



Hillcrest Eyton House

Statement of Purpose and Function

To find out more please visit www.hillcrestchildrensservices.co.uk
24hr referral line: 03458 727477

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Introduction

In order to comply with the Children's Homes Regulations 2015 each home is required to have a Statement of Purpose. The Children's Homes Regulations 2015 specifies that the statement of purpose is clear and available to staff and children and reflected in any policies, procedures and guidance. It is available to the responsible authority and any parent or person with parental responsibility. The standard also advises that the Statement of Purpose is child focussed and is updated along with the homes Children's Guide every year in line with the children's homes regulations schedule 1; For full details on what the standards and Regulations say we should set out to do within this document please refer to Appendix 1 at the end of this document. The Children's Homes Regulations 2015 refers to Schedule 1 Matters to be included in the Statement of Purpose. This acts as a list of matters that should be covered and for ease of use we have followed the numbering provided in this Schedule

Quality & Purpose of Care

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

The particular purpose of Eyton House is to provide a children's home that meets the needs of up to six young people up to 18 years old- with emotional and behavioural difficulties.

Eyton House provides a caring, structured and homely environment, specifically designed to meet the needs of the young people. Each individual young person follows their own programme in an atmosphere of reasonable expectations, and achievable aims and where they feel valued.

The overall objective is to provide a range of high quality of care with young people that need individualised support. We aim to meet all of the care, education and therapeutic needs in equal measure.

Eyton House offers specialised care to all children within the organisation, as the children develop, alternative placements could become necessary. These will be assessed on each individual child's progress, and decisions made will be through a multi-agency agreement and with the child in question. The organisation recognises that there may be a need to move the child within the company; other Hillcrest SEMH homes are more community based, and offer opportunities for a gradual introduction into an extended social environment.

Eyton House strives for good working practice and supportive, sensitive care alongside encouraging positive education. Here, he/she is supported continually by the team to achieve their goals and aims and encouraged to prepare for future development and personal aspirations all whilst enjoying their time at Eyton House.

Hillcrest Children's Services

Hillcrest Children's Services is made up of progressive services for young people that can be utilised as one continues, or in their own right as part of a wider journey to or from external services. The pathway includes residential, fostering and supported housing services which aim to prepare people for leaving care and eventually the transition to independent living.

By providing clear pathways for progression we enable the young people that we support to negotiate the sometimes challenging transitional stages between childhood and adulthood. We are committed to providing the most appropriate care at every stage in a person's life and to minimise the anxiety and stress that many experience during periods of change.

Sunflower Fostering

Sunflower Fostering are a specialist fostering agency and an integral part of the Hillcrest Children's Services. We work in partnership with local authorities and PCT's across the country to provide the highest quality fostering placements for looked after children and young people. Our foster carers are members of an extensive professional team that gives children and young people the opportunity to live within consistent and happy family environments and achieve their personal dreams and aspirations.

Further Hillcrest

Further Hillcrest is a highly successful service for young people aged 16+ that encourages positive community integration with the security of consistency and comprehensive individually tailored packages of support.

2. The homes underlying ethos and the outcomes that the home seeks to achieve and its approach to achieving them.

The specific purpose and ethos of Eyton House is to provide a children's home that meets the needs of up to six young people, aged up to 18 years and we believe 'When we feel safe, we thrive'. There may also be the need to provide our specialist care to a young person who is outside of this age range, this will only be if it is appropriate having assessed the child's needs and is not damaging to the needs of others in the home.

Hillcrest believe that children are generally best looked after within their own families, or where this is not possible within a homely environment, that can offer affection, support and guidance needed to aid their development. We believe at Eyton house providing a safe, homely environment for the young people within our care builds a strong foundation which will enable them work towards having a secure base. Each individual young person follows their own programme in an atmosphere of reasonable expectations, and achievable aims and where they are valued for themselves.

The staff members are encouraged to give the young people an enjoyable, affectionate and supportive space to live in, to guide the young people to gain a sense of comfort and belonging. The will in turn eventually give them a grounding to feel safe and explore the world they live in and enable positive living and learning. This is where we find our core values.

