



## Hamelin Trust

*Supporting individuals with disabilities  
and their carers.*

Registered Charity no. 100443

# Hamelin House

## Statement of Purpose updated 09/11/2018

Regulation 16 Schedule 1

Quality and purpose of care

1. The range of needs of the children for whom Hamelin House provides care and accommodation for.

Hamelin House is an Ofsted registered short break service for children and young people, male and female, up to 18 years old. We provide overnight and day care breaks.

We do not provide long term residential care.

We may take children over 18 years old while transitioning from children to adult services. We are registered for up to 6 children (and will reduce the number of children by the number of people aged 18 and over for which we provide care and accommodation if this occurs.)

We provide a service to children with disabilities including learning disabilities, sensory impairments and physical disabilities. Children who attend may have additional needs including challenging behaviour and/or health care requirements.

When a child is referred to the service an initial assessment will be made to ensure that the home can meet the child's needs. This will usually include a visit to the child's home and school to gather information and meet the child and primary carer combined with the information provided from the commissioning person/body.

If the home can meet the child's needs the information will be compiled along with additional information from and in partnership with relevant people such as health professionals, other educational professionals. A care plan will be written and agreed with the primary carer and commissioning person/body. If the home is unable to meet the child's needs the reason why will be fed back to the parent/carer and the commissioning person/body.

Access to the service can be via referral from the local authority or by families via direct payments. Direct payments are provided under section 17A of the Children Act 1989 and local authorities have the same duties to safeguard and promote the welfare of children in need as they do when providing or commissioning services. This means that the local authority remains responsible for assessing and reviewing the needs of the child and the family. Services can also be commissioned by a Clinical Commissioning Group or Voluntary Commissioned Group.

	<p>We do not provide long term residential care but are able to facilitate a shared care arrangement if deemed in the best interests of the child in order to maintain their family home. Clear expectations and delegated responsibilities would be agreed as described in section 22. The arrangements for this would be via the local authority in consultation with the family. Children can spend over 75 nights per year at Hamelin House and the remaining time in their family home</p> <p>We are open for the majority of the year with a short closure over Christmas. We operate a full 7 day service during every school other holiday period.</p> <p>In order to ensure that we are offering children opportunities to develop new skills, build positive relationships with other young people and be supported by a consistent, skilled and qualified staff team who the children know and who know the children well; we may be closed on certain days in term time if there is not a required need to operate for a full week.</p>
<p>Current status for admissions 25/10/18</p>	<p><b>External Communication Regarding the Proposed closure of Hamelin House.</b></p> <p>The Trustees of Hamelin Trust have recently undertaken a review of the services that we provide to children and adults with learning disabilities in order to have a focused plan for the future of the charity and the services that it provides.</p> <p>Our residential short break service for children, Hamelin House, has seen a significant decline in the numbers of children that have been referred to the service over the past few years and have reached a level where the viability of Hamelin Trust keeping the service open has been called into question by Trustees.</p> <p>Trustees have proposed that Hamelin House ceases to operate in the next financial year and a consultation period has commenced.</p> <p>This process will be taking place over the coming months and our current intention is that the service will remain fully operational throughout this consultation period.</p> <p>We are committed to our children, young people and their families and it is our wish to work with them and those who commission our services on their behalf, over the coming months to continue our residential short break service to offer support whilst alternative short break options for our current group of children/young people are identified.</p> <p><b>Due to the above current status Hamelin House will not be accepting emergency referrals or applications for new referrals for short breaks from 25<sup>th</sup> October 2018.</b></p>

<p>2. Hamelin House's aims, ethos, the outcomes we seek to achieve and the approaches we use to achieve them.</p>	<p>We aim to provide a short break service to the families / carers of children with disabilities including learning disabilities, sensory impairments and physical disabilities. Hamelin House is part of Hamelin Trust which is a charitable organisation formed in 1979 by the parents of two children with learning disabilities.</p> <p>We provide care in a homely, fun, safe and relaxed environment where children can develop their life skills and build on their self-esteem. To support families by providing this service we hope to assist in the prevention of a breakdown in the family unit.</p> <p>Within each child's individual care plan are care priorities and goals which will be agreed with the parent /carer and monitored each stay for progress and change by their allocated key worker, these will build and assist in their independence and life skills and specific individual needs.</p> <p>We hope to contribute to a society in which children with disabilities needs' are met, their aspirations supported and their rights respected by keeping these values as a core to the service we provide.</p> <p>Using the basis of the 5 outcomes for Every Child Matters:</p> <ol style="list-style-type: none"> <li>1. We promote a healthy, balanced lifestyle within our service delivery, encouraging and helping to show the children how to make choices that will not impact on their wellbeing now or in the future.</li> <li>2. We promote the safety and wellbeing of the children who stay with us by providing them with a safe, secure and stable environment with open and honest relationships with children, carers, families and professionals protecting them from any form of harm.</li> <li>3. We will encourage and support children to build relationships, develop positive behaviour, attend and enjoy school and support their lifelong learning.</li> <li>4. Wherever possible we will involve the children in contributing to the decision making about their care and how it is provided to them; developing their self-confidence in order for them to be better prepared to successfully deal with significant life changes and challenges</li> <li>5. We encourage children to learn new skills and become more independent by participating in different experiences throughout their time with us. We will work in partnership now and in the future to ensure the child's needs are met and a smooth transition to any other service.</li> </ol>
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3. A description of the accommodation, including –  
a) how accommodation has been adapted to the needs of children;  
b) the age range, number and sex of children for whom we provide a service for;  
c) The type of accommodation including sleeping accommodation.

