



**Statement of Purpose for
Semi-Independence Service Provision at
Derby Road**

Registered Provider: St Christopher's (Isle of Man)

Registered Manager: Helen Kneen



Choosing the Pathway of Semi-independence before Achieving Independence

This Statement of Purpose is designed to describe what the home sets out to achieve for young people and the manner in which the care and support for them is provided. It is operational from 1/4/15 and will be reviewed annually by the homes registered manager.

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Operational from 1/4/15 - 2015 Version 1. Last reviewed on 01/09/2017.

Aims and Objectives

Our aim is to provide a warm, safe and caring environment for young people who are moving on from other care arrangements.

To offer young people a home where they can be supported and enabled to develop their skills towards independence and to grow and develop into happy young adults.

To realistically prepare and equip young people living at Derby Road for their eventual transition to independent living.

Objectives

- To develop person centred pathway support packages for the young people in the service.
- To promote safety for the young person by ensuring that each young person has a holistic risk assessment, that is regularly reviewed.
- To enable the young person to meet their own health and emotional needs.
- To promote and maintain positive relationships that benefit the young person and enable them to develop their identity, self-respect and caring for their own well-being.
- To promote the right culture that is conducive to learning, education, training and employment, ensuring resources and support are available, and encourage young people to gain and maintain employment, education and training.
- To enable the young person to develop skills to communicate and interact with others and to integrate and contribute to the community in a positive manner.
- To work in partnership with parents, relevant adults, education, careers, health and other professionals to ensure the young person is enabled to maximise their potential.
- To ensure high quality yet cost effective services delivered around the needs of the young person.
- To promote an anti-discriminatory culture and an atmosphere of mutual trust and respect.
- To enable young people to be empowered to make choices and decisions in all areas of their lives.
- To encourage young people to participate and be involved in the delivery and development of the service.
- To approach our work with each other and the young people in a socially pedagogic way.

Facilities and Services

Derby Road is a registered Service with provision for 6 young people, male or female, aged from 16 to 21. The home offers 24 hour support and guidance.

Short and long term placements are available to looked after young people who are ready to move on to semi-independence.

Derby Road is located in the centre of Douglas near to the shops, businesses and central bus routes providing an ideal location in terms of promoting independent living skills.

Promotion of Life and Social Skills

Derby Road Team will aim to find ways to work with young people that are specific to their individual learning style and ability. We will provide opportunities for practical and experiential learning which encourages adaptive and positive behaviour and which enables individuals to deal effectively with the demands and challenges of everyday life. In our approach we will attempt to:

- Empower young people to make informed choices.
- Promote healthy and positive relationships.
- Translate knowledge attitudes and values into healthy behaviour
- Overcome social barriers
- Enable young people to navigate the challenges of daily life
- Promote the ability to set and achieve goals, make decisions, solve problems and manage time.

Daily and weekly goals will be planned which promote achievements in:

- Budgeting and personal finance
- Healthy Eating
- Cooking on a Budget
- Emotional Wellbeing
- Health and Safety in the Home.
- Health and Personal hygiene.
- Communication Skills
- Drugs and Alcohol
- Keeping Safety
- Job Seeking
- Understanding leases and being a good tenant
- Sex and Relationship Education
- Being a part of the community

Accommodation

The service offers accommodation for 6 young people in total. In recognition of the best option for eventual move on accommodation the home functions very much on the basis of a private "house share".

Derby Road is based in a large Victorian town house on five floors. Each resident has their own secure and furnished bedroom. All furnishing requirements will be arranged prior to admission. Each resident will be given a choice on décor and furnishing and are encouraged to assist in the decoration of rooms as part of their "Life and Social Skills" programme.

Derby Road staff provide practical and emotional support on a twenty-four hour basis. Residents are expected, with help and guidance, to cook, clean, budget, and food-shop for themselves. In

return they enjoy more freedom and increased control over their own lives.

In Derby Road there are three shared bathrooms, a large fully equipped kitchen and communal dining, a chill out room and a living room. It also has an outside area with seating.

Two PC's are provided for the use of residents. They have internet access to facilitate employment and careers information and access to WiFi access for their own devices and personal use.

The Organisation and Structure

St Christopher's (Isle of Man) head office is based at Fenella House, Fenella Avenue, Willaston, Isle of Man, IM2 6PD. Telephone: 01624 660292.

