



The Lighthouse Children's Home Surbiton



*"Caring for Children in a warm family
environment"*

Our Statement of Purpose 2021

“The Lighthouse Children’s home is a great place to live.

We are one big family.

The children feel like they are my family. We share things, play together, eat together, relax together

We are very happy here because the staff look after us very well. We have lots of nice food, they give us lots of treats, we do lots of activities and although sometimes they are strict on us, it is usually because we have done something silly. We love the Lighthouse and we are happy that we live here. We are listened too and staff really care about us.

The Lighthouse Children’s Home is our Home!”

Please continue to read to find out more about the home.

Love

The young people at The Lighthouse Children’s Home

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1. CONTACT DETAILS

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2. INTRODUCTION

The Lighthouse is a provider of residential and short break care for children and young people aged 8 -18 years old. We specialise in working with children and young people with Autism, Learning Disabilities and associated challenging behaviour.

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

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

Our Statement of Purpose is written in line with Regulation 16, Schedule 1 of the Children's Home Regulations 2001 (updated 2015).

Our Statement of Purpose has been designed to accurately reflect and describe how we, The Lighthouse Children's Home – Surbiton, set out to provide individualised care to meet the quality standards for children and young people.

Our Statement of Purpose is periodically reviewed and/or as necessary, to ensure it continues to accurately reflect best practice in children and young people's residential care.

3. OUR ETHOS

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

4. OUR AIMS, OUTCOMES AND METHODS

Our Aims:

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

Our Outcomes:

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

Our Methods:

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

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

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

We are well trained in the principles of the SPELL Framework. The SPELL framework recognises the individual and unique needs of each children and young people, and emphasises that plans and intervention be organised on this basis. The SPELL framework is built on four key principles, **S**tructure, **P**ositive approaches and expectations, **E**mpathy, **L**ow arousal and **L**inks.

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

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

The organisational structure is designed to ensure all levels of staff from management to maintenance are supported and monitored to produce the greatest outcomes for the children and young people. Communication systems in place within the organisation at management level also ensure operations are highly efficient and effective. Monitoring systems including regulation 44 and 45 alongside development plans will be implemented to ensure the home consistently improves and specialises the service we deliver.

5. ADMISSIONS

- *Description of the accommodation offered:* Our home provides care services and accommodation (permanent, respite, short breaks and emergency referrals) for up to **seven** children, ranging from age 8 up until 18 years. We accommodate children and young people who are diagnosed with autism, learning disabilities, and associated challenging behaviour. Additionally, we will accommodate children and young people who have physical disabilities, however, this will be dependent upon the assessment of their needs to ensure that we can provide adequate facilities to meet such needs.
- *Location:* The Lighthouse Children's Home is situated in Surbiton, Surrey. We are a detached property within close proximity to local amenities, services and facilities, such as buses and trains, libraries and schools, shops and cinemas, leisure centres and youth clubs. A 500-yard-walk leads to our local health services – Surbiton Health Centre, where we register our children and young people and it boasts excellent facilities and service. Additionally, Kingston Hospital A&E is only 2 miles away. Public transport in the area enables easy access to all parts of London and the South East.
- *Adaptations of our accommodation to meet the needs of children and young people:* The property has been sympathetically adapted in accordance with our *ethos*. The home has been adapted to ensure the health and safety, and suitability for children and young people with Autism and Learning disabilities and all adaptations are intended to safeguard each child and young person accommodated in the home. Furthermore, any adaptations and any limitations placed on children and young people's privacy and access will be under regular review to ensure it is deemed necessary and proportionate.
- *Description of our home:* Our home is a three-storey building, comprising seven single bedrooms (six upstairs and one on ground floor), thus enabling each children and young people to have their own bedroom. Each children and young people are given the opportunity to furnish and decorate their bedroom according to their appropriate wishes and unique styles.
- *Facilities available:* There are two shared bath/shower rooms, a fitted kitchen, a large extended lounge, a dining room, a small sensory room, a functional garden with a raised flowerbed, a sand-play area, and a sunken trampoline. In the garden our current children and young people use it to learn how to grow and nurture plants, play tennis, play football and general relaxation area. The new garden office is a purpose built wooden cabin and store room. The office room provides a large multi purpose room to be used by staff and young people; for staff and YP meetings, quiet study area, family contact and staff supervision. Our home is equipped with robust furniture in our communal areas and any bedrooms where appropriate. Window restrictors on some windows ensure that the children and young people are kept safe yet ensuring healthy ventilation. The front door is fitted with double lock and electronic fire door release which may be used in exceptional circumstances to protect and safeguard the children and young people.

Our children and young people have access to lots of toys and games, including a PC with supervised internet access and a variety of game consoles.