Hamelin House is a detached brick built house with parking facilities to the front of the house and a large garden with an adapted play area to the rear.

On entering there is an entrance hall providing areas for children's shoes and coats and their name to show which room they are staying in.

There is a sensory room located off the entrance hall providing a sensory bed, sensory lights and other interactive equipment. The staff and manager's offices are located off the hall and a quiet lounge where there is a children's touch screen computer.

There is a large main open plan lounge area, dining area, soft play area and interactive light system. The lounge leads out to the large equipped play area where there is also a "Lion's Den" – a wooden framed cabin providing another play space with equipment at the back of the garden.

Downstairs provides a second lounge area also with patio doors to the outside, staff toilet, children's toilet and a fully fitted kitchen. There is a laundry room with washing machine and tumble dryer. The children's clothes are returned home at the end of each stay cleaned unless otherwise requested.

A lift has been fitted for those young people who required assistance to access upstairs. There is also a fire escape ramp which leads from upstairs down to the garden to the fire assembly point.

A staircase leads to upstairs with adapted rails for safety.

Upstairs are the bedrooms each supplied with a rise and fall bed with safety sides fitted if assessed as required. All the bedrooms are decorated in different colour themes. There are TV/DVD video units which can be moved in and out of the bedrooms.

There are two bathrooms, one with a rise and fall bath and overhead hoist and the other with a wet room and toilet. There is also another separate toilet.

The children sleep in separate bedrooms. Children up to the age of 18 are able to stay at Hamelin House, both female and male. Over 18 year olds are accepted if in the process of transitioning from our service to an adult service.

The décor of the house is chosen with care to be attractive and appealing to children and is suited to all ages and either gender. The upkeep of the physical environment is always well maintained.

<p>4. A description of the location of the home.</p>	<p>Hamelin House is located in Billericay, Essex. Billericay is a town and civil parish in the Basildon borough of Essex, England. The town has three secondary schools and a variety of open spaces. Billericay is a part of the London commuter belt; a town 28 miles (48km) east of central London. We are able to visit many local east coastal towns and seaside locations.</p> <p>Hamelin House is in walking distance from Billericay station. Billericay railway station is on the Abellio Greater Anglia route from Liverpool Street station in the City of London, to Southend. The station connects to local bus routes.</p> <p>Billericay is close to two primary routes: the A12 to the north and the A127 in the south. The A176 provides a road link to Basildon to the south of Billericay, as well as to the A127. The only secondary road in the town, the B1007, passes from just south of the town centre as Laindon Road, meets the A129 at Sun Corner and then continues northwards as Billericay's High Street and then Stock Road. It continues north to the county town of Chelmsford. Along its route is the village of Stock and an interchange to the A12. The town is a destination on the A129, linking it to the neighbouring towns of Brentwood and Wickford.</p> <p>Hamelin House is in walking distance from Billericay town centre where there is a variety of shops and eateries. In walking distance is also Lake Meadows, a park with landscape gardens, a lake, café and children's play area.</p> <p>A location risk assessment is maintained and reviewed by the manager.</p>
<p>5. Supporting the cultural, linguistic and religious needs of the children.</p>	<p>Each child is an individual and their care plan will reflect this and their individual needs. Individual requirements in relation to different cultural, ethnic and religious needs will be discussed during the assessment process and recorded. Arrangements are made for special requirements in personal care and / or dietary requirements including food and its preparation.</p> <p>We would accommodate a child's wishes to attend local places of worship during their stays and assist them with travelling to and from the venue. They would be accompanied by a member of staff.</p>



