

Abbeyfield

Statement of Purpose

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For all new referrals/enquires please contact Referrals on **0114 2800230** or **07790 883 956** and **referrals@progressivecare.co.uk**

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Ofsted Graded Good

Areas of Assessment	Grading
The overall experiences of children and parents	Good
Quality of Assessment	Good
How well children and parents are protected and helped	Good
Working with partners to improve outcomes	Good
The effectiveness of leaders and managers	Good



Experience

"We love our Key Worker, she explains things to us. If we are struggling with things she makes suggestions how we can address it; she's good." – **Parent at the home**

'Parents state that they have very positive relationships with staff; these are built through honesty, clear direction and good communication.' – **Ofsted**

Quality

'Staff understand and recognise the importance and ability of parents to build secure relationships, nurture their child's development and keep them safe. This enables their assessment of parents' ability to be based on sound practice and understanding.' – **Ofsted**

Safety

'Staff are very quick to notice any issues. I never feel that any child is unsafe. Staff have their eyes and ears open...there are reasonable processes in place to protect.' – **Health Visitor**

'Staff are alert to signs and symptoms that may indicate a child is at risk of harm.' – **Ofsted**

Partners

Throughout the report, **Ofsted** comment on the 'positive working relationships' that exist between the home and supporting agencies, calling them 'strong and suitable'. The relationships with health, social care, courts and safeguarding bodies 'provide vital supporting services to keep children safe.'

Home Leaders

'Work has commenced to update the staff team working practice and extend their training remit. This enables best practice developments to be incorporated into the service to bring good outcomes for children'

Welcome Statement

The Manager

My name is Jane Holmes and I have 16 years' experience of working for Progressive Care with Children and Families; 11 of which have been as a Registered Manager.

After having my own family, it was always an ambition of mine to work with children and families; dedicating my time to supporting parents to reach their full potential when caring for and keeping their own children safe.

During this period, I have obtained a Level 3 and Level 4 in working with Children and Young People, as well as completing a Registered Managers Award and an Advanced Diploma in Health and Social Care. Further to this, I am an Internal Verifier and have an Assessors Award which enables me to support Abbeyfield staff undertaking their relevant qualifications.

As a Manager I liaise with parents as part of their initial and subsequent progress meetings, as well as making myself available to respond to matters on a day to day basis as needed.

Deputy Manager

Kerry has 20 years experience of working with children, beginning in a nursery setting. She has an Diploma in Nursery Nursing and a level 4 CYP Workforce diploma. Kerry also has an assessors award which enable her to support staff in achieving the required qualifications.

Kerry has worked for Progressive Care for 12 years. She started with the company as a support worker and through development and dedication she was promoted to senior support worker and more recently to Deputy Manager.

The Home Ethos

At Abbeyfield the welfare of parents and children in our care is our number one priority. Our residential family centre is here to make a difference to the lives of those who come to stay with us.

We are aware of the fact that for some families they have been given little choice in their admission to the centre. As far as possible every attempt will be made to consult and empower families to make choices whilst living at the centre, bearing in mind that the child's welfare is paramount.

Families are placed in an environment that offers them the opportunity to stay safe and progress their parenting skills. Each family is valued and shown respect and courtesy from our staff team who will give them every encouragement and support in reaching their full potential as parents.

Each family has the right to be consulted about the decisions being made about their future and it is our express aim to place families at the centre of the care they receive. We set achievable goals with each family through their placement plan.

At Abbeyfield we believe in individualised care for all parents and children, ensuring all families are valued and treated as individuals taking into account their religious, cultural backgrounds, disabilities or special needs. We adopt a person centred approach underpinned by our ethical principles of equality, diversity and inclusion.

Abbeyfield is committed to developing a quality service and recognises the importance of working in partnership with parents and their children, families and significant others. We believe that in order for the parents and children to receive the best quality of care multi-agency working is essential. We have strong links with outside agencies, and recognise the importance of thorough and robust communication.

Staff at Abbeyfield will at all times endeavour to work in partnership with families based at the centre. This will encourage the development of working relationships between staff and families based on mutual understanding, respect and trust.

At Abbeyfield we also believe in staff development. We believe that investing in our staff is a crucial part in making Abbeyfield what it is. We share a common goal with our staff, which is to place the child at the heart of what we do whilst supporting the parents to parent their children "to a good enough standard".

Abbeyfield are also committed to developing a high quality service where parents and children feel safe and listened to.

Location of the Home

Abbeyfield is located in Burngreave which is in the northern part of Sheffield. Burngreave is a diverse and vibrant neighbourhood offering a variety of local shops, a GP and clinic.

Sheffield City Centre is easily accessible either by a 10 minute bus ride or a 20 minute walk. The main train station is a similar distance.

Abbeyfield has always worked closely with a variety of other support groups and agencies to develop essential skills that families can draw upon whilst being assessed.

Aims and Objectives

Specific for parents

1. To offer parents with the opportunity to demonstrate and/or develop their parental ability in an environment which is safe and nurturing for the child
2. To offer parents with professional support and advice that they need in order to support them in making the necessary changes which will ultimately prevent the grave measures being taken to separate the child from his/her parents
3. To produce high quality assessment reports which are evidence based and offer clear conclusions and recommendations, which outlines parents strengths/developments and any ongoing risks or Safeguarding concerns
4. To ensure each parent and child is valued as an individual and has his or her wishes and feelings listened to and taken into account
5. To ensure each parent has a fair assessment of their parenting skills and capacity, and is given individualised support, in line with their abilities, needs and background.
6. Parents and children with learning disabilities and complex needs have these fully recognised and taken into account
7. There is a genuine partnership between all those involved in the centre to deliver the best outcomes for parents and children: including the Government, local authorities, family courts and other statutory agencies
8. To work openly and transparently with parents, providing regular reviews and feedback
9. To build self esteem and confidence
10. To enable parents to make safe decisions for themselves and their children
11. To help parents learn how to keep their children safe
12. (Out Reach / Emergency accommodation / Supported living) To provide support and services to families to offer them with the optimum chance of remaining together and living safe, happy and fulfilled lives alongside continued monitoring and back up support

Specific for children

1. To be safe
2. To be listened to
3. To reach developmental milestones
4. To feel loved and secure
5. To be happy
6. To minimise the impact of previous or future trauma as a result of separations or harm
7. To prevent abuse
8. To contribute to their long term security

Our Families

Abbeyfield is a Residential Family Assessment Centre registered and owned by Progressive Care.

