk management plans. Placing social workers and/or families for children admitted to Auton House have the alarms explained to them during their admittance procedure and written consent is sought for the use of door alarms. For those young people who do not require high level supervision and for whom this is not a strategy within the child's risk management plan, they are able to request that this is not used on their doors. This is their choice and this will be respected. Alarms are not used in the home as a replacement for staff supervision or support and the need for use will be regularly reviewed with the child, their family and care team on a regular basis to ensure use is proportionate. Alarms are not to be used in a manner that creates an institutional environment. External doors have alarms set each evening as a security measure.

#### **14. Details of the children's home's approach to behavioural support, including information about –**

##### **Auton House's approach to behavioural support**

The home's aim is to provide a safe environment through which children/young people can enjoy sound relationships, interact positively with others and behave appropriately.

The culture and ethos within Auton House is to place an emphasis on highlighting positive behaviours and choices through appropriate praise and reward to build our young people's self esteem and confidence. This allows opportunity to educate our children and young people on positive behaviour and expectations of society in a manner that offers unconditional acceptance and positive regard.

Auton House recognises that there may be occasions where a young person's behaviour does not meet expected standards and alternative strategies need to be adopted in providing appropriate learning outcomes for the young person. In these situations we strive to educate the young person on appropriate behaviour and highlight different ways in which the situations could be managed by the child. The young person is given opportunity to discuss the incident/behaviour with a trusted adult when calm to reflect on the incident/behaviour and explore triggers and alternative coping strategies. Within Auton House these are called a 'COPING Report'. This information is then incorporated into the young person's individual risk management plan to support the young person in a more effective manner should similar situations arise.

Occasionally there may be a need to use more formal disciplinary measures. Auton House feels that although there maybe situations where this is an appropriate measure to take, it is imperative that these measures are taken after the young person has been given an opportunity to adapt their behaviour (limit setting) and used rarely. In these cases, a 'restorative justice' approach, where possible, is preferred. It is recognised however, that positive behaviour management model is more effective at establishing a long term change

in a child's behaviour.

## **Behavioural Consequences**

Within Auton House we promote positive behaviour by offering praise and support together with positive consequences. These can range from a dip in the sweetie bag to a reward of an activity or outing of the young person's choice. It is recognised that rewarding good behaviour promotes positive behaviour and staff will work with each child to identify individualised strategies to manage behaviour issues and promote positivity whenever possible.

It is also recognised that some form of consequence will be necessary where there are instances of behaviour which would in a family or group environment be reasonably regarded as unacceptable. Where it is felt necessary to give a consequence for this behaviour, good professional practice indicates that these should be relevant and above all, just. Formal disciplinary measures should be used sparingly and in most cases only after repeated use of informal measures have proved ineffective.

The following consequences are used at Auton House and young people give input into this decision making where possible and choose a consequence that is appropriate.

Consequences will include:

- Grounding – the period of grounding should be negotiated with the young person where possible.
- Loss of privileges – these will be negotiated with the young person and could involve loss of activity or individual one to one attention
- Reparation – this will usually entail the young person making a contribution for any non-accidental damage they may cause. Reparation will be deducted from their pocket money on a weekly basis until the damage is paid for. In any case, no more than a maximum of two-thirds of a child's pocket money should be used per week. The young person is also encouraged and supported by staff to replace or fix any damaged property where possible and appropriate.
- Extra chores – young people can choose an extra chore as an alternative to a sanction – e.g. picking up litter, cleaning bins, weeding.
- P.C. ban
- DVD ban
- Personal TV in rooms ban
- Internet access ban
- Earlier bedtime

This is not an exhaustive list and will be subject to individual assessment.

It is acknowledged that due to the complex difficulties of many of the young people we support, the effectiveness of each of the consequences may only be seen after a period of consistent implementation. The consequences will be monitored and reviewed each month by a senior staff team in order to evaluate the effectiveness. Staff will take the opportunity to discuss the topic of consequences at team meetings.

Where possible all examples of positive behaviour are praised and encouraged by the staff team and by doing so help the young people to be proud of their achievements and help build confidence and self-esteem.

Children and young people have the option to agree Achievement Plans with their key worker. These plans identify specific areas of development the children and young people would like to improve upon and a clear plan is drawn with positive incentives given to encourage and praise these achievements.

Rewards can also be given to a child or young person who displays behaviour that is so positive the staff feel warrants a reward. These are used to reinforce positive behaviours. Again good professional practice indicates that these rewards should be relevant and just.