<p>7. Details of how a person, body, or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.</p>	<p>The behaviour management and child protection policies are available at the home. A copy can be requested via the home manager at Hamelin House.</p> <p>The policies available in regard to behaviour management include information and guidance for managing aggression towards staff, rights, risk and restraints and also guidance for staff on the use of physical intervention and restraint.</p> <p>Safeguarding Policies include comprehensive information on counter/anti-bullying, safeguarding and promoting the welfare of children, managing allegations and the recruitment and induction of staff including DBS checks. There is also information and guidance on e-safety, lone working and financial arrangements.</p>
<p>Views, wishes and feelings</p>	
<p>8. A description of the home's policy and approach to consulting children about the quality of care.</p>	<p>Children's views and choices are sought and listened to in a variety of ways in order to be able to engage children with a wide range of abilities.</p> <p>A Children's guide is provided and sent out to all new children and to all children when updated.</p> <p>Questionnaires are sent out regularly to the children and these can also be completed during their stay at Hamelin House. These are read by the home management and actioned individually when required. We have a menu board with a section for children to input into the home's menu.</p> <p>There is a "you said, we did board" in the entrance hall displaying the actions on requests. Individual daily reports for the children have an area where choices and feedback are recorded. A children's wish box is also placed in the entrance hall to give children an opportunity to contribute and request wishes in regard to daily life at Hamelin House.</p> <p>Hamelin House continues to find different ways to consult the children about the quality of care.</p>
<p>9. A description of the home's policy and approach in relation to –</p> <p>a) anti-discriminatory practise in respect of children and their families;</p> <p>and</p> <p>b) children's rights</p>	<p>a)Hamelin Trust is committed to working with people in an anti – discriminatory manner. In recognition that our young people come from varying backgrounds, we aim to provide a home where all young people feel safe enough to challenge anything that makes them unhappy or feel unsafe.</p> <p>All children and young people will be treated equally, with respect, and in turn the young people are guided to treat the staff in the same way.</p>

	<p>Hamelin Trust has a policy on Equality and Diversity. This policy is to ensure that equality of opportunity is implemented throughout the Trust, both in the services provided and in the Trust's employment practises. All staff members receive Equality and Diversity training as a part of their training programme. Equal opportunities and anti-discriminatory practice is a theme which runs through all training, as a way to ensure that the topic is consistently discussed and influences our day to day practice. This approach will always be adopted when working with the families of our children and young people. All children are actively encouraged to make choices and decisions about their needs and wishes.</p> <p>b) Staff will ensure that all children and young people understand their rights, and how to access advocacy services available to them. The Children's Guide includes information on children's rights and who they can contact with or without support if they are not happy or wish to complain. All children and young people, wherever they are, whoever they are with and whatever they are doing, have fundamental rights: Every child has the right to an education, to be healthy, to grow up safe and to be heard. Hamelin House will strive to promote these rights in their direct work with children and their families.</p>
<p><b>Education</b></p>	
<p><b>10. Details of provision to support children with special educational needs.</b></p>	<p>All young people have the right to education and Hamelin Trust understands the importance and significance of education in the lives of children. During the assessment process a school visit will be requested to be able to ascertain the level of support the young person requires.</p> <p>We will endeavour to build positive working relationships with all the different schools the children attend to ensure a consistent and familiar approach is maintained throughout their lives. Each young person's PEP will be requested and relevant information incorporated within the care plan.</p> <p>The staff team support and encourage all young people with their homework. There is adequate provision for private study and activities. Staff support children to be ready for school with the equipment they need. School transport is not arranged by Hamelin House, this is arranged via their commissioning body and education transport where agreed.</p> <p>The staff will assist the children to meet any relevant education targets while the child is in Hamelin House.</p>

<p>11. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangement</p>	<p>Hamelin House is not a registered school.</p>
<p>12. The arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.</p>	<p>Staff attend annual educational reviews to share information regarding the children and celebrate their achievements. Hamelin House uses the care planning process and outcome star tool to identify priority outcomes for the children. These are recorded and monitored and will run in line with the information and often the goals that the education setting has shared with us. As in point 10 Hamelin House promotes a positive attitude to education and learning in different environments. Hamelin House staff are aware that learning is lifelong and through the process of continuous interactions. People process information in different ways and this will influence how they handle different types of information. This is reflected in the importance of individual and person-centred care planning.</p>
<p>Enjoyment and achievement</p>	
<p>13. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.</p>	<p>Each young person's interests and strengths are encouraged and this is reflected in our daily routine and activities provided. We provide a wide range of in house activities including the use of our sensory room, interactive light system, soft play area, touch screen computer and lots of fun games. We encourage the children to participate in activities within the community. A variety of outings and activities are planned taking into consideration the needs and choices of the children.</p> <p>Hamelin House has a large garden with an adapted play area and outdoor play equipment including bikes, paddling pool, badminton and a trampoline. We have a "lion's den" in the garden which includes a ball pool and table football and musical organ. In the early stages of a young person's stay, activities will be based around what they like to do and in what they have been successful in. As we build on our relationship with the child and them with us, the child will be encouraged to try different activities to extend their life skills and experiences.</p> <p>We have several vehicles available to be able to provide the children with trips further afield and to visit different venues.</p>

