

Abbeyfield

Statement of Purpose

Manager: Jane Holmes

38 Christ Church Road, Sheffield, S3 9HN

Tel & Fax: 0114 2525 230

For all new referrals/enquires please contact Referrals on **0114 2800230** or **07790 883 956**

Contact Details

REGISTERED MANAGER

Jane Holmes

Abbeyfield

38 Christ Church Road

Sheffield

S3 9HN

0114 252 5230

RESPONSIBLE INDIVIDUAL

Shabir Ali

Progressive Care, Fusion House

51 Attercliffe Common

Don Valley, Sheffield

S9 2AE

0114 280 0280

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 keyworker, 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'

Registered Provider



Abbeyfield is a Residential Family Assessment Centre registered and owned by Progressive Care.
Ofsted registration number: SC 050043

Registration details:

- May only accommodate 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

Abbeyfield's inspection report is available (www.ofsted.gov.uk)

Further details about the company see About Us - Progressive Care (appendix 1)

Welcome Statement

The Manager

My name is Jane Holmes and I have 15 years' experience of working for Progressive Care with Children and Families; 10 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.

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.

Contents

Contact Details	2
Ofsted Graded Good	3
Registered Provider	4
Welcome Statement	5
The Manager	5
The Home Ethos.....	5
Contents	6
Abbeyfield	7
Our aims and objectives	7
Our Families	8
The rules and conditions applying to residents	8
Circumstances in which placement can be terminated	8
Description of the home.....	9
Facilities.....	9
Location of the home	11
Signing in and out.....	11
Monitoring and Surveillance	11
Arrangements for respecting the privacy and dignity of residents.....	11
Confidentiality Policy	11
The fire precautions and associated emergency procedures	11
Services Provided	12
Family Assessment	12
Support available.....	13
Moving in and leaving the centre	14
Admission	14
Planning and moving on	14
Family Focused Service	14
Parents and children’s wishes and feelings.....	14
Promoting a positive identity and potential through individualised placement.....	14
Promoting positive behaviour and relationships	15
Safeguarding children and vulnerable adults	15
Promoting good health and wellbeing	15
Advice, guidance and support provided	16
Parenting support	16
Other in-house support.....	16
Safeguarding	17
How to make a compliant	18
Staffing Matters	19
Recruitment	19
Core Staff Profile	19
Staffing Levels.....	19
Training.....	19
Staff Induction.....	20
Qualifications & Experience.....	20
Independent Visitor.....	22
In-house Resources	23
Multi-disciplinary Panel.....	23
Leadership and Management	24
Contact Details	26
Training Team – Care2Succeed	27
About Us – Appendix 1	28
Admissions Criteria and Procedures – Appendix 2	29
Assessment – Appendix 3	30
Arrangements for dealing with complaints – Appendix 4	33
Fees	Error! Bookmark not defined.

Abbeyfield

Our aims and objectives

To provide robust, fair and evidence-based assessments whilst keeping children safe.

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

We Consider;

Parents / Parents to be:-

- 13 +
- Female and 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 female

* Any parents with any recent illegal drug/substance abuse/misuse use will be risk assessed on an individual basis by the homes manager, in consultation with the Local Authority and wider multidisciplinary team.

For further details about admissions and procedures, see appendix 2

The rules and conditions applying to residents

The rules at Abbeyfield are explained on admission and parents are asked to sign a contract of expectation.

This will inform parents that:

- Families are not permitted to go into another family's apartment, or invite another family into theirs
- Your baby is never to be placed in your bed, and you are to follow the safe sleeping protocol
- You are never to leave your child unattended in your apartment, even if for a short time
- You will behave in a respectful manner towards other residents and staff
- It is advisable that you do not give other parent's your mobile numbers, or your face book details
- You will work in an open and honest way, during your assessment
- You will not bring any illegal substances onto 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 you in a none judgemental way

Circumstances in which placement can be terminated

Parents can be asked to leave the centre should any of the following occur during their assessment:

- Bringing illegal substances on to the premises
- 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 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 Victoria House 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

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.

