

Design by the young people at Maythorn 2016



## **Maythorn**

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# **Statement of Purpose**

**A children's resource providing short breaks, long term care, shared care and community support for children and young people with disabilities aged 0 to 18 years.**

|                            |   |
|----------------------------|---|
| <b>Authors:</b>            | <i>Tom Smith</i>                          |
| <b>Date of writing :</b>   |   |
| <b>Approved by :</b>       | <i>Ken Harvey, Responsible Individual</i> |
| <b>Date of next Review</b> | <i>June 2018</i>                          |



# A great place to Live and Work

## **Introduction to Maythorn:**

The main purpose of placing a child or young person at Maythorn is to provide a positive approach which challenges stigma and perception that may have acted as a barrier to their development in the past. At Maythorn we provide a range of services and versatile accommodation to meet the assessed needs of children and young people with disabilities 0 – 18 years of age. This consists of Community based support from 0-18 as well as short breaks and long stay accommodation from 8-18.

Resources at Maythorn are provided to ensure families and carers have the opportunity for a break from their caring role and the young people have opportunities beyond home life to grow and develop. This can be flexible to meet the assessed need.



## **Description of Maythorn:**

Maythorn is a single story building which has undergone extensive work to meet its purpose. Located in Biggleswade- a small town in rural Bedfordshire- and close to local amenities, Maythorn is adjacent to Ivel Valley School with whom we have close links and the children with disabilities team (Social Care) is also located within the school.

Maythorn is divided into three specific areas known as Maythorn, Pathway and Haven. Each area has their own front door and access to secure garden areas.

**Maythorn** is a four bedroom long stay service. All young people within Maythorn have their own bedroom which is personalised to meet their needs, likes, dislikes and their choices.

**Pathway** is a self contained one bedroom flat which can be used to enabled specific work to be undertaken with young people who are in or coming up to transition to adult services. Pathway also has the potential to serve as a shared care environment or to help develop the life skills of those young people accessing Haven.

**Haven** is a three bedroom area that provides short breaks. When coming into Haven each young person has their own bedroom which can be accessorised to meet the needs, likes and dislikes of the individual.

The building is wheelchair friendly with wide doorways, corridors and ramps. Facilities include adapted bathroom and kitchen equipment. Maythorn, Pathway and Haven have access to their own kitchens and bathrooms and these facilities are not shared. Across all resources Maythorn is well equipped with garden areas, activities and resources, including specialist sensory and interactive environments. Maythorn provides a wheel chair accessible vehicle to access activities in the wider community including social groups, swimming, bowling, cinema, trampoline club and anything else that the young people suggest.

In addition to the above provision, our Community Support Team work closely with Haven to offer 1-1 or group sessions to access local facilities, leisure activities and develop independence skills. This may include access to our sensory group or Thumbs Up Thursday group which are run by our staff and provide an opportunity to socialise with other young people from different schools and services.

### **Ethos and values of the home: Empowering and Celebrating**

Maythorn's team believe in challenging the perceptions of everyone's abilities and provide a creative, person centred approach to unlocking the potential of the young people we support. We do not subscribe to a single model or tool of practice but believe in exploring all approaches available to us. We strive to provide a 'home from home' environment which is safe, stimulating and welcoming. Each young person is valued and celebrated as an individual and encouraged to express their views and opinions through a variety of means.

Maythorn works in partnership with parents, families, schools and other professionals to provide a holistic approach which meets a young person's needs and supports development towards their individual potential. We believe that young people have the right to be protected from harm, to have the best possible start in life, to do well at school, to have their health needs met, to be provided with opportunities, to have access to leisure and recreational activities and to make a successful transition into adulthood.

Maythorn is dedicated to constantly reviewing and improving the service by encouraging and acting on feedback from young people, their families and their circle of professionals. We critically audit and improve the service in response to

feedback, Regulation 44 visits and Ofsted inspections whilst maintaining our ethos and philosophy.

A copy of the latest Ofsted inspection report is on display for young people and a copy can be provided on request for professionals, parents and carers.

Central Bedfordshire is committed to the principle of inclusion and Maythorn will work to challenge all forms of discrimination. Staff will value the experiences and views children and young people, their families and carers, gained in an accessible format, so that their views can be acted upon.