<p>Health</p> <p>14. Details of any healthcare or therapy provided, including-</p> <p>a) details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy: and</p> <p>b) information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be assessed.</p>	<p>We do not provide therapy sessions for children but are able to provide specialist healthcare tasks such as gastrostomy feeds and administration of first-line treatment for children with prolonged or repeated seizures.</p> <p>We expect parents to inform us of any recent illness, or contacts a child may have had with illness, prior to admission. We recommend that if a child is ill just before a stay with us, parents should consider whether the stay should be postponed.</p> <p>Should a child be taken ill whilst staying at Hamelin House, we arrange for the child to be seen by our local GP at the Health Centre or at Hamelin House. We also recommend that any child who becomes unwell during their stay, be discharged home, if possible, and not re-admitted for 48 hours. This is in the best interests of the child and also safeguards other children from illness and infection.</p> <p>Medication prescribed by a Doctor can be administered at Hamelin House. On each shift there is a senior member of staff, who has undertaken medication training.</p> <p>In order to ensure that medication is administered correctly Hamelin Trust recognises the use of a 'Buddy System' to be best practise. The senior member of staff is supported by another trained and assessed staff member in the medication administration responsibilities where possible.</p> <p>Parents/carers are requested to ask their GP to complete a Medical History form stating relevant medical history, allergies and current medication. Parents will be asked to complete a pre-admission form giving details of medication the child takes, its dosage, frequency and route of administration, and countersign a medication chart on admission if the medication has changed since the last stay. This is essential information and must be completed for the child's stay.</p> <p>Where medication has changed parents and carers will be asked to obtain an updated GP form as soon as possible.</p> <p>In order for us to comply with regulatory and legislative requirements, we ask all parents to ensure that medications brought into Hamelin House are in the appropriate bottle/container, as dispensed by a pharmacist and with clear administration instructions on the label. It is not acceptable for the medication label to read 'as directed'. The label should indicate the dosage and frequency of administration accurately. If the dosage of medication has been changed by a doctor, the pharmacist should print out an amended label according to the child's GP's instructions.</p>
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#### 14. Health continued.

If a child's medication changes close to a child's stay and there is insufficient time for amended pharmacy instructions on medication to be obtained, a letter from the prescribing practitioner is required giving details of any changes to the administration instructions.

If there is any doubt about the prescribed dosage or frequency of administering medication, the senior member of staff on duty will attempt to contact the prescribing practitioner however if they are unable to confirm this it will be necessary for the parent / carer to be contacted to collect their child as they are unable to administer a confirmed prescribed dosage. This is to ensure the safeguarding of all children and staff.

Medications can be administered at any time according to the time it is given at home and prescribed. It is helpful if parents advise us of any special methods they have to use to ensure the medication is taken.

Where appropriate, and according to the child's wishes, age and ability and the parents' wishes, a child can be given assistance in administering their own medication safely.

Parents/carers of children who require PRN medication for epilepsy will be asked to sign a PRN protocol provided by the prescribing practitioner to ensure safe and effective administration of this medication.

All staff undertake external and 'in-house' training to keep their skills updated in both mandatory and good practise requirements. Where children have specific individual care and support requirements i.e. specialist health care tasks, our staff are trained on how to support the child by appropriate healthcare professionals. We aim to supervise staff six weekly and this is monitored.

In order to promote the efficient use of the Hamelin House service so that it benefits all of the children who stay the following requirements have been put in place:

- Should you need to cancel a stay that you have booked with us, we require notification of this cancellation no less than 72 hours prior to the stay. If a stay is cancelled with less than 72 hours' notice and we are unable to fill this stay left vacant by the cancellation, you will be charged for the entire stay.
- If a stay is cancelled with more than 72 hours' notice, but with less than 7 days' notice prior to the stay, no charge will be made for the cancellation provided the stay is re-booked at the time of the cancellation. If the stay is not re-booked at the time of the cancellation Hamelin Trust will make a cancellation charge of 50% of the entire costs of the stay that has been cancelled. Please note we will try to accommodate all requests for alternative stays however as our advanced bookings process would have been completed this may limit the availability of some dates.

	<p>For children accommodated under section 20 unless otherwise agreed the primary carer retains responsibility for the arrangement and attendance of health appointments. Hamelin House staff will discuss any health concerns with the primary carer and inform the commissioning body. We will support the family in accessing support where necessary. Any additional responsibilities will be discussed and recorded as part of the care planning process on an individual basis.</p> <p>As part of the care planning process there is a consent agreement to be signed by the primary responsible carer, for all children attending Hamelin House in the initial application form, that in the event of a medical emergency where lifesaving treatment is required immediately or other emergencies which require urgent action and where the primary carer has not been able to be contacted that consent is given for the young person to have medical, surgical or dental treatment, including a general anaesthetic, as may be recommended by a qualified medical or dental practitioner, whilst in the care of Hamelin House. Also consent for the Senior Officer on duty at the time to administer first aid and sign any consent form for further medical treatment that may be necessary.</p>
<p><b>Positive Relationships</b></p>	
<p>15. The arrangements for promoting contact between children and their families and friends.</p>	<p>Children are able to maintain contact with their relatives and friends whilst staying at Hamelin House. This is discussed at the assessment stage. We are able to provide a private area and phone for those that wish to make a phone call while here.</p> <p>Visitors are permitted – there would be an agreed time for this and a private area made available.</p> <p>Visitors to the child other than the primary carer will be admitted only if this has been agreed with the primary carer and child, or necessary in relation to their care, for instance: allocated social worker; or if it was necessary for a Dr to be called out due to the child being unwell.</p> <p>The primary carer is able to call the senior on duty to see how the child is during their stay. Whilst staying at Hamelin House we encourage the children to make new friends. We will endeavour to match groups of children carefully to develop friendships and where possible arrange for the children to stay with the same group.</p> <p>A visitor’s book is kept in the entrance hall where all persons entering the building sign in and out.</p>