We have a minibus however, as a team we try and encourage the use of public transport as much as possible in order to promote independence. We often enjoy trips to such places as Chessington World of Adventures, Hampton Court and Richmond Park.

The office is situated at the rear of the property within a new extension.

6. REFERRALS

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

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

7. ASSESSMENT

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

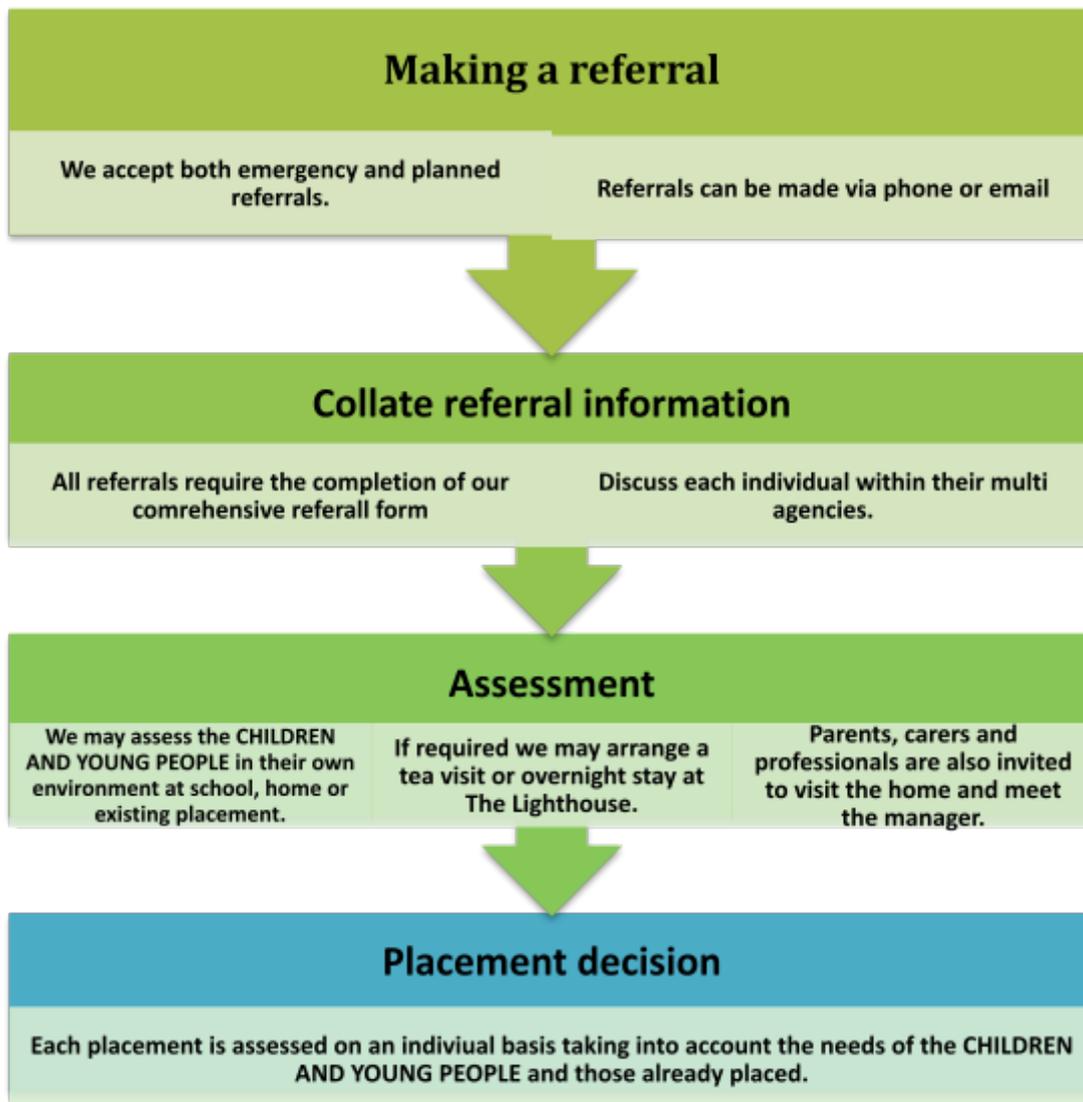
Senior staff will aim to visit the children and young people in their current placement in order to further assess their needs, gain information about the children and young people's needs and behaviour and to discuss subsequent admission/transition procedures. Visits to and potential overnight stays with us, by the prospective children and young people and their family are encouraged prior to placement.

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

The home will not operate a crisis intervention service which could be detrimental to the other children and young people in the home. However, the home will consider **Emergency Referrals** where there is a need to accommodate a children and young people at short notice. We will aim to minimize possible disruption to our children and young people already placed with us.

Where possible the full admission policy will be followed for emergency placements. However, in some instances there may not be an opportunity to assess the young person. In this event, attempts are to be made to establish as much information as possible on the child and the reasons for the referral from the referring authority. This information should be requested in e-mailed to the home.