Incentives and rewards will include:

- Verbal praise and encouragement
- Certificates and 'thank you' cards
- Sweets
- Token rewards such as stars/points to save towards items.
- Additional privileges – These will be negotiated with the children and young people. This could include later bedtimes for example.
- Additional activities/holidays.
- Agreed financial incentives. These are not excessive and fit the purpose. This includes vouchers.
- Agreed rewards such as make up/games/toys/books or beauty treatments. Again these are appropriate and fit the purpose.

**(a) the children's home's approach to the use of restraint with respect to children accommodated there;**

St Cuthbert's Care currently practice Management of Actual or Potential Aggression (MAPA) which is a BILD accredited form of behaviour management. MAPA promotes and encourages de-escalation techniques and the least restrictive intervention for the shortest amount of time in order to safely manage risk behaviour and the potential for physical intervention. MAPA also has a clear emphasis on establishing therapeutic rapport in the form of the COPING model. This allows both staff and children to reflect on incidents or risk behaviour and identify patterns and strategies to support them in future.

**Management of Actual and Potential Aggression**

The key values underpinning MAPA are:

- Best interests of the service user
- Least restrictive methods to be used for the shortest amount of time
- Prevent injury, pain and distress
- Maintain dignity
- Reasonable and proportionate
- Physical intervention is used as a last resort.
- maintaining *Care, Welfare, Safety, and Security*<sup>SM</sup>

However, the only 100% safe way to restrain is to not restrain. There is no tried and tested fool proof way to physically intervene and restrain any child. Physical intervention carries risk every time, for both staff and children. There are however ways of physically intervening that are much safer than others which are incorporated into the MAPA training package.

St. Cuthbert's Care will always take the view that it best to prevent behaviours happening than to deal with the outcome of aggressive outbursts. With this in mind we actively promote and reward positive behaviour, identifying what works for each young person and incorporating this into their risk management plan.

**(b) how persons working in the children's home are trained in the use of restraint and how their competence is assessed.**

All staff are provided with a two day MAPA foundation training package when they commence employment with St. Cuthbert's care, with an annual refreshers to ensure ongoing competence and assessment. Within St. Cuthbert's Care there are currently three MAPA certified instructors who are available for support and guidance. MAPA is regularly refreshed in staff meetings to review and devise strategies to best support and maintain the safety and wellbeing of our young people.

**Contact details**

**15. The name and work address of—**

**(a) the registered provider (including details of the company owning the children's home);**

**(b) if nominated, the responsible individual;**

<b>Organisation</b>	St Cuthbert's Care www.stcuthbertscare.org.uk
<b>Responsible Individual</b>	Amanda Head Director of Care Services St. Cuthbert's Care St. Cuthbert's House West Road Newcastle NE15 7 PY Telephone: 0191 228 0111 Email: amanda.head@stcuthbertscare.org.uk

**Qualifications**

NVQ Level 4 in Social Care and Management  
NVQ Level 3 in Social Care and Management  
Registered Managers Award

**Experience**

- Overs 17 years in social care working with vulnerable adults, children, young people.
- Manager of adults and children's outreach service
- Senior manager of short break service providing care for adults and children
- Manager of activity centre providing services for vulnerable adults, children and their families
- Deputy director of St Cuthbert's Care leading and directing all services
- Director of Care

**(c) if applicable,  
The Manager:**

Kerry Wilson-Pearce  
Auton House  
West Denton Close  
Newcastle upon Tyne

NE15 7LU  
 Telephone: 0191 2679765  
 Email: [kerry.wilson-pearce@stcuthbertscare.org.uk](mailto:kerry.wilson-pearce@stcuthbertscare.org.uk)

#### Qualifications

2.1 BSc (Hons) Psychology and social policy

RMA

NVQ level 4 in Children and young people

NVQ level 4 in adults

NVQ level 3 in children and young people

#### Experience

- 19 years working with young people with emotional and behavioural difficulties
- 17 years at senior level of which
- 13 at Managerial level
- Manager of two Childrens homes 2 years
- Head of Childcare Practice 1.5 years

#### Inspection Service

#### Ofsted

Piccadilly Gate  
 Store Street  
 Manchester  
 M1 2WD  
 Telephone: 0300 123 1231  
 Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

#### Education

#### **16. Details of provision to support children with special educational needs.**

Auton House recognises that a significant proportion of looked after children residing in children's homes have special educational needs or have faced significant barriers to learning due to experiencing severe trauma, have mental health difficulties or have been excluded or out of education for significant periods of time. It may be necessary to address and work through past experiences and present needs before they can positively participate in learning activities and formal education.

