



Tree House Care
doing the right thing for our children



Dean & Grove Children's Home

STATEMENT OF PURPOSE

Updated January 2024

OFSTED Registration Number SC479596



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doing the right thing for our children

Dean and Grove Children's Home

Dean and Grove children's home was established in June 1998

How many children's homes can make the following claims?

- ✓ **Rated Outstanding by OFSTED 2015, 2016, 2017 and again in 2018.**
- ✓ Currently rated by OFSTED as good.
- ✓ Only two breakdowns in the past twelve years.
- ✓ Over 90% permanent full-time staff are NVQ Level 3 qualified, or above.
- ✓ All Relief Staff are qualified to the same level.
- ✓ No Agency Staff.
- ✓ The same Manager in place since 2007.
- ✓ Low staff turnover.
- ✓ A high level of permanent staff trained in Makaton and PECS.
- ✓ All staff trained in attachment and trauma.
- ✓ All staff trained in caring for autistic children.
- ✓ School attendance for those children with a school place above the National Average of 95% for all children.
- ✓ Excellent placement stability for children.
- ✓ All children involved in local community activities.
- ✓ Turnover of staff is less than **half** the national average.

To find out more, please contact:

0800 012 6507

info@treehousecare.org

www.treehousecare.org

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INTRODUCTION & WELCOME

DEAN & GROVE CHILDREN'S HOME

Statement of Purpose

Welcome to Dean & Grove Children's Home Statement of Purpose.

This document is produced in accordance with Schedule One of the Children's Homes (England) Regulations 2015.

The document is reviewed on a regular basis and agreed by the Board of Directors.

If you have any questions that aren't answered in this document, please feel free to contact us at our headquarters:

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QUALITY & PURPOSE OF CARE

1. A statement of the range of needs of the children for whom we provide care and accommodation

For the sake of brevity, we use the term 'child' or 'children' to refer to children and young people in this document.

All children who are looked after at Dean and Grove Cottage have a diagnosed learning disability.

The children may have a range of learning disabilities and special needs including autism, cerebral palsy, epilepsy and/or communication difficulties.

Some of the children will have emotional and behavioural difficulties.

We offer short, medium and long-term placements as well as transition to adulthood.

We can provide support for children's own family or other provision to ensure continuity and increase the chances of placement stability.



QUALITY & PURPOSE OF CARE

2. Details of our ethos, the outcomes that we seek to achieve and our approach to achieving them.

We have a children's charter which reflects the core principles of how we will deliver our day-to-day services. In summary, the children's charter describes how we will treat each and every child with dignity, respect and acknowledge their individuality and ability.

We seek to promote their welfare by safeguarding them and providing social inclusion opportunities. We aim to do this by;

- Ensuring staff are properly recruited and trained.
- Providing a range of individually tailored care packages
- Matching children's needs against staffing skills
- Taking a proactive stance for promoting appropriate behaviour by ensuring that there is structure to the child's life with clear boundaries.
- Children receiving rewards and praise for their achievements
- Not using any form of corporal punishment. Should children present with difficult or challenging behaviour staff will respond in line with our policies "Promoting Positive Relationships and Behaviour"
- Financial sanctions are not used. More creative ways of helping children reflect on their behaviour are promoted
- Monthly children's meetings
- Consultation with children regarding menus, activities, décor and such like
- Working in partnership with local authorities, other agencies, parents and children
- Monitoring all complaints, incidents and statutory plans
- Producing monthly placement reports for social workers

We work to the following objectives for all children;



Our aim is:

- To safeguard and promote children's physical, mental and emotional welfare.
- To have in place all statutory Looked After paperwork and, where relevant, the Pathway Plan.
- To work in partnership with relevant agencies, the child and their significant others by constructing Individual Care Plans with identified aims, objectives, goals and timescales.
- To produce regular detailed reporting to the responsible local authority on the individual child's progress and development.
- To facilitate monthly meetings, engaging advocates (where appropriate) to represent each child to promote their rights, wishes and feelings in line with our children's guide.
- To provide each child with the opportunity to participate in a range of social, recreational and leisure interests and producing a Weekly Activity Programme.
- To promote contact with each child's family and significant others by providing resources such as a private room, the use of a telephone for private calls and by assisting children and their family with transport arrangements.
- To respect each child's rights in relation to their age, race, sexuality and disability and meet their specific ethnic, cultural and religious needs.
- To ensure the way we deliver our day-to-day services reflects the Children's Charter.
- To ensure each child is treated as an individual and that all their physical, emotional and health needs are met in an appropriate and attentive way.
- To develop sound relationships between staff and children and to create a happy, consistent and stable environment where feelings, thoughts and emotions can be explored and expressed safely.
- To empower children to achieve their full ambitions, academic potential and to acquire the relevant skills, knowledge and resilience to move positively into adult life.
- To affirm that all individuals have rights and responsibilities and must therefore be aware of the impact of their actions on others.

- To encourage community participation so that the children grow up as responsible citizens.

We aspire to meet and exceed the Quality Standards for Children's Homes.

The Dean and Grove Outcome Tracker has been developed to measure individual children's progress and identify any areas that need further focus.

We have policies and procedures which support this Statement of Purpose, and act as guidance and instruction for staff. These are regularly reviewed and are available to any stakeholder on request.

Our intention is to work in partnership with children, their families and placing authorities to enable the child to maximise their potential within a caring and stable environment.

The Children's Handbook reflects our core values regarding the rights of children and as such is made available to every child, their family and Social Worker. It is designed to be child friendly and in a variety of formats including Widget.

Individual child care plans are carefully designed, managed and reviewed to achieve the best possible outcomes for children.



The Registered Manager and Responsible Individual draw up and monitor the Development Plan to ensure the continual improvement of the service and the constant raising of our aspirations for the children we care for.

In summary, we aim to provide safe, nurturing placements where children are valued and appropriately involved in decision making and planning for their futures. Flexible and appropriate placements are offered within a range of residential care packages. We do this by matching children's needs with the home's services. By doing this well, we will reduce the chances of placement breakdown.

QUALITY & PURPOSE OF CARE

3. A description of the accommodation offered by Dean & Grove, including:

- (a) How the accommodation has been adapted to the needs of children;*
 - (b) The age range, number and sex of children for whom accommodation is provided; and*
 - (c) The type of accommodation, including sleeping accommodation*
-

The children's home is registered for up to seven children for long term or short term care.

The age of children we place is 8-17 years. We would always consider age as a matching consideration with the other children at the home to ensure there is not too wide a range.

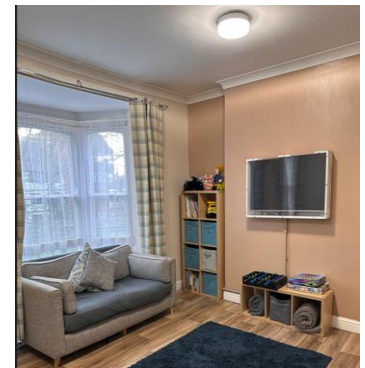
We are committed to transitions and are able to look after young people beyond the age of 18. This will be subject to individual needs and appropriate risk assessments.

The home can accommodate any gender.

Dean and Grove is made up of two semi-detached cottages which are separate, with no adjoining door. This provides us with a degree of flexibility.

Grove Cottage has a kitchen, dining room, lounge for communal use and a bathroom. There are four children's bedrooms. There is one staff bedroom, a staff office, utility room and sensory room.

Dean Cottage has a kitchen, dining room, lounge for communal use and a bathroom. There are three children's bedrooms and one staff bedroom.



Meals can be prepared separately in each cottage or children can eat together.

Children's bedrooms are personalised to their own interests, taste and requirements.

There is a separate office for the Manager within the grounds.

We have a lawned area with play and climbing equipment which is safely fenced off.



The grounds provide a safe and secure environment for the most vulnerable children. The gates are currently kept locked to ensure children's safety. This is done only after risk assessments have been undertaken and it is agreed with the placing authority that this is necessary. This is discussed at every LAC review and documented in our report to the LAC review.

Star Keys are located at the top of some doors to ensure safety. This is the subject of a risk assessment and they are not locked when the rooms are occupied.

Fire precautions conform to The Regulatory Fire Safety Order 2005 Regulations.

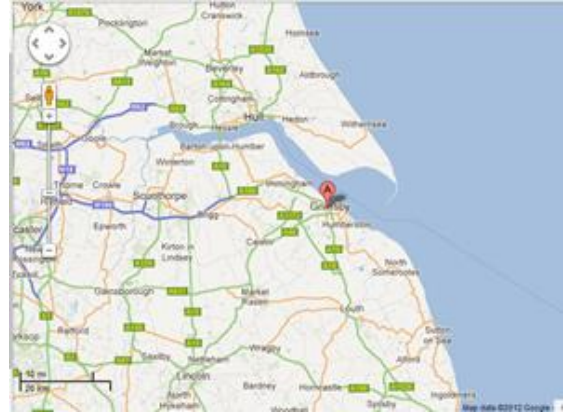
QUALITY & PURPOSE OF CARE

4. A description of the location of Dean & Grove

The cottages are in North East Lincolnshire, close to Grimsby town centre.

The home is within a ten-minute walk from the bus and railway stations, central library, shops and restaurants. The motorway link to Grimsby is from the M180/M18, giving access to the M1 North and M1 South.

The home is situated within 40 miles of Lincoln, Hull and East Riding, less than 30 miles from Scunthorpe and less than an hour from South Yorkshire.



The immediate geographic location of the home is risk assessed on an annual basis, in consultation with Police and local safeguarding teams. A copy is available on request. In the twenty-one years the home has been in operation there has been no cause for concern or specific risks identified regarding its location.

The home is only four miles from Cleethorpes, a well-known family seaside resort. There are many attractions including a boating lake, multiplex cinema, ten pin bowling and many opportunities for leisure activities. Grimsby boasts many parks and woodland areas and places of national heritage interest. The Lincolnshire Wolds, an Area of Outstanding Natural Beauty, are twenty minutes away.



QUALITY & PURPOSE OF CARE

5. The arrangements for supporting the cultural, linguistic and religious needs of children accommodated at Dean & Grove

It is important that children retain their cultural identity. Full support and encouragement of religious observance, in consultation with parents, will be given to achieve this.

Any specific religious belief or faith practised by a child will be respected and every effort made to ensure the child can participate in local religious observance appropriate to their age, and other associated activities such as clubs or choir meetings. Special dietary requirements will be catered for. Our policy is not to force or persuade any child to participate in religious observance if it is against their wishes.

We are proactive in celebrating festivals of various religions to encourage children to embrace diversity and our current diary of events includes Chinese New Year, Diwali, Easter and Christmas.

We hold a 'Celebrating Diversity' week usually every February visiting mosques and synagogues and experiencing food and music from other cultures.

Linguistic needs will be met by the provision of translators and ensuring written material is translated into the appropriate language.

QUALITY & PURPOSE OF CARE

6. Details of who to contact if someone has a complaint and how to access our Complaints policy

If you want to make a complaint, there are several routes you can choose. Contact details are on page 17.

Tree House Care is committed to having a single Complaints & Representations Policy and Procedure that applies to all the services we provide. For the full Policy and Procedure see Attachment 1.

