

# Grove House

Great place, great people,  
great times!

**Statement of Purpose** Updated February 2020

## DIFFERENT FORMATS

This information can be made available in other formats and in different languages on request.

Please call 0191 433 6530 or email: [grovehouse@gateshead.gov.uk](mailto:grovehouse@gateshead.gov.uk)



# Contents

## QUALITY AND PURPOSE OF CARE

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

**Section 2:** Details of the children's home's ethos, the outcomes that the home seeks to achieve and its approach to achieving them.

**Section 3:** A description of the accommodation offered by the home including

- How accommodation has been adapted to the needs of the children.
- The age range, number and sex of the children for whom it is intended that accommodation is to be provided.
- The type of accommodation, including sleeping accommodation.

**Section 4:** A description of the location of the home.

**Section 5:** The arrangements for supporting the cultural, linguistic and religious needs of children.

**Section 6:** Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.

**Section 7:** Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

## VIEWS, WISHES AND FEELINGS

**Section 8:** Section A description of the home's policy and approach to consulting children about the quality of their care.

**Section 9:** A description of the children's home policy and approach in relation to:

- Anti-discriminatory practice in respect of children and their families
- Children's rights.

## EDUCATION

**Section 10:** Details of provision to support children with special education needs.

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

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

## ENJOYMENT AND ACHIEVEMENT

**Section 13:** The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

## HEALTH

**Section 14:** Details of any health care or therapy provided, including:-

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

## POSITIVE RELATIONSHIPS

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

## PROTECTION OF CHILDREN

**Section 16:** A description of the home's approach to the monitoring and surveillance of children.

**Section 17:** Details of the home's approach to behavioural support, including information about:

- the home's approach to restraint in relation to children and
- How persons working in the home are trained in restraint and how their competence is assessed.

## LEADERSHIP AND MANAGEMENT

**Section 18:** The name and work address of

- The registered provider
- the responsible individual (if one is nominated)
- the registered manager (if one is appointed)

**Section 19:** Details of the experience and qualifications of staff, including any staff commissioned to provide education and health care

**Section 20:** Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care

**Section 21:** If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

## CARE PLANNING

**Section 22:** Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.

# Quality and Purpose of Care

**Section 1:** A statement of the range of needs of children for whom it is intended that the children's home is to provide

Grove House provides care and accommodation via planned short breaks for:

- Up to six children and young people at any one time
- Children and young people between the ages of 6yrs – 18th birthday regardless of gender, race, ethnic origin or culture.
- Children and young people with learning disabilities (LD) and/or physical disabilities (PD)

**Section 2:** Details of the children's home's ethos, the outcomes that the home seeks to achieve and its approach to achieving them.

Staff at Grove House believe that each child is unique and as far as possible their individual needs should be met and their potential developed regardless of their disability. We feel that this is best achieved in a stimulating environment of nurture, care and consistency, where the children have confidence in the staff and feel safe.

We believe that children should be recognised, respected, consulted and given choice. Children should have a good quality of life, are given equal chances and are able to live positive and productive lives.

Our approach is based on the recognition that each child/young person is an individual with unique experiences and needs. Care plans are responsive to this and aim to promote growth and development in the following areas; health, education, personal identity, family, social relationships, social presentation, emotional and behavioural development and wherever possible self care skills, independence and helping individuals to reach their full potential. The principles and regulations of the Children Act 1989 and the Children Act 2004, the Children's Home Regulations and quality standards and Care Standards Act 2000 guide our practice.

**We aim to improve the children's lives. We hope to achieve this by:**

- Providing a safe, supportive, caring environment where the children and young people receive individual support when needed and are encouraged and supported to make decisions. Each child and young person will have a Keyworker and Linkworker within Grove House to facilitate this and to liaise with all relevant people, including the children/ young person's social worker.
- Placing particular emphasis upon working in partnership with parents and significant others.
- Protecting each child/young person's fundamental rights.
- Ensuring children and young people receive bespoke care and services from competent staff and that they are sufficient in number, experience and qualification to meet their individual needs.
- Maintaining staff of high quality, offering opportunities to enhance their skills with effective and relevant training, supervision and support.

**Section 3:** A description of the accommodation offered by the home including:

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

Grove House provides short break accommodation for children from the age of 6yrs to their 18th birthday who have been diagnosed with a learning and/or physical disability or autism and associated behaviour difficulties. Children and young people who have specific nursing care needs will not be accommodated unless the relevant medical professionals are involved in carrying out specific medical / nursing tasks.

Grove House provides short breaks for up to six children and young people (at any one time) from any race, ethnic origin or culture. The home has six bedrooms. The home is part of the NE12+ and is available for regional offer; however, priority will be given to disabled children and young people within Gateshead.

The home is a detached property standing in its own grounds. The home benefits from having fencing and walls surrounding the property, security lighting and movement detectors to the front, rear and side and CCTV which covers the main entrance, car park, back yard and some of the immediate surrounding garden area. There is a large car park, lawned areas and trees to the front of the property and a large garden to the rear and side.

A single bedroom policy operates at Grove House. The home has 6 bedrooms, 3 of which are equipped with overhead tracking and hoisting equipment for use by those children who have moving and assisting needs. 2 bedrooms are equipped with Creative Care 'safe space' beds and 2 bedrooms can have Perspex gates in place to be used in consultation with designated Occupational Therapists. Three bedrooms are also equipped with special height adjustable beds. All bedrooms have fitted furniture, hand basins and televisions with Freeview/DVD players. Each child / young person in residence will have a door plaque with their name or photo to indicate their bedroom. Grove House has a Communicall Intercom System in operation as well as sound monitors and door alarms, with the sole view of safeguarding the children with highly complex health needs. Monitoring devices are placed in individual bedrooms and not in communal areas so as not to compromise the child's/young person's right to privacy and dignity. Use of such devices will be identified in the All About Me book as part of the overall plan of safe care for the individual child/ young person.

There are two bathrooms, one is equipped with a Jacuzzi bath, overhead tracking and hoisting equipment. The other has specialist shower facilities i.e. mobile height adjustable shower trolley, an upright blower/drier to assist those who have sensory issues. This also has overhead tracking and hoisting equipment. There is a Closomat toilet with bidet facilities.