Enjoy- We love to laugh! All young people have the right to enjoy their childhood and giving them a happy, playful, fun-loving atmosphere gives them this opportunity. We provide love playing games, using the football pitch on the large meadow, encouraging creativity by make arts and crafts available in the games room. We also provide offsite activities and explore all of the interests of the children within the home.

Support- All children need support. Through our experience we understand that the age of a young person doesn't necessarily mean they know how to do certain things. The children that come into the service may sometimes need some guidance on basic self-care which may have been neglected in early development. The one to one staff to child ratio helps us to notice tell-tale signs of specific needs that are going a miss, so we can teach the young people vital skills they have missed in their development. We can also provide support in helping to label emotions for the young people when

they have missed the nurture in their early years to provide them with the tools to understand their emotions.

Comfort- We aim to provide both emotional and physical comfort to the young people. If this means that making them a warm milk and reading a story to them before bedtime- that's what we will do. Sometimes that can take some time when building a relationship with the young people, but that is what we aim for. Comforting the young people when they are upset can seem very natural, but sometimes our children will show their emotions through anger or aggression- it is important to remember that at this point they may still need comfort- either during or after an incident depending on their individual needs. Comfort is vital for most of our young people

Belong- We are looking to provide a home for the young people in our care. This means having pictures of them around the house- having their names up in their bedrooms and giving them a place to call their own. This is a hugely important part of a child's self-esteem. If a child feels that they don't belong they are unlikely to invest into the placement.

Learn- Putting all the values together such as Enjoy, support, comfort and belonging should provide a base to enable a young person to learn and explore the world around them. We don't always look at learning as the young people attending school- although we do encourage full school attendance- sometimes we may take the young people to a castle or a museum to teach them about lots of different things and moreover subjects they enjoy and are interested in.

Staff members in the home are supported by Hillcrest Clinical Team, together we support all young people in placement who can attend individual therapy sessions with an assigned therapist, as well as the staff receiving specialist training in the complex trauma model, the clinical team share knowledge, skills and expertise to ensure we work towards the best practice.

We understand the young people will display a combination of emotional difficulties, associated challenging behaviours and educational underachievement and who may be vulnerable, and require intensive support. The clinical team can provide the Eyton house staff with more clarity around this when the young people attend their therapy session regularly.

3. A description of the accommodation offered by the home including-

- a) Accommodation that has been adapted for children's needs
- b) The age range, number and sex of children for whom it is intended that the accommodation is to be provided
- c) Type of accommodation including sleeping accommodation.

Eyton House is exactly what it says, 'a large homely country home' it consists of:

1 Large lounges, settees & TV

1 small lounge/games room, settees, games and access to arts and crafts

A laundry room & COSHH room

Kitchen with dining room

2 flights of stairs

9 bedrooms – 6 for young people and 3 for staff.

3 bathrooms/ shower/ toilet- for young people

1 shower room / toilet – for staff

1 separate toilet – for visitors.

Lawn area to front and side of the house

1 very large meadow

2 small offices

1 large office

Within Eyton House, there are ample bathing facilities; all young persons have the choice of a bath or the use of a shower, which are separate. Young persons have the use of 4 separate WC's. Staff members are provided with separate facilities.

4. A description of the location of the home

Eyton House is situated in the delightful rural area. Only a few miles from Newport and Telford. It has at its disposal, a variety of recreational facilities and all amenities a young person could need.

Young people will be encouraged, in accordance with their care plan and assessment, to join in with local activities. An annual location Risk Assessment is performed to ensure the safety of the local environment and area.