We believe that all children, service users, parents, foster carers and Local Authority colleagues have the right to expect a high standard of service and should be able to make comment or complaint should those high standards not be met.

We welcome complaints and representations from all stakeholders and will actively promote the use of this Policy and Procedure.

Complaints and representations will be taken seriously, dealt with efficiently, with transparency and openness.

Whenever possible and appropriate, complaints and representations will be dealt with informally, promptly and at the lowest possible level to avoid unnecessary escalation.

No person making a complaint or representations will receive any adverse treatment or reprisal. The service they receive should continue to be of the highest standard.

We are committed to being a learning organisation and whenever a complaint or representations is received will look for lessons that we can learn.

Children will be given a copy of the placing authority's Representations and Complaints Procedures as well as Tree House Care's.

Children will be kept informed by the Manager of progress in any complaint they raise. The Manager has the discretion to engage an advocate for a child where there is any conflict between the child and the organisation or another agency.

All the children in our care are encouraged to access havingmysay@treehousecare.org to let us know their thoughts and views.

Contact details for OFSTED and the Children's Rights Commissioner can be found on the next page and on page 62.

During the period 1st January – 31st December 2023, we received no formal complaints. We are aware that a low return is not necessarily positive. We have refreshed our children's complaints form, making it more user-friendly, and we produced a version using Widget software for children with communication difficulties.

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QUALITY & PURPOSE OF CARE

7. Details of how to access our child protection policies and the behaviour management policy

We have a holistic view of safeguarding children as illustrated in the diagram below:



Our approach to all these aspects are summarised in this Statement of Purpose. Our detailed policies are available on request from the Registered Manager.

We work to ensure children are protected from abuse in every form. A copy of the Local Safeguarding Children Partnership procedures is kept in the home and included in the induction programmes for new staff, including reliefs. Formal training is provided by North East Lincolnshire Safeguarding Children Partnership (NELSCP). Hugh Mellett is the Safeguarding Champion for the organisation.

Our Safeguarding and Missing policies and procedures have been vetted by our host authority.

Should any allegations be made against Tree House Care Staff we would follow NELSCP guidelines.

Our policy is that all staff should be trained to level two in safeguarding children. Currently all staff are trained to a minimum of level one.

Other relevant training includes:

- Missing from Care
- Child Sexual Exploitation
- Neglect
- Safeguarding Children with a Disability
- Preventing Radicalisation and Extremism
- Child Criminal Exploitation and County Lines
- Managing Challenging Behaviour
- Depression in Children & Young People
- Oppositional Defiant Disorder

Safeguarding forms part of the Registered Managers monthly report to the Directors and is a standing agenda item in Team Meetings and supervision.

All incidents are reported to the Director of Operations promptly for monitoring and comment in relation with practice and procedure. Incident reports are put into a spreadsheet that can be used to look for any themes.

We have an e-safety policy in place.

On induction, staff are made aware of the homes Counter-bullying policy and how to respond to any such incidents of bullying. All staff are expected to be vigilant in making sure that any incidents of bullying are dealt with immediately.

Children are made aware of the Counter-bullying Policy by means of the children's booklet given to them on admission and through one-to-one sessions with their keyworker. Anti-Bullying Workshops are held with the children and are repeated on a regular basis. We also ensure bullying is a recurring agenda item at the children's meetings.

Children are encouraged to write down and post in the 'Worries Box' if they feel they have been subjected to any bullying. Staff will then follow-up any such incidents and record the outcomes.

All staff received workshop briefings on Preventing Radicalisation and Extremism. We deem the current risk to be low – however all staff are aware of how to make a referral should they be concerned.

We seek to reduce the likelihood of children going missing by, for example, managing our environment, close supervision and appropriate risk assessments.

During 2023 there have been no incidents of a child going missing.

We make it our priority to try and discover why a child has gone missing, failed to return or returned late in order that the likelihood of it happening again can be reduced.

Due to the risks that going missing or failing to return presents we have procedures for trying to find children as quickly as possible and notifying all relevant people.

All staff are aware of the links between children who go missing and child sexual and criminal exploitation.

Whenever a child runs away or goes missing from a placement the Manager is responsible for ensuring that the following are informed within the timescales set out in the local RMFHC protocol:

- The local police
- The authority responsible for the child's placement
- Parents and any other person with parental responsibility – if appropriate

Paperwork is completed and updated at all stages

When a child returns the person(s) notified of them going missing will be informed.

Staff will continue to offer warm and consistent care when a child returns and running away will not be viewed as behaviour that needs to be punished.

If a child is absent, without authority, for any significant period the Director of Operations and the child's Social Worker will be informed. Guidelines for dealing with missing children are explained fully in the Local Authority Protocol, a copy of which is held at the home.

Following the Statutory Guidance on "*Children Who Run Away or Go Missing From Home or Care*" we have taken a number of actions:

- The Registered Manager, Deputy Manager, and Senior Care Officers have attended training regarding children at risk of sexual exploitation and children who go missing.
- Informal information sharing and training has taken place with all staff.
- It has been a recorded agenda item on all staff members' supervision to ensure they are aware of this issue and procedures to be followed.
- Re-written our policies and procedures in consultation with the local police.
- Reviewed our paperwork to ensure consistency.
- Placed the flow chart from the statutory guidance where all staff can see it and be fully aware of their responsibilities.
- We have made an excellent relationship with the local police missing from care coordinator and the dedicated PCSO.

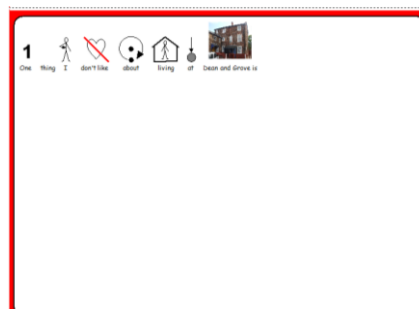
VIEWS, WISHES & FEELINGS

8. A description of our approach to consulting children about the quality of their care

We ensure children are consulted about the quality of their care by:

- Seeking their views on a daily basis on day-to-day matters such as activities and menu's
- Children's meetings and surveys
- Recognising the child's means of communication and ensuring staff are trained and skilled in that method
- Enabling them to contribute to their own LAC reviews

We regularly conduct a survey of children's views on the services we provide. We ensure this is available in a variety of formats as necessary. We act on the feedback we receive, for example, holidays abroad.



Our Regulation 44 visitors are Pam Buck and Jackie Hinson. They both have many years' experience in social care. They consult with children as part of their visits.

Feedback includes:

"I am 1000% pleased with the care I receive from staff"

"staff at Dean and Grove are really supportive"

"staff looked after me very well when I felt poorly with headaches"

Social Worker Comments –

“... happy with the standard of care afforded to both XX and XX. All staff are very skilled, and both the boys receive excellent care. At a recent visit I received a warm welcome from staff and the young people...”

Parent Comments –

“The placement for my daughter is amazing. I am 100% happy with her care”

Parent Comments –

“Happy with the care my daughter receives at Dean & Grove. All XX’s needs are met and managed and staff are very supportive”

Social Worker Comments –

“Communication is excellent and XX is very stable and happy living at the home”

Regulation 44 Visitor -

“The young people are effectively safeguarded at all times due to the 1:1 supervision they each receive. Every young person is encouraged to reach their full potential”

VIEWS, WISHES & FEELINGS

9. A description of our policy and approach in relation to:

(a) Anti-discriminatory practice in respect of children and their families; and

(b) Children's rights

We adopt an anti-discriminatory approach to practice. No child will be discriminated against on the grounds of race, colour, religion, ethnicity, culture or disability.

We believe it is our duty to ensure the safety of those within our care and protect them from all forms of harm including abuse, discrimination and bullying.

All children will be treated with dignity and respect.

Children will be listened to and provided with the tools to communicate their needs, wishes and feelings in their preferred format.

When accepting a child, we consider the match with other children living in the home including cultural or religious needs and the children's own views, wishes and feelings. We address their needs on this basis, taking into account diversity, any disabilities they may have and promote and empower them to make life choices at a level of their understanding and ability.

We always advocate on the child's behalf to stop discrimination and make sure the child's needs and wishes are taken into consideration.

We embrace the United Nations convention on the Rights of a Child.

EDUCATION

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

Education is a fundamental part of development which prepares children to take their place in the community. We have, over the years, built up excellent relationships with Special Needs Schools and work closely with them.

We know that working with children with Special Educational Needs requires a multi-agency approach and close working relationships are essential to ensure a consistency of approach.

We use communication cards to ensure that children have the tools to express their wishes, feelings and life choices.

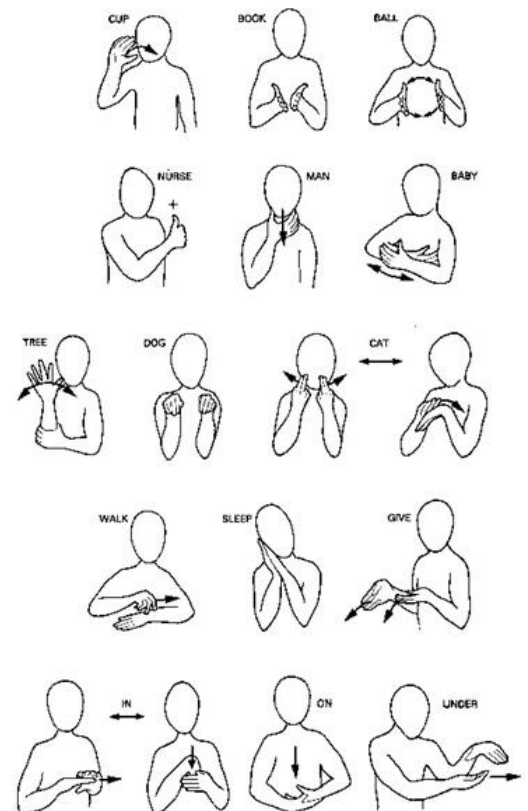
We are aware that for many of our children their education involves life skills as much as academic achievement. We offer a varied activity programme which takes into account their individual preferences as well as their abilities and disabilities.

We believe in encouraging children's talents and abilities, in order for them to develop their own personalities, self-esteem and self-worth whilst making educational and social achievements.

We have a system in place where the Directors take an interest in and reward achievements in school.

We recognise the importance and potential pitfalls of transitions, whether it is from year to year or into adulthood. We work closely with school and education staff at these times.

If necessary, we can support children one to one in the classroom and provide staff for school trips to ensure children can take advantage of opportunities offered. All staff are trained in Makaton and the use of Widgit and PECS.



EDUCATION

- 11. Where the children's home is dually registered as a school, details of the curriculum provided by the Children's home and the management and structure of the arrangements for education*
-

This is not applicable to Dean and Grove. Children attend schools in the community. See Section 12.