Ofsted registration number: SC 050043

Registration details:

- May accommodate up to 12 families at any one time

Our Values

- Invest in people - Investing in and supporting individuals to reach their full potential
- Be person centred - Putting people and service users first is at our core
- Consultation - Involve, listen and learn from all service users
- Independence - Promoting social justice, independence and choice
- Equality and diversity - Consistently championing fairness, ensuring service users are cared for and treated with the respect and dignity they deserve

We Consider;

Parent(s) / Parent(s) to be:

- 13 +
- Female and/or male
- Parents who are not currently taking illegal substances, unless on a Drugs Team Programme*
- Parents who are not to have had a dependency on alcohol such that their behaviour is detrimental to the care of their child
- Parents are not physically or verbally abusive to the point that they are a risk to their children and/or other people

Children:

- Aged 0-8
- Male and/or female

* All parents will be risk assessed on an individual basis by the Centre's Registered Manager, in consultation with the Local Authority and wider multidisciplinary team

Referrals, Admission and Planning

Criteria and Procedure

Initial Process:

- Any referral, on completion of a Referral Form and Pre-Admission Risk Assessment, is dealt with by the Referral and Unit Managers for consideration
- The Managers will consider the details and appropriateness of the referral, in particular the risk factors, the impact of the referral on the existing group, the availability, experience of the staff team etc.
- The Registered Manager will discuss the referral with the Service Manager and Social Work Team prior to a final decision about placement being made
- The Registered Manager will then take lead responsibility to liaise with all concerned parties and make appropriate arrangements for a Pre-Admission Placement Planning Meeting

We Will Accept Referrals From:

- Local Authority
- Solicitors
- Courts

Pre-Placement Meeting Before Placement or Within 72 hours of Admission:

- To include family, allocated Key Worker & Social Worker undertaking assessment
- Completion of Funding Contract/Agreement Signed
- (Assessment) Placement arrangements (or reason for placement) agreed with all parties, i.e. levels of monitoring. This must be fully explained to the family
- Families wishes and feelings addressed

Families referred to Abbeyfield have usually been the recipients of considerable intervention by Social Services and other agencies prior to the referral. The intervention will have led to the identification of serious concerns about the care available to the child/ren in the family.

A child will not be admitted if it is not felt to be in the child's best interest, or if the Centre staff do not believe that the child's needs can be met within the Centre. The level of monitoring reflects the concerns of professionals and is in agreement between the Service Manager and the placing Local Authority. This will not alter until the concerns are reduced. The decision to alter monitoring is again taken jointly with the placing authority and other professionals involved in the families assessment process such as the child's guardian. The role of the Centre staff is to advise and recommend; plans are not altered without prior agreement with concerned professionals.

In many cases various assessments in respect of the family will have been carried out prior to the family coming to Abbeyfield. These will usually include initial and core assessments conducted by Social Services in conjunction with other agencies such as Health, Education and the Police. Often specialist assessments by professionals such as psychologists and psychiatrists will have been undertaken. It is expected that copies of those assessment reports will be made available with the referral. The referral to Abbeyfield is often a direct result of the recommendations of one or more of those assessments.

The following is a guideline showing a typical emergency referral/admission:

Enquiry By Telephone:

- Completion of Emergency Admissions Referral Form and Risk Assessment (including, where relevant, request for all supporting documentation, e.g. LAC forms, psychiatric reports, court statements, statements of special educational needs etc.)
- Acceptance/rejection of referral based on discussions between Local Authority and Unit Manager or out of hour's Duty Manager.

Local Authority are to specify with the Centre the level of monitoring and/or method of electronic surveillance which is required. Placement arrangements and funding agreement are to be sent via email.

Admission

Pre-admission

Before the Manager can make a decision about accepting a referral, we ask that the Social Worker completes a referral form and a pre-admission risk assessment for each parent and child. This enables them to make an informed decision about the suitability of the placement considering the safety of the child/children being placed, as well as others living at Abbeyfield. Once a placement is agreed, families are encouraged to visit Abbeyfield prior to admission; however we recognise that this is not always possible due to some parents being in the stages of pregnancy or being admitted straight from hospital.

On Arrival

On admission the family will be welcomed to the centre by the staff on duty. Ideally the family will be introduced to their Key Worker and assessing Social Worker on the same day. During the admissions meeting, both the Social Worker and Abbeyfield staff will discuss the details of the proposed assessment and monitoring in more detail. This meeting also provides an opportunity for the families' wishes and feelings to be taken into consideration. In an emergency situation where Social Care is not able to attend an admission meeting, it is expected that a meeting will be held with 72 hours.

Planning and Moving On

Assessment and planning is an ongoing part of the placement. Staff will complete weekly appraisals, which are discussed with the parent/s in advance of them being forwarded to the placement authority. This keeps the family informed of the progress being made throughout their 12 week assessment and also allows for planning regarding leaving the centre. Towards the end of their placement, Abbeyfield work with the parent/s and their Social Worker to support their transition back into the community. When the courts have made the decision to separate a family, staff will be available to support the parents to understand the decision/s which was made and make plans accordingly.

Progressive Care also have a 'Moving on' Service which offers supported accommodation for families. For further details contact referrals@progressivecare.co.uk

The Expectations of Families

The rules at Foundations are explained upon arrival to the Centre. Parents are asked to sign a contract of expectation that is explained in full by staff, giving clear reasons why this is in place.