All young people have an education care plan when accommodated at Auton House. This plan will identify those young people who have a SEN or EHC plan. Auton House will ensure that any targets and support plans identified within the child's EHC plan are incorporated into their education placement plan. This will support both the child and staff team to identify how they can offer individual support to the young person and what areas are to be monitored to

measure effectiveness of support. This information is included in the child's placement reports for Looked After Reviews.

The child's keyworker will ensure there is good attendance at all education reviews including PEP reviews and EHC plan reviews. They will ensure they prepare for reviews by completing any required reports and consulting the child about their views and wishes prior to the meeting. Any changes to the child's education plan will be incorporated into the child's education care plans.

Auton House work in close partnership with external professionals and agencies in providing tailored support for each child or young person. This includes the school SENCO, VSH, educational psychologists, teachers and mentoring staff.

**17. Where the children's home is dually registered as a school, details of the curriculum provided by the children's home and the management and structure of the arrangements for education.**

Auton House is not registered as a school.

**18. Where the children's home is not dually registered as a school, the arrangements for children to attend local schools and the provision made by the children's home to promote the educational attainment of children.**

Auton House is fully committed to valuing and supporting the education of our young people. Currently, we are working in close partnership with LEAs and SSDs in order to successfully implement the key measures outlined in the Guidance on the Education of Children and Young People in Public Care (May 2000).

- We have developed an education policy, which clearly outlines the manner in which we intend to promote and safeguard the education of our young people
- We will create an ethos conducive to educational success, both through raising the expectations of staff and young people and through the more tangible conduits, such as buying books and developing reward packages
- Each child has an education care plan which ensures access and stability with regard to education, acts as a formal mechanism to ensure regular, effective liaison between all key stakeholders, signals any particular need and establishes clear goals
- Key workers are charged with: taking an active interest in young people's educational progress, championing their educational needs, celebrating their successes and ensuring that they have access to the full range of educational opportunities
- Wherever possible children at Auton House will attend local schools or alternative provision made by Newcastle LEA. Staff at Auton House will provide "in-school" support wherever possible and appropriate however this would not be for a lengthy period of time. If a child is excluded, an educational package will be provided and implemented by Auton House staff with the support of their previous school placement.
- Auton House work closely with the virtual schools and have linked with the 'Virtual Heads' for the Newcastle local authority and for other placing authorities. This allows for effective partnership working promoting positive outcomes for our children and young people.
- Attend all multi agency meetings and act as an advocate on behalf of the child where necessary. Complete any required reports in preparation of education meetings.

- If a child's progress is not in line with their agreed goals and their next steps, staff should seek expert advice from education professionals such as the VSH, SENCO, learning mentor or teacher.
- The home will challenge a child's education or training provider if we do not receive sufficient support for the child to progress, as outlined in their relevant plans.
- We have a homework room at Auton House that incorporates facilities for private study
- Staff support and encourage extra-curricular activities and hobbies to promote enjoyment and achievement outside school hours. There are many local clubs and youth groups our young people access within the local community. These help build young people's self-esteem and confidence and provide opportunity to help them meet friends of similar age and interests.

## **Health**

### **19. Details of any health care or therapy provided, including—**

#### **(a) details of the qualifications and clinical supervision of the staff involved;**

Auton House currently does not employ any individuals whose role is to provide specific health care for our children in our home. Auton House is committed to working with local services and health agencies in sourcing required identified support our children and young people may need. This includes; North of the Tyne Children and Young People's Services, YDAP/ Matrix (drug and alcohol substance misuse workers) external health educators and local sexual health advisor and clinic. This list is not exhaustive.

#### **(b) information about—**

##### **(i) how the children's home measures the effectiveness of its approach;**

Auton House will actively promote the health needs of the children and young people. All children and young people will be registered with a GP and dentist and optician unless otherwise requested from those with parental responsibility. It is an expectation that all children and young people will undergo an annual medical as requested by *Regulation 7 of the Children Act 1989*. They will also undergo regular dental checks and eye tests.

The staff team will adopt a positive approach to health issues. We will provide a healthy and balanced diet, encourage, create and take part in regular leisure activities and advice in risks such as drug abuse, solvent misuse, smoking and sexual health matters.

All young people are offered the opportunity to become members at the local gym and swimming pool to encourage regular exercise and promote healthy living. Gym induction will take place to ensure the young people exercise in a safe way.

Where young people are admitted to Auton House with specific health needs, we work closely with the young person's identified health care team in ensuring that the young person's health needs are met to the highest standards possible. Advice is sought from health in completing the child's risk management plan and monthly care plans to ensure health is appropriately reflected. Training may also be identified and sourced in meeting specific health needs of a child.