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



8. CONFIDENTIALITY & PRIVACY

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

9. TRANSITIONS & DISCHARGES

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

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

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

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



We provide a range of reading and educational materials in various formats to aid the children and young people to understand

religion and culture; equality and diversity. With their aid, we put up visual displays on the dining room wall which highlights photos, pictures and items associated with religious and cultural festivals. A comprehensive file is also available for children and young people to access containing details of all festivals and events happening throughout the year.

11. COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

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

There are a number of people to whom the children and young people are able to voice their concerns. These include:

- *Key Workers:* Each of our children and young people are assigned a keyworker and Deputy keyworker. Where possible, in a way that is appropriate according to the children and young people's age and understanding, the children and young people's wishes are sought and taken into account in the selection of their keyworker. These members of staff build and maintain both professional and friendly relationships with the children and young people. A keyworking contract is signed by both parties to agree the frequency of each keywork session – 1 or 2 weekly. However, if a young person would like to speak to their keyworker at any other time, our keyworkers will make themselves available.
- *Staff Team (Support Workers, Seniors and Managers):* Our children and young people are able to, and currently do, speak to any member of our staff team or regarding any concerns or complaints they may have. We practice an open door policy for all children and young people and their conversations are recorded in either of our Discussions with Young Person form, or Manager's Consultation with Young Person form.
- *Others:* Our children and young people are also made aware that should they wish, they can also request to speak directly with the Registered Manager or our Director or the External Consultant with any issues they choose not to discuss with staff.
- *External:* If the children and young people feels they cannot talk to anyone at the home, our children and young people are encouraged and supported to contact the following:
 - Their parents/carers/relatives and other significant people
 - Their Social Worker
 - The Local Police (101/999)
 - ChildLine
 - Children and Young People's Legal Centre
 - NSPCC
 - Ofsted

Children and young people may use the office telephone to contact any of the appropriate people. If the children and young people do not know the telephone number for any appropriate person, then we will provide the details along with all the support needed by the children and young people.

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

The outcome of the investigation will also be recorded and should seek to satisfy all parties concerned with the complaint.

We, as a whole team, value any comments or compliments regarding the services we offer and will look at any comments; and any actions that may arise from these will be recorded accordingly.

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

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

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

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

We consult with the children and young people by:

- *Listen and Observe:* Using every opportunity to listen to and observe the children and young people with the aim to develop positive relationships with all the children and young people and seek their feedback

- *Total Communication:* We practice total communication to enable all children and young people to express their views, wishes and feelings
- *KW sessions:* Consulting and understanding the needs, views and concerns through detailed individual keyworker sessions
- *Children's Meeting:* The children and young people hold regular Children's Meetings, where they are individually encouraged to decide what they would like to gain from the meeting. The children and young people at present have decided they would attempt to schedule a meeting with just the Home Manager and themselves.
- *Questionnaires and Quality Assurances:* Seeking views of our children and young people through regular anonymous questionnaires and quality assurances where possible and appropriate.
- *Consultations:* 1:1 Discussions and Management Consultations with our children and young people
- *Grumbles Book:* which allows the children and young people to anonymously air their concerns, views and wishes
- *Worry Box:* which allows the children and young people to air any worries, concerns, views they may have.
- *Independent Visitors:* These unbiased individuals, on a monthly basis, spend time with the children and young people to gain their feedback regarding the home.

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

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

We work closely with the social workers of the children and young people and we are able to arrange for an advocate through them. The children and young people in the home have access to the home telephone in which they can contact National Advocate Support Services including Barnados, MIND and Children and Young People Line. The children and young people are provided with all relevant contact information in their Children's Guide to allow them access to an advocate.

We have a detailed Anti-Bullying Policy which all staff and our children and young people are made aware of, especially as we promote and encourage our children and young people to develop, and maintain healthy and positive relationships within and outside of the home. Therefore, we as a home, we work towards ensuring the

prevention and stamping out of bullying by early detection, effectively dealing with it, and further prevention of any form of bullying. Furthermore, a copy of our anti-bullying policy can be provided on request by asking the manager of the home.

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

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

Discrimination will always be actively challenged in our home as we constantly monitor and ensure that high levels of care practice is delivered in a non-discriminatory environment, thereby resulting in an environment where each and every of our children and young people and their families are valued as individuals. Our practice matches our Equal Opportunities Policy, which all of our staff are both made aware of and trained on.

Irrespective of ethnic or cultural backgrounds, religious and racial differences are acknowledged and respected and each young person given the opportunity to have their views, wishes and preferences regarding religious choices, whilst we take a pro-active approach to ensure these choices are celebrated.

