

Kingfishers

Bungalow 2

Houghton Regis Campus

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Houghton Regis

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Statement of Purpose (Parents/Carers)

A children's home providing short breaks for children with learning and/or physical disabilities aged 8 to 18 years



Central Bedfordshire Council 'A Great Place to Live and Work'





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Approved by :	
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Caring For Children:

Introduction

At Kingfishers we provide a range of 'Short Break' services to meet assessed needs of children/young people 0 – 18 years of age. This support is provided in a variety of ways including:

Overnight Residential Support for Children/Young People aged 8 – 18.

Community Support for Children/Young People aged 0 – 18

Support in social groups for Children/Young People aged 5 – 18.

The purpose of the support is to provide families with the support needed to enable children/young people to remain at home whilst ensuring their families/parents/carers and siblings get a break from their caring role.

Mission Statement

Ethos and Values of the Home

All children receiving a service at Kingfishers are valued as individuals with their personal needs being considered at all times. Kingfishers is a warm, homely and fun environment, which supports the children to feel secure and provides opportunities for them to maximize their full potential.

At Kingfishers we recognise and value ethnicity, religious choices and cultural needs and promote respect and equality not only amongst the staff team but also with the children.

The service promotes children/young people having the right to access universal services with support as well as specialist services. We provide a range of opportunities to ensure children/young people participate fully in local community based activities.

The home adheres to the policies of Central Bedfordshire Council and is committed to the principle of Inclusion and challenging all forms of discrimination. We actively seek views from children/young people and listen to their experiences to ensure their views are heard and this is reflected in how their individual needs are met.

At Kingfishers we clearly acknowledge that if the child is happy when with us, then their family will benefit from the break. We ask the children in several ways about their views of our service. Written questionnaires are completed by the children, either on their own or with assistance from their key worker or family. This is recorded and held on file. Parents can request to see their child's

log book and written reports regarding their child that are held at Kingfishers. Children staying at Kingfishers can also request to read their personal log book that is completed by staff during each shift. Each child staying at Kingfishers is given a communication book. The child's parents are invited to use this book prior to the child's stay to inform staff of the child's well being and any changes in care. At the end of the stay, staff will write a report in this book to inform the parents/carers of what outings the child may have been on, how their stay went and general comments regarding the child. If children/young people come into us from school or are going back into school following a stay with us then we will liaise with the school using home/school book. It is important that school are kept informed about how the child/young person has been during their stay and they may need to provide us with important information about how their school day has been.

Some things that people have said about Kingfishers

Being able to have access to a place away from home that we both know 'G' will be safe, happy and well looked after has been a real godsend'. - Parent – May 2017

'It has made a world of difference to me, it gives me the opportunity to get some rest and get a few jobs done around the house as I know Won't be home and he won't get hurt by tools or chemicals, it really does give you peace of mind' - Parent - May 2017

'It gives the boys independence and a chance to access community opportunities. It gives the rest of us a break from our caring role' - Parent - May 2017

It was good to see such spontaneous activity happening during my visit – a safe, relaxed, happy Home for children which is greatly appreciated by the families. Regulation 33 visit - July 2017

Description of the home

Kingfishers is a four bedded bungalow with a living area, play area, dining room, kitchen, 2 large bathrooms (1 with a bath and both with showers) and separate office accommodation. There is ceiling tracking in the main bathroom and three of our bedrooms. A portable hoist is available for use in other areas of the building. There is a garden with swing and a large covered outside area fitted with soft pore flooring where the young people can play either when it is raining or to shade from the sunlight on hot sunny days.

The home has a range of inside and outside play equipment including toys, games, books, educational equipment, video's/DVD's, arts and crafts which all provide stimulus to the children/young people we support.

The home has its own vehicle with a number of staff being assessed as competent to drive it.

The home is located a short distance from local amenities such as banks, supermarkets and a well stocked library. We have access to local bus services. There is also a local leisure centre. It is also close to the local specialist schools which many of our children/young people attend.

Building- regular maintenance checks take place which includes, weekly, monthly, annual and 5 yearly.

The physical environment is well maintained through having a handy person regularly on site. The Council has contracts with local providers to carry out routine maintenance, repairs and the necessary Health and Safety checks within the building.

Admissions/transition and leaving our service

Referrals to Kingfishers are received via the Social Work Teams as a result of their written assessment of the child's needs and following a decision from a resource panel indicating that a referral can be made to Kingfishers. Once this has been agreed then the manager/assistant manager will arrange a home visit or a visit to Kingfishers where information will be gathered.