Protection of children	
<p>16. A description of the home's approach to the monitoring and surveillance of children.</p>	<p>Hamelin House does not use any forms of electronic or mechanical means of surveillance. We would take consideration if a child is assessed to need a specific piece of equipment due to health reasons on a medical/ health professional's advice.</p> <p>Children are supervised throughout the day and are monitored through the night. We have trained night staff on duty overnight – there is always at least two members of staff on duty overnight and dependant on the group assessed this will be at least 1 waking night staff and 1 sleep-in ( this is a member of staff who is on call during the night within the building if assistance is required)</p>
<p>17. Details of the home's approach to behavioural support, including information about –</p> <p>a) the home's approach to restraint in relation to children; and</p> <p>b) how persons working in the home are trained in restraint and how their competence is assessed.</p> <p>17. Behavioural support continued.</p>	<p>As part of Hamelin Trust – staff are aware of and follow the guidance provided in policies related to behaviour management.</p> <p>Hamelin Trust follows the principles of encouraging and supporting its service users to lead appropriate and fulfilling lifestyles in and outside of the services and support that it provides. We believe that all service users have the same rights as anyone else in society which must be fully respected. It is recognised that for staff to support the children to achieve this that risks have to be identified, assessed and managed to ensure that we maintain the children's safety.</p> <p>We encourage children to engage in positive behaviour management that respects the rights, needs and choices of others around them.</p> <p>Restraint must only be performed as last resort and all staff must do their utmost to use nonphysical intervention and encourage positive behaviour through discussed and agreed strategies as recorded in their care plan. All restraints are measured to be proportionate, safe and necessary, according to training.</p> <p>Proactive rather than reactive strategies are always used in behaviour management and are clearly documented in a child's individual care and support plan. Staff are encouraged to develop positive ways of managing challenging behaviour by acknowledging that every child has a right to express his/her emotions. Staff are there to act as facilitators in finding solutions to problems, which include compromise in conflict situations.</p> <p>A child is never punished by retaliation or by withholding heating, lighting, food, drink or sleep. Staff are trained in the management of conflict and physical intervention and are aware of appropriate/inappropriate forms of behaviour management.</p> <p>Staff training in PRICE( Protecting Rights in Caring Environments), supervision and meetings take place to</p>

	<p>discuss particular problems experienced by members of staff in dealing with specific children and how best to overcome them.</p> <p>Any incidents of challenging behaviour are clearly documented including the management techniques utilised by staff. These records detail antecedents to the behaviour, what the behaviour was and its consequence. Any form of physical intervention used is clearly documented including what staff did, why, for how long and the consequence of the physical intervention.</p> <p>Children would always be supported during and following any incidents of challenging behaviour. Staff would always be supported following behaviour management intervention and be given the opportunity to discuss their actions and feelings around this with a senior member of staff. Staff training files contain certificates to evidence that training has taken place.</p>
<p><b>Leadership and Management</b></p>	
<p>18. The name and work address of</p> <p>a)The registered provider;</p> <p>b)the responsible individual; and</p> <p>c)the registered manager.</p>	<p>Hamelin Trust, Unit 19 Radford Crescent, Billericay, Essex. CM12 0DU is registered to provide a children's home on the following premises:</p> <p>Hamelin House, 7 Stock Road, Billericay, Essex. CM12 0AD.</p> <p>The CEO for Hamelin Trust is Julie Fuller and is the registered responsible individual– her work base is at Unit 19 Radford Crescent.</p> <p>The current members of the board of Trustees can be obtained via Julie Fuller, CEO</p> <p>The registered manager – Frances Callaghan – work base at Hamelin House.</p>

19. Details of experience and qualifications of staff, including any staff commissioned to provide education or health care.

All staff complete an induction training when starting their employment at Hamelin House. A training matrix is held detailing all staff training completed and updated. All staff have a separate training folder holding certificates of attendance. This is in addition to the qualifications below:-

**Frances Callaghan** - Manager,

Cache Level 5 Diploma in leadership and management in Residential Childcare. City and Guilds NVQ levels 4 and 3 in Health and Social Care – Children and Young People and NNEB. Previous work experience includes Day Nursery management and over 18 years in residential and short breaks for children with disabilities. Started working for Hamelin Trust in 2013.