There is a large lounge with TV, DVD player, games consoles and a personal computer. The children also have access to iPads. The dining room has a TV and a Nintendo Wii and Switch console. Wi-Fi is also installed. There is a separate Activity Room which is well equipped, which includes a ball pool, soft play and a range of toys, multi-sensory relaxation light and sound equipment. The children have access to age appropriate DVDs, and CDs. There are also a number of bookcases which are equipped with appropriate books for the children to have a choice to read.

The Home is well equipped to provide for the special needs of its users to minimise the effects of their disabilities. Children / young people are encouraged to bring their own equipment whenever possible. A new facility added in 2009 is in the form of an additional kitchen / skills room for the purpose of encouraging and developing independence. This is multifunctional area that is also used to facilitate art and crafts and provide a quiet area for the children / young people or an area where they can complete their homework and also have cinema nights.

There is a large well equipped kitchen. Mealtime menus tend to be completed with support from the children/ young people and take into account their individual needs preferences, likes and dislikes. If appropriate they will have a PECS folder in place or their preferred method of communication aids which will enable them to make independent choices at snack and supper times. Alternative choices and specialist dietary foods are available if required, as are specialist equipment / utensils. This will be documented in the child / young persons All About Me book. Wherever possible, staff will encourage children / young people to participate in the preparation of food, shopping, setting and clearing the tables. Everyone is encouraged to eat together around the dining room tables if appropriate. Healthy eating is encouraged and promoted. Sample of menus are sent to a Dietician for approval.

Exit doors are alarmed to ensure children's safety and to alert staff if they attempt to leave the building, or unauthorised persons attempt to gain entry. This is arranged to promote safeguarding. Due to their disabilities many of the children are unaware of every day dangers to themselves and others, which are identified in their risk assessments and All About Me booklets.

Ramps provide wheelchair access to the building. Grove House benefits from extensive gardens with outdoor play equipment, sensory garden, benches, chairs, water feature and a patio area.

There is a computer room which is solely used by the staff and a main office. The office and skills room is made available to visitors to the home when a level of privacy is requested or needed.

#### Section 4: A description of the location of the home.

Gateshead is a large town in Tyne and Wear, England and is the main settlement in the Metropolitan Borough of Gateshead. Historically part of County Durham prior to the creation of Tyne and Wear in 1974, the town lies on the southern bank of the River Tyne opposite to the city of Newcastle Up on Tyne and together they form the urban core of the Tyneside conurbation. Gateshead and Newcastle are joined by seven bridges across the Tyne, including the land mark Millennium Bridge. The Town of Gateshead is well known for its iconic architecture such as the Sage, the angel of the north and the Baltic Centre for contemporary art.

Grove House is situated in the Low Fell area of Gateshead it is a large detached house, which was built in 1872 as a family residence. It was purchased and rented out by Gateshead Council in 1920. The building is locally listed and is set in a conservation area. Many of the original features in the home have been maintained. In 1996, following a major restoration, conversion and refurbishment by Gateshead council the home opened as a short break service for children with disabilities.

Grove House is situated on East Park Road on the periphery of the award winning Saltwell Park, a prime location in the Low Fell area within Gateshead. It is close to a large prestigious private housing estate. There are bollards adjacent to the property that prevents through traffic. There are parking restrictions along East Park Road which is well lit at night.

The home is ideally placed on a quiet lane within walking distance of the town and local facilities in Low fell. There are medical centre's, chemist, library, selection of shops, banks, art gallery, theatre, garden centre, leisure centre and religious establishments, which in the main meet the needs of disabled people in terms of accessibility.

There are very good transport links within walking distance and buses run approximately every 10 minutes from Low fell to Gateshead high street and Newcastle City Centre. There is also a Metro Station approximately 1.2 miles away within Gateshead, both of which provide accessibility. The Q.E hospital is 1.7 miles away and has an A&E department. Gateshead's police Station and fire station is less than 1 mile away from the home. There are good transport links to these.

The roads and pathways to and from the home to Low fell are accessible and suitable for those who are reliant on wheelchairs.

#### Section 5: The arrangements for supporting the cultural, linguistic and religious needs of children.

Locally there are a range of places of worship and staff will ensure all reasonable steps are taken to enable children and young people to attend religious services and receive religious instruction of their or their parent's choice. Opportunities will also be provided for children and young people to follow the customs of their religion including any special dietary requirements and dress codes. The necessary arrangements for this will be made in consultation with the children's family.

Staff will endeavour to make every child/young person feel that positive consideration is being given to their religious persuasion and that any necessary facilities is provided, as far as is practicable that he/she would need to undertake his/her observance in keeping with his/her age. Appropriate interpreters/mentors will be employed to assist a child or young person with linguistic needs.

#### Section 6: Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.

Every effort will be made to resolve complaints immediately through discussion and negotiation. Where it is not possible to do this informally or if a child / young person prefers then they can make a formal complaint to the Councils Complaint Officer and an independent investigation will follow or to Ofsted. A supply of complaint forms and envelopes are made available to the children and young people should they not want to discuss their complaint with staff.

Grove House has an in house complaints procedure, which is supported by the Council's Complaints Procedure. A leaflet in various formats is located around the building. All children / young people and their carers on admission will be given information about the complaint's procedure in a language and medium that takes account of their cultural background and / or disability.

The Complaints procedure is discussed on a regular basis in the children / young people's meetings. The children and young people have access to a confidential advocacy service provided by Gateshead Council and also other independent providers. The children and young people are also able to contact their independent reviewing officers or social workers and when required support will be offered.

Parents/carers, children and young people receive information regarding complaints procedures prior to admission. Details are also explained in the children's guide. Complaints information posters are displayed around the building and are adapted to; meet the needs of children and young people who have communication difficulties. Staff receive complaints procedure training.

**Section 7:** Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

**Safeguarding policies and procedures** are easily accessible for all staff within the office and on the LSCB website. All children and young people have an up to date risk assessment covering safeguarding issues. The Registered Manager is the lead person for child protection and ensures safeguarding procedures are followed in the event complaints or allegations are made against staff. The registered manager will liaise with the LADO (Local Authority designated officer for child protection).