Established in 2004 St Christopher's (Isle of Man) is a subsidiary of St Christopher's Fellowship in the UK which is a children's charity that has been providing care and support for vulnerable young people living across the UK since 1870.

Organisational Structure



Management and Staffing

Under section 14 of the Regulation of Care Act 2013, Derby Road is required to have a Registered Manager. There are 6 Support Workers on the Derby Road team who work on a rota.

St Christopher's IOM adhere to a strict recruitment procedure when employing staff for their care services as outlined in the Children's Homes Minimum Standards IOM 2015. Service users are encouraged to play an integral part of the interview and selection process.

Derby Road staff team have been selected by St Christopher's in order to provide specialist skills and experience. All have experience working with 16 plus age group and bring a diverse range of service specific skills to the team. Team gender ratio is balanced and staffing is selected to reflect the number of young people and service provision. Each young person will be assessed prior to moving in so that their support needs can be identified. Additional support packages can be arranged to suit any additional individual need in consultation with the Department of Social Care.

Staff Qualifications

The manager of the home is qualified at Diploma Level 5 in Leadership in Health and Social Care in Children and Young Person's Services.

The staff team are qualified, or are in the process of working towards gaining, the Level 3 Diploma (or equivalent) in Health and Social Care in Children' and Young Person's Services.

Training

Staff members each have their own personal training and development plan, which records their professional and occupational training to date and maps out their future training needs. This plan is reviewed annually, via the appraisal process.

All staff have completed mandatory training including: CALM (physical intervention), Health and Safety, Dealing with Bullying Behaviours, First Aid, Fire Safety, Child & Adult Protection, Safe Administration of Medication and Food Hygiene. Additional training will be provided if required to meet the specific needs of the young people in the home. Training will also be provided relating directly to supporting care leavers.

All staff will receive training on Social Pedagogy and its application in the workplace, Q Pack and Outcome Star Assessment tools. An example other training regularly offered: Appropriate Adult, Safeguarding 14 – 18 year olds, ASIST, Borderline Personality Disorder, Attachment, Separation and Loss, Child Development, Drug and Alcohol, Basic Medication, Life and Social Skills, Working with Young People who Self Harm, Sexual Relationships Education, Recording and Report Writing, Supervision Training, Life Story work, Transitions and Autism Awareness.

The Social Pedagogic approach adopted by St Christopher's recognises that training requirements are directly influenced by the needs of the young people and in this respect; training opportunities

to meet those individual needs will be responded to appropriately.

All new members of staff will be expected to complete a comprehensive foundation training package as part of the St Christopher's induction process. This will include completion of induction standards endorsed in UK care legislation/guidance.

Supervision and staff support

The Derby Road team will receive planned formal supervision from the home manager every 2 months. All formal supervision, appraisal and appraisal review meetings are planned on the Outlook system and they are then recorded on a monthly electronic record. Team supervision is practiced during weekly meetings providing an opportunity for team reflection, creative collaboration and practice support. All staff members have the individual supervision and support required to reflect on their own practice, develop as professionals and promote good practice within the home.

Outside of supervision the Home Manager is available on site most days and will provide informal supervision and support. The Aftercare Manager and other managers within the wider organisation are also available to offer support and guidance when required. The home manager will receive monthly supervision from the Aftercare manager.

St Christopher's Isle of Man operates an out of hours on call facility whereby staff on duty can receive support, advice and guidance from senior managers within the organisation.

The Home's Operating Hours and Staff Deployment

Staff will be available to support young people over a 24 hour period. Staffing levels and how these are organised will depend on support needs of individuals using the service. Support provided during night time hours will again depend on the needs of the young people in the home. The home manager will usually be available on site through Monday to Friday and on some weekends. During periods where the manager is not in the home a shift leader is identified.

Admissions Criteria

All referrals are received via a Commissioning of Services request from the Department of Social Care including a copy of the young person's Pathway Plan and a risk assessment. This information is then submitted to: St Christopher's senior management team.

The Aftercare Manager will consider referrals for young people from different backgrounds regardless of their history or circumstances. Compatibility for young people sharing would be an important consideration when looking at referrals and young people would be encouraged to be involved in this process. After consideration of all assessment information a joint decision will be

made with the Department with regards to the viability of any referral.