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.

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.

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.

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.

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.

Cameras will be covered by a silicone cover when cameras are not in use and cameras will be covered in the bathroom.

Arrangements for respecting the 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.

The fire precautions and associated emergency procedures

All families are made aware of the fire precautions on admission to Abbeyfield; this detail is provided in the Residents Guide also. 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.

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.

Further details about our assessments, see appendix 3

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 Foundations.

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.

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.

Other provisions

- In unit activities
- 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 Victoria House

Moving in and leaving the centre

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 keyworker and assessing Social Worker on the same day also. 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 within 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

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

Progressive Care has a virtual team of multi-disciplinary professional who meet with the Registered Manager monthly to discuss all families in placement, see later section on the Multi-disciplinary Panel.

Panel members are available to offer one-to-one support to parents (e.g. anger management) as well as attend team meetings and/or meet with key workers to offer support, and raise awareness, about specialist subject areas.

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

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.

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

By Telephone: **0800 528 0731**

Email: advice.team@childrenscommissioner.gsi.gov.uk

info.request@childrenscommissioner.gsi.gov.uk

Website: www.childrenscommissioner.gov.uk/info/about_us

How to make a compliant

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.

Contact details should you want to make a complaint and/or provide feedback:

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

Further details about our complaints procedure, see appendix 4

Company's Complaints procedure is available upon referral; please contact the Compliance Department.

Staffing Matters

Recruitment

At Progressive Care we are fully committed to the safe recruitment of a diverse workforce that has the skills, abilities and values required to work with children and young people. As such we undertake a comprehensive and robust selection process.

Gemma Mitchell, HR Manager

Core Staff Profile

The Registered Manager has overall responsibility for the Centre and the staff: -

Registered Manager
Team Leader
Senior Residential Care Workers
Residential Support Worker (RSW)

Staffing Levels

At Abbeyfield 24 hour care is provided, 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 8 or more families.

Between 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 senior will refer more serious matters to the Manager on duty; who is available to attend the Centre in emergencies.

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 Induction they are ready to start work at Abbeyfield. During the initial week/s they will undertake an induction to their service. This will include:

- **having sight of the statement of purpose**
- **reading the National Minimum Standards for Residential Family Centres**
- **an induction on the purpose of CCTV and how to use it**
- **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 home**
- **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 8 day induction, in advance of starting work at their service.



	Week 1	Week 2
Monday	Company Presentation Level 2 Health and Safety in the Workplaces	Medication Infection Prevention & Control Moving & Handling Theory
Tuesday	Safeguarding Children & Young People Safeguarding Adults	Fire Safety Awareness Information & Recording
Wednesday	Positive Handling Approaches	Equality, Diversity & Inclusion Meeting with Managers
Thursday	Level 2 Food Safety	
Friday	Emergency First Aid	

Progressive Care's Staff Induction, as detailed above, is currently under review, and is due to expand further to include other topics as part of mandatory training such as attachment and valuing people.

Care 2 Succeed believes that it is essential that all new staff receive a high quality induction in social care and that this is a significant step towards ensuring staff members offer high quality care to the people they are supporting. This is achieved by ensuring that all members of staff attain acceptable levels of competence to practice and show commitment to practices that value diversity and empowerment. Expectations and necessary learning are clearly communicated properly as part of the induction process. All members of staff, including casual and part time staff, complete the full induction, ensuring everyone is trained to the same high standard.

Care 2 Succeed recognise that people learn in different ways, we embrace this by having a blended learning and teaching approach, to ensure everyone is given opportunity to learn in a style that suits their individual needs.

Having had lots of experience of working in a variety of social care settings for the company, wherever possible examples from real world practice are given to help new staff put their learning into context which, aids a smooth transition from completing the company induction to moving on to start their service specific induction at the setting they are going to be working at.

All new staff are made aware that the induction is just the start of their continuous Professional Development and that learning new things, gaining qualifications and attending regular training related to their job is essential if they want to continue to deliver a high quality service while working in social care.

