The Lighthouse Children's Home

Raynes Park

Our Statement of Purpose

March 2022

Company Registration No: SC481369

CONTENTS

1. Contact Details
2. Introduction
3. Our Ethos
4. Our Aims, Outcomes and Methods
5. Admissions
6. Referrals
7. Assessment
8. Confidentiality & Privacy
9. Transitions & Discharges
10. Cultural, Linguistic and Religious Needs of our Children and young people
11. Comments, Compliments and Complaints Policy
12. Review of Children and young people's care
13. Enjoyment and Achievement
14. Education
15. Health and Medication
16. Positive Relationships
17. Protection of our Children and young people
18. Safeguarding of our Children and young people
19. Missing Children from The Lighthouse Children's Home
20. Behaviour Management, including Restraints, Sanctions and Consequences
21. Health and Safety of our Children and young people and our Staff
22. Management and Staffing
23. Meet the Team
24. Our Qualifications and Experience
25. Other People who work with Us

1. CONTACT DETAILS

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2. INTRODUCTION

The Lighthouse is a provider of residential care for children and young people aged 8 -18 years old.

The Lighthouse specialises in supporting children and young people with Autism, learning and physical disabilities and associated challenging behaviour.

Established in 2011 we have quickly grown, resulting in two specially adapted homes in South West London. Our experienced, dedicated and fully trained teams of support workers staff each home, and an equally experienced and dedicated management team leads them.

In April 2019, Raynes Park was awarded with Autism accreditation status. Autism Accreditation is the UK's only Autism specific quality assurance program of support and development for all those providing services to autistic people. Achieving accreditation proves that an organisation is committed to understanding autism and setting the standard for autism practice.

We combine this professional experience with a family perspective, thus creating a dynamic service that strives to offer children and young people with learning disabilities better outcomes and wider horizons.

Our Statement of Purpose is written in line with Regulation 16; Schedule 1 of The Children's Home Regulations (England) 2015 and the Quality Standards.

Our Statement of Purpose has been designed to accurately reflect and describe how we, The Lighthouse Children's Home – Raynes Park, set out to provide individualised care to meet the quality standards for children and young people.
Our Statement of Purpose is periodically reviewed and/or as necessary, to ensure it continues to accurately reflect best practice in children and young people's residential care.

3. OUR ETHOS

Our ethos is to provide quality care in a family home. We ensure that all children and young people that we care for have positive childhood memories filled with warmth, care, friendship, laughter, adventure, fulfilment and more; all within a nurturing family environment. The views, wishes, aspirations and feelings of our children and young people are central to everything we do, because we are here to support and promote the growth of children and young people in several areas, including their strengths, reaching their potential, and celebrating their individual achievements.

4. OUR AIMS, OUTCOMES AND METHODS

Our Aims:

We at The Lighthouse, pride ourselves in providing a safe and caring environment similar to that of a family home, for all of our children and young people. This is facilitated by and built on the affection of the staff in a professional and caring manner, that focuses on meeting the holistic needs of the children and young people in a nurturing and honest way.

Our Outcomes:

- We provide high quality individualised care that supports children and young people to make significant progress that draws out their full potential, thereby attaining successful outcomes as described in the Quality Standards.
- Based on each child and young person's views, wishes, choices and needs, we develop Individualised Care Plans that details the care and support package, sets goals that build on positive relationships, enjoyment and achievement, and the health and well-being of the children and young people.
- We have instituted and practice robust safeguarding procedures to protect the children and young people from any harm. It is central to everything we do!
- We monitor progress and developmental outcomes of each child and young person in relation with their Independent Care Objectives and other associated plans. This thus aids and prepares them for the transition to adulthood ensuring they are in the best possible position to succeed.
- We have an uncompromising stand on the active recognition of children and young people's rights.
- Our comprehensive children and young people's-based transition planning is our approach which enables us to confidently carry out smooth transitions. For all transitions to and from residential or educational placements, we will work in partnership with family, carers and any related professionals to develop a bespoke transition plan.
- We establish effective working relationships with the children and young people's school or college thus ensuring that the children and young people attend, learn, and reaches his/her educational potential.
- Our home has an unwavering stance on both promoting and practising policies of Equal Opportunities, valuing Diversity and Anti-discriminatory practices.
- We provide each child and young person with stability and security, together with the opportunity to develop practical, social, emotional, and social skills, as a result, enhancing their confidence, enabling them to develop and benefit from positive relationships.

Our Methods:

The Lighthouse Children's Home approach to achieving these outcomes is through a variety of methods and approaches. Each Child and young person are seen as an individual and the care that they receive is tailored around their needs.

We pride ourselves on promoting positive behaviour – for example by way of positive reinforcements and rewards; we use holistic approaches – such as nutrition and health management; we also apply the use of different therapies – including Intensive Interaction and Play Skills.

We also ensure the children and young people are communicated with and fully informed of everything they need to know using a variety of methods. A total communication approach is used to support children and young people with their individual communicational needs. We habitually use a wide range of methods to encourage and promote total communication, such as The Picture Exchange Communication System (PECS), photograph exchange, object referencing, Makaton, body language, Social stories and verbal communication.

We recognise that inevitably, and for various reasons, some children and young people display behaviour that would be classed as challenging. We utilise positive approaches to managing behaviour coupled with de-escalation techniques, along with following comprehensive behaviour management strategies. As the very last resort, we would physically intervene – utilising the Team Teach techniques.

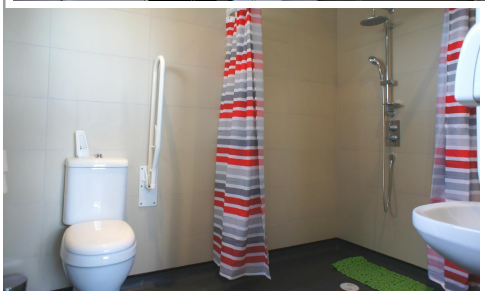
Our staff team adopt an inclusive approach to assessment and intervention, which includes using a key worker system, observation, and participation. We consistently consult with children and young people, their families and other agencies and professionals in implementing, monitoring and reviewing care plans.
Staff are employed using a safer recruitment process, fully inducted, trained and developed to provide a high-quality staff team.

The organisational structure is designed to ensure all levels of staff from management to maintenance are supported and monitored to produce the greatest outcomes for the children and young people. Communication systems in place within the organisation at management level also ensure operations are highly efficient and effective.

Monitoring systems including Regulation 44 and 45 alongside workforce development plans will be implemented to ensure the home consistently improves and specialises the service we deliver.