### **Equality and Diversity:**

Maythorn actively respects and celebrates diversity. The service embraces cultural differences and aims to reflect the diversity of the community both through the staff we employ and in the service we provide. We embrace and celebrate all cultures and religions, raising awareness and celebrating diversity through monthly themes and activities. Maythorn staff ensure that all people are treated fairly regardless of their race, age, gender and cultural beliefs, or any other differences which may cause discrimination. Staff will constructively challenge barriers which prevent children and young people from achieving their full potential.



### **Positive feedback:**

*'The service is child focused; Staff have a very good awareness of each young person and are very sensitive and responsive to their needs' (OFSTED, March 2014)*

*'I can't say in words how much all the staff at Maythorn have supported me and my son, hopefully in his new home staff will bring as much quality to his life as Maythorn staff have' (Parent, February 2014)*

*"My son has something different to do every day, I couldn't do that and it is amazing the difference this makes for him, his communication has improved considerably" (Parent 2015)*

*Staff work closely and effectively with other agencies and parents endeavouring to provide a seamless service for all young people (Ofsted 2015)*

*"He turns 18 and we don't want to leave unless we can take them all [staff] with us. It is like family here and communication is perfect. I can relax when he is here." (Ofsted 2017)*

*"They are a really good bunch and [the managers'] doors are always open, and that gives you peace of mind as a parent." (Ofsted 2017)*

*"He [the manager] is so child-focused and it feeds down to the staff." (Ofsted 2017)*

#### **Admissions to our service:**

Maythorn has an admissions policy that supports all children and young people moving in to the home to be planned and admitted in a sensitive, individual manner. We will ensure that arrangements are followed to ensure a positive arrival following a thorough matching exercise to ensure a positive peer group.

Maythorn does not provide for emergency admissions. However, there maybe occasions when it is in the best interest of a child or young person already receiving a short break service to access a residential placement due to unforeseen circumstances. In the event of this occurring we would complete a matching exercise and have a thorough support plan in place.

Referrals to Maythorn are made via Central Bedfordshire Council's children with disabilities panel. Following a decision on agreed services, Maythorn will conduct a matching exercise for residential placements or an assessment period for short break services upon receiving their short breaks plan from the social work team. Matching exercises and assessment period are tailored to the individual in order to support a positive placement for the young person whilst ensuring that we can respond effectively to their assessed needs.

Maythorn works closely with the children with disabilities social work team through a 'Hub and Spoke' model to ensure that all cases are managed and reviewed in accordance with legal and statutory requirements and CBC policies.



### **How we aim to Safeguard and Protect:**

As a local authority home we work in partnership with the police, local safeguarding board, social work teams, LADO and EDT' Working together to safeguard children '.

Maythorn has extensive and robust safeguarding polices to manage and protect children / young people, staff and visitors, and is committed to ensuring the safety of all young people.

As providers of care for children and young people, Maythorn has a statutory obligation and duty of care to report any indications or allegations of abuse. Staff receive regular safeguarding training and follow Local Safeguarding Children's Board policies which outline correct action if they have reason to believe a child/young person may be at risk of harm.

When supporting children and young people with disabilities the description of 'bullying' does not always fit the behavior. What may be perceived as bullying or aggression is likely to be spontaneous and reactionary behavior in line with their disability. If children are at risk of harm from another child then staff will assess the situation and seek alternative options for the child causing the risk following the advice provided in our safeguarding folder. Young peoples meetings and advocates are used to assist young people in contributing to and evaluating the service they receive.

Children and Young People will have an 'Emergency information sheet' which will be used when being supported out in the community. There is a 'missing from care

protocol' with clear guidance on what action staff should take at various stages, should a young person go missing whilst out with staff. Maythorn have links with Biggleswade Police Constabulary who have a 'marker' on the property so are aware of the vulnerability and complexity of the young people who access the service Maythorn.

Central Bedfordshire Council has a clear process on recruitment of staff working with young people. All staff, including agency staff, are subject to rigorous checks, including a DBS check and have to provide a full employment history from when leaving fulltime education. During interviews we determine whether potential staff have the right attitudes and aptitudes to work with children with disabilities. We invite our young people to take part in the interview process to further assess an individual's suitability for the role. References are followed up for all prospective employees prior to positions being offered. CBC 's 'Safer Recruitment' policy is followed.