- The Local Authority Designated Officer (or LADO) will oversee and monitor any cases regarding allegations or concerns expressed about the behaviour / conduct / potential malpractice of staff. They will provide advice / guidance while liaising with the police and any other agencies to monitor the progress of cases and ensure they are dealt with as quickly as possible, consistent with a thorough and fair process.

**Admission policies** ensure children and their parents/carers are given information in relation to safeguarding, bullying and behaviour management. They also have a copy of the complaints policy and have easy access to helpful phone numbers to seek help. Risk assessments include information relating to bullying and outline steps taken to reduce the risk. These are reviewed regularly.

**Recruitment policies** ensure all staff employed at Grove House have been subject to the necessary employment checks to work with children / young people, including a DBS, relevant experience and qualifications.

**Induction policies** ensure a copy of the Council's whistle blowing policy is given to all staff as well as a copy of what to do if you are worried a child is being abused. All staff to have an induction record.

**Training policies** ensure staff have training in the following areas to keep children safe. All staff should attend the one day Child Protection Awareness course as a minimum standard. Other relevant courses are as follows:

- |  |                        |
|--|------------------------|
| • Sexual exploitation  | • Health & Safety      |
| • Internet safety  | • First aid            |
| • Recognising and responding to bullying                     | • Food safety          |
| • Handling complaints  | • Moving and assisting |
| • The management of challenging behaviour (Team Teach/Maybo) | • Fire safety          |
| • The administration and safe handling of medication         | • COSHH                |

**Missing from care policy ensures:**

Children and Young people who are absent without authority from Grove House will be subject to the Council's procedure and protocol for reporting their absence to the Police. The timing of Police notification will depend on the age and vulnerability of the child / young person and the circumstances under which they have absented themselves. This will be discussed with parents and the child / young person on admission and with parents at the time of the unauthorised absence if necessary, but will be no later than midnight. Parents will be notified of unauthorised absence. If a child / young person is missing and turns up at the family home, it is expected that the family will inform the establishment immediately.

A child / young person who return to Grove House after a period of unauthorised absence will be welcomed back and staff on duty will talk to the child / young person to explore the reasons behind the behaviour. Children and Young people will also be spoken to by the Police so they have the opportunity to share any concerns they may have about Grove House or events which may have occurred whilst on unauthorised absence. Social workers will be notified of any unauthorised absence, may be asked to visit and an independent interview will be offered to the child / young person by the safeguarding unit. In some cases unauthorised absences will trigger a need for those involved with the child / young person to meet and formally develop a strategy for managing the unauthorised absences.

**Health & Safety Policies ensure:**

Grove House is a safe place to live. It is protected by comprehensive safety systems including CCTV, a burglar alarm, smoke detectors in all rooms, a fire alarm, sprinklers, emergency lighting system, fire fighting appliances, fire doors and one fire escape on the first floor and two emergency exits on the ground floor. Each of the bedrooms has either an evacuation chair or stair climber. Each child / young person has an individual Egress Plan.

Each component of the systems are checked regularly in line with written procedures laid down by the Council and the Fire Brigade. On a yearly basis the building is inspected by the Fire Brigade and fire fighting appliances are checked by a recognised provider in order to renew both certificates, which must be held on the premises. All electrical appliances are PAT tested on a yearly basis. Boiler / Gas appliances are checked. Water and temperatures are checked.

Staff receive training and children / young people are made aware on admission of all procedures and escape routes. Monthly fire drills are carried out involving the children / young people, including one at night to ensure children / young people and staff are confident should there be an emergency. The fire alarm is checked and sounded weekly.

The following measures are also in place to promote the safety and welfare of children / young people:

- Monthly unannounced visits by people who are independent of the management of Grove House and the registered provider to check and report on aspects of the running of the home and the welfare of the young people. The Registered Manager and Service Manager are expected to respond to any recommendations made.
- Annual unannounced visits by Ofsted. Inspectors are independent of the Council and their remit is to check whether standards are being met and to make recommendations for improvement. The Registered Manager is expected to respond to any requirements and recommendations made.
- Elected members visit occasionally and meet with children / young people.
- All visitors, other than friends or family of the children to the establishment are required to produce proof of Identity and are not allowed entry if unable to do so. A record of all visitors to the establishment is held recording the date, time and purpose of the visit.

# Children's Views, Wishes & Feelings

**Section 8:** Section A description of the home's policy and approach to consulting children about the quality of their care.

To empower and give commitment to work positively with children by encouraging them to take an active role in the organisation, development of service delivery and their care wherever possible using their preferred method of communication. Consultation takes place as and when appropriate within Grove House with the child or young person's keyworker / social worker or any staff of their choice to gain their views / preferences around the service they receive. The children and young people are also supported to participate in group meetings and are encouraged and supported to complete service evaluation forms at the end of their stays, which gives all children and young people an opportunity to express their wishes and feelings and for their voice to be heard.

Children's Forum/Council meetings will take place at least twice a year and staff will ensure that suggestions or concerns raised by the children are shared with team members and that the children receive feedback on the issues they may have raised and appropriate actions taken.

Listening to the children and young people is of a prime importance as is offering them support and guidance. Their views and opinions are important because it gives us an opportunity to adjust and improve the service we provide. Children and young people have a voice which allows them to share who they are, what they believe, and why they believe what they do and what they care about with their peers/parents/carers/community.

Parents/Carers/Friends of Grove House Coffee Mornings/Meetings to take place regularly as an informal way of gathering feedback about the service provided and to appropriately update parents/carers regarding any changes to the service. Social Workers, education and health professionals also to be invited to the Coffee Mornings to promote partnership/inclusive working.

All children and young people will be encouraged to contribute to their reports and to attend review meetings and will be given the appropriate support if needed. An independent reviewing officer / social worker (chairperson) will be available to consult with the children and young people in private about their placement and their plans. Parents and carers will also be invited and supported to attend unless there is a clear reason why this would be inappropriate. Other professionals or significant people who have a contribution to make to the planning process for the children or young person will also be invited to attend unless the child/young person or their parent has expressed a wish that a particular individual is not invited.

Prior to each stay staff contact the parents and carers by way of a courtesy phone call to establish any change of care, health needs or anything of any importance. Whenever possible or practicable staff to speak to the child/young person about their forthcoming stay.