Unplanned Placements

Unplanned placements would be considered across semi independence services, depending on compatibility, availability of the bed, staffing and the individual needs of the young person. All unplanned placements will be managed according to the St Christopher's unplanned placement protocol.

Transition - Preparation for Placement at Derby Road

In order for any pathway to be effective it is our view that all young people must have an informed idea of what to expect and how we, at Derby Road aim to work with them. Once a move to Derby Road is agreed each young person's transition will begin with the assignment of a link worker. The link worker will be one of the Derby Road team and they will be responsible for ensuring that the young person's transition is appropriately paced, informative, fun and realistically planned. They will "link in" with the young person's key worker and attend all planning and review meetings. A link worker is responsible for ensuring that a young person is fully prepared for the changes they will experience and informed in full about the expectations of the home before they arrive.

Research tells us that the gradual introduction of a new care team facilitates healthier disengagement from previous significant carer's: therefore, we place a high level of importance on how we build relationships with individuals. This process needs to be paced according to individual need. We recommend a transition period of around 12 weeks, ideally from referral to admission.

Key areas of Transition and Link Work



During the link working process it is important that we are able to get to know and understand the individual needs of the young person quickly. In order to do so, we use a range of tools. These include the Q Pack, Outcomes Star, skills assessment and consultation. There is a strong emphasis on keeping the young person at the centre of the assessment at the same time as gaining the views and experiences of significant others.

The Outcome Star assessment tool is used at Derby Road in order to identify support needs and risk from the perspectives of the residents themselves, their key workers and other significantly involved persons. The assessment examines ten areas of the individual's life. The assessment is reviewed regularly and provides a visual overview which helps residents track and measure their own progress.

The Outcomes Star complements the Q Pack which is a more in-depth assessment completed in line with the young person's Looked After Children's Review. The Q Packs help us identify the emotional and behavioural support needs of the young person, as well as identifying any possible attachment disorder. The findings can also be used to support referrals to mental health provision. The findings from all assessments completed will then be used to inform the Individual Support Plan for each individual young person.

The purpose of the induction to the home is to ensure that the young person is fully prepared to move in. This will include health and safety, fire safety, placement agreements and declarations. The induction will be delivered to the individual in a way that is specific to their needs, level of understanding and most appropriate learning style. When a young person is admitted to Derby

Road, there is a strong emphasis on recognising that this is a significant accomplishment which needs celebrating.

Promoting Good Health and Well Being

Derby Road team will strive to encourage a holistic approach to healthcare. By looking at positive lifestyle choices and healthy options we aim to teach young people to care for their physical, mental and emotional well being. Consideration of the resident's views and freedom of choice is key. Derby Road staff actions must always aim to reflect an example in terms of healthy eating options, good personal hygiene, maintaining project cleanliness and smoking.

Each resident will assist staff and the LAC health visitor in completing an in house health care plan which will ensure that all dental, opticians and GP details and check up's are up to date and recorded. Residents at Derby Road are encouraged to take responsibility for arranging and attending appointments as part of their steps towards independence.

Medicines Policy and Procedures

The Derby Road team will strive to ensure that the medical needs of the residents are supported appropriately, safely and in a way which promotes their independence. The emphasis at Derby Road is on young people taking responsibility for their own medicines, unless there is an identified risk. In these instances, there is provision within the home to administer medicine under St Christopher's semi independence homes medicines policy and procedure.

On admission new residents are requested to complete a medical declaration form which is essentially a mutual agreement on the administering and storing of personal medication. The agreement ensures that residents are fully aware of how to use and store their medication and the effects that any medication may have upon them. It also ensures that professional advice will be sought in instances where this is unclear.

Residents are also made aware that they must not misuse or share their medication as this is in breach of their licence agreement conditions. It is also an opportunity to remind new residents of Derby Road's strict drugs policy which includes the misuse of prescribed medications. Residents will be provided with lockable medicines storage boxes for their rooms.

Where controlled medicines are prescribed Derby Road manager will assess risks. Where risks are found to be unacceptable medicines will be stored in a locked medical cabinet, in a locked room. The medication will be administered by staff in accordance with the doctor's instructions and recorded in detail on the Young Person's medication record.

The only 'Home Remedy' that will be administered, by staff, without the YP requiring a prescription is Paracetamol for minor pain relief.