The building and site are safe and secure. Outside doors are alarmed and there are regular fire alarm testing and health and safety checks to ensure the safety of young people and staff. There is an access system to gain entrance in and out of the building and each area has its own identified secure garden. Maythorn has mechanical surveillance systems in the form of identified external doors that are alarmed when opened to alert staff.

Maythorn is fully equipped with a fire alarm system linked to smoke and heat detectors. All fire exits are connected to the system ensuring they unlock when the alarms are activated. Fire drills are held regularly and clear procedures written for staff to follow. Fire extinguishers and blankets are located at strategic points throughout the building. Fire drills are carried out on a regular basis. With policies and procedures in place for day and night evacuations. Staff receive yearly fire awareness updates. Maythorn has several designated fire wardens

Building and regular maintenance checks take place, weekly, monthly, annually 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. The local Fire Service carries out audits of the building and reviews the fire systems/procedures in place and makes any recommendation that may be required. Electrical and gas testing takes place in accordance with policy.

Risk assessments are carried out for activities. There is clear recording process for recording any incidents/ accidents. There are first aid kits available in the building and vehicle and all staff have emergency paediatric first aid training.

Maythorn has internal door monitors which helps to ensure young peoples safety during their stays, especially at night time as this will alert night staff to when a young person comes out of their room.

If a young person has epilepsy, the unit has a bed monitor which is placed under the bed mattress. If epileptic seizure activity is detected this will activate an alarm to alert staff. If a young person has any additional needs where this type of monitor is not effective, a noise monitor maybe placed in their room at night time. If a young person requires this it will be written into there Residential Care Plan and relevant risk assessments completed.

### **Our service and Young people:**

Within the Maythorn, Pathway, Haven and the community support services, staff will aim to seek the views, wishes and feelings of the young people through a variety of means including young peoples meetings, sessions with keyworkers, feedback sheets or simply by conversing with young people.

Staff recognise that some of the young people using resources at Maythorn may struggle to contribute to a traditional meeting format and so seek their views in creative and individual ways. Staff will work with school and families to be clear on the communication methods used by young people to ensure their views, wishes and choices can be sought, this may be through the use of photos, symbols or objects of reference. Staff have access to computer programmes which support communicating with children / young people with disabilities.

We identify young people's needs and preferences in relation to their religion, culture, race and language and their residential care plan will identify how we will support this.

Maythorn is committed to supporting progression in a positive, person centred way. We identify individual targets with input from young people, their families and other professionals, then break this down in to realistic, achievable steps. We record and celebrate achievement in a way that challenges the perception of young people with disabilities and recognises their strengths and progress.

We encourage young people to make choices and recognise that this may require significant input. We are committed to developing our own communication skills as well of those of the young people we support.

Young people are encouraged to develop independent living skills focussed on preparation for adult life. This could include taking more responsibility for their physical care as well as learning skills such as cooking, using transport, and studying for school or college qualifications or skills. Where necessary, staff support

young people when they wish to spend money, for example on shopping trips or outings.

### **Review of Service Delivery**

Maythorn is inspected by unannounced visits from OFSTED throughout the year and has monthly unannounced Regulation 44 visits carried out by independent visitors. The management team are responsible for completing a 'self audit tool' every quarter to ensure the monitoring of all aspects of the home. In carrying out this audit it enables the Management team to identify areas of development and plan to address these within the team through training days, team building exercises and regular team meetings.

Maythorn welcomes feedback about the service that is delivered. There is a 3 stage complaints process which allows for investigation of complaints, including the option of an independent review, within prescribed timescales. In the first instance the manager should be contacted with any concerns or complaints. A leaflet explaining how to make comments, compliments or complaints can be obtained from Maythorn, the young person's social worker or the Council's Customer Relations team. If anyone feels unable to approach staff or the Manager at Maythorn about their concerns they can contact the Head of Children with Disabilities on 0300 300 6599.

Maythorn management devise a team plan annually to set clear objectives for the provision in line with the overall development plan for Children's Services. These objectives will form the basis of staff PDR'S to ensure staff focus on the identified areas and practices are developed and improved.

### **Behaviour:**

Maythorn staff promote positive behavior through positive reinforcement and encouragement. We firmly hold the belief that behavior is a form of communication and as such look for strategies to support and enable more positive communication rather than the use of sanctions and consequences. We believe that a positive environment where young people's individuality is celebrated, clear boundaries and routines are in place and staff are committed to supporting their development is key to progression in this area.