**Section 9:** A description of the children's home policy and approach in relation to:  
a. Anti-discriminatory practice in respect of children and their families  
b. Children's rights.

Grove House staff believe in equality of opportunity for all children regardless of their race, gender, ethnicity, religion, culture, language, sexuality, impairment or disability.

Grove House staff are committed to ensuring all children have their rights upheld and welcomes the employment of the Children's Rights Officer and Involvement Officer visiting advocacy service by the Council. Both are encouraged to visit and maintain contact with the children.

Staff endeavour, to be good role models for children by themselves behaving in a manner which is non-oppressive and by challenging any discriminatory attitudes or practices.

We believe with rights come responsibilities and where possible, children are encouraged to take as much responsibility for their behaviour as they can. Behaviour from children, which is discriminatory or oppressive and creates victims is not condoned and will be managed in an appropriate manner.

All staff at Grove House will be proactive in their approach to fully understanding the concept of Children's Rights and the relationships of these Rights with their Responsibilities:

- . The right not to be ill treated but the responsibility not to ill-treat others.
- . The right to be cared for and the responsibility to care about others.
- . The right not to be put at risk and the responsibility not to put others at risk.
- . The right to be heard and the responsibility to listen to others.
- . The right not to be discriminated against and the responsibility not to make discriminatory remarks or take discriminatory action.

Gateshead Council is committed to ensuring that all staff are aware of the issues of inequality and adhere to the principles of the Equality Act 2010 and that staff also undertake Equality and Diversity training.

# Education

**Section 10:** Details of provision to support children with special education needs.

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

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

The education and achievement of children is actively promoted as valuable in itself and as part of their preparation for adulthood. Children are supported to achieve their educational potential. (Standard 8). It is an expectation that all children and young people who attend Grove House are receiving an education.

Service users at Grove House will have an Education, Health and Care Plan (EHCP).

- Responsibility for Education reviews for children who receive a service from Grove House remains with parents and carers but whilst at Grove House all children are actively encouraged to attend / achieve at school and staff are to remain in regular contact with all schools.
- Children are provided with the appropriate transport to take them to and from school. This need is assessed by the Education Department.
- Each school has an identified contact person.
- Children will be encouraged and assisted to complete homework tasks. This will involve providing an appropriate space, room and equipment. We will also support and facilitate where appropriate individual programs.

When appropriate Grove House staff will support children in their transition from school to college.

Staff make it a priority to attend education meetings, to ensure the team are aware of education issues for the child and these are identified and addressed in their care plans.

# Enjoyment and Achievement

**Section 13:** The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

At Grove House we have staff whose role it is to assist each child and young person to be able to continue with any interests or hobbies they may have. Staff will endeavour to ensure any service user who has a regular social commitment i.e. youth club, sports club, can continue to attend during their stay at Grove House.

Grove House offers a range of activities which children and young people are free to participate in. There are opportunities for the children and young people to go on outings to the shops, parks, coast, leisure activities, restaurants, and travel on public transport or the unit minibus. Grove House also has a large garden with play equipment suitable for meeting the needs of disabled children.

All activities will be carefully planned and take into account their race, culture, language, religion, interests, abilities and disabilities. Grove House service users can also benefit from the use of leisure passes which allow free access to recreational/leisure facilities within the borough.

Birthdays, named days, cultural and religious festivals are celebrated and children / young people will be encouraged and supported in participating with staff in planning these events together. The children/ young people are consulted regularly to plan activities and to make their views known regarding any leisure activities and hobbies.

Children / young people have a choice of indoor activities such as television, DVDs, computer with internet access, console games, Ipad's, other games, books, toys, craft equipment and the sensory room. There is a fine balance between meeting the needs of individuals and groups as a whole which is established. It is important to consider the social value of social skills integration and negotiation as well as one to one support for the children and young people in our care.

All staff are trained in Online Safety/cyber bullying and adhere to both corporate and in-house policy to ensure both children and young people remain safe. This is also disseminated down to children and young people.

# Health

**Section 14:** Details of any health care of therapy provided, including:

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

All children / young people who use Grove House will have their individual health needs met by their own doctor and a range of health professionals. These arrangements will be reviewed and updated with parents and carers prior to every stay at Grove House and formally at each review. The nature of the service means that health needs are of significant importance and Grove House staff will work closely with parents, carers and health professionals to ensure these needs are met whilst the child / young person stays at Grove House.

- Grove House operates a no smoking policy.
- The children / young people are offered a varied and healthy diet and cultural needs and preferences are met. Children / young people are encouraged to participate in menu planning, shopping and the preparation of simple meals.
- They are actively encouraged to partake in a range of stimulating indoor and outdoor activities regular exercise is encouraged and the development of individual hobbies and interests are promoted and supported.
- Personal care needs will be carried out to the highest standards and the children and young people are encouraged to be as independent as possible.

Grove House staff also benefit from the support given by the Community Paediatric Nursing Team. All of these contribute to the creation of a healthy environment in which the promotion of good general health and well-being are achieved.

Staff are trained in matters relating to first aid, food hygiene and COSHH. Also staff have specialised training in areas such as epilepsy awareness including the administration of emergency medication, gastrostomy feeding / care, night time ventilation, suction and cough assist machines.

## MEDICATIONS

All medications are stored and administered in accordance with the Local Authority Guidelines. Medication will only be administered by staff that are trained in the Safe Handling of Medicines.

Homely remedies will only be administered when provided by a parent/carer and a consent form is signed by the parent/carer, GP or consultant or if the remedy has been prescribed.

# Positive Relationships

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

Staff encourages and support children and young people to maintain contact with their family, friends, and relatives and significant others in accordance with their care plan, risk assessments, their wishes and level of need. Any restrictions on contact for the protection of the child or young person are clear. Contact by visits, telephone, electronic and letters are facilitated where there are no such restrictions. Where appropriate the children and young people's stays are matched with that of their friends who also use the service.

Children and young people are informed that they have access to a telephone, electronic equipment, letter writing materials and stamps and they are provided with practical support where required.