5. ADMISSIONS

- ***Description of the accommodation offered*:** Our home provides care services and accommodation (permanent and emergency referrals) for up to five children, ranging from age 8 up until 18 years. We accommodate children and young people who are diagnosed with autism, learning disabilities, and associated challenging behaviour.
- ***Location*:** The Lighthouse Children's Home is situated in Raynes Park, South West London. We are a semi-detached property within close proximity to local amenities, services and facilities, such as buses and trains, libraries and schools, shops and cinemas, leisure centres and sport clubs. A 5-minute walk leads to our local health service –West Barnes Surgery, where the home registers the children and young people. This service offers excellent facilities and services such as referrals to external agencies like CAMHS & SALT and carrying out LAC medicals. Additionally, Kingston Hospital A&E is only 3 miles away.



- Public transport in the area enables easy access to all parts of London and the South East.
- ***Adaptations of our accommodation to meet the needs of children and young people:*** The property has been sympathetically adapted in accordance with our ethos. The home has been adapted to ensure the health and safety, and suitability for children and young people with Autism and Learning disabilities and all adaptations are intended to safeguard each child and young person accommodated in the home. Our home is equipped with robust furniture in our communal areas and any bedrooms where appropriate. Window restrictors on windows ensure that the children and young people are kept safe yet ensuring healthy ventilation. The front door is locked at all times and is fitted with double lock and electronic fire door release to protect and safeguard the children and young people. Furthermore, any

adaptations and any limitations placed on children and young people's privacy and access will be under regular review to ensure it is deemed necessary and proportionate.

- ***Description of our home:*** Our home is a two-storey building, comprising 5 single bedrooms (four upstairs and one on ground floor), thus enabling each child and young people to have their own bedroom. Each child and young people are given the opportunity to furnish and decorate their bedroom according to their appropriate wishes and unique styles.
- ***Facilities available:*** The downstairs bedroom is mobility accessible and has an ensuite wet room.

There are two shared bath/shower rooms, a fitted kitchen, a cosy lounge to the front of the property, large extended lounge/dining room at the rear of the property, a small sensory room, a functional garden with a raised flowerbed and a sand-play area. In the garden, the current children and young people use it to learn how to grow and nurture plants, play football, use the paddling pool, trampoline and as a general relaxation area. The office is situated in the rear garden of the property. The children and young people have access to lots of toys and games, including a PC with supervised internet access.
We have a minibus however, as a team we try and encourage the use of public transport as much as possible in order to promote independence. We often enjoy trips to such places as swimming, Longleat, Chessington World of Adventures, London Zoo, local parks and nature walks, soft play centres and famously known restaurants.

6. REFERRALS

We have and always will give priority to ensuring any children and young people referred for placement meet the criteria for admission and that we will be able to meet their needs. Consideration will always be given to the appropriateness of the intended placement in how this affects the needs of the existing children and young people placed in the home. Placement matching is used to ensure that all placements are suitable.

In order to facilitate this process, we have an admission procedure, which ensures that sufficient information is obtained and disseminated prior to and during the induction period for children and young people. The procedure sets out the criteria for admission of children and young people and the service provision set up to meet their needs.
The procedure also ensures that appropriate and adequate information is supplied to children and young people and their families/interested parties, such as: The Lighthouse Statement of Purpose, Complaints Procedure, Individual Care Plan, and Conditions of Care in line with current legislation. A simplified version of this has been produced for the children and young people using symbols.

7. ASSESSMENT

The Lighthouse Children's Home is registered to accommodate children and young people for full-time.

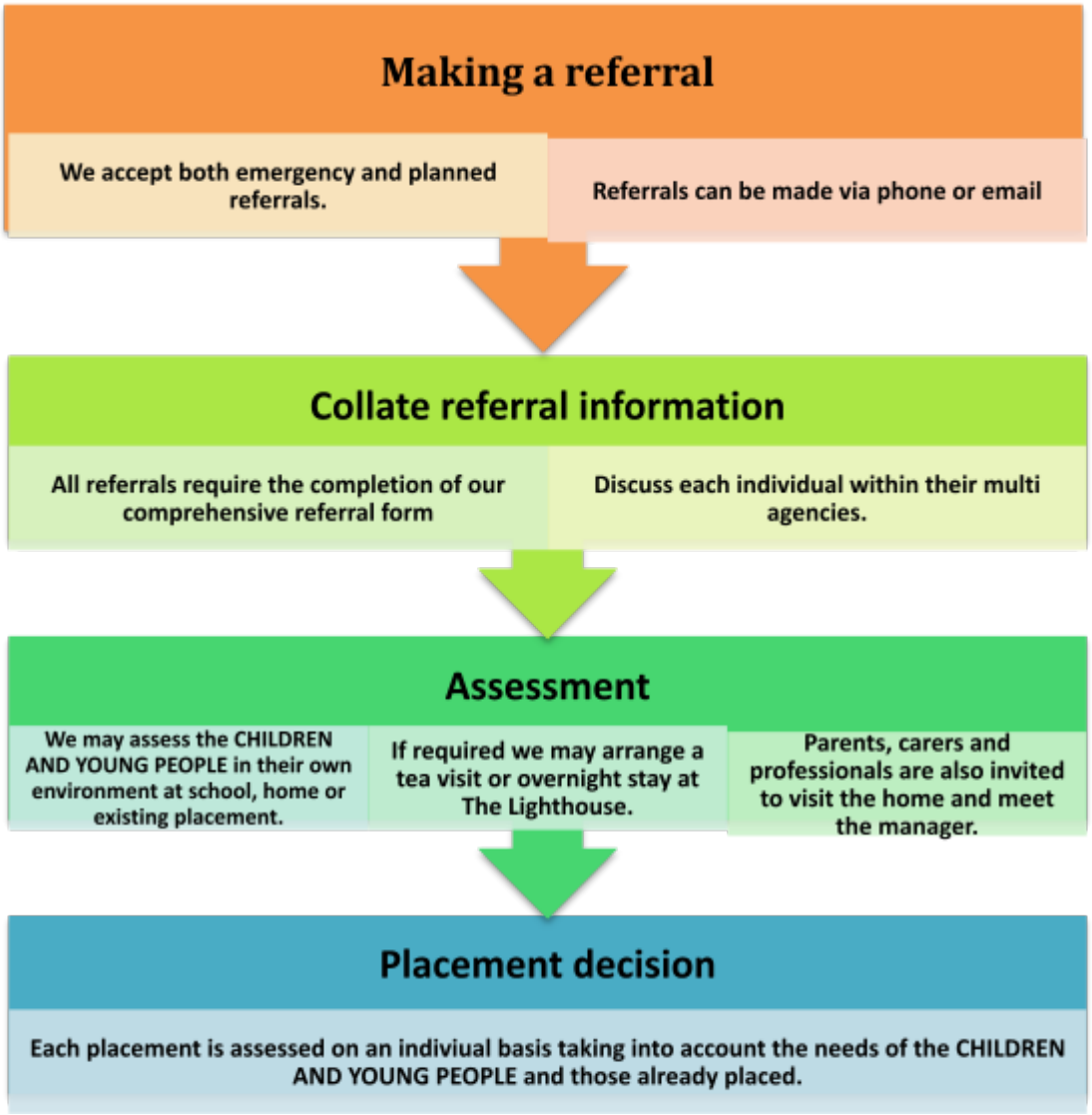
Senior staff will aim to visit the children and young people in their current placement in order to further assess their needs, gain information about the children and young people's needs and behaviour and to discuss subsequent admission/transition procedures. Visits to and potential

overnight stays with us, by the prospective children and young people and their family are encouraged prior to placement.