5. The arrangements for supporting the cultural linguistic and religious needs of children

The Eyton House staff team will give full consideration to religions, cultural and linguistic issues by ensuring that the feelings of all children and their families are fully respected during the child's stay. We recognise that children may wish to participate in their chosen religion and that this can mean involvement at all levels, from attendance at a place of worship to daily observance and dietary needs. An allocated staff member will gather information on religious and cultural needs prior to admission and how these needs can be met in the immediate area. Information on different religions and cultures will be available to all children, and staff will support in whatever needs are requested. All cultural, religious, language and racial needs are identified on induction and met throughout the organisation. This practice is enhanced with a broad mix of cultures within our staff team and by exploring diversity and cultures within the home in the form of projects on a regular basis. Eyton House is nestled between the larger towns of Telford, Stafford, and Cannock and within very easy reach of the City of Wolverhampton; this allows us to access a number of culturally diverse religious amenities. Any child placed within the home who wishes to participate in their relevant places of worship, can be easily provided due to the close proximity of the relevant towns and City.

6. The details of who to contact if a person has a complaint about the home and how the person can access the complaints policy.

We take complaints very seriously as the young people we support often have repeated experience of adults letting them down. They therefore need clear evidence that the adults supporting them can be trusted if they are to be able to overcome their difficulties and progress to fulfil their potential for a satisfying adult life. Arrangements for making complaints about any aspect of Eyton House, including staff, the house manager, other pupils, aspects of the service, or the behaviour of visitors are contained in the prospectus and the guide given to young people. The young person's relatives and referring agencies are encouraged to discuss any areas of concern at the earliest opportunity with a member of staff, who will do their best to resolve the matter or seek the assistance of a senior colleague, if they are unable to help. All complaints are monitored by Sam Millward.

If efforts at this level prove unsuccessful, or if the person making the complaint feels unable or

unwilling to make an informal approach, reference can be made directly to Sam Millward: (complaint manager) who is responsible for the local operation of the Complaints procedure. If the complaints manager is unable to resolve the matter, or in the event of a serious complaint, If the person making the complaint is still not happy with the response it can go to Mausumi Malik group head of operations at Hillcrest Group, Turnpike Gate House, Alcester Heath, Alcester, Warwickshire, B49 5JG.

If the complaint cannot be resolved by discussion within the company's procedures, or if the complainant does not wish to pursue this route, they may have recourse to the complaints procedure operated by the referring authority (details of which they should have received from the officer responsible for the referral), or to the local Staffordshire Safeguarding Team, whose telephone number is 08001313126.

Complaints about Eyton House can also be made to OFSTED, which is;
Ofsted,
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD
0300 123 1231.

Young people are also referred in their children's guide to the;
The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT Tel: 020 7783 8330
Email: info.request@childrenscommissioner.gsi.gov.uk

7. The details of how a person, body or organisation involved in the care or protection of a child can access the homes child protection policies or the behaviour management policy.

Staff are all knowledgeable of the whistle blowing policy which is available on the organisational portal, staff handbook and also on the staff notice board this can be done by telephone or if they wish to remain anonymous they can email.

RCHM -	Gill Thomason 07592 108443 (gill.thomason@hillcrest-cs.co.uk)
Regional Manager - (East Midlands)	Samantha Millward 07540 411626 (sam.millward@hillcrest-cs.co.uk)
Chief Executive Officer -	Graham Baker 01789 767800 / 07712 529852 (graham.baker@ofgl.co.uk)
Local safeguarding -	Paul Davies 01782 255885 (paul.davies@staffordshire.gov.uk)
Ofsted -	08001313126 (enquiries@ofsted.gov.uk)

The home has clear guidelines in accordance with local (Staffordshire) Local Safe Guarding Board/Safeguarding and OFSTED. Staff receives Local Safe Guarding Board/ Safeguarding training as part of their induction process and are assessed regularly to determine their understanding of the appropriate procedure.

The local safe guarding board and police have been consulted in the development of local policies in place to safe guard children and young people in the home. All staff receives training in safe guarding children in the home.

The designated safe guarding officer is: Sam Millward

The local safe guarding board is:

Staffordshire's safeguarding children's board

Where a safe guarding concern is raised, all staff are trained to record accurately and clearly and to pass on their concerns to the Registered Manager or deputy in her absence, or the manager on call/senior management. All Hillcrest procedures will be followed and the concerns passed on to the relevant persons. In the event of any suspicion or the initiation of a safe guarding alert being raised the following people are notified:

Designated Safe Guarding Officer

LADO: Paul Davies / Mandy Parkinson

CEO: Graham Baker

Director of Operations SEMH Services & Sunflower Fostering: Mausumi Malik

Regional Manager (West Midlands): Samantha Millward

OFSTED

Children at Eyton House are entitled to the same standard of protection from harm that is provided to any other child.