# Protection of Children

**Section 16:** A description of the home's approach to the monitoring and surveillance of children.

**Section 17:** Details of the home's approach to behavioural support, including information about:

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

Grove House has outside security lighting and movement detectors that cover all boundaries of the home. In July 2016 CCTV was installed which covers the main access point to the property, front car park, back yard, and some of the immediate surrounding garden area. There are two waking night staff that carry out regular security checks of the building and grounds throughout the night. The gates leading into the property are locked overnight. Exit doors are fitted with alarms and are put into operation as and when necessary.

Individual bedrooms have door alarms and sound monitors to alert night staff when a child / young persons sleep is disturbed. Agreement for the use of these is made with the family / social worker and wherever possible with the child / young person, and contained in individual care plans (All About Me book).

Grove House aims to provide a positive and stimulating environment for children / young people where emphasis is on nurture and self management. It is acknowledged that some children / young people will present behaviours which can be perceived as challenging. In such circumstances, individual plans will be devised and agreed with all relevant carers / professionals and where possible the child / young person and a written action plan / risk assessment will be formulated and adhered to.



Wherever it is foreseeable that a service user may require any form of physical intervention, the risk assessment would identify the benefits and risks associated with different intervention strategies and ways of supporting the person concerned.

Examples of situations where it may be necessary to intervene physically will be:

- to prevent a child running towards a busy road
- to prevent a child self-injuring
- to prevent a child injuring another person
- To prevent a child causing serious damage to property.

## BEHAVIOUR MANAGEMENT

At Grove House staff encourages children / young people to develop and take responsibility for their own lives within their capabilities. Part of this development is learning about what is and is not acceptable behaviour. Staff endeavour to do this by talking to the children / young people, negotiating with them and by rewarding positive behaviour and achievements.

We believe positive relationships between children / young people and staff provide the essential basis for both care and control. In the unlikely event of staff having need to impose sanctions upon a child / young person these would only be those which are approved by the Council and are permitted within the Community Homes Regulations.

### Sanctions

Any sanction will be relevant and just, will be time-limited and in accordance with the understanding and the abilities of the child / young person. Any sanction would link behaviour to consequence. Examples of sanctions include:

- Restriction on the use of leisure equipment if the children / young person has deliberately damaged the equipment.
- If a child had seriously misbehaved whilst on an outing then consideration would be given to them missing the next one.
- The child / young person may be asked to spend 5 to 10 minutes in a quiet area their bedroom to think about their misbehaviour.
- All staff are permitted to use and authorise sanctions. However, the manager and assistant managers monitor their use by discussion with staff at handover times, discussion with staff at team meetings, discussion with children and young people on an individual basis, at child / young people's meetings and by checking records to assess their effectiveness.
- In certain situations, that is, when a child / young person is causing harm to himself /herself or others, or causing excessive damage, staff, as a last resort will use physical methods of intervention. Initially, staff will try to control the situation and prevent further harm/damage by guiding a child / young person away from a harmful situation by the use of approved Team Teach techniques. In extreme circumstances full restraint may have to be used.
- In such circumstances the degree of force used will be the minimum required and for the shortest period of time necessary. All such incidents are recorded and are discussed with the child / young person as soon after the incident as possible.

- Staff receive training (Team Teach/Maybo) to manage challenging behaviour and in the use of safe restraint. Once staff are trained to help maintain their competence they have access to literature and websites and can access all materials, information and video demonstrations of physical intervention holds that have been demonstrated in training and can be used safely. Staff can practice these and they have regular refresher training. Any incidents staff are involved in are discussed in supervision to assess competence and compliance with the behaviour management policy.
- Where appropriate/necessary children and young people have a behaviour management plan which is reviewed regularly.

## Leadership and Management

**Section 18:** The name and work address of  
a. The registered provider  
b. the responsible individual (if one is nominated)  
c. the registered manager (if one is appointed)

### The Registered Provider is:

Gateshead Council  
Care, Wellbeing and Learning  
Children & Families Service  
Civic Centre, Regent Street  
Gateshead NE8 1HH  
Tel: 0191 433 3000 Fax:0191 477 6544

### The Registered Person is:

Caroline O'Neill  
Strategic Director  
Children, Adults and Families  
  
Tel: 0191 433 2700  
Email: CarolineONeill@gateshead.gov.uk

### Qualifications:

- B.Ed (Hons)
- M.ED
- Ofsted Inspector Accreditation
- School SIP Accreditation
- Post Graduate Certificate in Public Sector Management
- LGA Peer Reviewer Training
- NE Region Senior Leadership Development Programme

### The Service Manager is:

Jill Little (Service Manager)  
Tel: 0191 433 3420  
Email: jilllittle@gateshead.gov.uk

### Qualifications:

- Diploma in Social work
- Level 5 diploma in management
- PQ1
- Health and Safety for Managers
- IOSH

### The Registered Manager is:

(Laura) Ashleigh McNeill  
Grove House  
East Park Road, Low Fell  
Gateshead NE9 5AX  
Tel:0191 433 6530  
Email: ashleighmcneill@gateshead.gov.uk

### Qualifications:

- BSc Honours in Psychology with Health
- NVQ Level 3 in Caring for Children and Young People
- Level 5 Diploma in Leadership and Management for Health and Social Care and Young Peoples Services

# Staff Experience & Qualifications

**Section 19:** Details of the experience and qualifications of staff, including any staff commissioned to provide education and health care

## **ASHLEIGH MCNEILL – Registered Manager**

Ashleigh became the manager of Grove House on 1st October 2016. Ashleigh holds a level 5 Diploma in Leadership for Children and Young Peoples Service (Residential Management). Ashleigh worked at Edenvue from December 2005 until July 2016 in which she was the registered manager from April 2014. Prior to that she worked in Lyndhurst Children's Home for 18 months. Ashleigh also holds NVQ Level 3 in Caring for Children and Young People, a BSc honours degree in Psychology and Health. Ashleigh has completed Level 1 and 2 in Counselling. In addition to the above has also completed NCFE level 2 in Safe Handling of Medicines, Equality & Diversity, Mental Health Awareness and Diabetes Care and Management. Ashleigh has a good understanding and awareness of the needs of children and young people with disabilities and additional needs and strives to ensure that each child is helped to identify and achieve their potential and live happy and fulfilling lives. Ashleigh enjoys spending time with her family and friends, listening to music and attending concerts, going to the cinema and shopping.