This will inform parents that:

- Families are not permitted to go into other families apartments or bedrooms, or invite other families into theirs
- Your baby is never to be placed in your bed, and you are to follow the safe sleeping protocol
- You will behave in a respectful manner towards other families and staff
- It is advisable that you do not give other parents your mobile numbers, or your Facebook details
- You will work in an open and honest way, during your assessment
- You will not bring any illegal substances into the premises

It also details - what families can expect from Abbeyfield:

- You will be monitored and assessed openly and honestly
- You will be treated with respect and will be advised throughout the placement
- You will always be consulted regarding any changes to your support/care plan
- Staff will monitor and assess openly and honestly

Circumstances for Termination of Placement

Placements may be terminated should any of the following occur.

- Bringing illegal substances into the home
- Placing their child at significant risk
- Placing other families or staff at significant risk
- Not adhering to safe sleeping policies

As appropriate, Abbeyfield staff will attempt to resolve any concerns by facilitating a meeting between the parents, placing authorities and staff, before taking the decision to terminate a placement.

If the decision is made that a child/children do not remain within the family, Staff will support both parents and children during the process of separation, whilst ensuring the child's needs are paramount.

Description of the Home

Abbeyfield provides a residential assessment for families who are experiencing difficulties in their lives. Abbeyfield is based in Sheffield and comprises of twelve independent apartments over two blocks with supporting facilities.

Our facilities at Abbeyfield consist of seven one bedroom apartments and five studio apartments. Each apartment has its own kitchen and bathroom. Two of the ground floor apartments have wheelchair and ramp access.

One Bedroom Apartment



The layout of the centre has been designed to resemble that of a small community, whereby the apartments are situated around a small court yard. The grounds are enclosed by secure fencing and there is a security keypad lock to gain access to the building. Set in its own grounds all facilities are designed to create a homely atmosphere in a safe environment.

Studio Apartment



Apartments are comfortable and decorated and designed to reflect what a family would expect in the community, supporting every parent and child to reach their full potential and achieve social and economic well-being. Communal areas consist of a meeting room, well equipped play room and garden. All of which are visible from the staff office.

Facilities

Accommodation Includes:

- The lounge has a sofa, table, chairs and television
- The kitchen is fully fitted with units, a sink, refrigerator, cooker, kettle and microwave oven
- All crockery and utensils are provided
- The hall has a storage cupboard
- The bedroom is furnished with a bed, cot, fitted wardrobe, and chest of drawers. Bed linen is provided

- The bathroom has a toilet, bath and washbasin
- All rooms are fully carpeted
- Heat Detectors and Smoke Alarms are fitted in every apartment
- Child safety gates are fitted where necessary

Utilities

The laundry room houses washers and dryers

Indoor Play Room

A spacious play room enables staff to work with parents and children; this is well equipped with toys/books suitable for all children within the centre



Communal Kitchen Area

The playroom has an adjoining kitchen area that is used to carry out cooking observations/themed food events.

Outdoor Play Area

We have a well secured designated area for the resident of Abbeyfield to use; the garden is equipped with toys suitable for outside use – soft play area.



Meeting Facilities

Abbeyfield offers a space for reviews/private meetings.

Surveillance

CCTV is in use at Abbeyfield in the outside areas of the Centre and communal stairwells which is recorded on video tape and kept in accordance with the Data Protection Act 1998. *See details below also.*

Off-site Provision

Should there be a particularly large meeting we can use our large meeting suite at Head Office which is located roughly 3 miles from Abbeyfield.

This building also provides education and training facilities for those that require this as part of their assessment, or can be referred by the Manager should it become apparent that a parent may require support with numeracy/literacy.

Signing In and Out

Families are kindly requested that they inform staff on leaving and returning to the premises; this is a fire precaution and used to monitor the safety and activity of the families.

Policies and Procedures

Privacy and Dignity of Residents

Our respect for our families includes speaking to the parents in a courteous manner, addressing a parent by their preferred name, knocking on their door and asking permission before entering their room/accommodation. However in the case of a safeguarding incidents, the child's safety and welfare takes precedence over any other factor.

Maintaining the privacy and dignity of all our families is a vital element of our values and practice. As mentioned above, all levels and methods of monitoring and surveillance is agreed either before or on admission.

Confidentiality Policy

All staff members are trained in the importance of respecting and maintaining the confidentiality of our families. Information is only shared on a 'need to know basis', with other core members of the multi-disciplinary team. When a family arrives at Abbeyfield, clear guidelines are agreed with them and their Social Worker about who should receive access to their individual records and placement plan. The records of all our families are maintained in a locked cabinet. The family has access to their own file and staff will discuss privately all written reports with them and record their views.

Monitoring and Surveillance

CCTV surveillance is invaluable for achieving a thorough and evidence based assessment. This method of monitoring is particularly useful for families who are deemed to be high risk.

At Abbeyfield, six of our apartments are installed with CCTV cameras in every room, covering all angles in the apartment/s. The cameras are audio sensitive and are equipped with infra-red (night vision). Surveillance equipment is used only for the assessment and monitoring of parenting capacity. Staff members are able to use their discretion, at night, when the child is asleep or in bed – as the cameras will only be used to monitor the room where the child is sleeping.

All parents must offer their written consent to audio/CCTV monitoring, before the assessment commences – this matter is discussed as part of their initial/pre-placement meeting. The Residents Guide clearly outlines the nature and purpose of the methods of monitoring used and each family has an individual CCTV plan and agreement.

All bathroom cameras will be covered with silicone covers, unless requested by Social Care and/or the Courts. Families who are monitored by physical checks will be informed that staff will knock and wait to be invited in before entering the apartment. The only exception to this is if the staff member feels that there is a danger of immediate harm to the child should the staff member wait to be asked to enter.

When CCTV monitoring is not required all cameras in the room/apartment will be covered with silicone covers.

Private Meetings in Apartments with CCTV

For professionals visiting who wish to have a private meeting (e.g. Solicitors, parents guardian or advocate) we would request/suggest that you call in advance to book the meeting room. If a private meeting takes place in the families' apartment staff are able to turn both the monitor and sound off in the office. Advance notice should be given. However please note that the cameras will still record which means this detail will lay on file.