Physical intervention is an absolute last resort and all other options are explored before its use. As such, all staff will be trained in the Team Teach approach which is updated annually. Team Teach guides skills including verbal and non verbal communication, diversion and de-escalation and safe, effective, humane physical interventions. This aims to ensure the safety of the children, staff and others as well as a consistent approach.

### **Education:**

Maythorn actively encourages young people to attend full time education within the local provision. Young people will be supported to attend school on a daily basis and education will be promoted as a positive experience. Young people will be supported to have the necessary equipment and funding to participate in educational activities.

Where appropriate, Maythorn promotes access extra curricular activities. Daily communication takes place between school and Maythorn through home/school books, phone calls and reports. Termly meetings are also held to support the continuity of care throughout the different settings.

Maythorn's Care Plans identify the support required for learning, homework, preparing for the school day and how these needs will be met, including goals from their PEP or IEP.. Key workers will attend each young person's annual education review and any other relevant meetings with regards to their educational needs. If young people are required to complete tasks out of school time then this will be encouraged and supported.

### **Health :**

Maythorn works closely with all health professionals associated with a young person including routine health checks and specialist appointments. We maintain links with school nurses and community nurses and the NHS Community Learning Disability Team and are able to seek their specialist advice if needed. School nurses are involved in training our staff in specialist health tasks and all staff receive training in first aid, epilepsy awareness and administration of medication. Each young persons care plan has detailed information regarding any specific health care needs, personal care needs and routines. For additional health needs a health care plan will be on file. Maythorn has a clear policy which outlines procedures for medication. All staff receive training to ensure good practice, policies and standards are adhered to.

We encourage a healthy lifestyle through promoting a balanced diet taking into account dietary needs. Young people are involved in meal planning, shopping, preparation and cooking.

Regular exercise is encouraged through accessing local activities. These are chosen and planned with the young people to promote enjoying exercise. Maythorn has a large garden which enables young people to play games and have time outside in a safe environment.

Each young person's emotional needs are supported by guidance found in their care plan. This may include information on managing anxieties or specific behaviours and behaviour management strategies

### **Staffing Matters**

Registered provider: Central Bedfordshire Council

Priory House

Chicksands

Shefford

SG17 5TQ

Responsible individual: Ken Harvey

Registered manager: Tom Smith

Director of Children's Services

Assistant Director of Operations

Head of Children with Disabilities & Children's Health

Registered/ Unit Manager

Assistant Manager

Assistant Manager

Support Officers

Admin staff

Housekeeping Staff

Cooks

### **Responsible Individual**

The Responsible Individual acts on behalf of the organisation and demonstrates to Ofsted how he/she meets the requirements for registration. The Responsible Individual must also demonstrate on behalf of the provider that the proposed establishment or agency can meet the relevant requirements set out in legislation.

The Responsible Individual for the home is Ken Harvey Ken.harvey@centralbedfordshire.gov.uk He is a qualified social worker , has a NVQ 5 in management and has over 30 years experience of working with disabled adults and children in a variety of specialist roles including social worker, Transition Coordinator, Team Manager, Principal Officer and Head of Service. In Central Bedfordshire Ken is also responsible for the line management of the social worker teams which supports integrated practice between the children's homes and the social work teams.

### **Maythorn Team**

The team includes a Manager, Deputy Manager, Support Officers, Domestic staff, Cook, an Administrator and a Handy Person.

All members of the management team have NVQ level 4/5 or Certificates in Leadership and Management as well as other qualifications.

All staff have or are completing NVQ level 3 in Child Care. The care team all have experience of working with young people with disabilities. All staff complete mandatory training in Child Protection, Health and Safety, Equality and Diversity, Medication, Team Teach, Food hygiene, First Aid, Autism and Epilepsy awareness. Staff also have additional specialist training.

Staff members are supervised on a monthly basis. Each staff member also has an annual review of their personal development. The manager receives supervision from their line manager. Training is available in house and externally to support staff development and is monitored through supervisions.

Staff can also access specialist support and advice from school and health professionals in relation to specific aspects of children's care. They are able to access the council's Staff Care Scheme which provides independent confidential advice and counselling. The management team at Maythorn operates an 'open door' policy for staff to discuss any issues.