Hillcrest has clear guidelines, in accordance with local (Staffordshire) Child Protection/Safeguarding and OFSTED. Staff receive safeguarding training as part of their induction process and are assessed regularly to determine their understanding of the appropriate procedure.

Children should be protected from bullying. Bullying is abuse and/or intimidation by a person, a group of people or an organisation against others. On a young person's arrival at Eyton House, staff will introduce the young person's handbook, there are clear boundaries, and expectations of acceptable behaviour, particular attention will be drawn to the organisations policies that operate zero tolerance on bullying.

Hillcrest will not tolerate bullying and fully support the standard that children should be protected from bullying as a matter of policy.

Hillcrest recognises the risks to children around radicalisation and have developed a policy which outlines how the organisation will minimise those risks for the young people we support. The anti radicalisation policy can be accessed by all staff on the Hillcrest resources portal.

Views, wishes and feelings

8. A description of the homes policy and approach to consulting children about the quality of their care

At Eyton house we involve children in the day-to-day decision making of the home, including decisions on issues such as food, décor, recreation, rules and responsibilities. There are many avenues where the children's wishes and feelings are sought, depending on the child's choice, a joint or individual young person's meeting is held weekly. Using this forum the children can contribute too:

- Menu choice
- Things they would like for their house
- Activities choice
- Their views of how they have been
- Their comments, compliments or complaints
- Anything else they would like to say

These are in a set format of an individual book, so as to maintain privacy and confidentiality.

Each child has weekly planned Key working sessions as a minimum; again this is a format where their

thoughts and feelings are heard. On return from school each afternoon, we aim to have a meeting around the kitchen table to discuss their day and to make decisions on what is to be planned for the evening, any announcements will be made at this point, or post and messages given to the children. Sometime we are not able to do this due to after school clubs or appointments but it is always the intention.

The children also are aware they can at any time approach the Registered Manager of the home, to talk about any issues or concerns they may have, including the operation of the home.

To comply with Children's Homes Regulations 2001, (amended 2015) an Independent Regulation 44 Inspector will monitor the home on a monthly basis. Access to the children's files will be sought from the placing authority and the young people for agreed written permission.

Parents/carer's/significant others are provided with a leaflet on Eyton House clearly explaining the information the home can supply and giving an opportunity for consultation.

At each LAC review a questionnaire is given to parents/carer's/significant others as well as the placing authority to ascertain their views of the home and the care of their individual child.

9. A description of the homes policy and approach in relation to:-

- a) anti-discriminatory practice in respect of children and their families; and
- b) children's rights

Eyton house is part of Hillcrest group which is an organisation committed to equal opportunities and anti-discriminatory practice both in terms of the staff it employs and the children and young people it looks after.

The child's welfare and needs are of paramount concern to our staff. Any issues relating to skin colour, disability, gender, class, religion or any other human diversity which could impact on the child through discrimination or prejudice, will be addressed in order to ensure that children take full advantage of opportunities available to them. We encourage open discussion through processes such as individual and group supervisions in order to provide and check that we are achieving this in practice. In turn, staff helps children to treat others with respect and fairness. Workers use plain, jargon free language appropriate to the age and culture of the young people.

Regular children's meetings are held to allow young people a forum to be heard, and to ensure the best possible care is being practiced. The children are actively encouraged to participate in all aspects in the running of the home and their wishes and feelings are continually taken into account.

Eyton house works within all requirements and regulations and this is supported by relevant policies in place by Hillcrest SEMH, These can be accessed through the organisations Live Portal System (SharePoint) and can be printed on request. This includes all policies for anti-discriminatory practice, children's rights, missing from care, complaints etc.

Education

10. Details of the provision to support children with special educational needs.

Eyton house is a part of the Hillcrest Group and young people attend Hillcrest Shifnal School, in Shifnal, Telford, which provides residential education and therapeutic support to young people who experience severe emotional social and behavioural difficulties, and the most complex of needs.