EDUCATION

12. Where the children's home is not registered as a school, the arrangements for children to attend local schools and the provision made by our home to promote the educational attainment of children

We are committed to ensuring the education of children is actively promoted. We achieve this by making sure that the Personal Education Plan, Individual Education Programme and the Placement Plan for each child is implemented. These plans look at the child's educational needs and how they will be met, for example

- ❖ Attendance at a particular school or college.
- ❖ How any special educational needs can be catered for within the school or college.
- ❖ Checking the child's attendance.
- ❖ Encouragement with homework and ensuring the child has the necessary space and equipment (e.g. access to a computer and desk).
- ❖ Taking an interest in their achievements.
- ❖ Establishing close links with schools or colleges.
- ❖ If necessary, facilitating alternatives to full-time school or college e.g. individual tuition or participation in vocational type projects.



During the school year 2022 - 2023 school attendance for all children with an allocated school place exceeded government guidelines of 95%. Any absences from school have been due to illness, attendance at health appointments, or therapy sessions, and there have been no unauthorised absences.

ENJOYMENT AND ACHIEVEMENT

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

Children are encouraged to take part in activities and leisure interests which may be supervised or unsupervised, taking into account safety factors.

We try to provide a broad spectrum of opportunities. There are options for quiet or energetic, individual or group activities which may be structured or unstructured.

Children are encouraged to help and organise the activities and to give their views when putting together the weekly activity planner. If appropriate, children can engage in a specific programme of activities to develop particular interests, abilities or talents in the local community. These may include clubs like Foresight Hub, Climb4 (sensory play), Horse Riding, Swimming Lessons, Dance, Singing Lessons or Ice-skating.

We are aware that many looked-after children, particularly those with Special Needs do not have the opportunity to experience some of the ordinary childhood experiences that others do. Children are encouraged to access leisure facilities in the local community, such as swimming, the cinema, bowling and restaurants which are inclusive settings. Children are also given the opportunity to socialise with peers both at home and at local organised events such as the local disco.



Out of school clubs and activities such as cookery and art are encouraged and facilitated.

We have a long-established tradition of engaging children with the wider community.



We usually hold an Easter Garden party most years and invite the children's families, which is well attended.

We have held a 1940's day – children and staff dressed up, ate authentic food for that era and had a ride in a period car.

The children regularly take part in Grimsby in Bloom and have previously been awarded first place for the Residential Garden category.

As well as being part of the local community, we are committed to children contributing to it.

One young person raised £90 for St Andrews Hospice and won an award from the Local Authority. Fund raising for the Hospice has continued each year, also for the Alzheimer's Society.

We hold regular coffee mornings to raise money for both National and local charities. Previously we raised over £300 for Macmillan Cancer Support.

The children made their own T-shirts, raising money for Children in Need, and a coffee morning for the local children's hospice and 'Wear It Pink' the breast cancer charity.

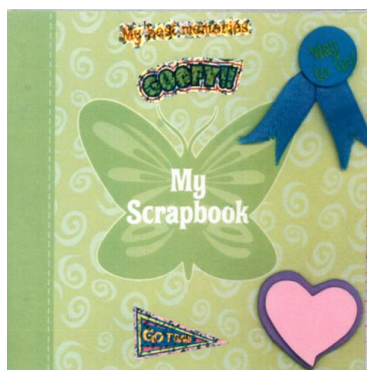
During Covid-19, the children, on their own initiative, raised over £155 through the home's tuck shop.

In recent years the children enjoyed a holiday in France, (including visits to Euro Disney) and to Robin Hood's Bay, where the children stayed in a cottage with orchards and a mini-golf course. They enjoyed sand surfing, a ride in a speed boat and other water sports.

We rented a cottage in Goathland and the children went on the North Yorkshire railway and enjoyed the countryside walks.

The children enjoy regular stays at our caravan in Skegness.

One of the children produced a diary of one of the holidays. With permission we have reproduced an anonymised version;



and THIS IS MY
SCRAP BOOK ABOUT
MY AMAZING HOLIDAY
TO CAYTON BAY
2013

ON MONDAY I LEFT
TREEHOUSE and WENT
IN THE CAR TO THE
BIG CARAVAN I
WANT OUT FOR A MEAL
and ON MONDAY NIGHT
WE WENT DANCING IN
THE CLUB.

ON WEDNESDAY
I WENT TO
FLAMINGO LAND..
I WENT ON
LOTS OF RIDES
GOT WET ON
THE LOG RIDE
and MY BEST
RIDE WAS THE
UPSIDE DOWN
RIDE. I SAW SOME
DANCING SHOWS.



ON TUESDAY I WENT
TO SCARBROUGH and WENT
ON A PIRATE SHIP IN THE SEA
I PLAYED ON THE BEACH
and IN THE WATER I
WENT ON THE RIDES.

ON THURSDAY
I WENT TO A
PYJAMA PARTY and
PLAYED ROUNDERS
and DANCING. WE
WENT FOR A MEAL.
I TOOK MY PHOTO
TAKEN WITH THE
SPARKY CREW

ON FRIDAY I PACKED
MY BAG TO GO HOME
ON THE WAY HOME
WE HAD A MEAL IN
A PUB I WAS HAPPY TO
COME BACK TO
TREEHOUSE BUT MY
HOLIDAY WAS
GREAT.

The children's activities are reported on a monthly basis via the manager's monthly report to the Directors and individual reports to Social Workers.

HEALTH

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

- (a) Details of the qualifications and professional supervision of the staff involved in provided any healthcare or therapy; and*
 - (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 staff are trained in first aid and we have a rigorous approach to Health and Safety.

Where practical, children will remain registered with their own General Practitioner. Those admitted from outside the area will be registered with a local GP. We keep written records of all medication, treatment and first aid signed by the responsible member of staff and regularly monitored by the Registered Manager.

All staff will receive training in our procedures for the safe handling, administration, safe storage and recording of medication as part of their induction and formal training.

Staff are trained in the administration of some specific medication such as rescue medication for epilepsy.

We take part in regular health and medication reviews with specialists where children have specific health needs.

All children receive regular dental check-ups and treatment as necessary. Each child will have a clear written health plan within their Placement Plan.

As at 1st January 2024, all children living at the home have up-to-date medicals, dental and optician's checks.

We actively discourage children from smoking. We have a no smoking policy for staff, which forbids smoking on the premises or in front of the children.

Health promotion plays an integral part of the work undertaken and we are able to offer advice and support on a range of health issues. We are vigilant regarding any health problems that children may have and will follow them up with appropriate action as required.

Healthy eating is about having a varied balanced diet and enjoying lots of different foods and is fundamental for proper growth and development in childhood. Everyone will have

opportunity to comment on and contribute to the weekly menu. In line with guidelines, we are actively addressing the issue of healthy eating, which includes offering a vegetarian option. Children are encouraged to be involved in the preparation and cooking of food as you would expect in a normal family environment, where appropriate.

We do not directly provide any clinical health care, therapeutic services, or use any specific in-house therapeutic techniques.

Some staff are trained in sensory touch, which involves the massaging and stroking of children's hands and feet with a story telling process to calm children who are anxious or distressed.

The children's therapeutic needs such as psychological intervention may be met by accessing the services of the local CAMHS.

Staff may also use additional therapeutic tools, such as Emotional Freedom Technique ("Tappy Bear") in the home, as practiced in therapy sessions and under the advice of the child's therapist.



All permanent staff and some relief staff have received training in the PACE approach (playful, accepting, curious, empathic) advocated by Dr Dan Hughes in his Dyadic Developmental Psychotherapy model.

Some staff have been trained to use Theraplay[®] games and activities.

Theraplay[®] is an attachment therapy developed by Ann Jernberg and Phyllis Booth in the 1960's. The primary focus of the Theraplay[®] model is the parent child relationship, including adoptive parents, foster carers or residential staff. The aim is to strengthen or re-establish the parent-child bond following loss, trauma or separation. Theraplay[®] is a useful therapeutic model for children with a variety of social and emotional difficulties as well as acting as a useful preventative tool to strengthen the carer-child relationship in the face of increased risk factors. Theraplay[®] involves emotionally attuned, interactive, physical play, with nurturing touch as an integral part of the therapist, child, carer interaction. The focus of the therapy is

based in the here and now. It is geared to the child's emotional level and therefore may often include games usually played with younger, pre-verbal children. The goal is to teach the child that adults can be in control as part of a positive, mutually enjoyable relationship, where the parent/carer and therapist work to engage the child in an emotionally healthy, fun manner.

Further information can be found at www.theraplay.org.

Dean and Grove Children's Home staff only undertake Theraplay® with children as part of a therapeutic programme under the guidance and advice of a qualified Psychologist or Trauma and Attachment Therapist as part of an agreed therapeutic intervention plan.

Dean and Grove Children's Home also has a sensory room that the children can use on a regular basis with the majority of our staff being trained in Sensory Integration.

POSITIVE RELATIONSHIPS

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

When looking after children away from home, whenever it is in the child's best interests, contact must be actively promoted and maintained with the child's parents, relatives, friends and community. The level of contact will be agreed at the planning meeting, where views of all parties and the needs of the child will be considered. The contact may be through visits, telephone, emails and letters provided there are no restrictions. Staff will monitor contact as appropriate and help the child to improve the quality of their contact if possible.

Examples of facilitating contact could include Christmas visits to parents' homes accompanied by staff and arranging family celebrations at the home.

Contact with friends is encouraged and facilitated, for example children have been to their friend's birthday parties and children's friends have been invited to parties and social events at Dean and Grove.

We also make efforts to ensure school friendships are maintained during the holidays.

PROTECTION OF CHILDREN

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

We respect children's right to privacy and dignity and do not constantly watch children, having due regard to their age and vulnerability, without good reason. However, many of the children we care for are vulnerable and require a very high level of supervision to keep them and others safe. This is always risk assessed and is a part of their agreed care plan. Along with the need for one to one staffing these arrangements are kept under regular review.

On occasions, for children who may wander at night and put themselves or others at risk, we may use a buzzer to alert staff if they leave the bedroom. We will only do this when other methods have failed.

Some children may need audio surveillance in the night due to epilepsy or other medical conditions.

There are no electronic or mechanical means in the home for the surveillance of children. We would stress that any additional levels of surveillance are in place with the agreement of the Social Worker, risk assessed and regularly reviewed.

PROTECTION OF CHILDREN

17. Details of our approach to behavioural support, including:

- (a) Our approach to restraint in relation to children; and*
 - (b) How people working in the home are trained in restraint and how their competence is assessed*
-

We have developed a set of principles, guidance and good practice checks to assist staff in managing the difficult or confrontational and aggressive behaviour of children.

In summary our approach is:



- Every child has the right to be protected from harm, abuse or neglect
- Every child should be treated as an individual
- Consideration must always be given to a child's age, understanding and background
- No matter how difficult the behaviour of the child, they should be treated with dignity and respect. It is the behaviour that is unacceptable – not the child.
- Always giving the child a 'way out' of the situation
- Avoidance of confrontation and/or violence is the primary objective when faced with difficult to manage behaviour.
- Staff work with reward systems which promote positive behaviour and where there is need for a sanction, this is in line with the child's age and level of understanding
- Restraint is only used as a last resort when all other attempts at de-escalation or diversion have failed
- Restraint is only ever used for the safety of the child, safety of other people or to prevent serious damage to property

All staff are trained in de-escalation, safe restraint and holding techniques with re-qualification every two years, provided by Team Teach. The training complies with good practice guidelines produced by the government and the Human Rights Act.