The quality of information at this stage is vital to the future well-being of the children and young people and the period of settling into the home. Often a transition meeting is arranged at this stage to finalise paperwork, complete LAC and/or other paperwork.

The home will not operate a crisis intervention service which could be detrimental to the other children and young people in the home. However, the home will consider emergency referrals where there is a need to accommodate children and young people at short notice. We will aim to minimize possible disruption to our children and young people already placed with us.
Where possible the full admission policy will be followed for emergency placements. However, in some instances there may not be an opportunity to assess the young person. In this event, attempts are to be made to establish as much information as possible on the child and the reasons for the referral from the referring authority. This information should be requested in e-mailed to the home.

Based on the information provided, using our placement matching procedure the management team will decide on the appropriateness of the placement.



8. CONFIDENTIALITY & PRIVACY

All information on our children and young people, their families, and relevant others, are kept securely and treated in confidence; and our children and young people placed here are informed about this. Information will only be shared if the children and young people/parents/carers give their permission or there appears to be a children and young people protection issue. All details will be kept confidential, and records are kept secure. The details are easily accessible if any information is required for OFSTED inspection.

9. TRANSITIONS & DISCHARGES

Although this could be a period of mixed emotions for both us and our children and young people, where they are either being transitioned or moving on in life, we take every measure to fully support our children and young people. We ensure all transitions and discharges are done smoothly and that the children and young people are fully involved in the process with their wishes and feelings being a priority.

10. CULTURAL, LINGUISTIC AND RELIGIOUS NEEDS OF THE CHILDREN AND YOUNG PEOPLE

We celebrate various religious festivals throughout the year at a level that is suitable to the children and young people living in the home, based on their individual choices, wishes and cultural backgrounds. We work closely with families/carers of the children and young people within our care to ensure that all the children and young people's cultural, linguistic and religious needs are known and are being met, such as supporting children and young people to attend their chosen places of worship.

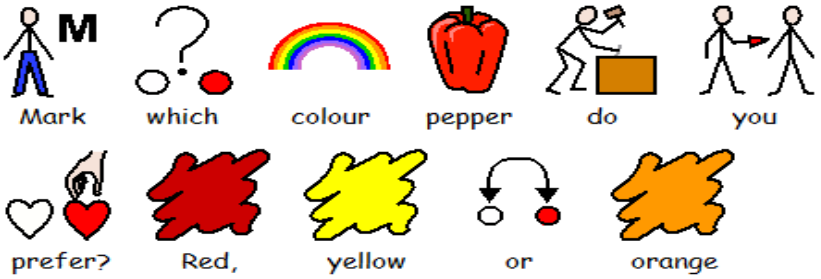
Menus are adapted accordingly, multi-cultural objects and decorations will be provided accordingly, and the ethnic, cultural, religious and spiritual needs of the children and young people will be met as is practicable. Prior to the admission of a child or young person, any religious, cultural or linguistic needs are identified, and appropriate arrangements made, ensuring these needs are met. All information regarding the children and young people's religious, cultural and linguistic needs are specified in their individual care plan.

We provide a range of reading and educational materials in various formats to aid the children and young people to understand religion and culture, equality and diversity. With their aid, we put up visual displays on the landing floor wall which highlights photos, pictures and items associated with religious and cultural festivals. A comprehensive file is also available for children and young people to access containing details of all festivals and events happening throughout the year.

11. COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

We have a comprehensive complaint procedure, which is provided to children and young people upon their admission to the home (in form of a Children's Guide,) and can be made available to anyone upon request. The complaints procedure is also displayed on notice boards in our home in both written and symbol (PECS) form.
There are a number of people to whom the children and young people are able to voice their concerns. These include:

- ***Key Workers*:** Each of our children and young people are assigned a keyworker. Where possible, in a way that is appropriate according to the children and young people's age and understanding, the children and young people's wishes are sought and taken into account in the selection of their keyworker. These members of staff build and maintain both professional and friendly relationships with the children and young people. Keyworkers will adapt methods of communication to ensure the children's wishes and feelings are identified, listened to and acted upon. This is documented creatively in their monthly keyworking sessions and is used to coincide with a monthly report reviewing progress, achievements and to discuss areas of development.



These reports can be sent on request to professionals and family/carers to keep them informed of the child's monthly activities, education, behaviour, emotional well-being and to track progress.

- ***Staff Team (Support Workers, Seniors and Managers):*** Our children and young people are able to speak/communicate to any member of our staff team or regarding any concerns or complaints they may have. For children and young people with limited communication individual communication methods are applied such as PECS/objective referencing or Makaton.
  We practice an open-door policy for all children and young people and their conversations/communications are recorded within Manager's Consultation with Young Person form or within their Key Working Sessions & Monthly reports.
- ***Others*****:** Our children and young people are also made aware that should they wish, they can also request to speak directly with our Director or the External Consultant with any issues they choose not to discuss with staff.
- ***External*****:** If the children and young people feel they cannot talk to anyone at the home, our children and young people are encouraged and supported to contact the following:
  - Their parents/carers/relatives and other significant people
  - Their Social Worker
  - The Local Police (101/999)
  - Childline
  - Children and Young People's Legal Centre
  - NSPCC
  - Ofsted

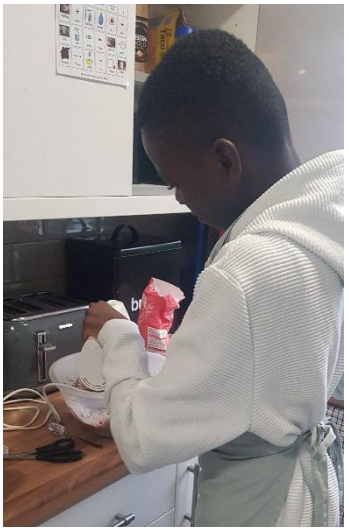
Children and young people may use the telephone to contact any of the appropriate people. If the children and young people do not know the telephone number for any appropriate person, then we will provide the details along with all the support needed by the children and young people. If a child or young person has limited communication their keyworker or support worker would advocate for them using their preferred communication method. This could be done through PECS, objective referencing, Makaton and or emotion cards/cushions.

If the complaint is about a member of our staff, then the member of staff will not be present during initial discussion/session. The complaint will be written in the complaint file and if required, a member of staff will write/reflect the complaint on behalf of the children and young people. Our managers will then be notified, and they will, as soon thereafter as possible, undertake an investigation and take appropriate action accordingly whilst keeping the complainant informed.