Precautions and Associated Emergency Procedures

All families are made aware of the fire precautions and fire safety on admission to Abbeyfield; this detail is provided in the Residents Guide also. It should be noted that staff will prioritise supporting parents and children on the top floor. Whilst staff will endeavour to support all families, it is expected that parents and visitors will be responsible for evacuating the building with their family members and visitors.

At Abbeyfield, we ensure that all precautions are taken in order to avoid a fire and that there are adequate facilities for the warning of a fire and evacuation of the building. All furniture, textiles, bedding, carpets and curtains in the unit comply with the British Standard of Flammability requirements. When any items are due for renewal or replacement, it will be the responsibility of the Manager and owner to ensure that this safety level is maintained. An annual fire risk assessment is undertaken by a qualified individual following which any recommendations are actioned accordingly.

Part of the staff induction process includes fire prevention, procedures and evacuation processes including the format for recording fire records. Staff members also receive training in resuscitation techniques during their emergency first aid training.

Substance Misuse

When considering accepting a family for assessment, each parent will be risk assessed before a decision is made to place.

It is expected that parents who have a history of substance misuse have already committed to remaining drug and alcohol free.

There are no illegal substances allowed on the premises.

Signing In and Out

In the interest of everyone's safety we ask that all families inform a member of staff when they leave and return to the Centre. This is a measure to safeguard families and is reflected in our fire risk assessment.

Services Provided

Principal Standard

- Parents receive assessments of their parenting skills and capacity, which are robust, fair and evidence based
- The child's welfare and needs are the focus of the assessment and final report
- The assessment clearly links to court instruction and/or local authority requirement

Residential Family Centres, National Minimum Standards

Family Assessment

The centre is committed to creating tailored assessments which explore in depth all objectives/instructions from the court/Local Authority. At Abbeyfield we understand that all families have different needs and will be at different stages of their child's life, therefore we tailor all assessment packages to best meet these needs and timescales.

At Abbeyfield we have the skills and abilities to work with very complex cases, including those presenting a risk to children and families with learning difficulties.

- 12 week Assessments
- Abbeyfield offers a time 12 week assessment period but can also offer longer term placements if appropriate. These are comprehensive, in-depth assessments which cover all domains of the Department of Health (DoH) assessment framework as well as any other specific issues (historical or current) that exist within the case. All DoH assessments are completed by qualified Social Workers, and are consistent with Working Together to Safeguard Children.

Viability Assessment

- A viability assessment is another option offered at Abbeyfield, usually conducted over a 4-6 week period. These assessments are useful in order to inform future assessment and/or offer an initial assessment of risk. These assessments inform the courts and placing authorities of further work/assessment required to enable planning to take place within the child's timescales.

PAMS Assessment

- Abbeyfield has staff trained in PAMS (Parent Assessment Manual) assessments which can be utilised if a parent in placement has learning difficulties.

The PAMS assessment covers: child care and development, behaviour management, independent living skills, safety and hygiene, parents' health, relationships and support, and the impact of the environment and community on parenting. Each parenting skill area within a domain is assessed for 'parental knowledge', 'quality of parenting skills' and the frequency of parenting practice. By breaking elements of parenting down into testable components PAMS starts to make an assessment of quality that is evidence-based. After completion, the assessor has a clear visual family profile of functioning that target parenting support needs, as well as child protection issues

Pre-birth Admission

Parents can be admitted pre-birth and this is something that could benefit young parents, as this gives them the opportunity to become familiar with the centre and meet the staff. This ensures that parents can relax and feel safe at what can be a very difficult and stressful time.

On arrival, the parent will be registered with the local midwifery service and will have the opportunity to visit the labour ward at Jessops Maternity Hospital. The assessment will commence after the child is born, however there may be an opportunity to start to gather background information before the birth.

Extended Stays

There may be extraneous circumstances which may result in an assessment period being longer than 12 weeks, as it may be in the best interest of the family to offer time for a pre birth assessment or to extend the period of transition to incorporate a thorough individualised package of care, with support networks, in preparation for families leaving Abbeyfield.

Support Available

Abbeyfield offer a variety of different support packages, as agreed with the placing authority

As Standard

- Each family has their own apartment
- There is a staff team available, on-site, 24/7
- Signing in and out to ensure safety
- An allocated Social Worker, to undertake an assessment as directed by the placing authority/Court
- An allocated key worker and tailored key work package
- Basic childcare observed
- Weekly appraisals shared with the family and social care
- Mid-way review assessment
- A comprehensive assessment completed by an allocated Social Worker
- The allocated Social Worker is also available to complete key work sessions/interventions
- Access to training support, if required

Monitoring and Surveillance

Monitoring is based on the family's needs and dependent on risks posed by the parent's. All monitoring will be discussed pre admission or on admission taking the parents' wishes and feelings will be taken into consideration, where possible. The level of monitoring is an agreement between the Service Manager and the placing Local Authority.

Additional support available upon request:

- Hourly checks
- Full child care observations
- Random child care observations
- Audio monitoring
- Random checks
- Intermittent CCTV Surveillance
- Full CCTV Surveillance

Supervised Contact Arrangements

Abbeyfield is able to facilitate contact between resident parents and non-resident children. However, arrangements for and expectations of the supervision of such contact visits need to be clearly understood and defined prior to the visits taking place.

The Centre facilitates and can provide supervision for contact between non-resident parents and resident children; however this needs to be agreed with Abbeyfield.

The frequency and duration of visits also need to be agreed formally. Advance notice of at least twenty-four hours before any proposed visit is required. If the referring Local Authority knows the prospective visitor and is able to reassure Abbeyfield staff that the individual is not a cause for concern, visiting can be agreed immediately. However, Abbeyfield reserves the right to request that the Local Authority undertakes a police check before agreeing to any individual visiting and exercises this right in respect of any individual not well known to the Local Authority.