James Taylor, Trainer

Qualifications & Experience

Staffs are qualified, or working towards the qualification(s), which are pertinent to their role, and the care 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 Care of Children and Young People (CCYP)**
- **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**
- **Assessors Award & Internal Verifiers Award**
- **City & Guilds (C&G) in Childcare**
- **Common Induction Standards (CIS)**

Qualifications

Role	Name	Qualifications
Registered Manager	Jane Holmes	Level 4 CCYP; Registered Managers Award; Advanced Diploma Health & Social Care; A1 Assessor Award; Working towards Level 4 WWP in place
Service Social Worker	Annemarie Jones	Social Work Degree; PAMS
Service Social Worker	Joules Webster	Social Work Degree; PAMS
Service Social Worker	Rachel Savill	Social Work Degree; Working towards Level 4 WWP in place
Deputy Manager		<i>Vacancy</i>
Senior Support Worker	Kerry Seymour	Level 3 CCYP; Diploma in Nursery Nursing (NNEB); Working towards Level 3 WWP in place
Senior Support Worker	Lorraine Abbott	Level 3 CCYP; PAMS; Working towards Level 3 WWP in place
Senior Support Worker	Georgia Ali	Level 3 CYPW; PAMS
Support Worker	Opal Reid	Level 3 CCYP; Enrolment for Level 3 WWP in place
Support Worker	Eileen Nkala	Level 3 CYPW; Working towards WWP in place
Support Worker	Kellie Johnson	Undertaking Social Work Degree
Support Worker	Natalie Salmon	Undertaking Social Work Degree
Support Worker	Jasmine Green	C&G in Childcare; Working towards Level 3 CYPW
Support Worker	Tracey Morris	Degree in Health & Community Care; Working towards Level 3 CYPW
Support Worker	Gillian Watson	Working towards Level 3 CYPW
Support Worker	Andrea Daley	Working towards Level 3 CYPW
Support Worker	Sarah Callis	Level 3 Health & Social Care; CACHE Level 2 Childcare & Education; Working towards Level 3 CYPW
Support Worker	Joanne Foster	Working towards Level 3 CYPW
Support Worker	Babak Kouravand	Degree in Psychology; Working towards Level 3 CYPW
Support Worker	Lisa Knights	Degree in Counselling & Therapeutic Studies; Working towards CIS
Support Worker	Donai Wisdon	Level 3 Health & Social Care; Working towards CIS
Support Worker	Keeley Reid	Working towards CIS
Support Worker	Nora Bagdi	Social Work Degree
Support Worker	Grace Farrow	C&G Level 2&3 in Children's Care, Learning & Development
Support Worker	Callum Brown	Undertaking Psychology Degree
Support Worker	Katie Dar	Undertaking Social Work Degree

Personal Supervision

A system is in place to provide support and formal supervision to all staff. Regular supervision and appraisal including training reviews ensure staff remain motivated and offer a good standard of care and support.

Supervision and appraisal offers opportunities to assess work performance and any training that is desired and also to ensure that all staff members are kept abreast of current legislation and research.

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.

Independent Visitor

Abbeyfield are required to employ an independent visitor to attend and review Abbeyfield on a monthly. As part of their visit they may wish to speak to the families, social workers and other key professionals. They will also look at a number of documents in the home included personal files, providing the family have consented. A photo and description of the independent visitor role is displayed in the home.

Independent Visitor: Martin Henderson

In-house Resources

Multi-disciplinary Panel

Progressive Care has a virtual team of professionals, who meet on a monthly basis to discuss all children, young people and families in their care – this is called the Multi-disciplinary Panel.

The Manager is required to prioritise attending; during which they discuss each family in placement. This provides an opportunity to discuss their placement, assessed needs, risks and vulnerabilities and/or any other challenges presenting.

If the meeting feels that a family member would benefit from additional interventions, a plan of support is discussed and actioned. The plan is then reviewed monthly, tracking progress made against desired outcomes. This forum also provides an opportunity to risk assess any new presenting behaviour, as well as celebrate successes.