Therapeutic Provision

The St Christopher's Wrap Around Service is able offer tier two therapeutic interventions and residential staff support. The team consists of qualified therapists and clinicians who are available on a referral basis. They offer a range of support including: family mediation and group conferencing, Autism and ADHD support, cognitive behavioural therapy and counselling.

The team are also able to offer young people Attachment Style Interviews (ASI) which are an in depth analysis of attachment style and possible disorder. The recommendations and findings of the ASI can be helpful in supporting the work of the residential staff teams.

St Christopher's has a long standing relationship with the Centre for Abuse and Trauma Studies (CATS) at Middlesex University, which has been instrumental in the development of our Q Pack assessment tool. Much of the development work has been done on the Isle of Man and our findings are helping us establish the tool as a method of best practice in the UK and Europe

The Q Pack is used to reflect levels of vulnerability, stress and psychological disorder. It does this by utilising standardised and tested self-report questionnaires administered on a repeated basis to monitor and assess the progress of children and young people in care over time. These tools run in parallel with standards set and agreed as part of both the National Indicators set out by the U.K government and the Isle of Man data set.

Outcomes and findings from Q Pack are used to influence practice and analysis is used to reflect progress at Looked After Review meetings.

Education, Training and Employment.

We encourage and support young people to set and achieve their own positive goals in education, training and employment. We recognise that many young people may have had disrupted or difficult experiences in their education and that being in a school or college environment may not be suited to them. This may result in pursuing further education through other avenues or engaging in a training programme, apprenticeship or employment.

St Christopher's Education Support Team (EST) will offer weekly programmes of education and learning support to the semi-independence homes. Designated 16 plus teaching staff are qualified in delivering and supporting 16 plus life long learning.

All young people will have a support plan which will consider information about their career/ life aspirations and ambitions. This will be followed up and developed from information gathered during the link working process.

We are aware of the need for paid work experience opportunities. Employers often require experience even for unskilled positions such as labouring or cleaning. The team will be committed towards seeking out new and appropriate work placements which comply with the IOM Government Work Training Allowance Scheme.

The staff team will liaise and work in partnership with the young Person's Personal Advisor and St Christopher's education support team, local schools and colleges, adult-training centres, careers and the jobcentre.

Recreational Activities

Young people are encouraged to engage in a range of diverse recreational activities at home and away from home. This includes encouraging the young person to access sporting, leisure and cultural activities.

Sport and physical activity will be encouraged as part of the health promoting process to enable healthy living as well as positive peer group interaction.

Young People will be encouraged and supported in becoming involved in organising in events and activities as part of the wider organisation and Voices in Participation Council.

Derby Road staff team will include young people in planning and arranging home activities and encourage their friends and family to be involved where appropriate.

Consideration of choice, feelings and wishes of each young person will be kept central when arranging activities and encouraging participation.

Young Peoples Participation in the Management of the Service

At Derby Road we recognise that it is a young person's right to be heard and have their views taken into account, both as an individual and as a group of young people living together. Young people at Derby Road will have 2 key workers who will meet with them at least once a week. Key workers will be responsible for the implementation of the Individual Support Plan and its continuous monitoring and review. Young people will be encouraged to have a say the selection of key workers and key workers will be routinely rotated.

Derby Road will hold regular residents Home Meetings which will involve young people in making decisions about the Home, as well as sharing information and ideas regarding activities, etc. Staff and young people are encouraged to come together to discuss feelings, plans and issues relevant to group living. We recognise that young people need to feel that their opinions and views are valued.

Derby Road regularly ask staff, young people and other stakeholder for feedback regarding the service through surveys and questionnaires. This includes ideas to develop and improve the quality of the service they receive. We are constantly looking at different and creative ways to encourage and capture feedback from young people. Young people are encouraged to play an integral part in the development of new ideas. Derby Road are looking at ways in which social media sites can be used to disseminate information and encourage feedback.

Promoting Positive Behaviour and Relationships

On admission to Derby Road and throughout the placement, young people are informed about the behaviour we expect from them reflecting what society recognises as appropriate. Derby Road core values aim to encourage a culture which promotes high quality care and positive relationships based on mutual respect and understanding between staff and young people.