Hillcrest College is a highly successful.

DfE-registered independent day special school for children and young people aged 5 to 19.

Each child has an IEP, PEP, or personal attainment on their file, this is regularly updated in line with statutory reviews, also Educational Statement reviews are held annually or as and when details change.

Key workers are identified to support each child; this will include attending meetings on a regular basis with tutor's to discuss their development within the school, where the keyworker is not available another member of staff that knows the child well can attend in their place. Attendance at school is on a full time basis, which commences after a part time introductory period. Attainment targets are achievable with the correct help and support, both educationally and residentially.

At Eyton house each child has access to a desk and relevant learning tools to enable them to complete homework set to enhance their learning, the children within the home have access to one computer between them with monitored Internet use by staff supervision, if agreed by social worker or person with parental responsibility.

11. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.

Not applicable.

12. If the home is not registered as a school, the arrangements for children to attend schools and the provision made by the home to promote children's educational achievement.

In the event a young person is attending main stream school, Eyton House will actively support this. Staff will transport the young people to and from school, or when possible the young people may use the school bus transport, which provided by the local authority. The use of mainstream schools in the local area offer positive facilities for the young people and promote development, further opportunities to socialise and independence. Eyton House has close links with the community and have positive relationship with school professionals.

If the young person cannot attend a mainstream school we can provide a possible placement in Hillcrest Shifnal School. The school provides education for young people between the ages of 5 and 19, mixed gender and especially for SEMH.

Enjoyment and achievement

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.

Each child is encouraged to participate in recreational activities of their choice, each week they will plan with staff what they wish to attend. Eyton house will support the young people in accessing local clubs and groups to promote self-esteem and inclusion. However this may prove difficult for some young people who reside at the home, and in this event, alternative local activities will be accessed to aid in the young people's development of social skills and self-esteem with the support from the staff team. Activities to support social skills and development of inclusion are chosen through discussion around each of the individual young person's skills, likes and abilities. The activities are fully risk

assessed prior to the activity taking place. Activity planners are encouraged weekly to support the young person to have an active and enjoyable childhood and learn and achieve new skills this also gives the young people routine and structure. Due to the position of the home, activities are easily accessible throughout the local villages, towns and cities these include; swimming, bowling, cinema, football clubs, skateboard parks, cycling tracks, nature reserves and bird hides, ice skating, trampoline clubs, Cubs, Scouts, Speedway and water sports. We will hold any interests that the young person has as a priority for them to have access to it. Eyton House can also provide in-house activities such as football, board games, bird watching, gardening (planting flowers), nature walks, den building, arts and crafts sessions, games consoles, this also includes each child having the choice of watching their TV in the privacy of their own room should they wish.

Health

14. Details of any healthcare or therapy provided, including:-

- a) details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy and
- b) Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating effectiveness and details of how the information or the evidence can be accessed.

The Hillcrest Clinical Team is an essential part of our commitment to provide a high quality and comprehensive service. The members of the clinical team have a wide ranging skill and knowledge base which enables them to create individual therapy plans for each child. On site therapy services include speech and language therapy, occupational therapy, educational therapy, psychiatry and psychotherapy. In addition, we offer specific intervention programmes which help our students to manage their frustrations and anxieties. The clinical team works in partnership with education and care staff teams to ensure that each student receives the appropriate level of clinical/professional input. A therapeutic model of Core Practice has been developed by the clinical team as a working practice across care and education, based upon the clinical evidence-base for young people who have been exposed to trauma across their development or who have mental health problems, which includes assessment and formulation of their difficulties. Intervention and ongoing evaluation is provided by the clinical team who may work individually with young people, undertake assessment, offer consultancy to professionals and staff across care and education, and also deliver training. The clinician who works directly with the young people and within the home is identified on admission as being the Clinical Coordinator. Regular internal meetings are held to support both the young person and staff to monitor the progress of the young person. All records are kept within the home on the young person's file from meetings held along with action plans and recommendations. The clinical team that works within the Hillcrest group are supervised within requirements.