Core members, and their qualifications, as follows:

Janet Churm (Behaviour Specialist)	Master of Education in Applied Education, Psychology and Special Educational Need
Dr. Sue Ekins	Doctor of Education, Master of Education, Diploma in Special Education. Music Teacher and Therapist
Anne Marie Jones (Social Worker)	BA (hons) Social Work and Social Policy and PAMS Trained Qualified; and Designated Safeguarding Officer
Joules Webster (Social Worker)	BA (hons) Social Work and PAMS Trained Qualified
Liz Arnesen (Education Liaison Officer)	Diploma in Educational Psychotherapy, BSc (hons) Psychology and Teaching Qualification

Other panel members include:

Carol Smith (Training Manager)

Helen Hoyle (Quality Assurance and Compliance)

This meeting also provides an opportunity for the manager to discuss any other matters, such as staffing; benefiting from the wealth of expertise around the table.

Support

The panel members named above are available to offer one-to-one support to young people and families, attend team meetings, and offer additional support to key workers; if needed they could also attend review meetings.

In-house clinical supervision arrangements:

Clinical supervision is provided by Dr. Sue Ekins and Jeff Fowler, Social Worker, Expert Witness and author of A Practitioners' Tool for Child Protection and Parent Assessment. Carol Smith, provides supervision to the ELO.

This in-house support, and related processes, is currently under review and looking to develop further in forthcoming months; following which this document will be update accordingly.

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 opened the doors to his first care home in 2000, and has since substantially expanded the organisation and developed many services across all levels and specialities of the care and support industry, ensuring his organisation is able to provide direct care, intervention and support to as many individuals as possible across the country.

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.

'Knowledgeable' Head of Operations

Progressive Care's Head of Operations is David Boylan. David is responsible for the direct line management of all managers and service managers within the organisation and for overseeing all operational services and functions for children and young people, family assessment and community based 16+ services including floating and bridging support and the supervised contact centre, within Progressive Care.

David has worked within the Health and Social Care sector for over 13 years and has an extensive and impressive background in the management of children, young people and family services, managing several outstanding accredited homes, when he was previously a Registered Manager.

Within his role as Head of Operations, David's emphasis is very much on providing direct support and guidance to all our managers and service managers, assuring a high level of quality and consistency throughout the organisation.

'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 own very own Facilities Team.

All of these specialised departments are led and managed by experienced Heads of Department to ensure the organisation is on a sound footing and furthermore is thriving in every area. These departments also provide an invaluable method of support for all staff, especially our Registered Managers.

Progressive Care has a dedicated referrals team that managers 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.

www.progressivecare.co.uk

Children Home's Senior Management Structure

Responsible Individual	Shabir Ali
Head of Operations	Dave Boylan

Management meetings

Weekly meetings take place, following a similar timetable to the one below:

Week 1	Multi-disciplinary Panel	Registered Manager attends to discuss all families
Week 2	Managers Meetings with Heads of Departments	Registered Managers meet with: <ul style="list-style-type: none">- HR (30 minutes)- Facilities (15 minutes)- Training Department (15 minutes) The Head of Operations is present at all meetings
Week 3	Individual Supervisions	Registered Manager/Head of Operations
Week 4	Group Managers Meeting	All Children, Young People and Families Managers meet with the Head of Operations

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.

Contact Details

Leadership/Management

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

Head of Operations	Dave Boylan
Email:	David.boylan@progressivecare.co.uk

Registered Manager:	Jane Holmes
Address:	38 Christchurch Road, Sheffield S3 9HN
Telephone:	0114 2525230
Email address:	Jane.holmes@progressivecare.co.uk

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:

Home 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
---	--

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

About Us – Appendix 1

Progressive Care is a well-established national provider of care and support packages for children, young people and adults. The packages of care and interventions provided range from residential homes for children and adults; to providing supported assistance to individuals within communities, in the form of floating and bridging support. The organisation also benefits from its own supervised contact centre. Progressive Care is furthermore a leading UK provider of specialist services for families, which includes a family assessment centre with the latest CCTV technology, to monitor and support parents with their children in a safe and realistic environment.