Family Focused Service

Parents and Children's Wishes and Feelings

Parents are encouraged, and supported, to communicate their views, wishes and feelings on all aspects of their placement, assessment and support. On admission, parents are informed of the complaints procedure. Parents are regularly consulted about their views and wishes by attendance at meetings, daily feedback, reading of reports 24 hours before a meeting, weekly appraisal and during their key work sessions.

Monthly resident meetings take place, as a minimum, where families are encouraged to attend and discuss their views, opinions, ideas and raise any complaints or concerns they may have regarding the operation of the centre. If a parent does not wish to voice their views during a group meeting they may prefer to offer written consultation or share their views on a 1-1 basis in private.

Promoting a Positive Identity and Potential Through Individualised Placement

At Abbeyfield we believe in individualised care for all parents and children, ensuring all families are valued and treated as individuals taking into account their religious, cultural, linguistic backgrounds, disabilities or special needs. Our placement plans set realistic and achievable goals that will enable parents to parent their children to a "good enough standard" whilst ensuring the child is able to develop and meet their milestones in a safe environment.

Staff training opportunities allow staff to build and develop their own awareness and knowledge base around culture and diversity as part of their own anti-oppressive and anti-discriminatory practice development.

Promoting Positive Behaviour and Relationships

Staff at Abbeyfield will at all times endeavour to work in partnership with families based at the centre, seeking to promote a feeling of safety and wellbeing. This will encourage the development of a working relationship with staff and families based on mutual understanding, respect and trust. Families are informed that staff will not hold their child unless they have been asked to do so by the parent, unless the staff member feels that it is necessary to do so to safeguard the child.

Upon admission, parents are asked to fill in a short questionnaire that informs staff of the parent's preferences when completing care tasks. This seeks to empower parents to develop their parenting skills whilst taking ownership of their assessment.

Safeguarding Children and Vulnerable Adults

Due to the nature of our work, children may be in need of protection from risks posed by their own parents or by others; they may also be subject to a Care Order or Child Protection Plan. These factors will be incorporated into the placement plan and risk assessments with specific arrangements to ensure the child's safety and wellbeing clearly outlined.

Abbeyfield operates under the requirements of the Local Safeguarding Board and their Safeguarding Children Procedures. All staff are trained and have access to the relevant policy and procedures regarding safeguarding children and adults from abuse and neglect. Therefore, any concerns regarding a child's safety will be acted upon accordingly.

In accordance with the National Minimum Standards, all serious incidents are notified to Ofsted and partners as appropriate, i.e. Social Care and the Police. As necessary, a strategy discussion will be held with the placing authority to discuss the next step before placing the child back in the parents care. The decision will then be made as to whether or not it is felt safe for the child to be placed back in the care of the parents and indeed whether or not it is safe for the placement to continue. Placements can be terminated should it be felt that it is not in the best interest of the child or the child may be at risk of immediate harm.

Promoting Good Health and Wellbeing

At Abbeyfield, we regard health protection and promotion of the families as an important part of our role and work closely with parents and relevant health professionals to develop a personal Health Plan. As part of key work/assessment parents are supported to understand their own health needs and the importance of a healthy lifestyle.

All families are supported to register at the Local GP and Health Clinic within the first 48 hours. The office telephone is available 24 hours a day for any health emergency's or for out of hours NHS advice. In addition, our staff members are trained in First Aid as a matter of course during their induction programme.

At Abbeyfield, all staff members attend training regarding the safe storage and administration of medication. Parents who are able, and wish, to store and self-administrate their own medication can do so providing they are aware of the related requirements. This is incorporated into each person's pre placement risk assessment. If at any stage concerns arise around the person's ability to safely store and administer their own medication, staff will encourage the person to allow staff to store the medication and monitor and review the situation closely and as appropriate. Each family member has an individual safe handling medication risk assessment.

Advice, Guidance and Support Provided

Parenting Support

Staff at Abbeyfield provide individual parenting programmes where parents can feel comfortable and develop their parenting skills at a pace that best meets their needs. Each family will have a package tailored to best meet their needs.

Examples of specific areas of key work and support:

Parenting Skills Practical Parenting Importance of Routines Child Development Baby Massage Play & Learn Coping with Behaviours Stress/Emotional Management What does being a parent mean? Identifying Risk and Safe Parenting	Life Skills Cooking on a Shoestring Money/Debt Management Dealing with Benefits Feeling Good about Yourself Building Confidence Relationships Support with employability Accredited training programmes <i>The latter 2 are offered by our Training Centre</i>
Health Care Exploring Healthy Eating Fitness Sexual Health Drugs and Alcohol Looking After Yourself	Personal Care Learning about Personal Hygiene Personal Safety Body image Bullying Time For Me

Other In-house Support

All staff are trained to work in a therapeutic way. Progressive Care has a therapeutic team who are involved with the staff and the residents as appropriate. We consider all our centres to be operated in a therapeutic way.

Other Provisions:

- In house activities
- Sure Start children's centre which offers instructed baby massage lessons
- Play group sessions
- Regular Coffee Mornings
- Monthly, as a minimum, Residents Meetings
- Internet access/I.T. facilities (both on and off site at our Training Centre)
- Meeting facilities within Abbeyfield and a large meeting room at Head Office

Safeguarding

Safeguarding Parents Under 18 Years Old

Abbeyfield is able to offer placements to parents aged thirteen years and over. However, in considering parents below the age of eighteen, it is necessary to ascertain that their self-care skills are sufficient for them to look after themselves adequately. In circumstances where a parent is the subject of a care order, it is not appropriate for Abbeyfield to assume parental responsibility on behalf of the Local Authority, as to do so would compromise our focus upon and commitment to, the immediate and long-term safety and well-being of the dependent children.

Missing Persons

All staff are trained in our 'Missing Persons' policy and procedure. A person will be regarded as missing when they leave the premises unauthorised, or do not return at the agreed time. We work closely with the police on such occasions and the Local Authority will be updated immediately and accordingly throughout the process. On safe return to the premises the matter is dealt with sensitively and accordingly. The individual will be encouraged to discuss the matter in their own time and on their own terms.