Clinical Team Qualifications- see appendix 1

Positive relationships

15. The arrangements for promoting contact between children and their families and friends

Visits from relatives and friends and visits home are encouraged, were the care plan agrees it and in consultation with the placing authority. Staff members are always available to family members for support and discussion. A quiet lounge is available for visitors at Eyton house. If contact is at a venue and it is requested from the placing authority that it is supervised, staff members at the house will

carry out this role and support the young person during the contact.

Protection of Children

16. A description of the homes approach to the monitoring and surveillance of children.

Door alarms are fitted to the young people's doors and will only be used subject to a risk assessment and with the permission of the responsible Social Services Department and the decision made / endorsed at a review meeting. The child will always be informed of the use of such an alarm, the purpose and their agreement sought were possible. These alarms will only be used to ensure the safety and welfare of the young person. There is written permission for the use of door alarms from the placing authority on each young persons file. The young people within the homes have requested for their individual door alarms to be on at night, as they enjoy the security of it. This is evidenced through key working and fully risk assessed.

17. The homes approach to behavioural support including information about:-

- a) the homes approach in relation to children and
- b) How persons working in the home are trained in restraint and how their competence is assessed

Hillcrest Group aim to provide a high standard of individualised behaviour management support within all of our homes. Our young people are encouraged to actively participate within their behaviour support profiles, respecting their choices wishes and experiences. The 'Young Person's Guide' clearly identifies the behavioural expectations of young people accommodated within the homes, alongside a range of appropriate and proportionate sanctions. This plan reflects positive behaviours, rewards and support for the young people alongside positive intervention strategies which work for the individual young person. Intervention from the Youth Justice Service will be included within this plan if appropriate for the young person. This plan also encompasses core therapeutic practices developed by the Clinical Team.

All staff are fully trained with STTRIIDE package (Support Techniques and theory to reduce incidents and improve de-escalation effectiveness). STTRIIDE is BILD accredited (British Institute of Learning Disabilities), and encompasses proactive strategies such as primary prevention, de-escalation/diffusion techniques and reducing the likelihood of occurrence. All staff are aware of the Company Policy and Procedures in dealing with aggression and violence and Restrictive Physical Intervention.

Staff will attend a comprehensive STTRIIDE induction, once they have commenced employment within Hillcrest; this covers core theory modules including The Law, Story of Behaviour (Inc Maslow's hierarchy of needs). Staff also learn core practical modules encompassing body language, self-protection techniques, and restrictive physical intervention techniques. Staff will also attend a mandatory 12 month refresher thereafter, which will recap previous training attended and support staff to be updated in any changes, including legislation (DFES & DOH) and regulations such as The Children's Homes (England) Regulations.

All STTRIIDE training is assessment based learning, Staff are assessed on their competency and safety during physical interventions, and they are also assessed on their attitude and thought process towards using proactive strategies for managing expressive behaviours which may challenge. There are development plans which can be put into place should an individual staff member require one to support within their role.

Should staff require any extra support regarding individual young people's needs, bespoke training is offered to discuss these matters and problem solve. This tailors to the specific individual young person and their own behaviours. Workshops will be held throughout the year for staff to attend to prevent skill fade and build on previous knowledge and experiences.

The STTRIIDE ethos is to ensure physical intervention is used as a last resort except in circumstances of an imminent threat of danger or harm. This supports current legislation regarding Restraint Reduction within care services (DFES and DOH). Staff inform all young people before and after physical intervention of reasoning's why it has been used, such as to keep everyone safe from harm. Young people and staff are given debriefs and offered medical assistance especially after a physical intervention.

Leadership and management

18. The name and work address of:-

- a) The registered provider
- b) The responsible individual
- c) The registered manager

Eyton House is owned by Hillcrest Group Ltd. The Chief Executive on behalf of the company is Graham Baker, CEO, who is based at Turnpike Gate House, Alcester Heath, Alcester, Warwickshire, B49 5JG.