Once we have all the information required tea visits are then arranged for the child with a view to Kingfishers providing over night stays once everyone is confident that we can meet the child/young persons needs. The time this takes will vary from child to child. Some young people may only need two or three tea visits and a day care session, others may need longer. This is known as the assessment period where Kingfishers staff will be observing the child to ensure their needs can be met. The social worker will ensure a short break plan is in place, with details of the amount and type of respite care required and offered. A Residential care plan will be created by the key worker in close collaboration with the social worker's assessment, the views of the family, young person and the school. This informs all staff about the child's needs and how to meet them. At the first review it will be decided whether Kingfishers is meeting the child's and the family's needs.

The young people who access the service have individual care plans completed, which are working documents which are updated when there is a change in the young persons care needs.

During tea visits and day care visits we usually request that parents/carers transport their child to and from the unit. If this is not possible then the social worker may arrange transport. Children/young people are usually transported to and from the unit to school but if they attend Chiltern Senior arrangements will be made for them to be collected and taken as appropriate and once risk assessments are in place as Kingfishers is on the same site as Chiltern Senior Special School.

The service works to prepare all young people towards adulthood by promoting independence skills that are at a realistic level which they can work towards achieving. Each young person will be set targets which are reviewed and monitored and broken down into achievable tasks.

The quality of working relationships between staff and young people as well as the staff members is monitored by the management team via observation and through supervisions as well as feedback from colleagues. All children/young people will have set targets which will be put in place with input from school and home to ensure they reach their potential and are given opportunities to achieve

them.

Planning for care/admissions

Management consistently provide a positive approach to the work that is undertaken by the team with the aim to model positivity and enthusiasm towards the young people's achievements. Management believe that all young people should have their qualities recognised and a positive self image and confidence within themselves. Staff will support young people where possible to attain and take part in their own individual aspirations.

Care plans will be reviewed regularly (at least six monthly) and parents/carers will be asked to contribute and sign this. Whilst the children/young people are staying at Kingfishers paperwork will be completed. We will record information each day which will be held confidentially and not left out for others to see. We will record information around: time of arrival/departure, who they arrived/departed with, what they ate whilst at Kingfishers, any medication given, refused, who/what they interacted with, any concerns, behaviours etc. If the client is able, they will be asked to contribute to this report. If your child/young person is following a toileting or behaviour plan we will also be happy to follow this. We also use body charts to record any bruises, marks that the young person may have. We will also have parent/carers consent to administer medication or for any emergency treatment needed whilst staying with us. A Kingfisher/home book will also be put in place so parents/carers know how the child's stay has been and what activities have taken place.

Young people have allocated key workers. Due to allocated packages of care and staff working rota's it will not always be possible for the keyworker to meet with their key children each stay however children/young people will be encouraged to speak with staff about any matters that may be causing them concern at any time.

Allocations for short breaks take in to account friendships/ peers groups, young people's needs and abilities and requests from parents/carers when completing monthly bookings.

We also request that we always have an emergency contact number for parents/carers as sometimes we may need to contact you to take the child home if they become ill for example. We write reports for review meetings too which will all be in the clients folders. These folders will always be kept in locked cupboards for reasons of data protection and confidentiality.

Children/Young People will have an 'Emergency information card' which will be used when being supported out in the community. There is a 'missing from care policy' with clear guidance on what action staff should take at various stages, should a child/young person go missing whilst out with staff.

All young people are provided with the opportunity to undertake measured risks in their day to day lives. Risk assessments are regularly reviewed by keyworkers to ensure that they are current to the young peoples needs.

An enhanced DBS and references are followed up for all prospective employees prior to positions being offered. CBC 's 'Safer Recruitment' policy is followed and training is available to management around this duty.

Review of service delivery

At Kingfishers we aim to ensure the needs of the clients are met and ask for feedback from families, other professionals and the young people themselves. We have questionnaires that we ask clients to complete from time to time, asking what they think of their stays. We also ask for feedback from parents/carers in the form of annual surveys and or coffee mornings. We are inspected twice a year by Ofsted. Copies of these reports are available on request. We also have monthly inspections from representatives on behalf of the Council and we complete self audits every month.

Children's meetings enable young people to provide feedback about the service. These meetings are monitored by the management team and ensure that any requests made are actioned where appropriate. If this is not appropriate then this will be explained to the children/young people in a format they will be able to understand. We do however endeavour to ensure that their requests are met.

Each child receiving a service at Kingfishers has a 6 monthly review, this is organised by the child's social worker. The review is used as a meeting to discuss the child's needs and the care package. Parents/carers and other professionals involved with the child are invited to attend this meeting. Children are encouraged to attend, where this is not possible/suitable the child may use whatever means appropriate to communicate their needs/wishes to contribute to the meeting. Copies of the review minutes are distributed to the parents and professionals that have attended the meeting.

The home environment is secure, with regular health and safety checks carried out and any repairs of defects are addressed.