## **BRIAN JOHNSON – Assistant Manager**

Brian has worked at Grove House since 1996 both as a Senior Practitioner and keyworker and has a background in caring for disabled adults and children. He has a Diploma in Social Work, BA Hons in Social Sciences and a NEBSM Diploma in Management Studies. Brian has also completed Post Qualification Award in Child Care. Brian enjoys listening to music, travelling to new places, loves architecture and cars. He loves food and really enjoys going to McDonald's for a coffee. Brian is very skilled at using the computer, Ipad and games consoles.

## **JOANNE EMMS – Assistant Manager**

Joanne took up the role of assistant manager on 1st September 2016. Joanne has worked for Gateshead Council since 1999 and was the assistant manager at Edenvue. She has completed her NVQ level 3 in Caring for Children and young people, and BA Hons in Social Work. Joanne has a BA (Hons) degree In Geography. Joanne has a Certificate in Management and holds a Registered Manager's Award, registered with Health and Care Professional Council. In addition to the above has also completed NCFE level 2 in Safe Handling of Medicines, Equality & Diversity, Mental Health Awareness and Diabetes Care and Management. Joanne is interested in theatre productions and dancing.

## **STEPHANIE HAWROT – Residential Childcare Officer**

Steph has worked at Grove House since April 2007. Steph has 5 years previous residential experience as a RCCO looking after children with disabilities. Steph holds a BA (Hons) degree in Playwork and Social Welfare, a Dip HE in Playwork and an NVQ Level 3 Caring for Children and Young People. Steph loves time with her family especially her daughter. She loves being outdoors particularly the coast. She likes watching documentaries, listening to music and dancing. She also has creative flair and is interested in interior design and history. Steph enjoys organising and playing indoor and outdoor games.

## **CAROLYN CARR – Residential Childcare Officer**

Carolyn has worked at Grove House since 1996 initially as a Care Assistant and progressed to Residential Child Care Officer in January 1998. She has a BTEC National Certificate in Social Care and an NVQ Level 3 in Caring for Children and Young People. She carries keyworking responsibility for a number of service users. Carolyn has also carried out the duties of Assistant Manager for a period of 15 months. Carolyn loves spending time with her family and socialising with friends. She loves music especially the 80's and going to concerts. Indoors she enjoys reading and watching documentaries. Carolyn is interested in the TV soaps; she is also good at hair styling.

## **LOUISE GIBSON – Relief Residential Childcare Officer**

Louise became a permanent relief RCCO at Grove House in February 2015. Louise worked for three years previously with disabled and autistic children. She has a Level 3 Diploma in Children and Young People's Workforce and NVQ Level 3 in Health and Social Care and a Degree in Psychology. Louise is interested in sports, keeping fit, technology and the outdoors.

## **KAREN LOY – Care Assistant**

Karen has worked at Grove House since 1998 as a Care Assistant. She holds NNEB Diploma and also British Sign Language Levels 1 and 2. Karen holds an NVQ level 3 in Caring for Children and Young People. Karen enjoys walking and spending time with her grand children. Indoors she enjoys playing board games, singing and music.

## **ANNE-MARIE YOUNG – Care Assistant**

Anne has worked at Grove House as a Care Assistant since 1998. Anne qualified as a nurse in 1982 and worked at various local hospitals. She also has a Diploma in Massage and Aromatherapy. Anne has an NVQ level 3 in Caring for Children and Young People. Anne loves local history and being outdoors. Indoors she enjoys reading and listening to music. Anne is very good at organising games and activities.

## **DEBRA PROUDLOCK – Care Assistant**

Debra has worked at Grove House since 2002. Debra has achieved an NVQ level 3 in Caring for Children and Young People. She loves being out and about walking and visiting various coastal locations and the countryside. Debra enjoys organising and being involved in sensory activities. She is good at making things such as badges. She likes listening to music and spending time with her family.

## **ANGELA CARR – Care Assistant**

Angela has worked at Grove House as a Care Assistant since January 2009. Angela has experience of working with disabled children in a voluntary capacity. She holds an NVQ Level 3 qualification in Caring for Children & Young People. Angela is very family orientated and has a great sense of humour; she is quite lively and loves an appropriate laugh and joke. She doesn't mind dressing up and engaging in party games and themed nights, indeed anything that is going on. She loves spending time at her caravan where she loves walking and spending time in the fresh air.

**JOANNE ATKINSON – Care Assistant**

Joanne started working at Grove House in 2010 and holds a CACHE Certificate in Child Care and Education. Joanne has a Level 3 Diploma for Children and Young People Workforce. Joanne loves time with her family especially her daughters. She enjoys shopping and listening to music.

**ANNA NOWICKA – Care Assistant**

Anna started work at Grove House in August 2010 as a Relief Care Assistant; she has previous experience of working as an Au Pair and residential care of the elderly. Anna studied in Poland and was awarded a Bachelor's degree in Social Work in 2000; she then went on to achieve a Master's degree in Social Pedagogy in 2002. Anna was appointed into a permanent post in 2011 and has a NVQ Level 3 qualification in Caring for Children and Young People. Anna has a passion for the cinema and music. She enjoys being outdoors, walking and cycling. Indoors Anna enjoys cookery and crafts. Anna speaks both fluent Polish and English.

**MARZENA JACKIEWICZ – Care Assistant**

Marzena joined Grove House staff team in February 2018. She has lots of experience working with children and young people with disabilities and has a passion in understanding and learning more about autism. She has a Level 3 diploma for the children and young people's workforce. Marzena speaks fluent Polish and English. Marzena enjoys fun activities with her children and likes to travel.

**LINDA (Lyn) SKEE – Care Assistant**

Lyn joined Grove House staff team in July 2018. Lyn has experience of working with children and young people across different settings and has a very good awareness of diabetes. She will undertake a level 3 Diploma for the children and young people's workforce as part of his role Lyn has a passion for dogs, particularly golden retrievers and has many of these at home which she breeds and shows.