Often young people have experienced placement breakdowns and negative experiences before arriving at Derby Road. This can impact on the way they communicate and behave. Staff will endeavour to ensure the safety and well-being of all young people by establishing boundaries and structures at the home. Young people are encouraged to remain within these boundaries through emphasis on mutual respect, positive reinforcement and negotiation. This will maintain effective and clear professional boundaries. Individual young people will have time with staff looking at natural consequences to behaviours that may create risks to their own welfare or others.

Derby Road support workers including the manager will receive C.A.L.M. training (Crisis and Aggression: Limitation and Management). New staff will be trained in the methods and procedures during their probation period. During training, all staff will become aware of the Code of Conduct and Practice policy, which addresses acceptable boundaries and limits for residents and permissible forms of control. Physical intervention will only be used as a last resort, where there is immediate risk of the resident harming themselves or other people, and where all other non-physical methods have been unsuccessful.

We believe that sanctions can and should only ever be used to improve or change behaviour and not as a punitive response to challenging situations. If a sanction is proving ineffective it becomes punitive. We believe that our residents are at an age which requires alternative actions or consequences other than sanctions.

If physical intervention or sanctions are however used, they will be in line with approved guidelines which are recorded and checked by the Home Manager, Inspector of Children's Homes and the Official (Section 55) Visitor. Notification of any physical intervention will be sent to the social worker and the Registrations and Inspections team.

Appropriate affection - all children and residents need affection in their lives. We realise the importance of a hug and believe that appropriate physical affection need not be missing from the life of a child in our care. We will however consider factors of potential risk very carefully taking into account: earlier life experiences, body language and experience and knowledge of the resident.

We recognise that a consistent approach is beneficial, we also acknowledge that the residential task is complex with shifting dynamics, therefore consistency is important but it should not be given overly rigid status.

Risk taking is an important aspect of life, If risks are not taken a person may be deprived of learning experiences, both negative and positive.

Any response to negative behaviour will be recorded, reported and regularly reviewed and discussed with the resident's Social Worker so that the changing needs of the resident are not lost. Absconding procedures are dictated by Policy, current joint strategy with police and the resident's Care Plan.

Child and Adult Protection, Bullying and Whistle-blowing

At Derby Road the safety of the young people is always paramount. We believe that the most important factor in child protection and safeguarding is that our young people feel safe and cared for. Child and adult protection policies and procedures are in place which reflect statutory policy and procedure and which offer guidance to all staff for the protection of young people who reside at the home.

Staff induction training, supervision and on-going training covers all aspects of child and adult protection and this ensures all staff are knowledgeable in how they must respond to any allegations of abuse of any nature, how to promote the safeguarding of our young people and about where to gain advice and support if required.

St Christopher's policies and procedures cover all areas of safeguarding including missing children, how to respond to an allegation of abuse, whistle-blowing, supporting young people on a one to one basis, recruitment to the home, staff management, complaints, bullying, visitors to the home, use of restraint or physical interventions, proactive behaviour management, and associated documentation and reporting procedures.

All staff are familiar with IOM SCB Inter Agency Safeguarding Board Child Protection Procedures and the Inter Agency Adult Protection Procedures

Bullying

Derby Road team promote the view that all young people have the right to be treated with dignity and respect. All have a right to go about their daily lives without fear of harassment or bullying. The Home's policy on bullying defines different types of bullying, signs and symptoms of bullying and how both the victim and perpetrator should be supported. The policies and procedures also outline how staff should be supported.

The policy and procedures outline how staff should respond to any allegations of bullying covering documentation, risk assessments and responses to all involved. Incidences of bullying could be from other young people, family, staff or individuals in the wider community. Any issues or concerns regarding bullying will be addressed in the young person's support plan and support meetings.

Derby Road are also aware that abuse of young people can potentially occur via the internet and mobile phones and that this is a growing area. Staff will be advised to follow and adhere to the policy on e safety and to ensure that guidelines are followed in keeping young people safe.

Absences

If a young person is absent from the service the staff will follow the current IOM Joint Protocol Missing from Home procedures. The home policies and procedures are in place to promote the safety and well-being of the young people in our care depending on individual needs. This includes the general procedure to follow, risk assessments required and reporting and recording of absences. Clear guidelines and risk assessments are implemented within each young person's support plan depending on the individual's needs including how to respond to absences from the service and when staff should be concerned. Strategies for individual young people will be agreed within a multi-disciplinary team approach.