Arrangements for Control and Restraints

At Abbeyfield, we have a policy on the use of restraint and records are maintained and monitored by the Manager. The methods of control and discipline will reflect the age, circumstances and maturity of the group and those within it. Usually the Police will be called to assist and manage any violent or threatening incidents.

The use of restraint is a very serious matter and should only be used to:

- Prevent serious injury to another person/the child
- Prevent serious damage to property

Restraint is an act of care and control, never a punishment. Minimum physical control will be used and for as brief a time as possible. All staff are trained in the use of restraint under the Team Teach programme, by a qualified instructor. Staff on duty at the time of an incident who make the decision on the use of restraint but must be able to justify their actions to the Manager.

Safeguarding Officer

Progressive Care have an identified Safeguarding Officer who is available to offer advice and support in addition to decisions made on-site, by the team leader and/or Registered Manager.

Safeguarding Officer: Annemarie.jones@progressivecare.co.uk

LADO

All staff are trained and have access to relevant policies and procedures regarding safeguarding children and adults. All staff are familiar with the procedures that must be followed in the event of an allegation or evidence/suspicion of any abuse or neglect and have good connections with the LADO.

Children's Commissioner

Maggie Atkinson - has a legal duty to promote and protect the rights of all children in England with a particular focus on children and young people with difficulties or challenges in their lives, and in particular those living away from home, in or leaving care, or receiving social care services. Her work focuses on making sure that adults in charge, of making decisions, listen to what children and young people say about things that affect them.

0800 528 0731 advice.team@childrencommissioner.gsi.gov.uk

www.childrenscommissioner.gov.uk/info/about_us

The Office of the Children's Commissioner Sanctuary Building, 20 Great Smith Street, London, SW1P 3BT

How To Make A Complaint

On admission, all parents are made aware of the complaints procedure. We listen to any comments or complaints they have about their care and we will deal with these fairly, promptly, and openly in accordance with the complaints procedure. Parents are provided with easy access to information and details of independent advocacy and advice/support agencies as well as the whistle blowing procedure.

It is inevitable in residential work where families and staff are in constant contact, that occasional problems will arise. The majority of these can be satisfactorily resolved through discussion and reconsideration as well as explanation of decisions made and actions taken. This procedure is not designed to undermine or divert an eligible person from lodging a formal complaint, and the form of resolution will be recorded in the user's case file and Complaint Register.

Professionals, and carers, can either liaise with the manager direct or contact Progressive Care Compliance Department direct who take a lead on complaints, as required.

For further details please contact our Compliance Department at info@progressivecare.co.uk

Compliance Manager	Helen Hoyle
Email	helen.hoyle@progressivecare.co.uk
Telephone	0114 2800 232

Ofsted

Complaints may also be made directly to Ofsted. They have a helpline open from 8am to 6.45pm Monday to Friday

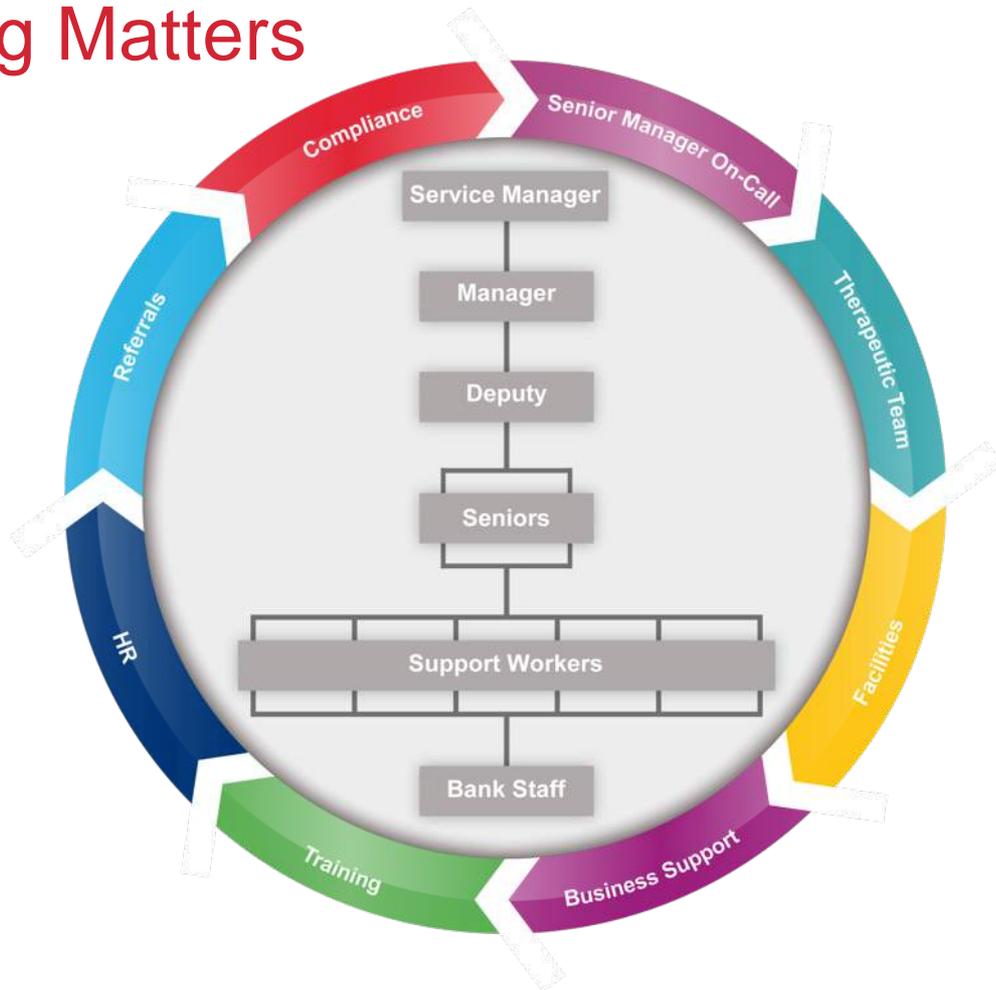
Address	Ofsted Piccadilly Gate Store Street Manchester M1 2WD
Email	enquiries@ofsted.gov.uk
Telephone	0300 123 1231

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Staffing Matters



Staffing Levels

At Abbeyfield we provide 24 hour support with a minimum of 2 staff on duty at any one time; not including the manager.