The outcome of the investigation will also be recorded and should seek to satisfy all parties concerned with the complaint.
We, as a whole team, value any comments or compliments regarding the services we offer and will look at any comments; and any actions that may arise from these will be recorded accordingly.

Furthermore, these comments, compliments and complaints will be used for Quality Assurance purposes.

12. REVIEW OF CHILDREN AND YOUNG PEOPLE'S QUALITY OF CARE



All of our children and young people deserve to have their say on the quality of their care and we make this an integral part of our Care Package. We consider these views as fundamental to the improvement of our services and the development of our home. We seek the children and young people's views, wishes and feelings from the start of their placement by adopting the inclusive approach (in their Placement Planning Meeting, Care Plan Meeting, Reviews, Assessments,) and encouraging the children and young people to express their views and wishes regarding their care. Their views and wishes are then gathered and transferred into their respective individual care plans to improve their quality of care.

We treat and value each child and young person as an individual and consequently we adapt our approach dependent on the children and young people's ability, age and needs, using a wide range of communication aids and tools to ensure our children and young people's rights to give their views, wishes and preferences are acknowledged and, where appropriate, catered too.

We consult with the children and young people by:

- ***Listen and Observe:*** Using every opportunity to listen to and observe the children and young people with the aim to develop positive relationships with all the children and young people and seek their feedback
- ***Total Communication*****:** We practice total communication to enable all children and young people to express their views, wishes and feelings.
- ***Key Worker sessions*****:** Consulting and understanding the needs, views and concerns through detailed individual keyworker sessions.
- ***Children's Meeting*****:** The children and young people hold regular Children's Meetings, where they are individually encouraged to decide what they would like to gain from the meeting.
- ***Questionnaires and Quality Assurances:*** Seeking views of our children and young people through regular anonymous questionnaires and quality assurances where possible and appropriate.
- ***Consultations:*** 1:1 Discussions and Management Consultations with our children and young people.
- ***Independent Visitors:*** These unbiased individuals, on a monthly basis, spend time with the children and young people to gain their feedback regarding the home.

Personalised Children's Guides are provided for each child and young people where therein, information regarding our home, our staff, their keyworkers, peers, facilities, privacy and confidentiality, safeguarding, bullying, money, meetings, complaints and contacts are recorded.

We have Advocacy Support Services arrangements in place to enable children and young people to have access to advocacy support to ensure their voice is listened to. This takes place in several forms which the children and young people will be informed about. Our children and young people have access to Voice Advocacy Services, which is a local organisation providing advocacy support and

services for people with learning disabilities. We work closely with the social workers of the children and young people and we are able to arrange for an advocate through them also.

We have a detailed Anti-Bullying Policy which all staff and our children and young people are made aware of, especially as we promote and encourage our children and young people to develop and maintain healthy and positive relationships within and outside of the home. Therefore, we as a home, work towards ensuring the prevention and stamping out of bullying by early detection, effectively dealing with it, and further prevention of any form of bullying. Furthermore, a copy of our anti-bullying policy can be provided on request by asking the manager of the home.

Nevertheless, we are aware and completely understand that some of our children and young people might have associated challenging behaviour which in turn can sometimes be directed at others, and could be interpreted as "bullying." Autism and learning disabilities might often mean that our children and young people do not understand the concept of bullying and thus, we adapt our approach as necessary and challenge this behaviour outside the 'normal measures' used to counter bullying.

Regardless, we do not tolerate bullying – in any shape or form. Any instance of such behaviour will be investigated, responded to, and outcomes monitored. We diligently work closely with our children and young people and observe their behaviour patterns that may indicate if they are bullying or being bullied.

Discrimination will always be actively challenged in our home as we constantly monitor and ensure that high levels of care practice is delivered in a non-discriminatory environment, thereby resulting in an environment where each and every of our children and young people and their families are valued as individuals. Our practice matches our Equal Opportunities Policy, which all of our staff are both made aware of and trained on.
Irrespective of ethnic or cultural backgrounds, religious and racial differences are acknowledged and respected and each child and young person are given the opportunity to have their views, wishes and preferences regarding religious choices, whilst we take a proactive approach to ensure these choices are celebrated.

Children's Rights also dictate how our home is run and the quality of care we provide, and we do everything to protect their rights. We also operate under the knowledge that all children and young people's rights are protected through Laws, Regulations, Policies and Procedures.

In our home, we believe that each child and young person has the right to:

- be treated as an equal and as an individual
- be cared for by people who understand their needs
- to be respected and have their opinion heard and be free to express themselves and their identity
- privacy including of his/her belongings
- confidentiality
- have healthcare needs addressed promptly
- receive an education which enhances their life prospects in every aspect
- protected from violence, exploitation, abuse, neglect and maltreatment
- receive respect and understanding regarding cultural, religious and spiritual beliefs
- have the opportunity to think independently, and make their own choices
- complain about anything that is felt to be unfair or unjust and to have that complaint listened and responded to
- develop and nurture lasting friendships and contacts within and outside the home

- be informed about all important decisions that affects the residents and to have their say
- treated with due dignity

13. ENJOYMENT AND ACHIEVEMENT

We at The Lighthouse promote the children and young people's right to pursue their particular interests or leisure activities that they may wish or want to fulfil. We understand that these activities help them to develop confidence in their skills, gain social interaction, and develop creativity and intellectual capacities.

Activities for school holidays and weekends are organised with the children and young people, taking into account their personal preferences and choices. We support and encourage active participation thereby resulting in greater enjoyment and achievements for our children and young people. Activities currently being chosen by our children and young people vary from within the community to further away such as holidays.

Our activities programme changes regularly to reflect individual needs and likes as well taking into account their developmental age. All activities are appropriately supervised, risk assessed and all activities are documented in the children and young people's weekly activity planner, monthly report and in their individual care plans.

In the house, the children and young people have access to a variety of activities. These include electronic equipment such as the computer and internet. There are also lots of games which encourage children and young people to spend time together building relationships. There are arts and crafts which have various materials to encourage the children and young people to show off their creative skills.
A range of sensory toys are available for those that like or require them such as a peanut or exercise ball, tactile balls, water, sand & messy play, a bubble wall and other sensory equipment found within the sensory room.
The children and young people take part in baking and cooking regularly to help with their independence skills and to learn about ingredients and healthy eating. Children and young people are encouraged to try new things, to get creative and messy.

Specific cultural needs are specified in the children and young people's individual care plan and their cultural record sheet. Any cultural activities and celebrations will be supported and facilitated in line with these needs.

14. EDUCATION

We are committed to ensuring that all of the children and young people reach their full educational potential and maximise all opportunities to achieve their educational targets as set out in their Individual Education Plans (IEP).