**Karen Norwood** – Deputy Manager,

Cache Level 3 Diploma in Pre – School Practise and Cache NVQ Level 2 in Early Years Care and Education, Certificate of Further Professional Studies (Faculty of Education, University of Cambridge) working with young children with autism and their families. Previous work experience in pre-school and special needs day care up to 16 year olds. Started working for Hamelin Trust in 2008

**Joanne Turner** – Assistant Manager, Level 3 NVQ in Health and Social Care – Children and Young People. Jo also has a BA (HONS) Degree in psychology and women’s studies. Jo has worked within short break and residential children’s homes since 1998 as both a residential worker and a senior residential worker. She started working at Hamelin Trust on 1<sup>st</sup> November 2016. Jo will be leaving on 24<sup>th</sup> November 2018.

**Dee Smith** – Administration Assistant. Dee has been working for Hamelin Trust since 2007.

**Mary Sharpe** – Senior Support Worker,

Diploma 3 in Anatomy and physiology, City and Guilds NVQ Level 3 in Health and Social Care – Children and Young People. Started working for Hamelin Trust in 1990 and has been a senior support worker since 2004.

**Lorraine Fisher** - Senior Support Worker,

City and Guilds NVQ Level 3 in Health and Social Care – Adults. Lorraine has worked in a variety of settings including a community hospital, supported living and residential homes for adults.

19. Details of experience and qualifications of staff, including any staff commissioned to provide education or health care.(continued)

**Clare Blackman** – Support Worker, City and Guilds Level 3 NVQ in Health and Social Care – Children and Young People. Clare has been working at Hamelin House since 2010

**Christine Burkett** - Support Worker, Christine has worked at Hamelin House since 2010. Christine also works in a school setting as an office manager and previously as a teaching assistant. Completed Diploma in Residential Childcare.

**Jane Wilson** – Support Worker – based in The Outreach Service of Hamelin Trust from July 2018 Bachelor’s Degree in Psychology and Social Science. Access to Higher Education to Social Work. Jane started working at Hamelin Trust in September 2015. She has worked within mental health settings, adults with learning difficulties and with the elderly. Completed Level 3 Diploma in residential childcare.

**Anna Wood** – Support Worker, City and Guilds Level 3 NVQ in Health and Social Care – Children and Young People. Anna has worked for Hamelin Trust since January 1997 and has previously worked with children with disabilities.

**Clare Dowse** – Night Support Worker, City and Guilds Level 3 NVQ caring for children and young people. Clare has previous experience of working in community healthcare and adults with learning disabilities. She has worked for Hamelin Trust since January 1999.

**Vikki Ferguson** – Night Support Worker, City and Guilds Level 3 NVQ in Health and Social Care – Children and Young People. She started working at Hamelin House in 2002 and has previous experience in pre-schools and care.

**Vee Dhiliwayo** – Night Support Worker. Diploma 3 in Health and Social Care. Vee started working for Hamelin House in 2016 and has previously worked at our adult short break home.

**Jeri Bradfield** – Night Support Worker. Geri starts at Hamelin House in April 2017. She has a Level 2 NVQ in Health and Social Care. She has experience of supporting adults with learning disabilities both in the community and within their own homes. Prior to this she supported the elderly working in their homes and assisting with daily needs including medication.

Jeri has an NVQ level 2 in Health & Social Care via Basildon College 2015/16. Currently on Maternity Leave.

**Jacqueline Museesewgwa** – Night Support Worker

Jackie started working at Hamelin House in October 2018. She has BA (Hons) in Counselling and NCFE Cache Level 3 award in Supporting Individuals with Learning Disabilities. Jackie has previously worked as a support worker also works as a sessional counsellor.

**Sara James** – Support Worker

Cache Level 2 Certificate in supporting Teaching and Learning in Schools. Sara has worked at Hamelin House since July 2014 as part time cook / cleaner /relief support worker and has previous experience in voluntary work in a pre-school and in a cleaning role. In 2018 Sara successfully took up post as a support worker. She is currently undertaking Level 3 Diploma in residential childcare.

**Carole Gannon** – Cook/ Housekeeper,

Carole has worked at Hamelin House since May 2015 and has previous cleaning roles.

**Clare Gardner** – Relief Support Worker,

Clare has worked for Hamelin Trust since April 1992. Completed Level 3 Diploma in residential childcare.

**Chiara Chapman** – Relief Support Worker.

Chiara works as a family engagement Officer for Southend on Sea Borough Council. She started working for Hamelin Trust in June 2018. She has also worked within Youth Offending Services, and a social care crisis and assessment service.

**Jennifer Harris** – Relief Support worker.

Jenny works as a residential worker in a children's short break home for children with disabilities for a local authority, she has worked there for over 11 years. She has an NVQ 3 in caring for children and young people.