Staffing levels are determined by the number of children in the home and accessing the short break services in order to ensure safe, positive support. The domestic staff work every morning Monday to Friday and the cooks work a rota system to ensure

they can prepare the evening meal and weekend meals. Maythorn shares a handyman with other units.

The Manager usually works Monday to Friday, office hours and Deputy Managers work a combination of shifts and office days. Between them, they provide on-call support for staff, being available by phone for emergencies.

Maythorn have a bank of relief staff to call upon which provides consistency for the young people, however if it is not possible to cover shift with the full team then agency staff will be used. Agency staff are only used as a last resort, and no more than 50 % of the staff on duty at any one time are from an agency. All agency staff receives an induction to the home, and we use the same agency staff regularly to promote consistency

#### **If you wish to make comment, complaint or compliment**

All staff at Maythorn are willing to discuss any aspect of care with a young person or their parent/carer.

The Manager is also available during office hours should a young person, parent/carer need to discuss aspects of their care and welcome both positive comments and suggestions of how the service could improve.  
[tom.smith@centralbedfordshire.gov.uk](mailto:tom.smith@centralbedfordshire.gov.uk) or 0300 300 4148

Complaints leaflets are issued to all parents and carers once they are introduced to Maythorn, should discussion with the team not conclude any matters.

#### ***Other contact details:***

Your Independent Reviewing Officer Conference and Review Service  
7 Stephenson Court,  
Fraser Road  
Priory Business Park  
BEDFORD  
Tel – 0300 300 8142

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Tel 0300 123 1231

Office of the Children's Commissioner for England

33 Kingsway  
London  
WC2B 6SE  
Tel 0300 123 1231 or 0800 528 0731

Children with Disabilities Team East Central Bedfordshire Council  
The Hub  
The Baulk  
Biggleswade  
Beds  
SG18 0PT  
Tel: 0300 300 809

## Appendix 1

*The staff team consists of:*

**Tom Smith** – Unit Manager. I joined Central Bedfordshire Council at the end of 2015, having 15 years experience working in and managing a variety of services for disabled children and young people including short breaks, community services, residential homes and day provision. I am passionate about celebrating achievement and changing perceptions of behaviour. I hold NVQ 3 and 4 and am working towards my level 5 certificate.

**Rhonda Coulridge** - Assistant Unit Manager. I have over twenty years experience working with children with disabilities; I have previously worked at the local school for disabled children for 10 years. I thoroughly enjoy the challenge of supporting the young people to achieve good outcomes and targets whilst in our care. I continue to work hands on with all the young people whilst also supporting the Unit Manager.

**Paula Lamb** – Business Support Officer (Admin). I have previously worked within the legal sector in the City of London for nineteen years and have been at Maythorn since March 2015. I am able to put into practice my 21 year strong office background, along with my recent and ongoing training to support the development of the service.

**Debbie Jones** – Full time Support Officer. I first came to work at Maythorn in September 1990. Over the years I have seen many young people come to Maythorn as children and leave as young adults. Maythorn is very homely and a lovely place for our young people and after twenty five years I am still just as happy working here.

**Nicola Woodrow** – Full time Support Officer. I have been working at Maythorn since June 2012, while working here I studied and gained the Level 3 Diploma in Health and Social Care (Children and Young People, my background is adult services in residential, supported living and a transition unit. I love the challenge; every day is different. I love how rewarding it is when a young person achieves their goals and aspirations, however big or small. I will be starting the NVQ level 5 qualification.

**Robert Turner** –‘From the age of 13 I have been involved in supporting people with disabilities. This has included working at play schemes and social groups throughout my teenage years followed by a school setting. Maythorn was my first residential experience and I have gained my NVQ level 3 qualification. I am looking forward to supporting the management team in developing the services to all children with disabilities.

**Moydean Banda** – Relief Support Officer. I have 17 years experience of working with young people underpinned by my degree and NVQ qualifications. Working at Maythorn for the past 6 years has given me the opportunity to engage and promote positive behaviours, communication, independence and to support a positive safe

lifestyle for our young people. Staff are encouraged to be ambitious for the young people and achievements are celebrated.