We encourage the children and young people to value their education and training by ensuring that they are supported through their learning development, improving independent study skills, homework, providing quiet and privacy. We aim to help and guide the children and young people through the barriers they may face in receiving their education. This may include raising the need for assessment for specialist provisions.

All of the children and young people will be actively encouraged to attend their educational placement. This may include support with transitions to and from school, staff support within their placement and the facilitation of home schooling if necessary. We support the attendance of any extracurricular activities and participation in school trips which promote learning outside of the formal education and training provision.

We can develop individualised Independent Life Skills for each of our children and young people, which furthers their education about subjects such as household tasks, economic welfare, their community and social life.

15. HEALTH AND MEDICATION

The health needs and wellbeing of the children and young people are of significant importance. Every effort is made to ensure all children and young people are provided with everything necessary to meet their health care needs. Issues of personal hygiene and health are dealt with sensitively and with the preservation of the children and young people's dignity.

We aim to get all of our staff to be First Aid trained and, on each shift, there will be at least one member of staff who is First Aid trained. Every member of staff who administers medication is well-trained in the handling of medication and BOOTS Medication training and signed off as competent by suitably qualified managers.

There are no specific healthcare or therapies provided in our home. Any referrals to therapies or specific medical services are sourced externally through the children and young people's GP, with whom we have excellent working relationships with. If any children and young people required specific therapies or treatments, then staff would complete relevant training prior to undertaking this work.

We have a healthy eating visual display board in the dining room containing all aspects of healthy eating and decision making. The menus are displayed in PEC format and clearly display healthy eating options.

The display boards are shaped by the children and young people and information regarding health and well-being is discussed with the children and young people prior to the display board being updated.

If a children and young people are referred to the home with a pre-diagnosed condition requiring on-going medication, it is the responsibility of the Registered Manager to consult with the appropriate agencies and arrange for the correct procedures in respect of medication to be followed. This will be clearly recorded in the children and young people's file and medical log.

A detailed health record is kept of each child and young people accommodated in our home. It is the responsibility of the keyworker to ensure that up to date information is recorded on the case file.

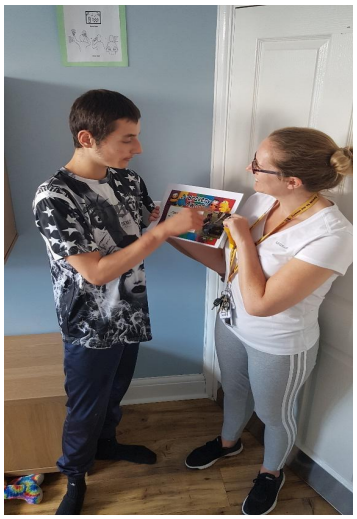
This includes illnesses, operations, immunisations, and dates of appointments with GP's and specialists.

Subject to any arrangements made in relation to mental capacity, children and young people aged 16 years and over can give their own consent to medical treatment. Children and young people under this age may also give their consent depending on their ability to understand the nature of the treatment. In any case, written consent to emergency medical treatment will be sought from the person with parental responsibility for the children and young people and be retained on the children and young people's file.

16. POSITIVE RELATIONSHIPS

The home actively promotes contact between children and young people and their family and friends as far as reasonably practicable and within guidance from Social Services in relation to any care or supervision orders. If needed, contact can be supervised either within our home or other local and appropriate location. We offer staff support to enable families to engage in activities and outings, should they wish to with their children and young people. We can also produce contact reports if requested.

Whenever possible, we work in partnership with parents/carers and by doing so they are in a position to offer support with the children and young people's care and progress. Parents will be consulted before any decision is made regarding the care of their child depending on care orders or instructions from Social Services. The planning and review of a children and young people's care with the involvement of parents will provide the basis of a partnership between the home, the parents and the children and young people. The parent's involvement with the children and young people and exercise of their parental responsibility will be the basis of any agreed arrangements, and they will be made aware of this.



Memory books, pictures, letters, drawings, paintings and postcards can be sent to relatives or taken to meetings to show progress and activities. Children and young people are able to use the telephone and emails if this is appropriate.

Children and young people are encouraged to invite friends over and join in with birthday parties and other celebrations. And if age appropriate and deemed mentally capable, our children and young people go on dates and are given the opportunity to form 'special' bonds.

In our home, we help our children and young people's home to develop and benefit from, relationships based on honesty, mutual respect and understanding with clear professional and personal boundaries, which are effective for the both of us.

One of the main aims of the home is to ensure that the home provides children and young people with warmth and comfort. It is expected that staff will form caring relationships with the children and young people and become fond of those they are caring for. These are natural feelings and should

not be considered as inappropriate. However, we, and especially our children and young people, must be aware that this is in the context of the professional relationship.

We:

- help children and young people to develop socially aware behaviour and de-escalate confrontations with or between child and young people with potentially violent behaviour
- meet children and young people's behavioural and emotional needs, as set out in the children and young people's relevant plans
- encourage child and young people to take responsibility for their behaviour, in accordance with the children and young people's age and understanding; understand and communicate to children and young people that bullying is unacceptable and have the skills to recognise incidents or indications of bullying and how to deal with them
- help children and young people to develop and practise skills to resolve conflicts positively and without harm to anyone
- communicate to children and young people expectations about their behaviour and ensure that the children and young people understands those expectations in accordance with the children and young people's age and understanding
- help children and young people to understand, in a way that is appropriate according to the children and young people's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful
- help children and young people to develop the understanding and skills to recognise or withdraw from damaging, exploitative or harmful relationship
- strive to gain children and young people's trust and respect
- endeavour to learn and understand how children and young people's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these to develop positive relationships with children and young people
- make certain that all our staff are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children and young people, and to help children and young people do the same
-

17. PROTECTION OF OUR CHILDREN AND YOUNG PEOPLE

Children and young people are assessed prior to admission on their required level of support. The home operates with a minimum 1:1 staff ratio for all children and young people and would always ensure five members of staff are on duty. Children and young people are supported at night by either 2 waking night staff or 1 waking night staff and 1 sleep-in staff, if there are 3 children and young people or less accommodated. During the night children and young people are checked on regularly depending on the children and young people's and parents/guardian's views and wishes.

The Lighthouse Children's Home may use devices for the monitoring or surveillance of the children if the monitoring or surveillance is for the purpose of safeguarding the young people and promoting the welfare of the young people concerned. In these circumstances the home will ensure that they receive consent in writing to the monitoring or surveillance from the child's placing authority. In

these situations, the home will where reasonably practicable take into consideration the young person's age and understanding and inform the young person in advance of any intention to do any monitoring or surveillance. In all cases the home will ensure that any monitoring or surveillance is no more intrusive than necessary having regard to the child's need for privacy.