**Susan Coughlan** – Relief Support Worker.

Sue has worked at a local school for children with special educational needs as a learning support assistant for over 16 years. She started working for Hamelin Trust in June 2018

**Benjamin Nyiro** – Relief Support Worker.

	<p>Ben works at a local state special school for boys and girls aged from 4 to 16 with moderate learning difficulties</p> <p>Other Regular Visitors to our home are:  <b>Georgina Parkin</b> - Independent Regulation 44 Visitor.  Georgina has over 30 years of working with children. She has held been employed by Essex County Council in various roles including team manager, commissioning and development officer. She has experience of carrying out Regulation 44 inspection in a variety of children’s homes.</p>
<p>20. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care.</p>	<p>As Hamelin House is part of Hamelin Trust the manager of the service is line managed by The Director of Operations whom is line managed by the Chief Executive. As a Charitable Trust a board of Trustees has been appointed.</p> <p>We meet current Ofsted requirements of staffing levels and there is a senior member of staff/shift leader on duty am and pm. We have a minimum staffing ratio of 1:2 during the day and additional staff work on shifts whenever required, to meet the assessed individual support needs of a child. We have a minimum of 1 waking member of night staff and 1 sleep in night staff, again with additional staff working where children’s support needs necessitate this. In addition to this there is a 2 tier on call system 24 hours a day, with senior members of staff being on-call to either offer advice or physical support within the service.</p> <p>All newly appointed staff undertake an induction programme devised by our Training Department and includes core subjects and complete the Care Certificate Workbook during their probationary period.  All staff are expected to complete a Diploma in Health and Social Care or equivalent qualification  All staff undertake external and ‘in-house’ training to keep their skills updated in both mandatory and good practise requirements. Where children have specific individual care and support requirements i.e. specialist health care tasks, our staff are trained on how to support the child by appropriate healthcare professionals.</p> <p>All staff are supervised regularly with an aim of six to eight weekly. The major aims of supervision are to improve the quality of support given to service users and to ensure staff are competent and have the necessary skills for this service delivery. Staff receive yearly appraisals after completing their first year of employment.</p>

<p>21. If the staff are all one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.</p>	<p>Hamelin Trust promotes staff teams that are gender balanced; allowing young people the experience of gender difference. The full time care team at Hamelin House however does consist of a higher ratio of female members of staff in comparison to males. This situation has naturally arisen through the recruitment process Hamelin House as there has been a lower number of male applications. The home will however endeavour to recruit a gender balance overall.</p> <p>Where additional cover is needed the use of casual male support workers where possible supports any imbalance.</p> <p>To counter act any negative impact from any imbalance appropriate role modelling through the following means will occur</p> <ul style="list-style-type: none"><li>• Activities which are varied and incorporate all aspects of gender promotion.</li><li>• Maintaining positive family relations.</li><li>• Positive contact with other professionals, such as support officers, Social Workers etc.</li><li>• The promotion of gender balanced discussions and experiences as part of daily living.</li><li>• Staff of different ages, culture and back ground are employed which provides positive role models for the young people.</li><li>• The rota is written according to the bed booking system and the required staff for the individually assessed needs of the children and young people staying.</li></ul>
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22. Care planning for individuals.

Any criteria used for the admission of children to the home, including policies and procedures for emergency admission.

Hamelin House will only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs.

As in section 1 the child's needs would need to meet the criteria as stated for admission.

Hamelin House is registered with Ofsted to provide care and accommodation for up to 6 children. A copy of the most recent Inspection Report is available on request or via the link located on our Hamelin Trust website on the Hamelin House page.

Children stay with us from one to two nights up to several weeks. Parents/Carers may use their allocation of nights from Local Authorities or use their own budget however they wish, providing there are beds available. Some parents/carers plan short breaks for just one or 2 weeks per year, whilst others plan a regular break of a couple of nights every month or so.

Every effort is made to make a bed available to a child in times of emergency, however all our beds are bookable in advance so this may not be possible. Hamelin House does not take emergency admissions of children where no information about the child is available due to staff being unable to make a proper assessment of the child's individual care and support requirements whilst at the home.

Each child is allocated a keyworker at Hamelin House. This member of staff is responsible for collecting and collating relevant information on each child from parents, schoolteachers and others who are relevant to the care and support of the child including a wide range of healthcare professionals. The resulting individual care and support plan enables us to maintain any relevant programmes of care and support during a stay at Hamelin House. We also have a children's guide, which sets out in a child friendly terminology what is expected of them during a stay and what they should expect from us.

A healthy and balanced menu is provided. Children who follow specific diets e.g. dairy free, additive free or those according to the child's religious/cultural needs are catered for. We employ cooks trained in food safety, who prepare appropriate diets and we will purchase specific foods in advance. Menus are planned in advance to cater for a suitable and varied diet. Children's dietary preferences are taken into consideration during the menu planning process. Parents may also send in additional foods for their child if they wish provided these are in line with recommended food safety procedures.

Hamelin House provides short breaks in line with current legislation and will work in partnership with the commissioning body in order to comply with these.

As an organisation we use a range of methods to both gain and document parental advice and consent in relation to contacting the many professionals involved in helping us meet the day to day needs of the children, young people and adults in our care, most importantly the signed Care and Support Plan. However, where circumstances dictate we reserve the right to initiate contact with professionals, without parental consent, for information to help us manage specific situations which relate to the health, wellbeing or safety of individuals in our care where it is assessed to be in their best interests and may also be required by legislation or regulation.