Children's Behaviour:

Kingfishers staff promote positive behaviour amongst the children through the use of positive reinforcement and encouragement. All staff will be trained in the Team Teach approach (positive handling techniques which may be used to develop positive handling skills in behaviour management including verbal and non verbal communication, diversion and de-escalation and safe, effective, humane physical interventions), this is to ensure the safety of the children, staff and others and ensures a consistent approach in dealing with behaviours that may challenge staff and others. Team Teach is only ever used as a last resort when a child/young person is at risk of harm or being harmed. Regular refresher training will be provided for all staff. Unacceptable behaviour may be ignored if it is felt that it will help eliminate the behaviour, (if it is not causing harm). Reinforcing

certain behaviour or activities which are incompatible with the negative behaviour will be tried. Distraction is also a useful approach that is commonly used. Clear boundaries and routines are offered to the children to provide them with consistency and a sense of security and close links with school and other professionals maintained to provide continuity with behaviour programmes.

Positive holding techniques may be used, within the guidelines of the County Council, if it is essential to prevent the child harming him/herself or other children. Parents will always be informed if this has been necessary. Different groupings of children will be tried to ensure compatibility and minimise the risk of disharmony thus promoting confidence and self esteem in the young people we support.

Kingfishers staff will always endeavour to manage the behaviour of children by working closely with families and other professionals. If it is felt that the situation is no longer safe for the child or other children then a risk assessment will be undertaken. Should this indicate concern over safety and the appropriateness of the placement then discussion will take place with the social worker, family and other professionals to decide strategies for the future.



Education:

Due to the nature of the service that Kingfishers provides, parents still maintain responsibility for their child's education. We can ensure that homework is completed by providing a quiet place with a desk if this is required. We have close links with schools and attend reviews to ensure continuity of approach to learning and behaviour support.

If young people are required to complete tasks out of school time then this will be encouraged and supported by staff within the home.

The service works closely with the local schools to ensure consistency for the young people. This is achieved through attendance of school reviews and any relevant meetings around the young person and sharing of information around stays.

Kingfishers will support any targets/achievable goals set by school to ensure a level of consistency, promote independence, raise self esteem and to enable them to achieve the best of their ability.



Health:

Kingfishers provides children with short breaks, parents maintain the responsibility overall for their child's health and routine checks. Staff will only accompany children to the doctors/dentists in an emergency and parents would be informed.

Prior to a child receiving short breaks care parents need to complete an "Authorisation for Emergency Medical Treatment form" which is included in the "Short Breaks Plan" documentation. In addition to this it will remain the responsibility of the parents/carers to ensure a contact number is always available to us whilst their child is staying at Kingfishers.

Each child's care plan will include details of any medical needs. If any medication needs to be given it must be clearly labelled with the name of the child, medication name, dosage and times. Staff have training in 'Safe Handling of medication' (which covers administration and storage of medication) and we also have in-house policies/procedures and assess the staff annually ourselves. Staff are also Epilepsy trained. Due to complex medical needs children/young people currently receiving an overnight service from Kingfishers are presenting with, staff have needed more specific training to support individual health needs. This has included: Oxygen, Suctioning, PEG feeding, physio, postural training, suppositories. All this training has been provided/delivered by our community nursing team who work closely with the families and children/young people we support.

A number of staff have been trained to feed children/young people via gastrostomy. This training is specific to individual children/young people and takes place over a number of weeks/months. Staff are trained by the school nursing team and will only be signed off once deemed competent. We currently have 9 staff who have completed this training and 6 currently attending this training.

If a child is unwell, with an infectious illness we would usually ask that they be kept at home. If your child/young person becomes unwell whilst staying at Kingfishers, i.e. Sickness, diarrhoea or other infectious diseases, they may be sent home as we have a duty of care to the other children staying at Kingfishers and also to the staff. If sent home we may offer an alternative date but this cannot be guaranteed.

Meals and menu planning will take account of any dietary needs the young people may have. We will also look at their likes and dislikes whilst offering choice. We aim to provide a healthy diet and encourage the young people to be active by encouraging the children/young people to be involved in swimming, walking, outside play and dancing indoors etc.

Staffing Matters:

Kingfishers is provided by Central Bedfordshire Council and managed by Joyce Hunnibell who is supported by 2 assistant managers and a team of Support Officers. Every member of staff and any volunteers undergo an enhanced DBS police check and recruitment procedures are very stringent to ensure that all staff are suitable to work with children.

Any allegations made towards staff members or another young person will be managed in accordance to CBC and LSCB Policies and Procedures which may include the local Police and LADO.

The assistant unit managers have proven experience of managing the home day to day in the absences of the unit manager.