On the front of the home CCTV is in operation for monitoring and surveillance purposes of the front door and driveway. This CCTV is in place primarily for security and is an additional measure to help safeguard and promote the welfare of the children and young people.
As far as practicable and considering the children's age and understanding the children will be informed that CCTV is in operation at the front of the home.
Although the CCTV is primarily used for security reasons, we nevertheless request written consent from the Placing Authorities.
Having regard for the children's privacy the external CCTC is no more intrusive than necessary.

18. SAFEGUARDING OF OUR CHILDREN AND YOUNG PEOPLE

Our detailed Safeguarding Policy, which correlates with our Child Protection Procedure, combines national and local guidelines and regulations. The effectiveness of the policies are monitored regularly and amended accordingly. A copy of our home's safeguarding policy can be provided on request.

We work closely with the Designated Safeguarding Officer (DSO) to ensure the prevention and resolution of children and young people protection issues. All serious incidents involving the protection of the children and young people within the home are notified to Ofsted in accordance with the Children's Home Regulations. Incidents or concerns are conducted in line with the home's policies including, Behaviour Management Policy, and Missing Person's Policy.

It is key principle that our children and young people are protected from abuse and exploitation and as part of this we ensure:

- The children and young people have their views, wishes and choices listened too, and their views are taken on board.
- The children and young people are made to feel valued and staff encourage the children and young people to build on their self-esteem.
- A complaints procedure which is clear, effective and user friendly and readily accessible to the children and young people.
- There is a complaint register which records any representation or complaint and addresses any action and the outcome.
- Recruitment and selection procedures for members of staff are rigorous, following the safer recruitment guidelines.
- There is a clear procedure in place for employees to express any legitimate concerns and practise through "Whistle blowing" without any prejudice on their own position
- There is an open respect for diversity and sensitively to the race, culture, religion, gender, sexual orientation and impairments.

We continuously receive appropriate and up-to-date child protection and safeguarding training which is regularly reviewed and updated. This includes information on how to look for possible signs of abuse, what to do if any of us suspect abuse and what to do if abuse is disclosed to any of us. There is detailed guidance in place detailing how we ought to respond when a children and young people reports an allegation of abuse. The home's DSO is Sarah Tilley, who has completed advanced Safeguarding Training.

At The Lighthouse, we understand how the development of technology and the internet is a fundamental tool in the growth of our children and young people, however, we are also aware of the safeguarding implications it has. There is always a consideration for the games, television programmes, films, internet sites that the children and young people are accessing, and this is based on age and appropriateness.

As we do not alter our elevated stance on the importance of the safety and welfare of our children and young people, we are more than happy to respond to any request for an additional care review if a child and young people persistently go missing from our home or are at risk of harm. We may seek to review the children and young people's care plan with the local authority and other professional agencies in order to further safeguard the children and young people's well-being and ensure that they receive the highest possible care and are being kept safe from potential harm.

19. MISSING CHILDREN FROM THE LIGHTHOUSE CHILDREN'S HOME

The home has a comprehensive Missing Children's Policy. This policy provides guidance on how to ensure the risk of children and young people going missing is minimised, if not eliminated. This policy highlights procedures to be followed, and the roles and responsibilities of every staff member, when a child or young person is missing from care or away from the home without permission; and how staff should support the child or young person upon returning to us. A copy of this policy can be provided upon request.

We pride ourselves in respecting the rights of our children and young people, and this includes their right to leave the home - The Lighthouse. Notwithstanding, we have a duty of care and our priority is ensuring that our children and young people are safeguarded at all times. Therefore, we remain vigilant at all times as to the whereabouts of children and young people and give this matter their highest attention.

The home's joint protocol with London Child Protection Procedures refers to situations when children and young people who are looked after by a local authority, go missing from the home and provide guidance to all staff.

The Lighthouse Children's Home also has additional safety measures in place to ensure the children and young people are safe and protected at all times:

- all children and young people's risk assessments have recorded an agreed level of supervision for each children and young people when in and out of the home
- correct staffing levels are observed
- staff give children and young people their full attention
- extra vigilance is observed in busy places
- staff where sensible footwear, so that they can quickly follow a children or young person
- staff will carry assigned mobile phones when working with particular vulnerable children and young people to ensure that they communicate any concerns
- facilities, and outdoor venues visited are well known to staff, and have been visited in advance
- Front doors is kept locked at all times when not in use
- each child or young person has a Missing Person's Plan which is kept up to date and reviewed regularly
- a daily handover is documented detailing what our children and young people are wearing to ensure staff can easily identify our children and young people

20. BEHAVIOUR MANAGEMENT, INCLUDING RESTRAINTS, SANCTIONS AND CONSEQUENCES

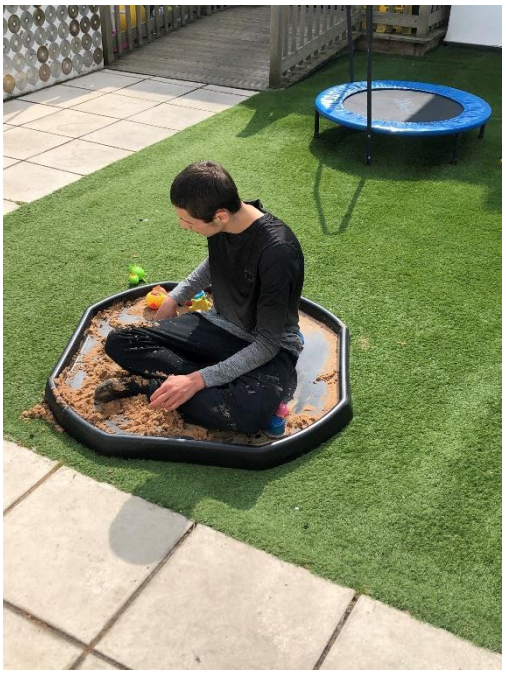
The aim of our Behaviour Management Policy is to ensure that appropriate behaviour is promoted at The Lighthouse and that any measures of control, discipline and restraint we use is necessary and proportionate.

We provide care and accommodation for children and young people who have autism and learning disabilities, who may have a variety of needs including those who may display associated behaviour that challenges. These could include self-injury, injury to others, kicking, hitting, punching or biting, being destructive to property etc.

Our principle with regards to behaviour management is to aid our children and young people to develop socially acceptable behaviour through the recognition and encouragement of acceptable positive behaviour; and the constructive response to inappropriate behaviour. We believe in the principle of gentle teaching, positive reinforcement, and reward strategies.

In order to promote positive behaviour, we have an established framework of general routines. Individual boundaries of behaviour are well defined, and we have realistic expectations of behaviour, incorporating the use of consistent and sensitive methods of control. Behaviour Management Strategies, Positive Behaviour Support Plans and Behaviour Reflections are some of our methods of control. We also train and implement the principles of de-escalation, diversion, communication and positive reinforcement.