**Chantal Uwamahoro** – Relief Support Officer- I started working at Maythorn in 2010. I completed level 3 Diploma In working with children and young people. I am now training to become a social worker, so am currently working as a relief support officer. I love working with our children and young people, and since I started at Maythorn, I have experienced great joy of seeing them growing, learning new skills, and moving on as adults. On daily basis, it is great to all the young people enjoying the service offered to them by a well trained and caring staff team. Maythorn is a great place to work, develop and there is no other career that gives you as much satisfaction as when seeing a young person achieve.

**Stephen Heppolette** – part time Support Officer. I have worked at Maythorn for just over 3 years. I have previously worked as a carer in the community, experiencing palliative care and mental health care. I love my job here at Maythorn, I fell very lucky that I have found a job where I can be myself and help children along the way. I work within the short break team which includes community support and social group weekly sessions. I have a level 3 diploma in Working with children and young people and hope to add to this in the future. We are like one large family, all with the same goal of providing excellent care, and providing somewhere young people can be safe as well as happy. I am very proud to work at Maythorn.

**Emma Sykes** – Part Time Support Officer – has NVQ level 3 qualification. The majority of my experience comes from working in the local school for disabled children for 11years, where I gained lots of experience working with different age groups and abilities which I thoroughly enjoyed. I came to Maythorn in 2009, and can honestly say I really enjoy working here. I get to work with some fantastic young people, and work alongside a great team; a team that emphasise on doing their best for the young people they support. I will be starting the NVQ level 5 qualification and am looking forward to getting an insight in to the management role at Maythorn and how this supports both the young people and staff team.

**Melanie Wiltshire** – Relief Support Officer. I started at Maythorn in January 2014 and have a BA Hons in Social work. Joining the Maythorn team has been one of the best decisions I have made. Not only have I grown in confidence as a person but I have acquired many new skills and met some lovely colleagues and children. I have worked at Maythorn for two years now, and I can honestly say that I feel supported, respected and valued as a member of staff. It is great to be a part of such a friendly team who always put the needs and wishes of the children first.

**Emma Little – Full Time Support Officer-** Whilst studying for my Psychology degree I worked with Autism Bedfordshire on their summer schemes and Saturday clubs. Over the subsequent 5 years I have worked with both children and adults in residential settings and community support. Living locally, I had heard positive things

about Maythorn so was excited to be joining the team. I really enjoy seeing our young people grow and develop and I am looking forward to see what the future holds for them. I am completing my NVQ level 3 qualification

**Amy Cracknell** – Part time Support Officer. I have returned from my maternity leave and I am looking forward to picking up from where I left off. I will be starting my NVQ level 3 which will be a challenge. I am looking forward to re establishing my relationships with the young people at Maythorn.

**Lynn Bright** – full time Support Officer I have NVQ 3 qualification. I have worked at Maythorn for quite a number of years. Maythorn has always strived to continue to meet all needs required for the young people, whilst at the same time making it a homely, friendly and fun place to be part of.

**Pauline Chambers** – full time Support Officer NVQ level 3. I have worked at Maythorn for several years. I have previous experience with working with children with severe physical disabilities. I support the children and young people predominantly at night times.

**Karen Allen** – relief Support Officer -. I have NVQ 3 qualification I have been employed at Maythorn a number of years, in this time I have worked in many different roles which has given me many welcome challenges. Working together as a team enables us to achieve the positive outcomes we work towards.

**Emily Atem** – relief Support Officer – has NVQ level 3 qualification. I have been at Maythorn since 2010 and have previous knowledge and experience of supporting children with complex physical disabilities.

**Catherine Drake** – relief Support Officer has NVQ level 3. I have a good knowledge and understanding of supporting children and young people with complex physical disabilities. I have a background in nursing and began working for Maythorn in 2009. I enjoy supporting all the young people who access our service and feel proud to be part of such a caring staff team who thrive to ensure the young people achieve their goals.

**Christie-Anne Coxall** – full time support officer - My experience comes from working abroad in respite care for disabled young people and working in a residential school for Autism in the UK. When I came to Maythorn I was impressed at how homely the building was and how friendly and approachable the staff were. The parents I met during interview were very complementary about the service and the staff told me what a wonderful place it is to work. I knew from that point that I wanted to be part of this team and I haven't looked back. I'm very proud to be part of a residential home which provides such a fantastic service to its young people. I have begun studying towards my NVQ level 5 qualification which has given me a fresh prospective on the service and broadened my skills and knowledge.