The course content includes:



Background to Team Teach



The legal framework



Understanding aggression



How feelings drive behaviours



De-escalation & diffusion



Personal Safety



Positive handling



Repair, reflect and review

Positive Handling Strategies are constantly being evaluated, with safety being paramount.

Individual incident reports are sent to the Director of Operations for comment. Meetings are held on a regular basis to look for any themes or areas of concern. Restraint is reported via the Manager's Monthly Report.

In 2022 our first Annual Restraint Report was produced. This confirmed restraint is at a very low and infrequent level but did allow us to make some practice improvements.

A list of permitted and not permitted measures of control is attached as Attachment 3.

LEADERSHIP AND MANAGEMENT

18. The name and work address of:

- (a) the registered provider;*
 - (b) the responsible individual; and*
 - (c) the registered manager*
-

Dean & Grove Children's Home is part of Treehouse Care Fostering Solutions Ltd which is a private limited company registered under the companies Act 1985 (Company Number 4456329).



The company started in 1998 and since that time has added Fostering and Domiciliary Care to its services.

The Responsible Individual for Dean and Grove is Hugh Mellett. Hugh also undertakes that role for our Fostering and Domiciliary Care Services.

Hugh's work address is:

Tree House Care Fostering Solutions Ltd.,
The Old Vicarage, 17 Heneage Road, Grimsby, DN32 9DZ

Tel: 01472 598334

Email: hugh.mellett@treehousecare.org



Kim Treacher became the Registered Manager in 2007 and has been employed by Tree House Care since 2002.

Kim's work address is:

Dean & Grove Cottages
Deansgate, Grimsby, DN31 1RZ

Tel: 01472 598334

Email: kim.treacher@treehousecare.org

LEADERSHIP AND MANAGEMENT

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

As at March 2022 there are twenty-six permanent staff employed at the home. In addition to permanent staff, we have our own pool of relief care workers.

We do not employ any staff to specifically provide education or health care.

All staff have a probationary period which is reviewed after six months, monthly supervision and an Annual Appraisal.

The organisation has a full suite of Human Resource policies and procedures including disciplinary, capability and performance, which are available on request.

Jill Brennan – Owner Director

Jill is a qualified Social Worker who has worked in childcare for over twenty years. Jill was the manager of a children's residential unit before becoming a Child Protection Social Worker. She also worked for many years as a Fostering Link Worker, before setting up Tree House Care Fostering in 2000. Jill is registered with Social Work England.

Adele Middleton – Owner Director

Adele is a qualified Social Worker who has worked in the fields of childcare, children's rights and training for over twenty years, in the statutory, voluntary and independent sector. Adele worked as a Social Worker, Principal Social Worker and Training and Development Officer. Adele is registered with Social Work England.

Hugh Mellett – Director of Operations

Hugh has over thirty years' experience, predominantly in children's social care having qualified in 1984 as a Social Worker. After many years' experience at management level he joined the organisation in 2005 in the post of Director of Operations. Hugh is registered with Social Work England.

Kim Treacher – Registered Manager

Kim has many years' experience working with children.

Kim joined Dean and Grove Children's Home, staff in 2002 already with several years' experience working with children and their families. Kim was promoted to Senior Care Officer at Dean and Grove Children's Home in 2005 and became Registered Manager in 2007.

Kim's responsibility is to provide leadership to the staff and she is responsible for their professional practice. Kim ensures she meets the aims and objectives as laid down in regulations, standards and guidance and that these are integrated into the day-to-day running of the home. Kim is an outstanding communicator and maintains excellent working relationships with external agencies.

The Deputy Manager is Sarah Pearce.

Training - General

All staff are expected to hold, or to be working towards, the appropriate National Vocational Qualification (NVQ).






















We recognise the importance of investing in our staff and the following training is mandatory and undertaken by all of our Care Staff including Relief Care Workers and is ongoing.



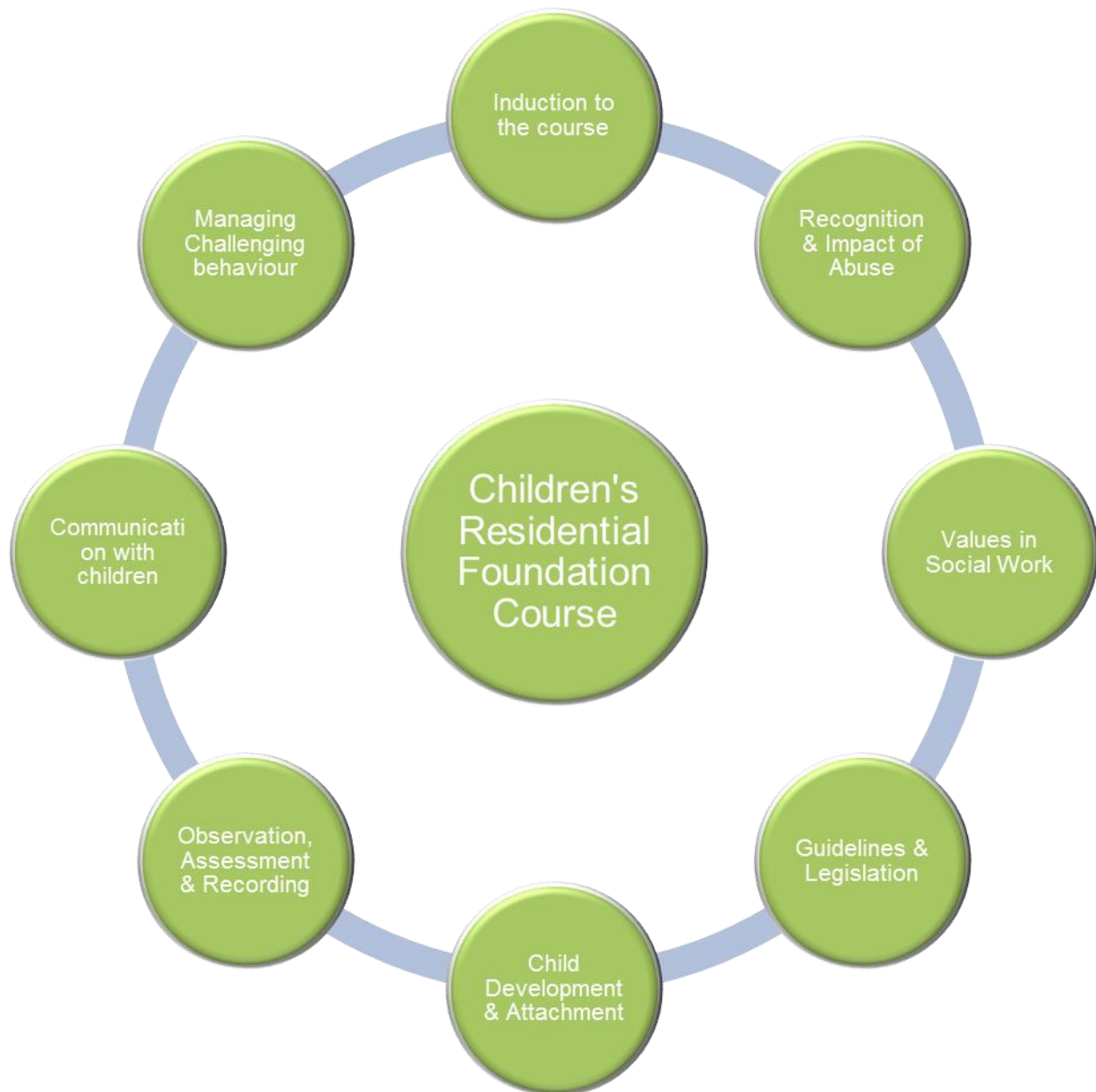
All staff undertake 6 months' induction training.

The organisation's training plan incorporates all our services, therefore, we are able to offer all staff opportunities to develop their skills in other related areas.

To develop skills of communication with all of the children in our care, staff attend 'Picture Exchange Communication System' (PECS) and Makaton training.

 I want		 I see		 thank you	
 drink	 biscuit	 apple	 cake	 crisps	 banana
 book	 sand	 bricks	 pens	 farm	 puzzle
 shoe	 jumper	 trousers	 coat	 sock	 hat

Until relatively recently The Children's Residential Foundation Course referred to is run by North East Lincolnshire Council. It is designed to meet Regulations and Quality Standards and has the following modules which all staff were expected to complete:



The following pages show a summary of the experience, qualifications and training of permanent staff. The training list is not exhaustive but gives the most relevant information.

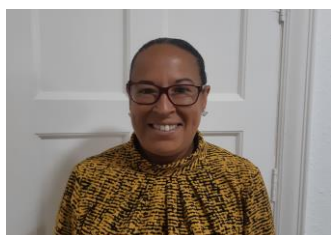
During the Covid pandemic and lockdown we made a huge investment in training. In the past year staff have undertaken a total of 423 relevant online training sessions.



Kim Treacher – Registered Manager

Kim has over twenty years' experience working with children with learning disabilities and their families. Kim has achieved her level 5 in Health and Social Care and Management, holds the ILM level 3 award in Management and completed a 'Train to Train' course. Kim has a wealth of experience in addition to mandatory training and includes the following bespoke training within her C.V.

Attachment	Child Sexual Exploitation Awareness	Allegations Management
Autism	Therapeutic Approaches to Caring for Traumatized Children Using Pace	Stress Management
Mental Health Awareness	Health & Nutrition	Self-Harm Awareness
Disability Awareness	Managing Epilepsy	Working with Makaton
Sensory Differences	Child Protection	Manual Handling
Training the Trainer	Time Management	Sensory Integration
Risk Assessment	Dyadic Development Psychotherapy	Theraplay
Sexual Health	Oppositional Defiant Disorder	Safer Recruitment
Bereavement and Loss	Transition and Vulnerability	Depression in Children



Sarah Pearce – Deputy Manager

Sarah is qualified to level 4 and has 14 years' experience as a support worker and Deputy manager. After several years in Adult Social Care, Sarah joined us in 2022.

Attachment	Child Sexual Exploitation Awareness	Allegations Management
Autism	Health & Nutrition	Manual Handling
Sensory Differences	Managing Epilepsy	Sensory Integration
Risk Assessment	Child Protection	Oppositional Defiant Disorder

Susan Taylor – Senior Care Officer

Sue had eleven years' experience working in an elderly care home before joining the organisation in 2007 as a Care worker and has since been promoted to Senior Care Officer. Sue was registered with Ofsted as a child minder and has completed her NVQ level 3 Health and Social Care for Children plus the following bespoke training in addition to mandatory training.

Attachment	Stress Management	Sensory integration
Managing Epilepsy	Allegations Management	Mental Health Awareness
Child sexual exploitation awareness	Self-Harm Awareness	Train the Trainer

Supervision	Disability awareness	Sexual Health Awareness
Autism	Report writing & recording	Working with Makaton
Therapeutic approaches to caring for traumatised children using PACE	ASD Awareness	Stress management

Naomi Alison – Senior Care Officer

Naomi first came to work for us in 2004 and during that time she was a Senior Care Officer. She returned from maternity leave to a relief post. In 2011 she took up a job share post as Senior Care Officer again. Naomi has a Diploma level 3.