In addition to this, we realise the importance for children and young people to have boundaries and in some cases consequences for their behaviour. Nevertheless, children and young people will be expected to understand and account for their behaviour and actions; and in so doing, accept the consequences of their behaviour - as appropriate for their cognitive level.



'No measure of control or discipline which is excessive, unreasonable shall be used at the home, in accordance with Regulation 19 (2) to the Children's Homes Regulations 2015.'

In line with that, we practice restraint only as a last resort policy where each situation calls on a dynamic risk assessment and a professional judgement. In accordance with Regulation 20 restraint is only to be used if the children and young people are in danger of injuring any person including themselves; causing serious damage to property; and as a last resort. Restraint must always be necessary and proportionate.

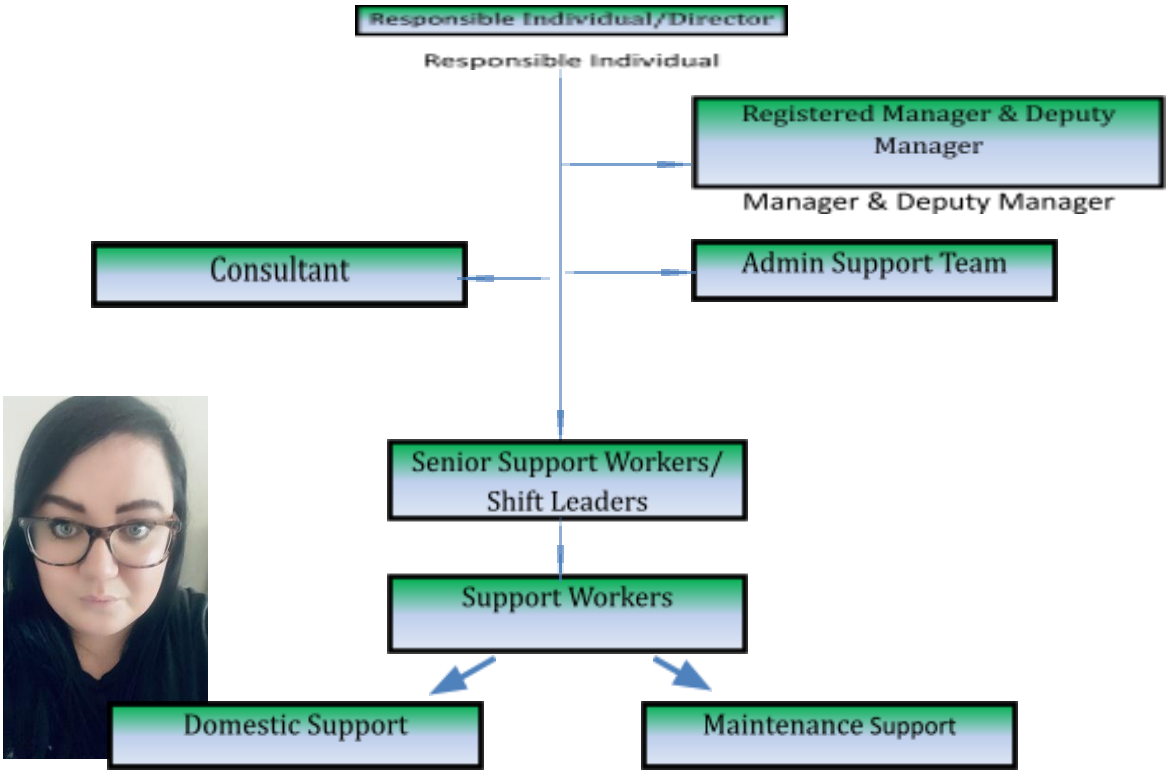
21. HEALTH AND SAFETY OF OUR CHILDREN AND YOUNG PEOPLE AND OUR STAFF

Our Health and Safety Policies and Procedures ensure the health and safety of our home and protect the children and young people from avoidable hazards. This includes robust weekly, monthly and annual checks, which are completed in line with national guidelines. In addition, we receive training on the health and safety at work and where possible, we work with our children and young people of the home encouraging them to learn the safety aspects of the home, helping them to build their

independence and to take pride in their environment. We also operate a structured maintenance system to ensure that all repairs are undertaken promptly.

22. MANAGEMENT AND STAFFING

The Lighthouse Children's Home is privately owned and managed.



23. MEET THE TEAM

Director & Responsible Individual
Rayman Jeetoo

I am the Director of Reamcare Ltd which is a small organisation supported by over 25 years' experience in residential care.

We set up The Lighthouse - Surbiton 2011 as the organisations first home for children and young people with autism and learning disabilities. Our aim is to continuously provide high quality professional care within a family environment. I work directly with our managers to ensure that we achieve the outcomes outlined in our ethos, aims, outcomes and methods.

Here, at the Lighthouse, we are passionate about the constant improvement of our services. Our success is measured by the achievements of the children and young people in our care and we work passionately to ensure they are given every opportunity possible.

Registered Manager
Sarah Tilley

I am the Registered Manager of The Lighthouse Children's Home in Raynes Park. I have worked within the company for 5 years being a Senior Support Worker. I have 13 years' experience in supporting children and young people with Autism, learning disabilities and challenging behaviour in a Residential setting. I started as a Support Worker and worked my way into the position I hold today.

I have gained Diploma qualification Level 3 within Health & Social Care and I have recently completed the Level 5 Diploma - Leadership & Management in the Children's Residential Care Sector.

I am a passionate person who strongly believes in being a voice for the children and young people I look after within the home. I am dedicated to ensuring all the children and young people are achieving their own goals. I will strive to provide a homely and safe environment and make sure they have all the opportunities they deserve.

24. OUR QUALIFICATIONS AND EXPERIENCE

Managers			
Name	Designation	Qualifications	Experience
Sarah Tilley	Registered Manager	Diploma Level 3 in Health and Social Care (children and young people). Completed Level 5 Diploma in Children's Residential Care (leadership & management)	13 years' experience working with children and young people with autism and learning difficulties.
Fidelma Healy	Deputy Manager	NVQ 3 Diploma in Health and Social Care (Children and Young People).	Former senior support worker in a residential children's home. Experience supporting children and young people with learning difficulties, complex needs, and challenging behaviours.
Emma Feeley	Interim Deputy Manager	Counselling levels 1-3. Enrolled onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	Experience within being a Mental Health Worker. 2 years experience working with Children and young people with Autism, learning difficulties and challenging behaviour.
Senior Support Workers/ Shift Leaders			
Name	Designation	Qualifications	Experience
Elle Munns - Charlton	Senior Support Worker	Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	Five plus years' experience working with Children and young people with Autism, learning difficulties and challenging behaviour.
Safie Abdullah	Shift Leader	Public health degree: second class upper	5 years' experience working with Children and young people with Autism, learning difficulties and challenging behaviour.