Fire Precautions and Emergencies

All St Christopher's (IOM) staff will receive training on fire safety procedures in the work place during their induction. Training refreshers are then arranged regularly (at least every 24 months) with the IOM Estates Fire Officer John Bellis.

All staff working at Derby Road, all residents and their visitors will receive regular instruction on the fire safety procedures specific to Derby Road home and this is recorded in the fire log.

All will be expected to sign to say that they have received instruction in the fire log.

Fire fighting equipment and lighting is provided in the property and this is inspected and certified by Unique Fire Protection annually.

Each bedroom has evacuation procedures and room plans displayed detailing where the emergency exits, equipment and fire doors are located.

Fire exits are clearly marked and kept free from obstructions.

Equipment and lighting is checked on a weekly basis, instruction upon how to use the equipment is provided and this is logged in the fire log.

A detailed fire risk assessment is reviewed quarterly by the home manager who will seek advice from the fire officer.

A monthly practice evacuation is carried out and recorded in the log. Residents will receive warning of a fire evacuation practice in writing. Twice a year a night time evacuation is carried out.

Residents and staff receive quarterly reminders of the procedures to be followed in the event of a fire or emergency which is recorded in the fire log.

The team will strive to respond in a timely way to any recommendations made which will improve safety levels within the home.

The nominated Fire Officer is Barry Westcott will assist the manager in ensuring that checks and audits are routinely carried out on records.

There is a fire alarm system at Derby Road, smoke and heat detectors and automatic closing fire doors.

Annual PATs testing is completed on all electrical items.

Sleep in staff will have a fire evacuation pack located in the sleep in room. The pack consists of torches, high vis tabard, loud hailer, home log, personal profiles and emergency contact details.

A fire safety manual specifying the safety equipment at Derby Road is provided to staff and young people.

Young people will be encouraged to take turns in acting as young fire officers. The young persons fire officer can chose to assist with inductions and provide instruction and provide advice to visitors and guests.

In case of a fire the attending fire crew will expect a member of staff to be responsible for liaising with them and to know who is on the premises and whether everyone has been evacuated or missing person's last known location.

Health and Safety

Derby Road has a comprehensive health and safety policy outlining responsibilities and actions required to promote the health and safety of young people, staff and visitors to the home. It outlines regular procedures and checks to be completed within the Home to monitor areas such as fire checks, food hygiene, emergency lighting, risk assessments, etc.

Health and safety training is part of the staff induction programme and checks and practice, including an environmental risk assessment, are monitored on an on-going basis to ensure the welfare of all within the Home.

There will be an identified member of staff monitoring the health and safety of the service and an identified service user to also take on health and safety responsibilities. All young people will be supported and enabled to develop their own skills and knowledge regarding health and safety issues as part of their skills development package.

Religious and Cultural Needs

Derby Road promotes the belief that our young people have the right to follow the religion of their choice and will be supported to access services and meetings that form part of their chosen faith. All individuals will be supported to follow specific stipulations regarding diet, quiet time or prayer, routine, clothing etc, relating to their religious and cultural wishes and preferences.

Advice from any relevant organisations would be sought if required to ensure the individual's rights and choices are adhered to. Individuals are encouraged to explore their cultural diversities through individual discussions within the Home.

Contact with Relatives and Friends

Visitors and guests are welcomed and encouraged at Derby Road. We understand the importance of family contact and friends that are part of the young person's life. We actively support and encourage young people to maintain positive relationships as much as possible. Derby Road has a visiting friends and family policy and procedure which sets out how to keep everyone safe and happy. Overnight guests are permitted subject to vetting and screening.

In any cases where visitors or their behaviours are causing concerns to others in the home the manager take appropriate advice and action in consultation with case holding social workers.

Representation and Complaints

Derby Road respects the right of young people and their parents or relatives to make complaints or representations about the service and staff. They are also entitled to a consistent standard of service and care.

We have a complaints procedure in place which is available to all staff and young people and it outlines who to complain to and how to respond to a complaint received. It also outlines response time frames. There is an additional complaints procedure in place that is easy to read for the young people in the home.