History & Experience

Progressive Care is an independent and private sector organisation, established in 1998. The organisation encompasses a myriad of services, facilities and interventions that can be accessed by a wide range of individuals who may require help and support with aspects of their life.

We deliver person centred and bespoke packages of care within our homes, centres and communities, across the country. Progressive Care are proud to be specialists in providing out of borough placements to children, young people and families from local authorities all over the United Kingdom and have worked tirelessly to ensure individualised and tailored packages of care are provided to these vulnerable groups. Progressive Care also takes pride in the strong ties and relationships we have built up with many host local authorities around our central hub of operations in South Yorkshire and the North West.

Progressive Care's experience and achievements in providing tailored and bespoke packages of care since 1998 has led to a wealth of knowledge cascaded throughout the organisation that promotes a caring and nurturing culture, resulting in exceptional levels of care facilitated by an enthusiastic, highly talented and trained staff team.

Services We Provide

Progressive Care prides itself on providing innovative, high quality and seamless person centred services, where we are committed to ensuring the best possible care and support is facilitated, through stability, structure and continuity. Our environments are both safe and stimulating and incorporate highly trained multidisciplinary staff.

Our services include:

- Residential Care for Children, Young People and Adults
- Family Residential Services
- Supported Living Services
- Supervised Contact Centres
- Crisis intervention services
- Personal
- Care and Outreach

Services users and service user rights come first. The range of services the organisation provides promote the following:

- Stability and structure
- Respect and dignity
- Independence
- Empowerment through consultation
- Equality
- Diversity, opportunity and choice

The support we provide is based on a thorough assessment of the individuals' needs and the systematic process of care planning, informed by local and national guidance and legislation, and through extensive consultation with the service user and their families.

Our Team

Progressive Care is firmly of the belief that every individual member of staff employed by the organisation is integral and fundamental to our continued success and progression within the care industry. It is because of this belief that we place a real emphasis on recruiting the right people to represent us, and furthermore supporting and training these individuals to the highest standard.

Progressive Care employs over 250 people, who we are proud to represent our organisation. Each individual contributes in providing and ensuring continuity of care, structure and stability to all service users throughout the organisation. Each also has the ability to promote our philosophy of positive reinforcement and quality of care to all.

Entering the Care System or moving to a new placement is always a difficult process and is likely to remind young people of the feelings of separation and loss that they have previously experienced. It is the responsibility of everyone involved in the move to ensure that the process runs smoothly and that the young person's needs are treated as being of primary importance at such a difficult time. The young person's feelings will probably be exacerbated by natural fears that many young people have at this time, therefore it is important that the move is kept as 'stress-free' as is possible. The admission process should not be a bureaucratic exercise but an opportunity to begin engagement with the young person in a way that involves them.

Admissions Criteria and Procedures – Appendix 2

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 Operations 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 will not alter until the concerns are reduced. The decision to alter monitoring is 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

Criteria and Admission Protocol for Children and Families in need of Emergency 72 hour Accommodation:

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 to specify with centre as to the level of monitoring and/or method of electronic surveillance which is required. Placement arrangements and funding agreement to be by email.

Assessment – Appendix 3

Assessment Outline

Assessments are conducted by one of our qualified Social Workers. In line with the Framework of Assessment of Children in Need and Families (2012) alongside a Practitioners Tool Child Protection and the Assessment of Parents.

All assessments are supervised and over seen by a Social Work appointed to offer supervision.

First phase of assessment (week1-4): Staff will carry out childcare observations throughout the assessment, starting off by observing all/most aspects of childcare with the aim of these gradually reducing (if safe to do so) in conjunction with the parent's progress. Parents are offered with verbal and written feedback following each task. Their ability to accept and utilise advice is noted.