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

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

- be treated as an equal and as an individual
- be cared for by people who understand their needs
- to be respected and have their opinion heard and be free to express themselves and their identity
- privacy including of his/her belongings
- confidentiality
- have healthcare needs addressed promptly
- receive an education which enhances their life prospects in every aspect
- protected from violence, exploitation, abuse, neglect and maltreatment

- receive respect and understanding regarding cultural, religious and spiritual beliefs
- have the opportunity to think independently, and make their own choices
- complain about anything that is felt to be unfair or unjust and to have that complaint listened to and a response given
- develop and nurture lasting friendships and contacts within and outside the home
- be informed about all important decisions that affects the residents and to have their say
- treated with due dignity

13. ENJOYMENT AND ACHIEVEMENT

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

Activities for school holidays and weekends are organised with the children and young people through activity meetings. The home ensures they take into account the individual preferences and choices. We support and encourage active participation thereby resulting in greater enjoyment and achievements for our children and young people. Activities currently being chosen by our children and young people vary from within the community to further away such as holidays.

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

In the house the children and young people have access to a variety of activities. These include electronic equipment such as the computer and internet, computer consoles and handheld computer games. There are also lots of games which encourage children and young people to spend time together building relationships. There is an art and craft cupboard which has various materials to encourage the children and young people to show off their creative skills. A range of sensory toys are available for those that like or require them. The young people take part in baking and cooking regularly to help with their independence skills and to learn about ingredients and healthy eating. Young people are encouraged to try new things, to get creative and messy.

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

14. EDUCATION

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

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

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

We also practice the theory of a 24-hour curriculum – a combination of educational targets with independence targets, as we believe every experience is an opportunity for learning and development. Evidence of this for each individual is recorded alongside their active engagement and participation being rewarded. All of these are then stored in their files and used to monitor and record educational progress.

The home has implemented an Independence Programme which was developed using the Pathway Plan to prepare the young people for the future and provide the necessary skills for their future. This programme is individually tailored for each young person. The programme aims to further their education about subjects such as household tasks, economic welfare, their community and social life.

15. HEALTH AND MEDICATION

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

We aim to get all of our staff to be First Aid trained and on each shift there will be at



least one member of staff who is First Aid trained. Every member of staff who administers medication is well-trained in handling of medication and BOOTS Medication training and signed off as competent by suitably qualified managers.

There are no specific healthcare or therapies provided in our home. Any referrals to therapies or specific medical services

are sourced externally through the children and young people's GP, with whom we have excellent working relationship with. If any children and young people required specific therapies or treatments, then staff would complete relevant training prior to undertaking this work. The Registered Manager will monitor the effectiveness of any therapy provided for the children and provide feedback to the relevant parties.

We have a health and wellbeing board in the dining room containing information on all aspects of children and young people's life including food and nutrition, sexual health, smoking and other drugs, exercises which is updated regularly based on the children and young people's feedback. The display boards are shaped by the children and young people and information regarding health and well-being is discussed with the children and young people prior to the display board being updated.

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

A detailed health record is kept of each children and young people accommodated in our home. It is the responsibility of the keyworker to ensure that up to date information is recorded on the case file. This includes illnesses, operations, immunisations, and dates of appointments with GP's and specialists.

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

responsibility for the children and young people and be retained on the children and young people's file.

16. POSITIVE RELATIONSHIPS

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

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

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

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

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

One of the main aims of the home is to ensure that the home provides children and young people with warmth and comfort. It is expected that staff will form caring relationships with the children and young people and become fond of those they are caring for. These are natural feelings and should not be considered as inappropriate. However, we, and especially our children and young people, must be aware that this is in the context of the professional relationship.

We: help children and young people to develop socially aware behaviour and de-escalate confrontations with or between child and young people with potentially violent behaviour