Attachment	De-escalation	ADHD Awareness
Managing Epilepsy	Intro to Prevent Duty	Epilepsy Awareness
Autism	Supervision	ASD Awareness
Therapeutic approaches to caring for traumatised children using PACE		

Abbie Marsh – Senior Care Officer

Abbie had several years' experience working in an elderly care home as a Senior Care Officer before joining us in 2018 as a Care Worker and has since been promoted to Senior Care Officer. Abbie has a Level 3 in Health and Social care for Children plus the following bespoke training in addition to mandatory training.

Attachment	De-escalation	ADHD Awareness
Managing Epilepsy	Intro to Prevent Duty	Epilepsy Awareness
Autism	Supervision	ASD Awareness
Therapeutic approaches to caring for traumatised children using PACE		

Donna Walker (nee Dawkins)

Donna joined us in 2020 and has a background of working in adult care and Dementia. Donna has a Level 3 Diploma in Health and Social Care.

Yasmin Baker – Care Worker

Yasmin was appointed as a Waking night Care Worker in 2009 and has now moved to be a day shift worker. Yasmin has her NVQ Level 3 in Health and Social Care for Children.

Gemma Grantham – Care Worker

Gemma joined us in 2007 and previously worked with the elderly. Gemma has her NVQ Level 3 Diploma in Health and Social Care for Children.

Emma Hopkins – Care Worker

Emma joined us in 2004 as a Care Worker, having previously worked in a local Special Needs school as a Teaching Assistant. Emma has her NVQ Level 3 in Health and social Care for Children.

Danielle Schofield – Care Worker

Danielle joined us in August 2011 as a Domiciliary Care Worker transferring across to work in the children's home in 2013. Danielle has a BA with Honours third class in Community Development.

Paul Smale – Care Worker

Paul joined us in September 2009 originally as a Relief Care Worker but progressed to permanent Care Worker in January 2013. He has his NVQ Advanced Level 3 in Health and Social Care for Children.

Sian Spencer – Care Worker

Sian joined us in 2021 as relief whilst doing her level 4 and 5 qualifications in health and social care, and is now a full time member of the staff team

Natalie Broadhead – Care Worker

Natalie joined us in 2023 and has several years' experience in care of learning disabilities and is undertaking her level 3.

Sharon Wallis – Care Worker

Sharon joined the Team in 2023 and has a degree in health and social care, work and experience of autism and learning disabilities.

Sheighanna Hardy – Care Worker

Sheighanna joined us in 2022 this is her first care role and she is undertaking her level 3.

Sonia White – Waking night Care Worker

Sonia joined us in 2010 as a Waking Night Care Worker. Although Sonia had no previous care experience, she is a parent and grandparent and has trained whilst in the role. Sonia has her NVQ Level 3 Advanced Diploma in Health and Social Care for Children.

Katie Fisher – Waking Night Care Worker

Katie joined us in 2020 as a Waking Night Care Worker. Katie has a background in adult care and is currently undertaking the Level 3 Diploma.

Susan Smith – Waking Night Care Worker

Sue had several years' experience in the adult care sector before joining us in 2007. Sue has completed her Advanced Skills NVQ level 4 Diploma in Health and Social Care for Children.

Toni Clapham – Waking Night Care Worker

Toni joined the team as waking night in 2020 after several years adult care experience and has her level 3.

Dawn Hardy – Waking Night Care Worker

Dawn joined us in July 2018. She is qualified to NVQ Level 3 standard.

Emma Andrew – Waking Night Care Worker

Emma joined us in 2021 as a Waking Night Care Worker. Emma has a background in adult care and dementia and is currently taking Level 3 Diploma.

Zoe Marsh – Waking Night Care Worker

Zoe joined us in 2015 as a Waking Night Care Worker. Zoe has NVQ Level 3 in Health and Social Care.

Anna Grant – Waking Night Care Worker

Anna has worked in an education setting for children with Autism and learning disabilities and is qualified to NVQ Level 3.

Teresa Dolphin – Waking Night Care Worker

Teresa has several years' experience in adult social care and is qualified to level 3.

Hannah Bradley

Hannah joined us in 2021 and has a background working in child and adult care with learning disabilities. Hannah has Level 2 and is currently working towards Level 3 Diploma in Health and Social Care.

Kevin Deighton – Care Worker

Kevin joined us originally as a Relief Care Worker but has progressed to permanent weekend Care Worker. He has his Level 3 Diploma in Health and Social Care.

Jessica Rutter – Care Worker

Jessica joined us in 2021 and has a background in young adults and elderly care. She has a Degree in Community Mental Health.

Annie Capes – Care Worker

Annie joined us in July 2018. From April 2022 Annie moved from waking nights to days in the role of care worker. She is qualified to NVQ Level 3 standard.

We have our own bank of dedicated casual staff who are trained and supervised to the same level as our permanent staff members.

All staff, including relief's, are encouraged to take part in bespoke training as a part of their role, many of which are listed below. These may involve in-house or external training, correspondence courses, seminars, courses and workshops.

As well as the mandatory training staff have a wide range of training experience.

Self-harm awareness	Report Writing & Recording	ASD Awareness
Sexual Health Awareness	Manual Handling	Amendments to Children's Home Regulations 2014
Therapeutic Approaches to Caring for Traumatized children using PACE	Sensory integration	Managing Epilepsy
Health & Nutrition	Disability Awareness	Communication Skills
Autism Awareness	Attachment	Oppositional Defiance Disorder
Bereavement	Theraplay	Dyadic Development psychotherapy

ADHD	Managing Challenging Behaviour/De-escalation	Pathway Planning
Adverse Childhood Experiences	Tourette's Syndrome	Self-Esteem
E-Safety including CSE, CCE and County Lines	Equality and Diversity	

LEADERSHIP AND MANAGEMENT

20. Details of our management and staffing structure, including arrangements for the professional supervision of staff

All staff have a named Supervisor. Supervision is usually one to one and aims to take place monthly. Shifts are arranged to accommodate this.

Supervision is given a high priority and is reported on to the Directors via the Manager's Monthly Report. A written record of each supervision is kept.

The Director of Operations line manages and supervises the Registered Manager, who in turn supervises and line manages the Deputy Manager and Senior Care Officers.

The Senior Care Officers line manage and supervise the Care Workers and ancillary staff.

All staff currently with supervisory responsibility have received appropriate training.

The organisational structure for Dean & Grove is as follows:



Staff work on a three-week rolling rota which allows time for handovers between each shift. There is a bank of relief staff available to cover annual leave, training or sickness. Relief care workers are employed and trained in line with permanent staff.

Shifts are usually led by a Senior Care Officer.

In the absence of a Senior Care Officer each shift, including nights, has a designated 'Shift Lead' who takes overall responsibility.

The home is staffed twenty-four hours a day with a minimum of two staff consisting of one Senior and one full time staff member including Waking Nights. This is increased according to the number of children and their needs.

For children who have an identified need for guaranteed 1:1 staffing, a dedicated member of staff will be on shift. This guarantees 100% supervision and attention at all times. Occasionally, to ensure children and staff safety, we will staff at 2:1. Such arrangements are at the discretion of the Registered Manager, and if for any extended period, will need agreement from the Local Authority. These arrangements will be subject to a risk assessment to ensure there is no undue restriction of liberty or privacy.

Given that the current children in placement will always be accompanied if they leave the premises, there is no absolute minimum on-site staffing level during the day. At all times staff are contactable by telephone in an emergency, if for example a child was taken ill at school. If children were admitted to the home who were able to leave the premises unaccompanied, we would ensure that at least one member of staff was on site for their return.

Both the Registered and Deputy Manager's standard working hours are Monday–Friday 9.00am–5.00pm, although checks are carried out outside of these hours on occasions to monitor the quality of care. There is a rota for out of hours' management cover. There are clear arrangements in place when the Registered Manager is absent, such as annual leave.

Support staff are based at Headquarters and include Human Resources, Finance and dedicated Admin time.

The Directors meet on a monthly basis to discuss all corporate and financial responsibilities and monitor the development plan. They go through the Manager's Monthly Report which covers all aspects of the home and focuses on individual children's progress.

LEADERSHIP AND MANAGEMENT

21. If the staff working at Dean and Grove are all of one sex, or mainly of one sex, a description of how we promote appropriate role models of both sexes

Tree House Care is an equal opportunities employer. We aim to have a staff group of both genders, ideally with a wide age range and drawn from a variety of ethnic backgrounds.

Due to the high level of female staff members (which is not unusual in the care sector), we actively encourage participation in activities not specific to one gender and maintain appropriate and respectful relationships between male and female staff at all times.

We pro-actively promote an open, non-sexist, anti-discriminatory culture within the home.

Dignity and privacy between the staff and children is always a high priority and gender roles/activities are discussed regularly in the Children's Meetings and Workshops.

Wherever possible, access to role models of all genders is encouraged through external activities, such as horse-riding, ice-skating and dancing. Family members of the children in our care, staff friends and families are invited to the home's parties and events.

Children are given every opportunity to take part in what may be traditionally thought of as male activities.

CARE PLANNING

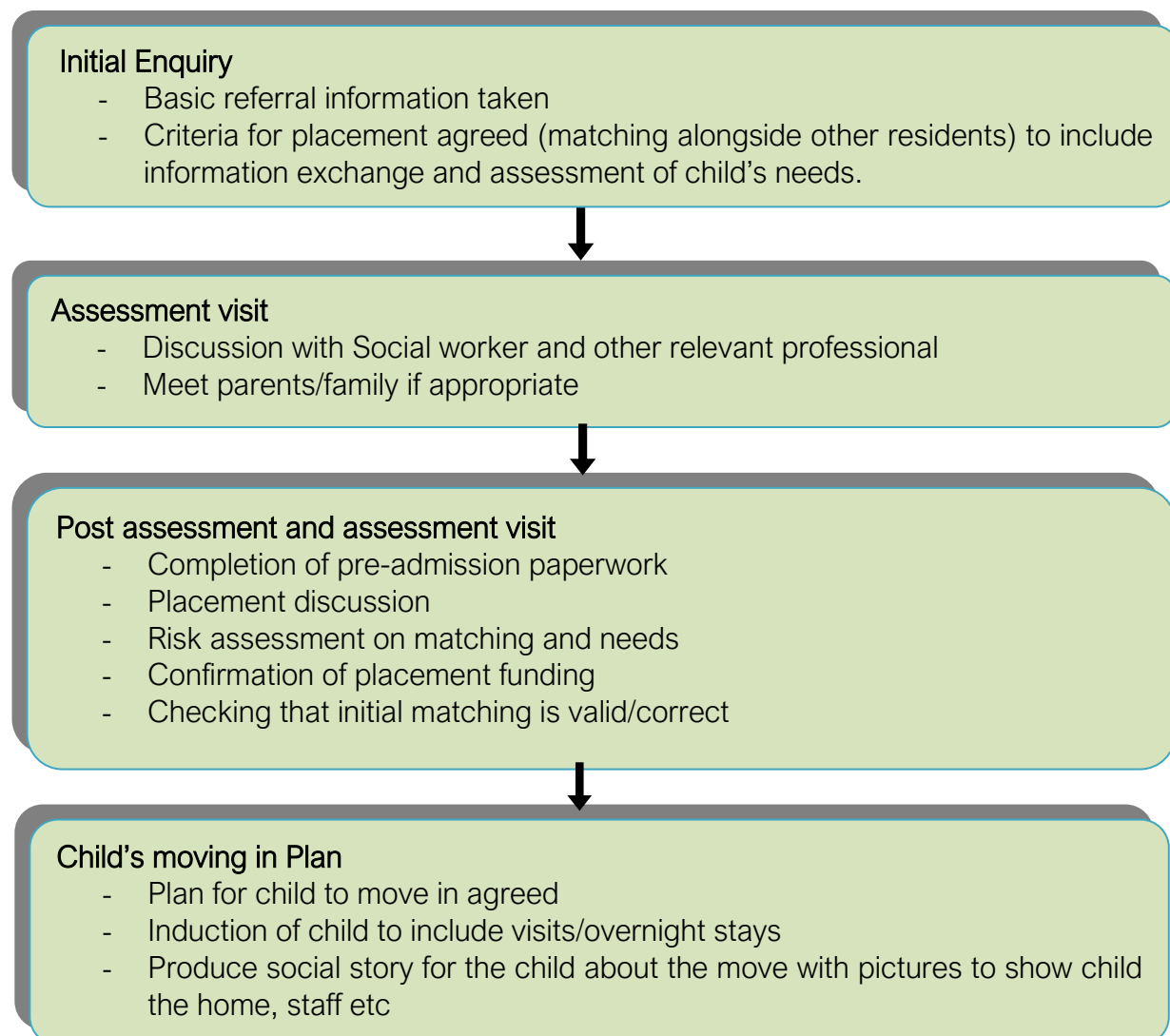
22. The criteria used for the admission of children, including any policies and procedures for emergency admission