When there are 7 or more families in placement there will be a minimum of 3 staff on duty during the waking day, 8.00 am – 10.00 pm. This increases to a minimum of 4 staff when there are 9 or more families

During the night, 10.00 pm and 8.00 am, there will be a minimum of 1 waking night staff and 1 sleep in member of staff until the total number of parents and children exceeds 24, then these increases to 2 waking night staff

Each shift has a designated senior staff member on duty to plan the shift and take responsibility for decision-making. The Manger or Deputy is on call 24 hours for advice, guidance and support.

Should the Manager feel that the Centre requires extra staff to ensure all families remain safe, then they have a duty to risk assess and ensure extra staffing is in place.

Training

Progressive Care is committed to staff training and development for each member of the team.

A varied training programme is available to ensure staffs are equipped with the skills and knowledge to provide a quality service to the families, and children, in our care.

Through the Training Facility, Care2Succeed, and in conjunction with the manager, Progressive Care seeks to ensure swift access to initial induction/s and mandatory training; as well as service specific training throughout staff's employment.

On-site Induction

Once staff have completed their core training which also includes a minimum of two shadow shifts at Abbeyfield (Family Residential Centre) they will then receive a full in depth induction to the Centre. This covers a range of areas to equip them with the skills and knowledge they require in order to provide families with the best quality of care which include:

- **Having sight of the Statement of Purpose**
- **Reading the National Minimum Standards for Residential Family Centres**

- **An induction on the procedure for recording and reporting**
- **Reading policies and procedures**
- **Observing/shadowing staff**
- **Familiarising themselves with the day-to-day operations of the Centre**
- **Reading case files**
- **Reading recent reports/minutes, such as team meeting's, panel minutes and Ofsted related documents**

Staff Induction

All new staff are required to attend a comprehensive 2 week induction, delivered by Care2Succeed

Week 1:

Company Presentation
 Level 2 Health and Safety in the Workplace
 Introduction to Attachment
 Person Centred Thinking
 Safeguarding Children & Young People
 Safeguarding Adults
 Level 2 Food Safety
 Emergency First Aid

Week 2:

Fire Safety Awareness
 Information & Recording
 Child Sexual Exploitation
 Self Harm
 Paediatric First Aid
 Positive Handling Approaches
 Equality, Diversity & Inclusion
 Medication & infection Prevention Control
 Moving Handling Theory
 Meeting with Managers

In addition to above, staff continue to receive regular and relevant training.

Service Specific Courses:

- **Basic Child Development**
- **Lone Working**
- **An Awareness of Sexual Health**
- **Team Teach – Intermediate and Advanced**
- **Emergency Paediatric First Aid**
- **Level 1 Attachment Training**

Qualifications & Experience

Staffs are qualified, or working towards the qualification(s), which are pertinent to their role, and the support that we deliver. All staff members are enrolled onto the appropriate qualification, at the earliest opportunity. For example,

- **Level 3 Certificate in Work with Parents (WWP)**
- **Level 3 Diploma for the Children's and Young People's Workforce (CYPW)**
- **Level 4 Award in Work with Parents (WWP)**
- **Registered Managers Award**
- **Leadership and Management Qualifications**
- **PAMs Training**
- **Common Induction Standards (CIS)**

Management

Role	Name	Qualifications
Registered Manager	Jane Holmes	NVQ Level 3 and Level 4 Children and Young Peoples Workforce, Registered Managers Award, Advanced Diploma Health & Social Care, A1 Assessor Award, Lead IV, Working towards Level 4 WWP, PAMs
Deputy Manager	Kerry Seymour	National Nursery Examination Board (NNEB), Level 4, Working towards Level 3 WWP, A1 Assessors award, Qualified baby massage instructor
Service Co-ordinator	Georgia Ali	Level 3 CYP, PAMs, Working towards Social Work Degree

Support Staff

Family Residential Administrator	Chloe Jones	Level 3 National Diploma in Health and Social Care, Diploma of Higher Education in Applied Social Science, Working towards BA(Hons) Psychology Degree
Lead Social Worker	Annemarie Jones	Social Work Degree, PAMS
Service Social Worker	Lynn Goodwin	Social Work Degree
Service Social Worker	Tracey Lea	Social Work Degree
Service Social Worker	Iram Ahmed	Social Work Degree
Service Social Worker	Molla Islam	Social Work Degree, Advanced Social Work Degree and PhD (Autism)
Service Social Worker (Post Graduate)	Abbey Newton	Level 3 Children Care, Learning & Development
Senior Support Worker	Leanne Daffern	Working towards Level 3 CYP
Senior Support Worker	Lorraine Abbott	Level 3 CYPW, PAMS, Working towards Level 3 WWP
Senior Support Worker	Vacant	
Support Worker	Opal Reid	Level 3 CYPW, Working towards Level 3 WWP
Support Worker	Eileen Nkala	Level 3 CYPW, Working towards Level 3 WWP
Support Worker	Liz Broadbent	Level 3 CYPW
Support Worker	Lucy Hayes	Currently working towards NVQ Level 3 Children and Young People's Workforce – Also holds BSC (Hons) Psychology Degree
Support Worker	Sarah Callis	Level 3 Health & Social Care, CACHE Level 2 Childcare & Education, Level 3 CYPW
Support Worker	Charis Turnbull	Working towards BA Hons Degree in Children, Young People and Families
Support Worker	Caroline Bowlder	Working towards Level 3 CYPW
Support Worker	Donai Wisdon	Level 3 Health & Social Care, Working Towards Level 3 CYPW
Support Worker	Keeley Reid	Working towards Level 3 CYPW
Support Worker	Nora Bagdi	Social Work Degree
Support Worker	Keelie Schofield	Working towards Level 3 CYPW