Gillian Thomason is the Registered Manager of Eyton house she has been at the organisation since 2017 and manager of Eyton House July 2018. The qualifications she holds are NVQ level 3, 4 in Care, and level 4 Leadership and Management Award.

The Registered Provider is Hillcrest Shifnal School
Lamledge lane
Nr Shifnal
Telford
Shropshire
TF11 8SD

The Responsible Individual is Samantha Millward
Hillcrest Shifnal School
Lamledge lane
Nr Shifnal
Telford
Shropshire
TF11 8SD

The Registered Manager is: Gillian Thomason

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

Pease see Appendix 2 for staff qualifications and experience

20. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education of healthcare.

Please see Appendix 3 management structure and the homes workforce development plan for staffing structure.

Hillcrest Group and Eyton House are committed to deliver training of the highest standard and in line with best practice. All training courses are current and meet all essential legislation and regulatory reforms. Hillcrest Group pride themselves of going above and beyond the mandatory training with the majority of our courses accredited through CEIH, BILD and BAC.

Our training is bespoke in order to meet the service needs and that of the young people. Staff will engage in a two week initial induction programme prior to first contact with a young person. We take exceptional steps to ensure that their training meets the needs of the young person and is safe, relevant, proportionate and engaging.

Upon commencing their employment within the Hillcrest Group the following training will be covered as part of the comprehensive induction:

- STTRIDDE (Support Technique's and theory to reduce incidents and improve de-escalation effectiveness)
- Safeguarding
- Fire Awareness
- 1 Day Emergency First Aid at Work
- Level 2 CIEH (Chartered Institute of Environmental Health) Award in Health and Safety in the Workplace
- Level 2 CIEH (Chartered Institute of Environmental Health) Award in Food Safety in Catering
- Child Development
- Attachment Theory
- PACE Model
- Core Practice – Complex Trauma part 1
- COSHH
- Manual Handling
- Infection Control
- Medication Awareness
- Recording and Reporting
- Equality, Diversity and Inclusion

Training is refreshed and updated as required. Additional specialist ongoing training which is offered as a rolling annual programme, subject areas include:

- Child Sexual Exploitation
- Safer Recruitment
- Ligature Training
- Sexual Inappropriate and Harmful Behaviour
- Emotional Health and Deliberate Self Harm
- Core Practice – Complex Trauma Theory to Practice part 2
- Supervision Training
- Bullying Awareness

All Therapeutic Support Workers are enrolled on the City and Guilds Level 3 Diploma for Residential Childcare (previously the NVQ 3 Health and Social Care Children and Young People / Level 3

Diploma for the Children and Young Peoples Workforce) upon reaching 6 months of employment. All staff are expected to have achieved this qualification within two years of employment in line with the Children's Home Regulations. This will ensure care practitioners are competent and qualified within their role, and have the necessary skills and knowledge to apply to their everyday practice.

Alongside the training all staff working within the home receive regular supervisions on a monthly basis for no less than one hour. However staff completing their probationary six month period will receive supervisions on a fortnightly basis to maximise the learning potential. As part of the supervisions staff and their line manager will discuss the PDR completing these on an annual basis.

The children in the home are on one to one support, there may be occasions where this is increased to meet their needs however will be reduced at the earliest opportunity.

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

We are committed in providing a service which promotes appropriate role models of both sexes. The home has both male and females staff of different age, culture and back ground which provides positive role models for the young people. We promote both role models by having a culture where we discuss and present influential people around the world both past and present to celebrate achievements. Gender roles are not stereotyped and young people are promoted to achieve their set goals.

Care planning

22. Any criteria used for the admission of children to the home

All appropriate referrals will be forwarded to the homes manager who will make a decision based on an impact risk assessment and if the home can meet the needs of the child.

Were possible a visit to Eyton House will be arranged and a home visit may be made too. Considerations of peers, including discussion with current residents in order to better match the referral child. There will also be a planned introduction process with the child's social worker and family (if appropriate) visiting the home.

Careful planning and an agreed transitional period will be implemented to introduce the young person to the home.

Emergency admissions will only be considered following an impact risk assessment and receipt of appropriate documentation. These have to be approved by the homes manager.

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