During times when a member of the management team are not available we have a Shift Leader identified within the unit who takes on responsibility and staff also have access to 24 hours 'on call' system which provide advice to support the shift leader.

The Responsible Individual is Ken Harvey, Head of Children with Disabilities and Children's Health.

We have a team of 19 permanent and 4 relief staff plus a handyman. The skills and qualifications of the team are vast and varied and all permanent staff have completed their NVQ/ level 3 diploma in child care of young people. All staff undergo training in child protection, first aid (paediatric first aid), fire safety, medication awareness, epilepsy awareness, health and safety and food hygiene as well as many more specialist subjects such as Autism Awareness, Teacch and Makaton. Each year all staff receive a Team Teach refresher course (positive handling techniques). All staff have monthly supervision and annual appraisals and can request additional supervision at any time.

The team work closely with the social work teams through the Hub and Spoke module of having the Hubs to ensure that all cases are managed and reviewed in accordance to legal and statutory requirements along with meeting CBC policies. This includes Social worker visits to see young people in placements along with reviewing the young person care plan.

An activity hub is managed by Kingfishers/CWD teams and is regularly used to support children/young people who have out of school/community support.

At Kingfishers we usually have two staff to three children and two staff awake at night. Sometimes we may need to reduce the size of the group depending on the needs of the children, so we may have two staff to just one young person, or we may need to use additional staff to support young people's needs. This would be as part of a clients care plan and clearly recorded with risk assessments completed etc. We also increase the number of staff on duty to accommodate any additional needs of the young people. This is reviewed on a daily basis to ensure correct staffing levels are maintained in line with care plans and needs. Any agency staff we use at Kingfishers have an induction and we ensure that they meet all requirements for working with children which include enhanced DBS, full career history, references, I.D etc.

The home is covered with adequate staffing levels to meet the needs of the young people who access the services at that time, along with meeting care plans. Staffing levels always meet the requirements outlined by Ofsted in regards in regards to staff ratios and agency staff.

All staff undergo rigorous recruitment checks prior to employment at Kingfishers, including police, medical, references and career history. If a child makes an allegation of abuse against a member of staff then this will be treated with the utmost seriousness. The staff member will be removed from duties pending investigation and offered ongoing support and updated on the situation regularly.

The management team at Kingfishers operates an 'open door' policy for staff to discuss any issues.



Contact Details:

Kingfishers

Bungalow 2

Houghton Regis Campus

Parkside Drive

Houghton Regis

LU5 5PX

Tel: 0300 300 4400

Website: www.centralbedfordshire.gov.uk

Joyce.hunnibell@centralbedfordshire.gov.uk

Kingfishers is provided by Central Bedfordshire Council. Joyce Hunnibell is the Registered Manager and Ken Harvey is the Responsible Individual.

The contact details for Central Bedfordshire Council are:

Priory House

Monks Walk

Chicksands

Shefford

Beds

SG17 5TQ

Kingfishers is situated on the Kingsland site in Houghton Regis close to Chiltern Senior Area Special School and many local amenities.

If you wish to make a comment or complaint

We treat any complaint seriously. If you have a complaint or compliment, please let us know.

If you don't feel it is appropriate to approach staff at Kingfishers regarding a complaint or issue you may have you can contact Ken Harvey (Head of Children With Disabilities and Children's Health) on 0300 300 6599. Any minor issues received will be dealt with using the minor issues procedure for Kingfishers. All complaints are recorded and a record kept at Kingfishers. All serious complaints will initiate the formal council complaints procedure. Parents/Carers will be given a copy of this by their social worker, but can also request a copy from us here at Kingfishers. We welcome any comments on the service we provide as this helps us to improve the quality.

Children's complaints leaflets are on display at Kingfishers as children have the right to complain about the service that is provided. Staff at Kingfishers would actively support the young person in doing this if needed. Instructions on how to do this are typed and illustrated using widget symbols and are displayed in the hall. Children are encouraged to share their views during meetings and reviews. The Advocacy Service can offer support to a young person if they wish to make a complaint.

Your feedback is important to us and staff are available to discuss any aspect of your children's/young persons care with you.

The Manager is also available during office hours should a young person, parent/carer need to discuss aspects of their care and we welcome both positive comments and suggestions of how we could improve. Joyce.Hunnibell@centralbedfordshire.gov.uk or 0300 300 4400

Complaints/comments leaflets are provided during the initial visits, alternatively they are also just inside the front door at Kingfishers, so please ask if you would like a leaflet. Your views are important to us.

Other contact details:

Your independent Reviewing Officer

Conference and Review Service

Central Bedfordshire Council,

High Street North

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Children with Disabilities Team

Chiltern Hub-South

Central Bedfordshire Council,

39, Oakwood Avenue, Dunstable, LU5 4AS

Tel: 0300 300 5522

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