We were successful in Tender applications with both the East Midlands consortium and the White Rose group of Local Authorities, who are by far the biggest referrers.

We have a dedicated Referrals Officer to help process referrals.

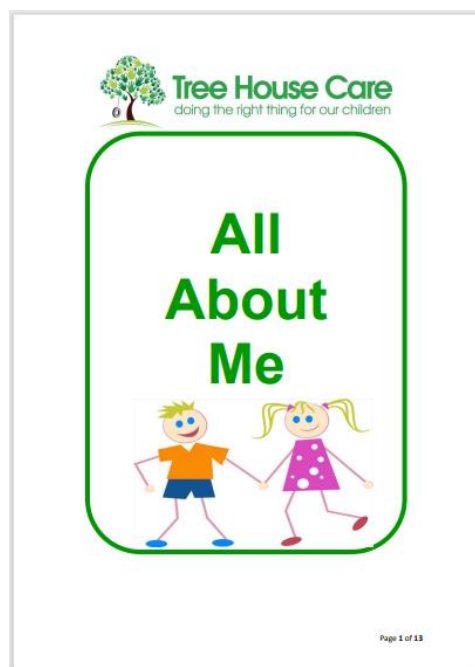
As required, we inform our host Local Authority of all new entrants and leavers.

For planned placements, our process is as follows:



Wherever possible we will avoid emergency placements. However, when it is in a child's best interests for this to happen, we will follow the above process as closely as is practicable.

In addition to these assessments our 'All About Me' paperwork is completed using, if necessary, the child's preferred form of communication such as PEC's or Makaton. This is completed in consultation with the child, the family and carers to make sure that staff can work in line with the child's personal preferences, wishes and feelings.



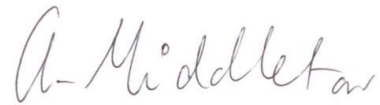
Signed:



Jill Brennan
Director

Date: 02/01/2024

Signed:



Adele Middleton
Director

Date: 02/01/2024

Signed:



Hugh Mellett
Director of Operations

Date: 02/01/2024

Signed:



Kim Treacher
Residential Manager

Date: 02/01/2024

FOR OFFICE USE ONLY	Date completed	Initials
Sent to Ofsted via email	25/01/2024	RT
Add to website (Align Studio)	25/01/2024	RT
Add hyperlink details to next Newsletter	25/01/2024	RT
Print hard copy for staff noticeboard	25/01/2024	RT
Email hyperlink to all staff	25/01/2024	RT
Print hard copy for HQ file	25/01/2024	RT
Add to Statement of Purpose desktop folder	25/01/2024	RT



Tree House Care
doing the right thing for our children

FOSTERING, RESIDENTIAL and DOMICILIARY CARE

COMPLAINTS AND REPRESENTATIONS

POLICY AND PROCEDURE

Agreed by Tree House Care Board of Directors – Reviewed August 2023

Policy Statement

We are committed to having a single Complaints & Representations Policy and Procedure that applies to all services we provide.

We believe that all children, service users, parents, foster carers and Local Authority colleagues have the right to expect a high standard of service and should be able to make comment or complaint should those high standards not be met.

We welcome complaints and representations from all stakeholders and will actively promote the use of this Policy and Procedure.

Complaints and representations will be taken seriously, dealt with efficiently, with transparency and openness.

Whenever possible and appropriate, complaints and representations will be dealt with promptly, informally and at the lowest possible level to avoid unnecessary escalation.

No person making a complaint or representation should receive any adverse treatment or reprisal. The service they receive should continue to be of the highest standard.

We are committed to being a learning organisation and whenever a complaint or representations is received will look for lessons that it can learn.

Key Points

This Policy and Procedure should be read in conjunction with all safeguarding related procedures. It is important to note that in the event of a complaint or representation referring to a safeguarding matter, the safeguarding procedures will always take precedence.

This policy should also be read in conjunction with the Policy and Procedure related to dealing with concerns about standard of care provided by foster carers.

At all stages, consideration will be given as to whether the complaint is serious enough to warrant a notification to the appropriate regulatory body (e.g. OFSTED or CQC).

The process described in this document is not available for staff who should use the Grievance or Whistleblowing Procedure.

The importance of preventing the need for formal complaints cannot be overemphasised. Good, open communication, consultation, sound safe care practices and good recording all have their part to play in this.

No person who is the subject of a complaint will take part in its consideration, other than, if the registered person considers it appropriate, at the informal stage only.

For the sake of clarity

Complaints about:	Should be passed to:	Who will:
Registered Manager	Director of Operations	Determine the most appropriate way of dealing with this matter following the general principles set out in this document. If necessary, OFSTED/CQC will be informed and a person independent of the organisation will be appointed to investigate
Director of Operations	Owner Directors	Determine the most appropriate way of dealing with this matter

		following the general principles set out in this document. If necessary, OFSTED/CQC will be informed and a person independent of the organisation will be appointed to investigate
Owner Directors	Director Operations of	Determine the most appropriate way of dealing with this matter following the general principles set out in this document. If necessary, OFSTED/CQC will be informed and a person independent of the organisation will be appointed to investigate

As a general principle staff and foster carers who are the subject of a complaint should be informed of the complaint and given the opportunity to give their response. However, the timing of this may need some professional judgement and in some instances consultation with other agencies. Consideration should always be given as to what support may need to be provided to staff or foster carers who are the subject of a complaint. For example; additional link worker support to a foster carer or independent support and advice from Fostering Network.

Staff must be told of the outcome of any complaint concerning them. Foster carers must be told of the outcome of any complaint concerning them and this should be confirmed in writing.

We will offer help and support to anyone making a complaint. For example by advocacy, by practical help such as drafting the letter of complaint or providing access to any necessary support due to disability or ethnicity.

Social workers for service users will be kept fully informed of any complaint and its outcome where it is made by a service user or relates to their care.

A copy of this Policy and Procedure in an appropriate format is made available to;

- Children
- Service Users
- Foster Carers
- Staff
- Parents and or relatives
- Local Authorities

Complaints about our Domiciliary Care service that relate to care and treatment resulting in a notifiable safety incident must be dealt with in accordance with Regulation 20 (Duty of Candour) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

STEPS

N.B. For a summary of these steps see Appendix

STEP	PERSON RESPONSIBLE	RECORD Note; entry on service users file refers to CHARMS if fostering & should include entry on foster carer file where appropriate.	TIMESCALE
Stage One – Informal Resolution			
Representation/ complaint received from a stakeholder	Member of staff receiving complaint	Written details of who is making complaint, the date and nature of the complaint. Entry on service user's file.	Immediately on receipt. Within 24 hours.
Registered Manager informed of details of complaint.	Member of staff receiving complaint	Entry on service user's file. Entry in Complaints file.	Within 24 hours of being informed.
Registered Manager decides which is the most appropriate route for complaint, and whether matter can be dealt with informally or proceed to Stage 2.	Registered Manager – consulting Director of Operations if necessary.	Entry on service user's file. Entry in Complaints file.	Within 24 hours of being informed.
Actions are taken to deal with matter informally.	Registered Manager	Entry on service user's file. Entry in Complaints file.	Within 5 working days of receipt of complaint.
If matter is resolved informally end of process.	Registered Manager	Entry on service user's file. Complaints File.	Within 5 working days of receipt of complaint.
If complaint ends at this stage the outcome is recorded and consideration is given regarding lessons to learn	Registered manager – involving others as appropriate.	Complaints Outcome form. Copy placed on service user file and complaints file.	Within 28 days of this stage being reached.
Stage Two – Formal Stage			
A decision is made to proceed to Stage 2.	Registered Manager in consultation with Director of Operations. OR Complainant choice to take to Stage Two	Email/letter of complaint placed in Complaints File and record of decision. Entry on service user's file.	Within 48 hours of receipt/ decision.

STEP	PERSON RESPONSIBLE	RECORD Note; entry on service users file refers to CHARMS if fostering & should include entry on foster carer file where appropriate.	TIMESCALE
Decision made who will investigate the matter and respond.	Registered Manager after consultation with Director of Operations.	Entry on service user's file. Complaints File.	Within 24 hours of receipt/decision.
Acknowledgement letter sent detailing who will be investigating and responding, how they will do this and timescale for a response.	Registered Manager.	Entry on service user's file. Complaints File.	Within 48 hours of receipt/decision.
Investigating person undertakes the task. Considers interviewing staff and others as necessary; reading files; meeting complaint as deemed necessary/appropriate.	Investigating person		
Investigating person responds to the complainant in writing, with outcome and details of 28 days appeal period and how to appeal. If necessary and appropriate meets with complainant to explain.	Investigating person	Entry on service user's file. Complaints File.	Written response to be sent within 28 days of decision to proceed to Stage 2.
If no appeal process ends.	Registered Manager	Entry on service user's file. Complaints File.	After 28 days appeal period.
If complaint ends at this stage the outcome is recorded and consideration is given regarding lessons to learn	Registered manager – involving others as appropriate.	Complaints Outcome form. Copy placed on service user file and complaints file.	Within 28 days of this stage being reached.
Stage Three – Appeal Stage			
Appeal is received within timescale.	Registered Manager	Entry on service user's file. Complaints File.	Within 48 hours of receipt.
Appeal is recorded.	Registered Manager	Entry on service user's file. Complaints File	Within 48 hours of receipt.