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

17. PROTECTION OF OUR CHILDREN AND YOUNG PEOPLE

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

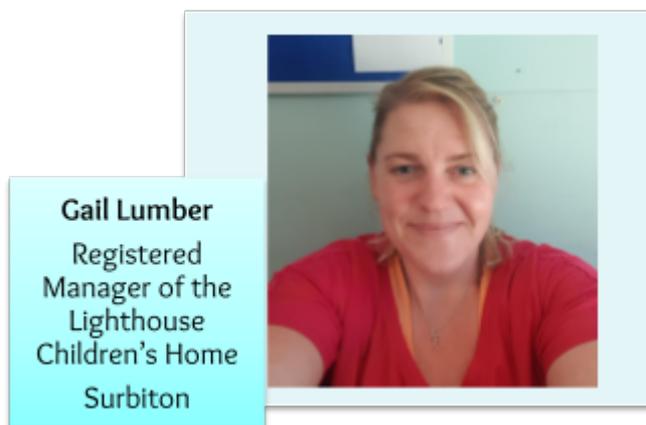
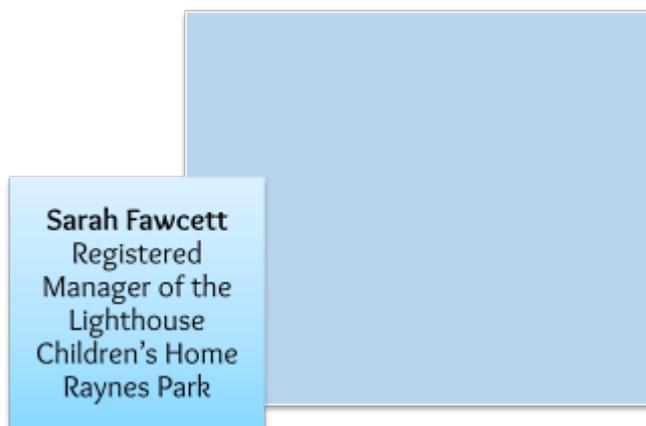
The Lighthouse Children’s Home may use devices for the monitoring or surveillance of the children if the monitoring or surveillance is for the purpose of safeguarding the young people and promoting the welfare of the young people concerned. In these

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

18. SAFEGUARDING OF OUR CHILDREN AND YOUNG PEOPLE

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

The service has two Designated Safeguarding Officers.



The Registered Manager will manage any Safeguarding Concerns for The Lighthouse Children's Home Surbiton

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

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

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

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

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



films, internet sites that the children and young people are accessing and this is based on age and appropriateness.

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

19. MISSING CHILDREN FROM THE LIGHTHOUSE CHILDREN'S HOME

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

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

The home's joint protocol with Kingston Missing Person's Police Department refers to situations when children and young people who are looked after by a local authority go missing from the home and provides guidance to all staff. This policy is also applicable to those children and young people who are not cared for by a local authority, but who reside at the home or visit for short breaks and respite stays.

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

- all children and young people's risk assessments have recorded an agreed level of supervision for each children and young people when in and out of the home
- correct staffing levels are observed
- staff give children and young people their full attention
- extra vigilance is observed in busy places
- staff wear sensible footwear, so that they can quickly follow a children or young person

- staff will carry mobile phones when working with particular vulnerable children and young people to ensure that they communicate any concerns
- facilities, and outdoor venues visited are well known to staff, and have been visited in advance
- doors and gates closed where appropriate based on the young people currently living within the home and their needs
- each child or young person has a Missing Person's Plan which is kept up to date and reviewed regularly
- a daily handover is documented detailing what our children and young people are wearing to ensure staff can easily identify our children and young people

20. BEHAVIOUR MANAGEMENT, INCLUDING RESTRAINTS, SANCTIONS AND CONSEQUENCES

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

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

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

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

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

The following are some of the consequences we practice in our home. All sanctions will be recorded in the sanctions records.

- Additional chores
- Curtailment of recreational activities
- Reparation – payment of a reasonable sum (which may be paid in instalments)