- All complaints will be taken seriously, investigated fairly and resolved, where possible within a reasonable timescale.
- We encourage complaints made in writing, but verbal complaints are taken just as seriously.
- A written response confirming receipt of the complaint and detailing the outcome will be provided within 5 working days.
- All complainants have the right to appeal and these will be taken to a senior member of St Christopher's. All appeals will receive a response and outcome within 15 working days.
- Where complainants remain unhappy with the outcome, they have the right to request that the complaint is taken to the Head of Service and the individual will receive a response and outcome within 20 working days.
- If complainants are still unhappy with the outcome a complaint may be taken to somebody outside St Christopher's, for example Registrations and Inspection, Social Worker, and their organisational procedure will be followed.
- Complaints will be treated confidentially.
- Individuals will not be placed at a disadvantage if they make a complaint.
- Complaints are an opportunity to learn and improve for everyone and Derby Road will work hard to resolve any complaint you have in a reasonable way.

Making a complaint Support is always available to make a complaint, if required. The Complaints procedure operates in 5 stages; a copy is available for anyone on request and is explained in detail in the Derby Road Residents handbook. All complaints are confidential and will be treated as such throughout each stage.

Staff roles and responsibilities regarding complaints are discussed within staff supervisions to ensure all staff remain aware of how to respond if a complaint is received.

Young people and social workers are made aware of the complaints procedure during the assessment process and on admission to the home. There is information displayed in the games room at all times for the attention young people and their guests. It explains who they can complain to if need be and this includes contact details for relevant external agencies. Our young people are encouraged to give us feedback and express any concerns they may have through one to one sessions with staff, house meetings, manager's appointments and feedback procedures.

The Home Manager is responsible for the monitoring of any complaints and ensures they are resolved in the appropriate manner and within the correct time frames. They are responsible for identifying any patterns in complaints received and how to improve the service to avoid further issues.

Promoting Rights

Derby Road has an equality and diversity policy in place which identifies the rights of the young person to receive an appropriate service that aims to meet their individual needs regardless of their gender, race, nationality, sexuality, disability, class or religion.

Young people will be supported regarding their individual cultural needs and any identified issues or areas of need. Young people will be encouraged to avoid being discriminatory towards others.

Within organisational guidelines staff will be provided with guidance on how to deal with discriminatory practice or behaviour. All instances of discrimination will be acknowledged as abusive and will be addressed seriously and consistently by the manager and staff members. Young people who feel that they have suffered discrimination should bring this to the attention of the staff using the complaints procedures.

Reviews and Support Plans

All young people Derby Road will have an Individual Support Plan, consistent with their Pathway Plan, which is drawn up and agreed with the young person, social worker and other professionals. The plans will be developed and implemented from the assessment process. They will outline how we are going to meet the young person's need and will be reviewed on a regular basis.

Each placement, under Departmental Policy, will be subject to Statutory Reviewing (i.e. post admission meeting within seven days, first review after one month, three months and six months).

Review meetings are held to monitor, evaluate and modify, if necessary, the current Placement Plan. The resident, Social Worker, support worker, home manager, parents and any other

appropriate parties will attend the meetings. These meetings are chaired either by an independent reviewing officer and the young person.

Residents are encouraged to prepare for their review by completing a consultation booklet designed to help them express their wishes and feelings. The resident's support worker will assist them in completing this.

The home will provide written information to the reviewing officer and social worker one week prior to the date of review. Derby Road will provide analysis and tracking from Q Pack and Outcome Star findings to the review meeting.

Moving on

Once the review process has identified that a young person is ready or needs support in order to move onto independence a transition plan will be agreed. The plan ideally should be initiated at least 6 months prior to any planned move.

The plan will identify all actions required to fully re settle a young person and who has key responsibility for supporting each area.

All significantly involved persons will be invited to contribute to the plan keeping the young persons individual needs and wishes as central to all decisions. The plan will include a referral to the Aftercare Support Team for the services of a Personal Advisor. The plan will set timescales and goals which are appropriate and realistic.

There will be a strategic weaning period from Derby Road key workers and introduction of the Personal Advisor over an agreed hand over time. The personal Advisor will provide opportunities for young people to view accommodation options and speak to peers through the mentor scheme about the realities and perks of living independently.

All young people will be able to drop back to Derby Road for appropriate back up support as long as this is planned and does not impact upon the current residents in the home.