STEP	PERSON RESPONSIBLE	RECORD Note; entry on service users file refers to CHARMS if fostering & should include entry on foster carer file where appropriate.	TIMESCALE
Director of Operations appoints an appropriate person to consider the appeal; termed the "Appeal Officer". (This will usually be a Tree House Care member of staff or Director but not the person who responded under Stage Two. Consideration will also be given as to the need to appoint someone independent of the organisation though this will be exceptional).	Director of Operations	Entry on service user's file. Complaints File	Within 48 hours of receipt.
Acknowledgement letter sent detailing who will be the Appeals Officer, how they will undertake the task and the timescale for a response.	Director of Operations	Complaints File	Within 48 hours of receipt.
Appeals Officer undertakes the task allocated to them. Considers interviewing staff and others as necessary; reading files; meeting complainant as deemed necessary/appropriate.	Appeals Officer		
Appeals Officer responds in writing to the appeal with outcome and reasons. Meets the complainant as deemed necessary /appropriate. Letter includes an explanation regarding any further steps they can take. (E.g. contacting OFSTED/CQC).	Appeals Officer	Entry on service user's file. Letter in Complaints File.	Within 28 days of receipt of appeal.
Process ends.			
If complaint ends at this stage the outcome is recorded and consideration is given regarding lessons to learn	Registered manager – involving others as appropriate.	Complaints Outcome form. Copy placed on service user file and complaints file.	Within 28 days of this stage being reached.

How this Policy and Procedure positively affects children and service users lives

Children and service users have the opportunity to express their dissatisfaction with any aspect of their care. In that way;

- They have the opportunity to have their views taken seriously.
- In turn this encourages their independence and self-esteem.
- Their quality of life can be enhanced.
- Their safety and well-being is safeguarded.

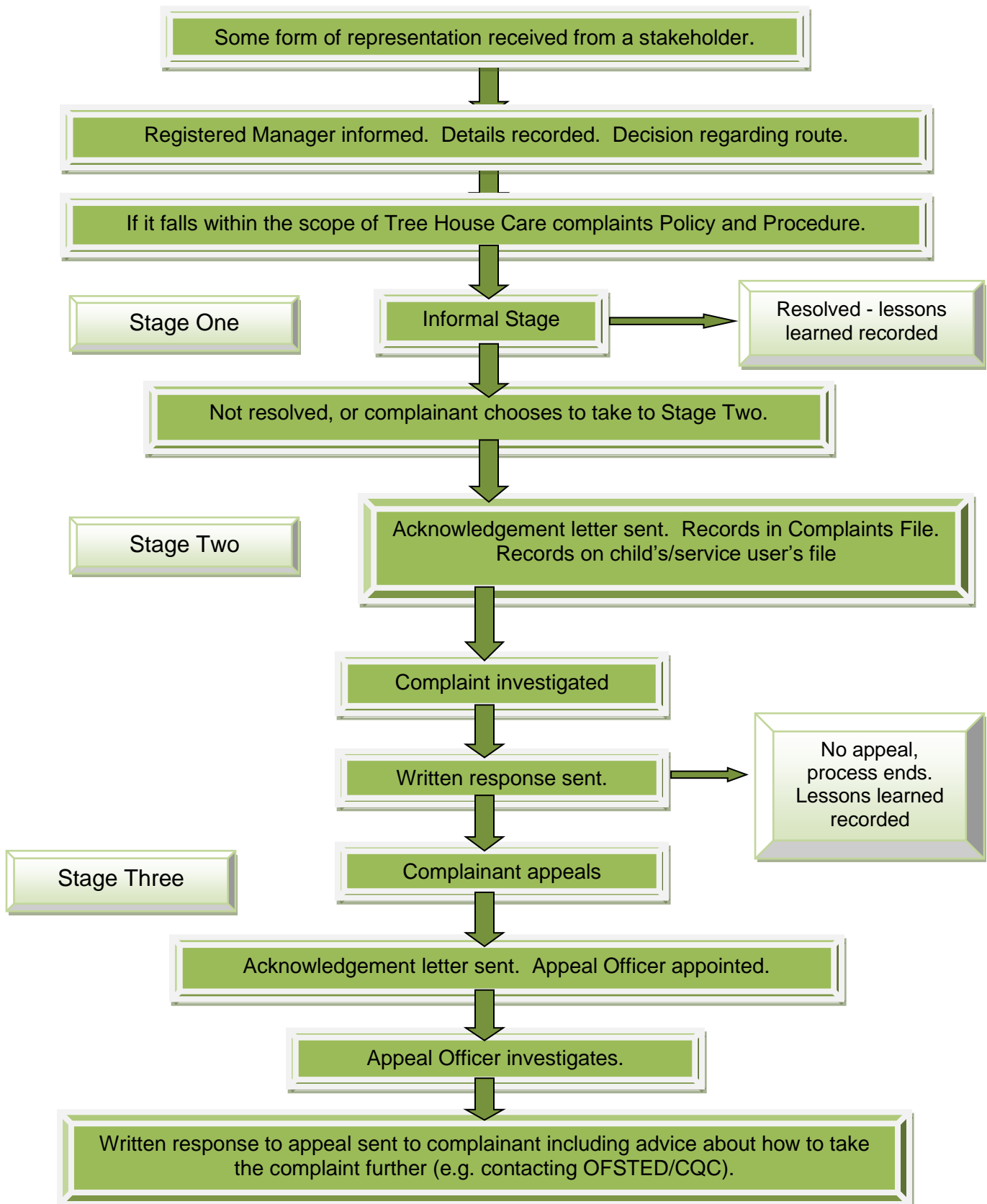
How this Policy and Procedure will be monitored

- **OFSTED and CQC must be notified of any serious complaint and the outcome. (See appropriate Regulations and Guidance for further information).**
- **The Directors will monitor this through the respective Manager's Monthly Report where Complaints and Compliments are recorded.**
- **The Registered Manager and the Director of Operations are responsible for ensuring procedural compliance on each individual complaint.**
- **A summary of complaints received in the previous year is reported in the Statement of Purpose for each service.**
- **The Directors will periodically review complaints to look for themes and lessons to learn.**

How Measured

- **By procedural compliance that have we followed our agreed process.**
- **Measuring the success of a Complaints Policy and Procedure is difficult; no complaints isn't necessarily a good thing; an upheld complaint isn't necessarily a bad thing.**
- **The Directors monitor complaints and will periodically look for themes and lessons to learn.**

Tree House Care Complaints Procedure Flow Chart



Please note this flow chart is not a substitute for the procedure.

Important contact details

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel no: 0300 123 1231
Email: enquiries@ofsted.gov.uk

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel no: 03000 616161
Email: enquiries@cqc.org.uk

Fostering SC Number: SC033189
Dean & Grove SC Number: SC479596

CQC Provider ID: 1-135194298

Office of the Children's Commissioner
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT
Tel no: 0800 528 0731
Email: advice.team@childrenscommissioner.gsi.gov.uk

SIGNED



Adele Middleton
DIRECTOR

SIGNED



Jill Brennan
DIRECTOR

SIGNED



Hugh Mellett
DIRECTOR OF OPERATIONS

SIGNED





Claire Rogers
REGISTERED MANAGER

SIGNED



Kim Treacher
REGISTERED MANAGER

If any foster carer, their family, Looked After Child or member of staff have any comments or feedback on this document please email us on havingmysay@treehousecare.org.

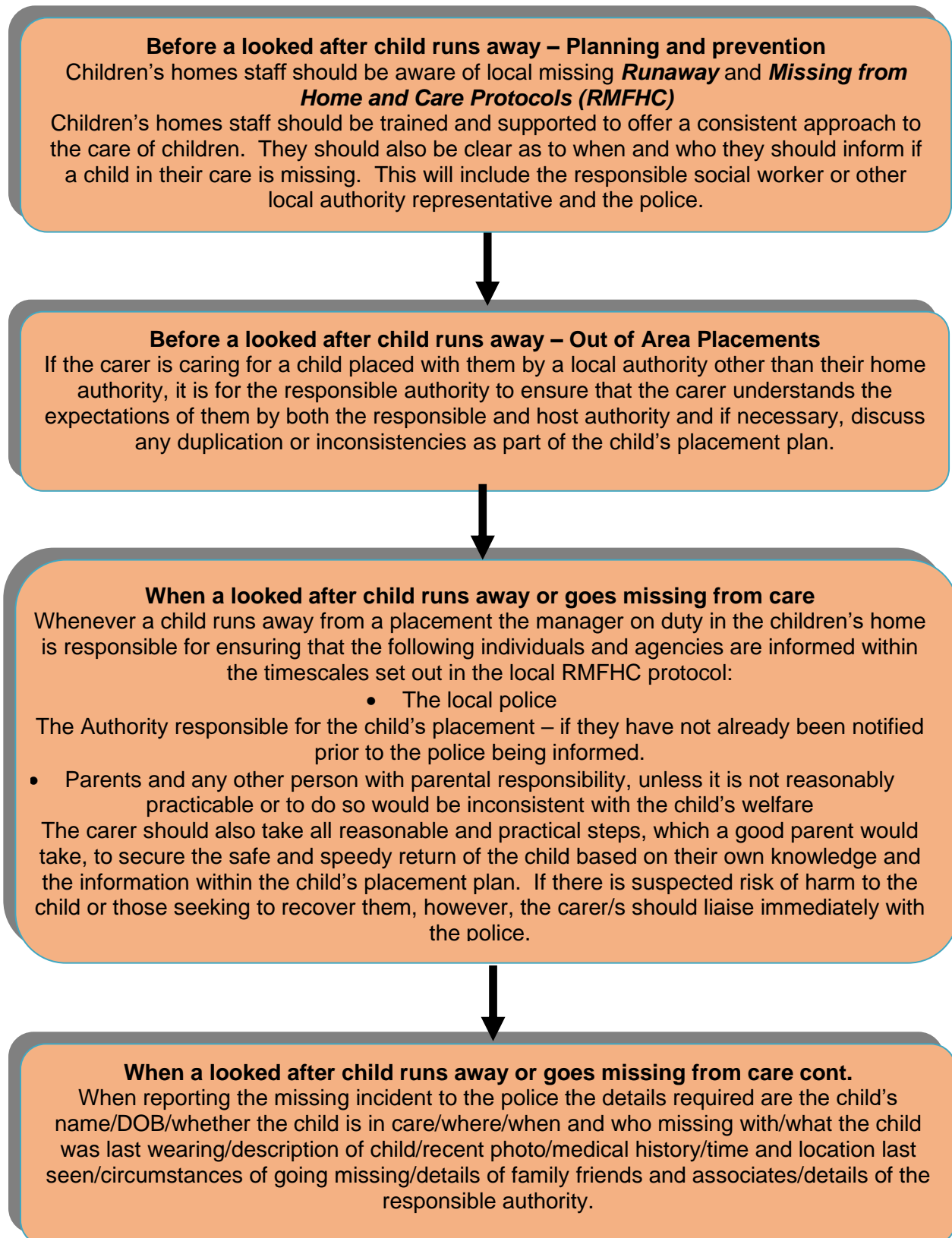
Policy and Procedure Data Protection Impact Assessment - to be completed by author of Policy and Procedure	
What type of data is involved in this process?	Personal and sensitive
Any Special category Data? If so, specify	Yes, identifiable and sensitive
What is the legal basis for processing?	Fostering Regulations
Does it comply with subject rights?	Yes
Security issues?	Not specific to this policy
Is any contract in place adequate?	N/A
Will staff be trained in new system?	Review of P&P only. Staff already aware
How will a breach be dealt with?	Reported to DPO
What are the overall risks?	
What are the risks to individuals?	
What measures are to be taken to minimise those risks?	Data Protection procedures already in place.
Signature - Author	
Date	24/01/2024
Signed off by Data Protection Officer	
Date	24/01/2024