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

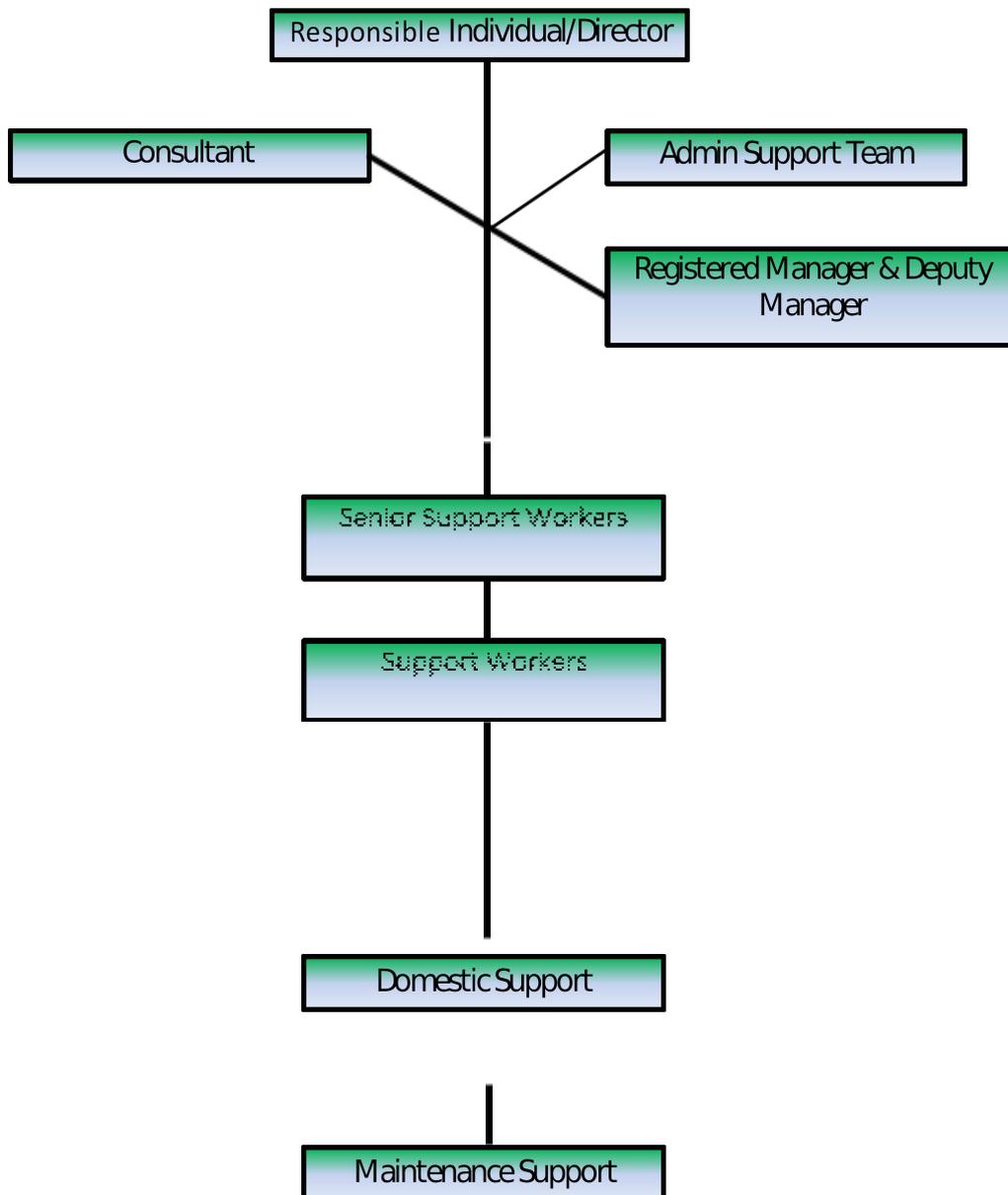
In line with that, we practice restraint only as a last resort policy where each situation calls on a dynamic risk assessment and a professional judgement. In accordance with Regulation 20 restraint is only to be used if the children and young people is in danger of injuring any person including themselves;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

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

Our Health and Safety Policies and Procedures ensure the health and safety of our home and protect the children and young people from avoidable hazards. This includes robust weekly, monthly and annual checks, which are completed in line with national guidelines. In addition, we receive training on the health and safety at work and where possible, we work with our children and young people of the home encouraging them to learn the safety aspects of the home, helping them to build their independence and to take pride in their environment. We also operate a structured maintenance system to ensure that all repairs are undertaken promptly.

22. MANAGEMENT AND STAFFING

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



23. MEET THE TEAM



Rayman Jeetoo

Director & Responsible Individual

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

We set up The Lighthouse - Surbiton 10 years ago as the organisations first home for children and young people with autism and learning disabilities. Our aim is to continuously provide high quality professional care within a family environment. I work directly with our managers to ensure that we achieve the outcomes outlined in our ethos, aims, outcomes and methods.

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



Gail Lumber

Registered Manager & Designated Safeguarding Officer

I am the registered manager of the Lighthouse Surbiton, a home for young people aged 8-18. I have been working with people with disabilities for over 20 years in a variety of roles including teaching, social care and managing a variety of services. I started working at the Lighthouse in September 2020 and work directly with the young people, staff team, families and professionals to provide an environment that facilitates independence and progression for individuals with Autism and other learning disabilities/difficulties. I am passionate about empowering young people to use their voice and express their needs and wishes, preparing them for adulthood across all areas of their lives.

I am an experienced Designated Safeguarding Lead and am committed to supporting young people to feel safe, secure and valued. I value the importance of young people feeling happy and cared for in their home and my focus is on supporting them to develop across all areas of their lives.