**Sarah Jones** – Part time support officer - I have been working at Maythorn for just over 2 years. I predominantly support young people within the community (since 2001) as well as those who access Maythorn. I completed my NVQ level 3 in 2003. I have my own personal experience of supporting a young child with physical disabilities and I was determined not to waste the valuable knowledge I had gained. I can not think of anything else I would rather do. I love supporting all the young people in the community, with short breaks and at Maythorn.

**Megan Savage** – Part time support officer - I have NVQ level 3 Qualification. I have previously worked at a mental health inpatient unit as an activities coordinator. I enjoyed and gained experience when supporting children with disabilities in America and I am very excited to begin my career at Maythorn working within a great team

**Hayley Couldridge** – Part time support officer – I have worked with children and young people with disabilities since the age of 16. I volunteered for Sunshine Play scheme as well as Autism Bedfordshire. I have NVQ level 3 qualification. I have experience of working at two local special schools and supported various families as a direct payments worker. I love the new challenges I face working with the young people as well as the fantastic team of staff who through working together provide the best quality care to all the young people within our service.

**Sue Davis** – Relief support officer – I currently work full time working with adults with learning disabilities and I also cover shifts at Maythorn. I am happy to be working with the young people and staff at Maythorn. I like to have new challenges and being part of an excellent friendly team with lovely young people.

**Samantha Mitchamson** – Relief support officer - I'm Samantha and I joined Maythorn Team as a Bank Support Officer in March 2017. Full time I have worked as a Registered Childminder for eleven years caring for children between the ages of birth to eighteen in my home. I am also part of the Community Childminding Scheme, which has given me the opportunity to work in a stronger partnership with Social Services, Parents, Schools and other agencies. I have been involved with emergency cover, caring for children with learning disabilities at short notice which has given me the ambition to want to make a difference in more young children with learning disabilities lives in a bigger setting and I feel Maythorn is it.

**Rebecka Wadey** – **Relief support officer**- I have been a relief support officer at Maythorn for the past 3 months and I love my job. I spent 2 years working for an agency as a care assistant in residential care homes working with dementia care, and more recently gaining experience of support work to be able to apply for this position. I have also completed my level 3 NVQ in Health & Social Care this year. I enjoy being able to work with the young people and being able to help others. The staff and young people have taught me so much and it's refreshing to be in a role where everyone works as a team. I work in both units as well as attending weekly group sessions on Tuesdays and Thursdays where we encourage creativity and

interaction. I genuinely look forward to coming into work and get excited at new challenges and any new training or qualification opportunities.

**Rachel Galvin** – Relief support officer – I have worked at Maythorn for about 18 months now. I am completing my NVQ level 3 qualification. I enjoy working with all the young people who access Maythorn with the care and activities we provide as a unit .I thoroughly enjoy my job which I feel is making a difference to the lives of the young people.it is rewarding to see the young people develop with regards their independence skills and the targets they achieve..

**Ann Purcell** – Relief support officer – I have been at Maythorn for the past 18 months. I am a fully qualified Nursery Nurse. I have previously worked with ages ranging from 0-19 years of age in a variety of roles including special educational needs, palliative care and clinical support (complex care). I really enjoy working within Maythorn supporting all the young people and learning from my colleagues. Working here has broadened my skills and knowledge and I continue to learn particularly from the young people who teach me so much.

**Tracy Field** – Domestic - I have worked at Maythorn for a number of years. I have a good sense of humour and always manage to see the funny side of situations which is a bonus supporting the young people and staff team here. The young people have a super relationship with all the young people in Maythorn and I work endlessly to ensure the home is clean and tidy for us all.

**Jane Blowing** – Jane is very proactive in supporting the dietary needs of the children and young people who access services offered at Maythorn. She likes to vary the menu and is supportive to staff when arranging celebrations such as Burns night, Chinese New Year and the young people's birthdays. Jane is partial to making a cake or two when supporting fund raising activities.

**David Rankin** – Handyman – part time. Dave has worked for numerous years within the children's service. He supports the staff team and young people at Maythorn and can turn his hand to most requests made to him. He is an invaluable member of the team

**Kulwinder Kaur** – I have been working at Maythorn since 2016 as a domestic supporting Tracy to ensure the home is clean. Tidy and a home from home for the young people who stay at Maythorn