The health needs and outcomes of our children are closely monitored through the young persons individual health care plan targets. Staff monitor achievement of agreed targets daily and record this. This information is then evaluated monthly and measured for effectiveness through the homes care planning and monitoring procedures, as discussed in

promoting positive outcomes. The young people give input into their health care plans and their views are clearly recorded. Once effectiveness has been measured and quantitative data agreed to measure effectiveness, staff will then review whether target is on goal to be achieved. Where there is concern that the young person is not achieving their health care plan targets, staff will seek support from relevant health provisionals and work closely with the child to achieve positive future outcomes.

**(ii) the evidence referred to by the children’s home to demonstrate the effectiveness of its approach, and how this information can be accessed.**

The homes effectiveness of its approach to health is measured using individual health care plans and monthly care plan monitoring reports. This information is included on the child’s monthly summary reports which are sent to all significant care team members and family, as agreed during the child’s admittance to the home. It is also included in the child’s Looked After Reports to ensure complete transparency when meeting to review the health care of the child and agreeing future plans.

Additionally, effectiveness of the homes approach to health is monitored closely by the manager on a monthly basis when reviewing the quality of care for the home. The manager also consults significant stakeholders at regular intervals to seek their views and opinions on how Auton House performs in its quality of care, including its approach to health. This information is included in the manager monthly monitoring reports. This information can be accessed on request.

**Staffing matters**

**20. Details of the experience and qualifications of staff working at the children’s home, including any staff commissioned to provide education and health care.**

Position	Start Date	Qualifications	Experience
Manager  Full Time- 35 hours  Female	14/04/00	<ul style="list-style-type: none"> <li>• 2:1 BSC Psychology and Social policy</li> <li>• Registered managers award</li> <li>• NVQ 4 Children and Young people</li> <li>• NVQ 4 Adults</li> <li>• NVQ 3 Children and young people</li> </ul> Qualified MAPA Instructor	19 years working with young people with emotional and behavioural difficulties  17 years at senior level of which 13 at managerial level  Manager of two children’s homes 2 years Head of childcare Practice 1.5 years.
Deputy Manager  Full Time – 37 hours  Female	01/05/04	<ul style="list-style-type: none"> <li>• BTEC National certificate health and social care.</li> <li>• NVQ level 3 Working with Children and Young People</li> <li>• NVQ level 5 diploma Leadership for Health and Social Care and Children and Young People’s Services.</li> </ul>	15 years experience in post in children’s residential care. This has included senior residential care and deputy manager

Deputy manager  Full Time-37 hours  Male	01/04/13	<ul style="list-style-type: none"> <li>NVQ 3 Health &amp; Social Care</li> <li>NVQ 3 in caring for Children and Young people</li> <li>NVQ level 5 diploma health and social care</li> </ul>	Worked in secure training centre with young people aged 12-17. Worked as an RCO at Auton Darlington. 2 years experience as senior RCO prior to Deputy manager position
Senior Residential Care Officer  Full time 37 hours  Female	1/4/2019	<ul style="list-style-type: none"> <li>Post graduate diploma Social Work</li> <li>BSc Criminology and Social Policy</li> </ul>	LAC Social Worker. Special needs support worker at ASC Short Break service.
Residential Care Officer  Part time 30 hours  Male	12/11/03	<ul style="list-style-type: none"> <li>NVQ 3 in caring for Children and Young people</li> </ul>	16 years experience as RCO within Auton House.
Residential Care Officer  Full time – 37 Hours  Female	21/04/14	<ul style="list-style-type: none"> <li>NVQ level 3 caring for Children and Young people</li> <li>GNVQ Health and social care.</li> </ul>	General experience within the looked after system. RCO experience since moving to Auton House
Residential Care Officer  Part Time 20 Hours  Female	30/03/15	<ul style="list-style-type: none"> <li>NVQ Level 3 Caring for Children and Young People.</li> <li>NZQA National Certificate Health, Disability and Aged Support</li> </ul>	Experience in working with young people in residential care as agency staff prior to starting at Auton House.
Residential Care Officer  Part time - 20 Hours  Female	30/11/15	<ul style="list-style-type: none"> <li>NVQ Level 3 Caring for Children and Young People.</li> <li>Diploma of Higher Education Access to Education, Health and Public Service</li> <li>NVQ 2 &amp; 3 Health and Social Care</li> </ul>	General experience within a school and care setting prior to commencing her role at Auton House.
Residential Care Officer Full Time - 37 Hours  Female	25/02/19	<ul style="list-style-type: none"> <li>Social Work degree</li> </ul>	Experience of working/supporting children and young people - mental health NHS
Residential Care	04/09/00	<ul style="list-style-type: none"> <li>BA Social policy</li> <li>NVQ 3 Children and</li> </ul>	Experience of working with children and families in family