24. OUR QUALIFICATIONS AND EXPERIENCE

| <u>Managers</u> | | | |
|-------------------------------|-----------------------|---|---|
| Name | Post Held | Qualifications | Experience |
| Gail Lumber | Registered Manager | <p>Currently in probation period till March 2021</p> <p>NVQ level 4 Registered Managers Award</p> <p>Diploma in Teaching in the Lifelong Learning Sector (DTLLS) Level 5</p> <p>Intermediate Team Teach Trainer</p> <p>BILD PBS Coach (mid qualification)</p> <p>First Aider at work (3 day course)</p> <p>Safeguarding and & DSL training (Merton LA)</p> <p>Trainer the Trainer Epilepsy and Auto-injector trainer</p> <p>Child Protection Level 3</p> <p>Medication training</p> | <p>Over 20 years experience working with children, young people and adults with ASD, complex needs, behaviours of concern and learning disabilities in educational, social care, day and residential provision.</p> <p>17 years experience in managerial roles in various settings.</p> <p>Over 17 years experience of safeguarding management and training and managing teams.</p> |
| Todd Fast | Deputy Manager | <p>Level 3 in Residential Care</p> <p>Safer Recruitment</p> <p>First Aid</p> <p>Team Teach</p> <p>PBS 2 day course</p> <p>Safeguarding</p> <p>Child Protection Level 3</p> <p>Medication training</p> | <p>Over 10 years experience working with vulnerable young people including young people with Emotional & Behavioural needs, complex needs & ASD in a managerial role.</p> |
| <u>Senior Support Workers</u> | | | |
| Name | Post Held | Qualifications | Experience |
| Amy Keesing | Senior Support Worker | <p>Diploma Level 3 in Health and Social Care (children and young people)</p> <p>First Aid</p> <p>Team Teach</p> <p>PBS 2 day course</p> <p>Medication training</p> | <p>4 years experience working with vulnerable children and adults.</p> <p>Experience of working with young people with complex needs, challenging behaviour & ASD.</p> |

| | | | |
|------------------------|--------------------------|--|---|
| Sean Anderson | Senior Support Worker | Diploma level 3 in Health & social care in Adults Completing diploma Level 3 in Residential Care First Aid Team Teach PBS 2 day course Medication training | Over 5 years experience |
| Tonie Penfold | Senior Support Worker | Access to Higher Education Diploma (Health and Social Care Professionals) Ed Excel Advanced Double Award In Health and Social Care PBS 2 day course Level 3 in Residential Care First Aid Team Teach Medication training | 10 years experience working with children and young people in various settings including young people with Autism. |
| <u>Support Workers</u> | | | |
| Name | Post Held | Qualifications | Experience |
| Shabila Fadarkhan | Full Time Support Worker | Nescot: Safer Handling of Medication Level 2 Safeguarding SPELL framework Food Hygiene First Aid Fire Safety CSE Training PBS 2 day course Diploma Level 3 in Health and Social Care (children and young people Teambuilding Team Teach Medication training | 9 years working with children and young people in different settings aged between 4months-19 years old. |
| Luke Pollard | Full Time Support Worker | Team Teach Safeguarding First Aid Fire Safety PBS 2 day course Completing Level 3 diploma | 2 years experience working with vulnerable children and adults. Worked with young people with ASD and complex needs. |
| Mohamed Hassouba | Part time Support worker | Level 3 in Residential Care | 10 years experience working with children |

| | | | |
|------------------------------|---|---|---|
| | | PBS 2 day course Safeguarding Level 2 Food Hygiene First Aid Team Teach Medication training | and vulnerable adults with complex needs. Previous experience of residential care. |
| Serena Bliss Jenkins | Part time Support Worker & shift leader | Safeguarding First Aid Completing diploma Level 3 PBS 2 day course Team Teach Medication training | 5 years experience supporting children with complex needs through horse riding. |
| Elisha Taylor | Full Time Support Worker & shift leader | Team Teach First Aid NAS Sex & Relationships Completing Level 3 diploma PBS 2 day course Team Teach First Aid Medication training | 3 years experience of working with children and vulnerable adults. |
| Shauna McHugh | Full Time Support worker | NFQ level 8 BA Hons Social Care Practice (Completed in Sligo, Ireland) Team Teach PBS 2 day course Safeguarding First Aid | Uni placement 3 ½ months in a rape crisis service Uni placement 3 ½ months psychiatric day hospital for older adults |
| Danielle Routledge | Full time support worker & shift leader | Completing Level 3 diploma Safeguarding Team Teach 2 day PBS Medication NAS Sex & Relationships First Aid Child protection Level 3 | 5 years experience working with children and young people with ASD, challenging behaviour and complex needs. 3 years experience in residential care. |
| <u>Night Support Workers</u> | | | |
| Nana Kunado-Yladom | Full Time Night worker | NVQ Level 3 in Health and Social Care Team Teach PBS 2 day course First Aid | Over 15 years working with adults and young people with learning disabilities in care |

| | | | |
|-----------------|--------------------------------|--|--|
| | | To be enrolled on residential diploma level 3 | and residential settings |
| Prince Bello | Full Time Night Worker | Team Teach PBS 2 day Level 3 Diploma in Residential Childcare Safeguarding First Aid Fire Safety NAS sex & relationship NAS Autism training | 4 years experience in care setting working with vulnerable young people. |
| Dido Latula | Part Time Night Support Worker | ASD training First Aid Leadership & management Team Teach Safeguarding Personal Care Medication PBS Epilepsy | 7 years experience working with people with ASD, LD and complex behaviours including clinically informed therapeutic approaches. |
| Salma Walizadeh | Part Time Night Support Worker | Level 3 BTEC diploma in health & social care | 3 years experience working with people with care and support needs as well as ASD and learning disabilities |