		division. Special Educational Needs Enrolled onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	
Support Workers			
Name	Designation	Qualifications	Experience
Jesusbabu Devarapalli	Grade 1, full-time Waking Night Support Worker	Diploma Level 3 in Residential Child Care	Several years' experience supporting children & their familiar with natural disasters and medical illnesses. Supporting vulnerable adults with dementia.
Christian Bond	Grade 1, full-time Support Worker	Enrolled onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	19 years working for HM Prison service. 2 Years' experience supporting children and young people with ASD and learning difficulties.
Veron Mitchel	Grade 1, full-time Waking Night Support Worker	Foundation in Health and Social care	Has good experience working as a support worker with Children and young people with Autism and challenging behaviour.
Lucy Evans	Grade 1, full-time Waking Night Support Worker	Enrolled onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	2 years' experience working with Children and young people with Autism and challenging behaviour.
Juliana Darkwa	Grade 1 Support Worker	Basic Nurse training, Conflict management resolution Level 2, NFPS PMVA Level 2	4 years' experience working in Residential homes.
Precious Husbands	Grade 1 Support Worker	Certificate early years childcare. Enrolled onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care.	Experience working with vulnerable adults, children and young people
Isaac Eliya	Grade 1 Support Worker	BTEC Level 3 in Preparing to work in Adult Social care. Enrolling onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care after probation.	Working with vulnerable adults and young people for 9 year's.

Faciann Johnson	Grade 1 Part time Waking Night Support Worker	Diploma in Access nursing. BSc (Hons) in Public Health University of east London. Enrolling onto Level 3 Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care after probation.	Over 18 years' experience in the Care sector. working in Adult homes and Children's homes. Experience with Learning difficulties and challenging behaviour.
Andrew Hameed	Grade 1 Support Worker	Level 5 Diploma Leadership for Health and Social Care and Children and Young People's Services	Over 16 years' experience in the Care sector. Worked in the UK and abroad within Schools and homes. Experience with mental health issues, challenging behaviour and related difficulties.
<u>Bank Support Workers</u>			
Name	Designation	Qualifications	Experience
Rogers Mitala	Grade 2 Bank Support Worker	Diploma Level 3 in Health and Social Care (children and young people)	7 years' experience working with children and young people with autism, CB and LD.
Anthony Akunne	Grade 2 Bank Support worker	Diploma Level 3 in Health and Social Care (children and young people)	7 years' experience working with children and young people with autism, CB and LD.
Faith Samako	Grade 1 Bank Support Worker	Level 3 Health and Social care, Early Years Education, Special Educational Needs	Over 6 years' experience working with Children and Young people in Schools and Residential homes.
Camilo Echeverri	Grade 1 Bank Support Worker	To complete Diploma level 3 once passed probation	Over 9 years' experience working in Residential homes. 6 years of this was with Children and young people with Learning difficulties and Autism.
Sarah Kaamuli	Grade 1 Bank Support Worker	Level 2 Diploma Health and Social care. BTEC Level 3 Diploma for Residential Childcare.	Over 8 years experience working in a Support worker role with vulnerable adults and young people with Learning difficulties.
Zoobia Ahmad	Grade 1 Bank Support Worker	Diploma Level 3 in Residential Child Care	Has good experience working with Children and young people with Autism, learning difficulties and challenging behaviour.

Staff have individualised personal development folders which obtain their training records and personal development plans. Training records are updated regularly, and training is provided as set out in the workforce development plan.

The Workforce Development Plan is to ensure that our staff are given the correct induction, training and skills to provide the care set out in this document.

As per Regulation 32 all staff that do not already hold an appropriate qualification will be enrolled into the Level 3 Diploma for Residential childcare.

The WFDP also sets out our guidelines for deferring the relevant date by which a member of staff must complete their qualification.

25. OTHER PEOPLE WHO WORK AT THE LIGHTHOUSE CHILDREN'S HOME

The home has many other people who help ensure the operations of the home are completed to the highest standard and to ensure it runs as effectively and successfully. There is a maintenance and domestic team who support the maintenance of the home. Each member of the maintenance team is fully DBS checked. The maintenance team has been with the company since opening in August 2011. They have taken the time to build relationships with staff and children and young people, to ensure that the children and young people's home is maintained sensitively.

Name	Designation	Qualifications	Experience
Gary Harris	Maintenance Engineer	City & Guild Carpentry Domestic Energy Assessor NVQ 3	Over 10 Years of experience working as a maintenance engineer in a care home setting. (Working at Acorn Lodge since 04/08/2008) Prior to that he provided handyman services for over 18years.
Wanchai Banjerdsakul	Maintenance Handyman	Building/Maintenance	5 years' experience working as maintenance & over 30 years' experience working as a builder.
Mike Hale	Independent Care Consultant	Certificate in Social Services – CSS. Former senior Inspector with Surrey C.C. Certificate in Management – CMC. Diploma in Management studies – DMS.	Over 30years experience working in the care sector.
Simon Cook	Independent Visitor for Regulation 44 visits.	City and Guilds 325/2 Foundation in Care Management. Institute of Welfare Officers Certificate in Welfare Studies. City and Guilds NVQ level 3. City and Guilds NVQ level 4.	23 years working within the Health and Social Care Sector working with client groups from Elderly and Dementia Care through to Mental Health and Learning Disabilities, both in residential and community-based programmes. Highly experienced Registered Manager with over 16 years'

		City and Guilds Registered Managers Award.	experience in this role specifically managing residential children's services. He has managed specialist children's resources which provide Care and Education as well as bespoke specialist Therapeutic Support. The homes Simon has managed have been rated by Ofsted as 'Outstanding' or, at the very least, 'Good' with 'Outstanding' features, particularly in Quality of Care and Outcomes for Children. Simon has been undertaking visits on behalf of Platinum Care Consultancy since March 2016, undertaking independent visits in 22 different care services. These include services designated for care and support of children with emotional and behavioural difficulties, learning difficulties, sensory impairment and physical disabilities."
Maria Del Carman Azanza Ramos	Domestic Cleaner	Many years' experience working as a cleaner.	Working through DB Services domestic services

Issue Number:	**Written By:**	**Designation**	**Implemented Date:**	**Review Date:**
4	Kelly Monniot	Registered Manager	June 2016	December 2016
5	Kelly Monniot		Sep 2016	Sep 2017
6	Kelly Monniot		Feb 2017	Feb 2018
7	Kelly Monniot		Sep 2017	Sep 2018
8	Kelly Monniot		Sep 2017	May 2018
9	Kelly Monniot		Sep 2018	Sep 2019
10	Kelly Monniot		March 2019	March 2020
11	Sarah Fawcett	Registered Manager	Nov 2019	Nov 2020
12	Sarah Fawcett		Jan 2020	Jan 2021
13	Sarah Fawcett		June 2020	June 2021
14	Sarah Fawcett		March 2021	March 2022
15	Sarah Tilley		October 2021	October 2022
16	Sarah Tilley		March 2022	March 2023