Officer Part time- 25 hours Female		Young People	assessment  Lengthy experience supporting children and young people with emotional and behavioural issues.
Residential Care Officer Full Time - 37 Hours Female	01/04/19	<ul style="list-style-type: none"> <li>• BSc Hons Psychology with Criminology degree</li> <li>• MSC in Forensic Psychology.</li> </ul>	Experience of working/supporting children and young people in ASC Short Break.
Residential Care Officer Full Time - 37 Hours Female	03/06/19	<ul style="list-style-type: none"> <li>• BSc Biomedical science</li> </ul>	Past experience of childrens residential services. Experience in family support Education welfare Drug and alcohol support.
Residential Care Officer Full Time - 37 Hours Female	04/06/19	<ul style="list-style-type: none"> <li>• BA Childhood Studies</li> </ul>	General experience within a nursery and school. Experience of supporting children and young people with ADHD
Residential Care Officer Full Time 37 Hours Female	7/10/19	<ul style="list-style-type: none"> <li>• BA Hons Children and Young people</li> <li>• Early years Educator 2:1</li> <li>• B Tech uniform Public services</li> </ul>	General experience working in a nursery setting. Experience of supporting progression and development of young people. Experience of supporting young people with autism.
		<ul style="list-style-type: none"> <li>•</li> </ul>	
Domestic/Relief RCO LG Part Time 15 Hours Female	29/10/2012	<ul style="list-style-type: none"> <li>• Mandatory Training</li> <li>• E-learning Safeguarding Training</li> <li>• MAPA training</li> <li>• NVQ level 3</li> </ul>	Experience as relief RCO supporting the young people between two Auton's.

**21. Details of the management and staffing structure of the children's home, including arrangements for the professional supervision of staff employed at the children's home, including staff that provide education or health care.**

Auton House staffing structure is as follows;

- 1 Registered Manager
- 2 Deputy Managers
- 1 senior RCO
- 9 Residential Care Officers

The staffing levels at Auton House will be determined by the number of young people who are placed in the home at that time, however we will ensure that there is always a good child-staff ratio to enable staff to undertake individual work without compromising the needs of the group or administrative tasks.

The amount of staff on duty should be no less than one member of staff to two young people at any one time. Two members of staff will be on sleep-in each evening.

The home will usually be staffed when the young people are at school however there will be times when the home is empty as all members of staff are either out with the young people or implementing another area of their role. During such times staff will be required to work within the guidelines of relevant risk assessments.

If a situation arises where a young person is presenting significant risk to others or themselves it is possible that staffing levels will be increased. This will be at the discretion of the Director of Care. This may require additional funding from the placing authority.

Auton House is strongly committed to the personal and continuous professional development of all staff. We are currently working with outside agencies to ensure that staff meet the Quality Standards for Children's Homes guideline for NVQ qualifications.

We provide a comprehensive in-house training programme and access external specialist courses.

Auton House ensures that staff at all levels receive effective supervision, in accordance with anti-discriminatory practice. All staff will be allocated formal supervision each month. New staff members will have supervisory time allocated on a weekly basis; the induction programme will be the primary focus of this supervision. Staff members who work on a relief basis will have formal supervision every eight shifts.

The purpose of supervision is:

- To ensure management accountability, including allocation of work, management of time, monitoring records, completion of administrative tasks, setting of priorities while promoting consistency between the individual's work and the goals of the agency
- Case management discussion including review of the homes safeguarding policies and procedures.
- To offer professional consultation, with opportunities for staff to reflect on their practice
- To facilitate the supervisee's learning and professional development by providing feedback on his or her practices, including recognition of good work. The supervisor has a particular responsibility for building on good practice and attention to departures from it, and for ensuring that professional relationships and sound judgement in the

work are maintained.

- Personal circumstances which affect the worker's professional activities should be acknowledged and discussed as appropriate.
- To acknowledge the stress inherent in working in a voluntary social care agency and to provide opportunities for dealing with this where appropriate, recognising that there are times where it is more appropriate for staff to access the St Cuthbert's Care Counselling Service.

Additionally, regular practice observations are carried out throughout the year to support development along with regular informal practice discussions.

The registered manager receives monthly supervision from the Director of Care Services.

**22. If the staff working at the children's home are all of one sex, or mainly of one sex, a description of how the children's home promotes appropriate role models of both sexes."**

Auton house has a mixed gender staff team which provide a positive role model for the young people placed at Auton House.

# St Cuthbert's Care

*Enabling People*