**ROBERT CARVER – Care Assistant**

Rob joined the Staff team in January 2019. Rob has always been interested in working with children. It was his son's diagnosis of autism that has spurred him onto following a career in this area. He will undertake a level 3 Diploma for the children and young people's workforce as part of his role. Rob has a passion for the outdoors and loves gardening in his spare time and has introduced elements of gardening into Grove House.

**CHARLOTTE NELSON – Care Assistant**

Charlotte started working at Grove House in January 2019. Charlotte holds a Level 2 and 3 Diploma in health and social care and will undertake the Level 3 Diploma for the children and young people's workforce as part of her role. She has previous experience of working in residential settings and with children from age 8-18yrs old with a range of needs. Charlotte enjoys outdoor activities and travelling to lots of different places around the world.

**HARVEY McCONNELL – Care Assistant**

Harvey joined the team in October 2019 and has been a foster carer for Gateshead since 2000 which he very much enjoys and holds the Level 3 Diploma in the Children and Young People's Workforce – Children and Young Peoples Social Care. He is a keen cyclist and runner and enjoys doing events. He enjoys active holidays with his extended family which are usually to the Lake District and Scotland.

**DENISE BONIFACE – Relief Care Assistant**

Denise has worked at Grove House since 1998. She has a BTEC National Diploma in Caring Services (Nursery Nursing), and also an NVQ Level 3 Qualification in Caring for Children and Young People. Denise has also experience working in a residential school for children with Autism and complex developmental delay and spent some time working with children who have a sensory impairment. Denise loves being outdoors Geocaching, walking and travelling. She loves spending time with her family and loves going to concerts. Denise is qualified to drive the mini bus.

**KEN WILKINSON – Relief Care Assistant**

Ken has worked at Grove House since 1998. He previously has 5 years experience working in an adult residential care setting. Ken holds an NVQ Level 3 qualification in Caring for Children and Young People. Ken loves walking and travelling. Indoors he enjoys watching sports particular motor racing, he is a keen DIY enthusiastic and is very good at fixing things. Ken is qualified to drive the mini bus.

**BERNADETTE MILES – Waking Night Care Assistant**

Bernie has worked at Grove House since 1996 as a Waking Night Care Assistant. She achieved an NVQ Level 3 in Caring for Children and Young People. Bernie's previous experience includes working with adults and children with physical and learning disabilities within their own homes. Bernie loves time with her family and has a very caring nurturing personality, she loves keeping fit and keeping active. She enjoys reading and visiting the theatre. Bernie has quite a zany sense of humour and loves a laugh and a joke. She is quite lively and enjoys a chat.

**GILLIAN O'CONNOR – Waking Night Care Assistant**

Gillian has worked at Grove House since 1999 as a Waking Night Care Assistant. Gillian holds an NVQ Level 2 Qualification in Direct Care and NVQ level 3 in Caring for Children and Young People. She has 23 years experience working in a residential setting. Gillian holds levels 1 & 2 qualifications in British Sign Language. Gillian is a family person and loves going to the bingo with her mam and shopping with her daughter. She enjoys walking the dog and holidays abroad. Gillian has a great sense of humour and likes to have fun.

**JUDITH SURREY – Waking Night Care Assistant**

Judith has worked at Grove House since October 2005. She has worked in a caring capacity since 2001, her previous experience being with Elderly and Young Adults with Physical and Learning Disabilities in a residential setting. Judith holds an NVQ Level 3 qualification in Caring for Children and Young People. Judith loves time with her family. She enjoys watching films and listening to music. She enjoys caravan holidays and spending time with her dog, who she dearly loves. Judith has a fantastic sense of humour, she likes to chat and have fun.

**LYNN PETERS – Waking Night Care Assistant**

Lynn has worked as Care Assistant at Grove House since April 2009; Lynn has previous experience of working as a Care Assistant at another home for children with autism and/or learning difficulties. She holds an NVQ Level 3 in Caring for Children & Young People. Lynn took up the post as Part Time Waking Night Care Assistant in October 2012. Lynn loves travelling, animals and exploring nature. She enjoys photography and cross stitch. Lynn is very creative and makes delightful things out of chocolate.

### **GAYLE MIDDLETON – Waking Night Care Assistant**

Gayle joined the team in 2013 and has experience working on special needs play schemes, family support and play services. She has a level 2 in health and social care and a level 3 Diploma in children and young people's work force development. She is interested in riding and caring for horses. She likes go carting and cookery. She enjoys taking children and young people swimming and seeing them having fun.

### **MARSHIA IQBAL – Waking Night Care Assistant**

Marshia has worked at Grove House since 1996 as both a day and night time Care Assistant. She has a City and Guilds Certificate in Family and Community Care. Marshia worked as a Relief Care Assistant in Adult Services for 3 years and also in a voluntary capacity for 8 years in a school for children with severe physical and learning disabilities. She holds a NVQ level 3 in Caring for Children and Young People. Marshia is interested in hair, beauty and is very good at hair styling. Marshia enjoys time with her family going to the cinema. She likes music, concerts and going to the theatre.

### **MOIRA GAFFNEY – Cook**

Moira has worked at Grove House since June 2005 as Part time Cook. Moira is qualified to Level 3 Award in Supervising Food Safety in Catering. Moira's background is in retail. Moira is very creative person she loves knitting, crafts and cake decoration. She has an excellent eye for detail and loves planning activities. Moira is fantastic at organising parties, preparing and providing the children's choice of foods. Moira is a good listener and will always do her best to cater for the children's needs. She is good at encouraging the children to eat healthy. Moira is a fantastic cook.

### **JEFF RICHARDSON – Driver/handy Person**

Jeff works Monday to Friday, 9am to 2pm. Jeff helps to keep the building and equipment in good working order. Jeff also keeps the garden and garden equipment in good order and tidy. Jeff is very good at fixing things. Jeff is a jolly person. He enjoys helping people and is involved in a number of charities, which raise money for children in third world countries. He enjoys spending time with his friends and helping them. Jeff drives the mini bus.

## Staffing Matters

**Section 20:** Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care

**Section 21:** If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

### MANAGEMENT AND STRUCTURE OF THE HOME

#### Day time arrangements

The Registered Manager is available Monday to Friday usually during office hours. There is some flexibility to enable the manager to have some out of hours contact time with the service users, with evening staff and with Waking Night Staff.