Below is a description of how the local authority can support families in their duty to provide access to services.

Children Act 1989: Care planning, placement and case review - Short breaks occur on a regular and planned basis and should be part of an integrated programme of support which is regularly reviewed.

Part 3 of the 1989 Act sets out local authorities' powers and duties to provide support services for children in need and their families. The definition of children in need includes children who are disabled within the meaning of the 1989 Act.

Short breaks can be provided by local authorities through the use of their powers under:

- section 17(6) of the 1989 Act, which grants local authorities a power to provide accommodation as part of a range of services in order to discharge their general duty to safeguard and promote the welfare of children in need; No short break or single placement should last more than 17 days continuous care and total provision over a year should not exceed 75 days if the child receives a short break under section 17(6) of the 1989 Act, the child is not looked after within the meaning of that Act.

- section 20(4) of the 1989 Act, which grants local authorities a power to provide accommodation "for any child within their area (even though a person who has parental responsibility for him is able to provide him with accommodation) if they consider that to do so would safeguard or promote the child's welfare":-

- a) If a child is provided with accommodation under section 20(4) for a continuous period of more than 24 hours; short breaks are pre-planned and in the same place; no break lasts more than 17 days and the total does not exceed 75 days in one year. Regulation 48 applies. If that child receives a pre-planned series of short breaks in the same setting under section 20(4), the care planning arrangements under the 2010

Regulations are modified in respect of that child by regulation 48 to reflect the continuing central role played by the parents.

The child is looked after for the period that s/he is provided with accommodation. The 2010 Regulations apply with modifications in respect of planning arrangements:

- the authority must make a short break care plan addressing issues key to the safe care of the child;
- an IRO must be appointed.

The first visit must take place within three months of the first placement day or as soon as practicable thereafter. Subsequent visits must be at intervals of no more than six months. The child's case must be reviewed within three months of the start of the first placement and then at intervals of no more than six months.

b) If a child is provided with accommodation under section 20(4) for a continuous period of more than 24 hours; breaks may be within a range of providers or exceed timescales in section a - Regulation 48 does not apply

The child is looked after for the period that s/he is provided with accommodation. The 2010 Regulations apply with modifications in respect of planning arrangements:

- the authority must make a care plan
- an IRO must be appointed
- the child's case must be reviewed regularly.

Visits must take place in accordance with regulation 28. The first review must be within twenty days of the start of the first placement, the second no more than three months after the first and subsequent reviews no more than six months after the previous review.

Care and Support Plan requirements:-

The Hamelin House Care and Support plan will be written and updated by the allocated key worker following the initial assessment process using the information and views from the parents/carers, the individual child, the placing authority, education setting and any other relevant professionals/services accessed by the young person. These are reviewed every six months with copies being sent to the primary carer and social worker to agree and be able to contribute to, to ensure that the information is current and relevant. The views of the young person will be included to the level of their understanding and ability.

The care and support plan for all children will state the nature and frequency of the service provided and whether this is provided under section 17 or 20 of the Children's Act 1989 or by other means.

Included in the care plan will be:-  
the child's health, emotional and behavioural development including full details about any disabilities and clinical needs the child may have and medications they may require;  
the child's specific communication and social needs and their likes and dislikes with particular regard to leisure activities;  
all necessary risk assessments which could include, depending on the child's impairment, moving and handling, invasive procedures, and behaviour;  
commitments of professionals involved;  
refer to or summarise any other important documents about the child's development;  
arrangements for contacting the parents as necessary, in particular, an emergency contact number.

For children placed at Hamelin House on a short break arrangement parent's retain overall responsibility for the health, education and longer term planning for their child and where parents need advice and support Hamelin Trust will support wherever they are able or direct them to other services to support them  
If there is any delegation of parental responsibility this must be stipulated within the care plan or if in the case of a parent being not contactable whilst the child is attending Hamelin House a delegated person nominated for in the event of an emergency and for the parent to notify the local authority of the nominated person as well as Hamelin House.

For those children placed at Hamelin House under section 20, the assessment and care planning process in conjunction with the local authority, commissioning body and primary carer must identify the level of additional support required by Hamelin House in relation to the child's health, education and welfare. Hamelin House staff will support the young person and attend appointments where authority has been delegated however as short break service it is usual for the primary carer to retain this responsibility therefore clear expectations are to be provided within the care plan in consultation with those who hold responsibility.

Hamelin House will seek to engage and connect with the wider support system for each child in their care accommodated under all arrangements. The home will ensure that the views of relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. Clear guidance will be required on contact with families and friends whilst staying at the home and recorded in the care plan.

Hamelin House actively encourages, participates and contributes to any review of the circumstances of any young person. In particular these include, reviews of plans for children and young people "Looked After" by a local authority, reviews of "Children in Need" plans and annual reviews of Statements of Special Educational Need or Educational Health Care Plan.