Bank Support Workers

| Name | Post Held | Qualifications | Experience |
|------------------|---------------------|---|---|
| Abu Conteh | Bank Support Worker | Diploma Level 3 in Residential Child Care-Health and Social Care Team Teach PBS 2 day | Has previous experience in a residential setting supporting young people and adults with Autism, Challenging behaviour and learning disabilities. |
| Oseiwaa Amponsah | Bank Support Worker | Due to be enrolled on Level 3 in Residential Care. | 5 years experience with vulnerable adults, mental health, hospital and nursing environments. 1 years experience working with children and young people with ASD. |

| | | | |
|----------------|------------------------------------|--|---|
| Imeru Spence | Bank Support Worker | CACHE Level 3 diploma in Childcare and Education. BA Childhood Studies Post graduate Certificate in Applied Behaviour Analysis. | 5 years experience working with vulnerable children including young people with ASD as ABA therapist. |
| Katie Hughes | Bank Support Worker | To be enrolled on diploma level 3 2:1 degree in english language and linguistics Currently complete MSC in Speech and Language Therapy | 3 years experience working with children with ASD, learning difficulties & complex needs. |
| Ligia Howarth | Bank Support Worker | Integrative Counselling CBT for child and adult disorders | 3+ year experience within SEN and counselling roles working with children and young people. |
| Leah Hammocks | Bank Support Worker | Diploma Level 3 in Residential Childcare Team Teach Training First Aid training PBS 2 day | Over 5 years experience in residential and care settings working with young people with ASD and learning disabilities and complex needs |
| Fatuma Mohamed | Bank Support Worker (from 15.3.21) | Health and Social Care level 2 To be enrolled on residential diploma level 3 Team Teach First | 3 Years Experience working with vulnerable adults and children. |

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

As per regulation 32 all staff that do not already hold an appropriate qualification will be enrolled into the Level 3 Diploma for Residential childcare.
The WFDP also sets out our guidelines for deferring the relevant date by which a member of staff must complete their qualification.

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

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

| Name and Designation | Qualification | Experience |
|--|--|---|
| Gary Harris Maintenance Engineer | <ul style="list-style-type: none"> • City & Guild Carpentry • Domestic Energy Assessor NVQ3 | <p>9 years of experience working as a maintenance engineer in a care home setting. (Working at Acorn Lodge since 04/08/2008).</p> <p>Prior to that he was providing handyman services for over 18 years.</p> |
| Marcello Fiorellino Maintenance Engineer | <ul style="list-style-type: none"> • NVQ – Plumbing | <p>Marcello has worked as part of the care home maintenance team since 2012. Prior to that he worked for 23 years as an engineer for BT.</p> |
| Hossien Bordbar Maintenance Engineer | <ul style="list-style-type: none"> • Level 5 Sports Coach | <p>Joined The Lighthouse maintenance team in October 2017. Varied maintenance experience having worked in the building and maintenance industry for many years.</p> |
| Mike Hale-Independent Care Consultant | <p>Certificate in Social Services - CSS</p> <p>Certificate in Management - CMC</p> <p>Diploma in Management studies - DMS</p> | <p>Former senior Inspector with Surrey C.C.</p> <p>Over 30 years’ experience working in care.</p> |
| Simon Cook-Independent Visitor for Regulation 44 visits. | <p>-City and Guilds 325/2 Foundation in Care Management</p> <p>-Institute of Welfare Officers Certificate in Welfare Studies</p> | <p>23 years working within the Health and Social Care Sector working with client groups from Elderly and Dementia Care through to Mental Health and Learning Disabilities, both in residential and community-based programmes.</p> <p>Highly experienced Registered Manager with over 16 years’ experience in this role</p> |

| | | |
|--|--|---|
| | <p>-City and Guilds NVQ level 3</p> <p>-City and Guilds NVQ level 4</p> <p>-City and Guilds Registered Managers Award.</p> | <p>specifically managing residential children's services. He has managed specialist children's resources which provide Care and Education as well as bespoke specialist Therapeutic Support. The homes Simon has managed have been rated by Ofsted as 'Outstanding' or, at the very least, 'Good' with 'Outstanding' features, particularly in Quality of Care and Outcomes for Children.</p> <p>Simon has been undertaking visits on behalf of Platinum Care Consultancy since March 2016, undertaking independent visits in 22 different care services. These include services designated for care and support of children with emotional and behavioural difficulties, learning difficulties, sensory impairment and physical disabilities."</p> |
| <p>Maria Del Carman Azanza Ramos Domestic Cleaner</p> | <p>Many years' experience working as a cleaner.</p> | <p>Working through DB Services domestic services</p> |