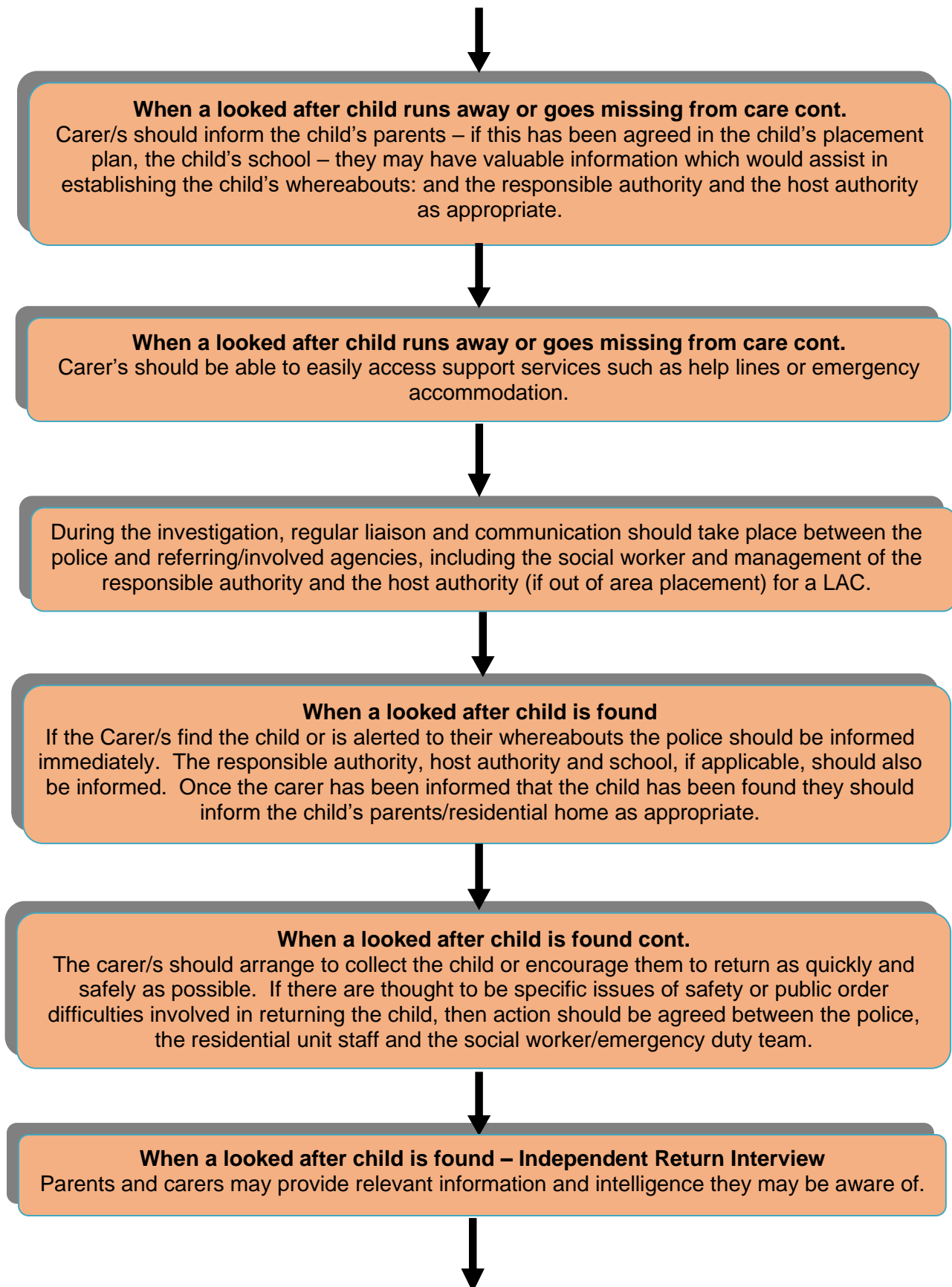
Office Use Only:

This P & P replaces:	Complaints & Representations P&P August 2022	
Word version saved in S:\RESIDENTIAL\POLICIES & PROCEDURES\CURRENT RESIDENTIAL P&P		
Old version transferred to S:\RESIDENTIAL\POLICIES & PROCEDURES\P & P - SUPERSEDED		
Printed version placed in hard copy Policies & Procedures folder		
Old version removed from hard copy Policies & Procedures folder		
Sent to external agencies for comment (e.g. police) if appropriate		N/A
Final version saved as PDF in S:\Policies and Procedures\RESIDENTIAL		
Email staff advising of update and location of PDF version		

Attachment 2

Our approach to children who go missing is best summarised in the flow chart below:





When a looked after child is found cont.

As part of a managed return, the carers should try to provide a positive non-judgemental response. Check the child's medical condition, provide warm food, someone to talk to etc. This should include preparing them for their return interview.



When a looked after child is found – sharing information and data to safeguard vulnerable children

Managers of children's residential units should maintain records of each occasion when a LAC is identified as missing. These records should be made available for inspection under the Children Act 1989 and the information provided to the responsible and host authorities for collation at a national level via the SSDA903 return.

The information should include:

- The child's name and date of birth
- If possible, a recent photograph of the child
- Date and time the child was found to be and was reported missing or absent
 - A completed Social Care Risk Assessment Record
- Whether the police were informed and the concerns conveyed to the Police/reasons for not informing the police
 - Whether the social worker was informed
 - Action taken by social worker
 - The date and time the child returned
- The outcomes of the safe and well check/informal return/and independent return interview with the child on their return

Attachment 3

CHECK LIST OF APPROVED MEASURES OF CONTROL

<i>Not Permitted</i>	<i>Permitted</i>
<i>Corporal punishment e.g. slapping, hitting, shaking, punching, pinching, squeezing or any 'rough' handling</i>	Necessary physical action to prevent injury to children or staff if there is no other option. A child who is out of control may be removed from the group until they regain control using Team Teach Positive Handling.
<i>Refusing visits, to or from, phone calls, letters with parents, friends or relatives as a punishment</i>	Contact with some individuals may be restricted as part of a care plan or placement planning process (e.g. where the contact is likely to harm the child's welfare). If appropriate given the child's age and understanding, the child should be aware of the action and consulted about it and this discussion should be recorded on the child's file
<i>Deprivation of food. Forcing children to eat food that is against their religion or culture or that they really do not like</i>	Certain foods may have to be withheld for medical reasons but these should be entered onto the medical section of the placement plan or care plan
<i>Intentional deprivation of sleep</i>	Note If a child continuously stays awake all night then sleeps during the day time, they may be woken as part of their placement plan and if appropriate on medical advice to establish a normal sleeping pattern.
<i>Being forced to wear distinctive clothing or inappropriate clothing (e.g. pyjamas in the day time, shorts in the winter)</i>	School uniform
<i>Using or withholding medication or pain relief, medical or dental treatment</i>	Never
<i>Imposing fines (Only the courts can impose fines) or imposing financial penalties</i>	Reparation (compensation of monies) for the wilful damage of property or theft can be used. No more than 2/3rds of the pocket money of a child may be withheld to pay for wilful damage or theft and wherever possible creative use of sanctions appropriate to age and understanding. The child should be aware

	of the sanction and consulted about it and this discussion should be recorded on the child's file and in the sanction book.
<i>Intimate physical searching/examination</i>	If there are concerns for concealed weapons or drugs the police should be notified. The child's clothing may be searched following the home's procedures.
<i>Reprimands that use foul, threatening, intimidating or abusive language are prohibited</i>	The use of mild or more severe verbal reprimands. These can be used on most occasions when a child's behaviour is unacceptable and would reasonably be regarded as such in any family setting.
<i>Withholding of holidays or planned outings</i>	The curtailment of leisure activities may be used, as a measure of control only when the repeated use of informal methods such as reprimands has proved ineffective. Any curtailment of leisure activities should be timely (e.g. within that week) and relevant and should be time limited. The child should be aware of the sanction and consulted about it and this discussion should be recorded on the child's file and in the sanction book.
<i>High risk domestic activities (e.g. use of bleach, washing of windows etc)</i>	Ordinary household chores such as tidying up/washing up etc. may be used when informal reprimands have failed. These chores should be relevant to the degree of misbehaviour and not continue for more than two days. The child should be aware of the sanction and consulted about it and this discussion should be recorded on the child's file and in the sanction book.
<i>Restriction of liberty that falls into the Secure Accommodation remit or restriction of education/employment opportunities, medical appointments or contact with social workers</i>	Gating or grounding is permissible where the refusal to allow a child out is deemed to be in their best interest because they may be at risk of significant harm. To avoid a regime that restricts liberty (as was found in the Staffordshire inquiry called 'Pin Down') the gating or grounding restriction must be reviewed by the Manager every 24 hours. Gating or grounding cannot last for more than 3 consecutive days.

<p><i>Refusing contact and access to communications, as listed in Reg. 22 (1);</i></p> <p>The child's parents, friends, relatives or any of the following persons: (a) a solicitor or other adviser or advocate acting for the child (b) an officer of the Children and Family Court Advisory and Support Service appointed for the child (c) a social worker assigned to the child (d) a person authorised by HMCI (e) a person authorised by the local authority in whose area the home is located (f) a person appointed pursuant to section 23ZB (independent visitors for children looked after by a local authority) of the Children Act 1989(a) (g) a person authorised in accordance with section 80(2) of the Children Act 1989 by the Secretary of State to conduct an inspection in relation to the home and the children there (h) a person appointed under the Children Act 1989 Representations Procedure (England) Regulations 2006(b) (i) an independent person visiting the home under regulation 44.</p>	
<p><i>Denying access to any internet based or telephone helpline providing counselling for children</i></p>	
<p><i>Withholding any aids or equipment needed by a disabled child</i></p>	
<p><i>Any measure involving a child imposing any measure against another child</i></p>	
<p><i>Any measure involving punishing a group of children for the behaviour of an individual child</i></p>	
<p><u>Notes:</u> In certain circumstances the Registered Manager may impose conditions or prohibitions on contact with parents/relatives for the purposes of safeguarding or promoting the welfare of a child, NOT as a punishment. (See Children's Home Regulations (22) for details.</p> <p>Nothing in this list prohibits the taking of any action by, or in accordance with, the instructions of a registered medical practitioner or registered dental practitioner which is necessary to protect the health of the child or taking any action necessary to prevent injury to a person or serious damage to property.</p>	