Support Worker	Callum Brown	Working towards Level 3 CYPW
Support Worker	Alice Turton	Working towards Social Work Degree
Support Worker	Alice Toft	Level 3 Diploma CYPW
Support Worker	Chido Kunaka	BA Hons Degree working with Children, Young People & Families
Support Worker	Demi Hameed	Level 3 Childcare Diploma
Support Worker	Danniella Hutchinson	Working towards Level 3 CYPW

Personal Supervision

A system is in place to provide support and formal supervision to all staff. Support staff are supervised by the Manager and Deputy. Progressive Care also have a Lead Social Worker who offers clinical supervision to our in-house Social Workers. The Manager is directly supervised by the Responsible Individual

All staff are to receive monthly supervision and annual appraisal to monitor the performance of the staff team, this will include training reviews and probation meetings to ensure that staff remain motivated and offer a high standard of care and support. Supervision and appraisal offers opportunities to assess and monitor work performance, any training that is desired and also to ensure that all staff members are kept abreast of current legislation and research.

All new staff to the service will have completed a two week induction along with five shadow shifts when on the unit. As part of their 6 month probationary period new staff will have received a probation log which is specific to the unit they are working at, this is to be reviewed monthly by their line manager during supervision and all progress, developments and actions will be discussed in this forum.

Continuous Development

All staff members have a Professional Development Plan, which is reviewed regularly as part of supervision and appraisals. Both the staff member and the managers are responsible for identifying any training needs. Once identified training is booked and added to the individual training profile.

Ongoing review

Each service has a Team Training Profile which is updated regularly to provide an overview of the specialist training attended by staff and to monitor the need for staff to be booked onto, and attend, refresher training, within timescales.

Regular Managers Meetings provide an opportunity for the Manager to discuss the needs of the team collectively with the Training Manger.

The Multi-disciplinary panel, which meet once a month, also play a role in reviewing the training needs of the team, in relation to risks/vulnerabilities which families present with, upon arrival or during their time in the home.

Leadership and Management

Committed Managing Director

Progressive Care's owner and Managing Director, Shabir Ali, is at the very foundations of the organisation. Shabir has dedicated the last 18 years to building an organisation from the ground up, and providing services for those individuals most in need of care and support.

Shabir is passionate about the care industry and helping others, and this is what personally motivates him and inspires him to continue to drive forward the organisation each day.

Experienced Heads of Department

Due to the size and span of Progressive Care, the organisation also has specialist in house departments. These dedicated departments include Human Resources, Training, Compliance and Quality Assurance, Finance, Design, Business Support and our very own Facilities Team. These departments also provide an invaluable method of support for all staff, especially our Registered Managers.

Progressive Care has a dedicated referrals person that manages new referrals to the organisation on an independent basis, completing objective matching and placing assessments to assess suitability on initial point of referral, thus ensuring fairness and equality for all service users.

Independent Visitor

Abbeyfield are required to employ an Independent Visitor to attend and review the Centre on a monthly basis. As part of their visit they may wish to speak to the staff, families, Social Workers and other key professionals. They will also look at a number of documents in the Centre including personal files, providing the families have given consent. A photo and description of the Independent Visitor role is displayed in the Centre.

Independent Visitor: Martin Henderson

Training Team – Care2Succeed



Care2Succeed

The Training Team, includes a Team Manager, trainer, qualified teachers, tutors, verifiers and assessors – who are experienced in delivering employability skills, functional skills (English, Maths and ICT) at all levels, skills for independence and are accredited in BTEC, Exexcel, Highfield and ASDAN. This team also includes an Education Liaison Officer.

This provision is based in the West of the City, however easily accessible by bus. Trainers and assessors are also available to visit Abbeyfield, if required.

The team provide and are experienced in delivering:

The staff induction	Service Specific Training
Staff support in relation to qualifications	Personalised education packages
Functional skills at all levels	Employability skills
Skills for Independence	Access to on-line learning

Care2Succeed can provide a variety of learning opportunities for parents:

Employability skills	Health and Safety
Functional skills	Young person specific:
Food hygiene	On-line courses (e.g. e-safety)
First Aid	ASDAN short courses

We are committed to ensuring the highest levels of care are maintained at all times and to ensure this happens we invest heavily in the training and development of our staff team.

Care 2 Succeed offers a wide range of training courses and qualifications specifically for the health, care and education sectors. Additionally, we have a selection of career development and personal skills opportunities that enable staff to increase their skills, knowledge and confidence to be able to perform and develop their skills to the highest standards.

Many of our courses offer nationally recognised qualifications with awarding bodies Edexcel and Highfield and our highly experienced Assessors and Trainers will guide and support staff through the duration of course.

There are also opportunities for the young people to gain qualifications in Functional skills and Employability skills as well as various other courses

We also use external providers, Local Safeguarding Boards and Local Authority training to ensure we can fulfill all the required training needs.

Carol Smith, Training Manager

Contact Details

Leadership/Management

Registered Individual:	Shabir Ali
Registered Provider:	Progressive Care
Address:	Head Office, 117 Manchester Road, Sheffield, S10 5DN

Manager:	Jane Holmes
Address:	38 Christ Church Road, Sheffield, S3 9HN
Telephone:	0114 2525 230

Referrals/enquires:

Referrals	0114 2800 230 or 07790883956
Email address:	referrals@progressivecare.co.uk
Webpage:	www.progressivecare.co.uk

Details of who to contact if you want to make a complaint and/or provide feedback:

Centre Manager	Details as above
Compliance Department	Helen.hoyle@progressivecare.co.uk 0114 2672184 or 0114 2800280

Contacts for children and young people:

The Office of Children's Commissioner Sanctuary Buildings 20 Great Smith Street London SW1P 3BT 0800 528 0731	Ofsted Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231
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Fees

Placement costs are available upon request; please contact the Referrals Manager for further information (details as above)