At Grove House the staff rota is written by the Manager and is based on the following standards. A half an hour handover period is incorporated in to the rota. To allow staff to share any relevant information and plan the shift.

The aim is to have 4 staff on duty at any time whilst the children are in the building i.e. in school term time between 7.00am and 10am and 2.00pm and 09.30pm. At weekends and during school holidays the aim is to have 4 staff on duty between 7.00am and 09.30pm. The staff will aim to comprise of 1 Assistant Manager or designated shift leader (RCCO) who will lead the shift and who has designated responsibility in the absence of the Registered Manager and 3 Care Assistants. In the absence of an Assistant Manager, the Residential Child Care Officer will be the designated person in charge. Care staff will be supported by ancillary staff with a Cook working between 9.30am-1.30pm and 5.30pm weekdays and 9.30am and 1.30pm at weekends. 1 or 2 Domestic Staff work between 9am and 12pm everyday. The Driver/Handyperson operates on weekdays from 9am until 2pm.

#### Overnight arrangements

The usual arrangements are that there will be 2 Waking Night Care Assistants to attend to the children's needs overnight. For those Children and young people with high care and supervision needs additional support is provided by staff working additional hours. This is agreed in their individual plan.

Grove House has a Registered Manager who has links with Senior Managers in Children's Services. The Managers and Assistant Managers have overall responsibility for the service and standards. Duties include:

- The day to day to running of the service
- Knowledge of service recipients
- Monitoring of service delivery
- Staff supervision, training and development, recruitment

Grove House has 29 staff posts. The Registered Manager is responsible for the running of the home and who is accountable to and is supervised by the Service Manager for Looked after Children and Corporate parenting. The team comprise of 1 Registered Manager, 2 Assistant Managers who deputise for the manager in her absence, 3 Residential Child Care officers who take on the role of shift leaders in the absence of the Assistant Managers, 12 part time Care Assistants, 6 Waking Night Care Assistants, 1 part time cook, 1 part time Driver handyman and relief Care Assistants, who cover sickness, training, holidays and additional support as and when necessary.

At Grove House all child care staff are appropriately qualified with a level 3 NVQ/Diploma. All new staff will have the HNC level 3 (NVQ level 3) in caring for children and young people or the level 3 Children's and Young Peoples Workforce Diploma or be working towards the Diploma within six months of confirmation of employment. This award ensures staff have knowledge of child development, child protection, child health education and social issues, managing challenging behaviour, issues of race, ethnicity, religion and culture, residential child care skills, anti-oppressive and anti-discriminatory practice, the Children Act, Health and Safety and other relevant legislation.

It is recognised that in order to provide good quality care for the children who use the service, staff need to be appropriately skilled and trained and qualified. They also need ongoing support and supervision.

Staff have formal individual supervision sessions on a regular basis with a member of the management team and collective supervision during team meetings 11 months of the year. Supervision is also a part of daily handover periods attended by the manager or an assistant manager. Less experienced staff are supported and supervised every shift by an experienced member of staff or the management team. A record of their induction will be put in place to monitor their progress. Staff are appraised annually and where appropriate, internal and external training courses are made available to enhance their skills, improves their knowledge. Or further their professional development. Social work publications and other literature distributed to the establishment are made available to care staff.

New staff undertake induction and are subject to a six month probationary period.

#### HOW THE HOME PROMOTES APPROPRIATE ROLE MODELS OF BOTH SEXES

The staff team is made up of 23 female and 5 male care and auxiliary staff. Wherever possible both male and female staff will be on duty together, our aim being to provide appropriate role models for children and young people of both sexes. In Grove House males do not routinely carry out any personal/intimate care tasks relating to female service users, however if the children and young people if so wish male staff will support them during meal times and with appropriate activities.

## Care Planning

**Section 22:** Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.

The legal basis for provision of a residential short break will be either Sect 17(6), Sect 20(4) or section 31. A series of short breaks are treated as a single placement so long as no stay exceeds 17 days and the total number of days within a year does not exceed 75 days.

All admissions to Grove House are planned. Grove House does not accept emergency admissions. A comprehensive assessment of need must be carried out to establish whether a child or young person's needs can be met in a respite residential setting. If so then a referral needs to be made to the Disabled Children's Team Resource Panel.

When bookings are been arranged, due regard will be given to:

- . The staff and the ability of the unit to offer adequate care and control
- . The potential adverse effects upon other service users
- . The mix of the resident group
- . The needs of the children

#### Crisis Admissions

Grove House does not provide emergency placements, however if a family crisis means that a child/young person who accesses the service needs overnight provision away from the family home, consideration will be given to provide a short break at this point as part of the support to the child and family. A risk assessment of the current group of children will be carried out and if this is deemed as an appropriate short break then it will go ahead.

The Social Worker needs to provide a CIN Assessment and appropriate LAC or CIN Care Plan and Risk Assessment.

If the referral is agreed:

- A Key Worker at Grove House will be appointed.
- The Social Worker will arrange introductory visits with the Key Worker.
- Grove House Key Worker will visit the child / child's parents / carer in their own home or arrange for them to come to Grove House and complete the "All About Me" book, which will form the Care Plan. Written and verbal information about Grove House will be shared with the parent/ carer and child during the visits so the child, parent/carers are fully informed and know what to expect.
- Tea visits will be arranged and agreed with the parents/carers and wherever possible with the child, this is to help reduce any anxieties the child may be feeling and to help them familiarise themselves with the building/environment and staff. Grove House aim is to have the key worker on duty during the child's initial visit and other children they may be familiar with from school.

- How the child settles will determine the amount and frequency of the tea visits. Overnight stays will only be introduced when the parents/carers, Grove House staff and child are ready for this to happen.

Service users will continue to attend their usual place of education whilst staying at Grove House. Staff will endeavour to help and support the children in matters of enhancing their educational attainment by assisting with homework wherever possible. A range of reference books, a personal computer and 2 I-Pads are available for the use by the service users. Grove House staff will maintain regular contact with school staff and other education professionals.

All service users at Grove House will have a Statement of Educational Need/EHCP Single Plan. Whenever possible, Grove House staff will contribute to its annual review.

---

## Notes

A series of horizontal dotted lines for taking notes, spanning the width of the page.