Second and Third phase of assessment (week 4-9): This phase assessment is closely focused around the parents' ability to accept and utilise the advice and support offered to them and their ability to maintain this on a level that is independent and consistent. Monitoring and support will reduce or increase in conjunction with the progress / limitation of the parent's capability.

Final Stage of assessment (week 9 – 12): Independent/supported living and parenting capacity with minimal support (if appropriate).

Daily recordings are completed by staff, these of which offer factual evidence based on observations made around the following (a) CCTV footage (b) Staff physical checks on the family (c) Observations of the family when out and about in the community (d) Parents attendance and co-operation at the centre and community activities/resources (e) Parents' attendance to health/other necessary appointments for themselves and the child (f) Social interactions with other residents and members of the public (g) Co-operation with the assessment arrangements and engagement with staff and other agencies during the assessment.

We recognise that every case is unique and our assessment plans reflect this. Assessments are tailored to suit each individual family, dependant on the specific issues that exist within the case, as outlined on referral. The assessment takes into consideration the age, vulnerability and level of understanding of the parent.

Local Authorities are provided with the placement plan and assessment objectives to ensure that the purchaser is satisfied that the assessment is covering all of the required objectives.

A clear assessment plan is placed in the resident's file, with each session clearly titled alongside a brief description of the topic of the session. The residents also keep a copy of this, in order to avoid any confusion or unnecessary anxiety.

Following the first week settling in period, parents can expect to undertake two/three assessment sessions per week with the allocated Social Worker. These sessions are undertaken in the residents flat (with the resident's agreement) and usually take the form of discussions and questionnaires.

Following each session, the session is signed off by the resident. The assessing social worker is responsible for writing up a brief summary of the session in the Social Work session logs, noting any noticeable impact of the session on the resident in order that staff are aware of what extra support/monitoring may be required following this.

Key work sessions conducted with the allocated key worker (roughly two per week) provides the parents with valuable 1-1 support and information. Key work is tailored to suit each individual person and generally include things such as practical child care tasks, independent living skills, shopping and budgeting, issue focused work.

Regular liaison with the health visitor and other relevant organisations is vital.

Assessment report addresses outcomes of any protective work or issue focused work, this of which is conducted by the social worker and is specific to the case.

Assessment Reports

Final assessment reports offer clear conclusions and recommendations for the court and placing authority to consider. Such is based on the outcomes of the comprehensive parenting assessment alongside evidence which is gathered during the assessment. Recommendations are in line with the placement objectives, and based on referral information from the Local Authority or/and the court instructions. The final report offers recommendations for follow up care to ensure a smooth transition to further care or return to the home environment,

The final report comments on the assessment of independent living and parenting capacity. Any ongoing support, advice or guidance needed during the placement will be addressed. The report maintains a clear focus on the child using the Welfare Checklist as guidance and outlines the parents strengths, limitations and any ongoing risks or safeguarding issues.

Assessment Technique; Engagement / Participation of Service Users

We recognise that for every parent, arriving at an unfamiliar place to undertake an assessment which will undoubtedly affect the rest of their lives is both daunting and intimidating. We strive to make their time with us as comfortable as possible whilst ensuring that they understand the full nature and purpose of the assessment. We therefore ensure that all residents are briefed from the offset about how the assessment will be conducted and about the level and nature of

monitoring and surveillance they will be subject to. This vital process of ensuring that each and every service user understands the nature and progress of the assessment is outlined below;

An initial or pre placement meeting conducted between the family, placing authority, service provider centre manager and the assessing social worker. This meeting ensures that all parties are in agreement in respect of: the reasons for placement; placement arrangements in terms of the level and nature of monitoring; expectations of the service provider by the placing authority i.e. assessment objectives, report deadlines, dates of review meetings; Case details/history.

The assessing social worker, with input from the parents and Key worker, alongside information from the referring placing authority and case files, will write up the initial placement plan. This plan clearly outlines all of the expectations (parents) as well as information about the role of staff and their obligation to take necessary action should safeguarding incidents arise during the assessment.

An assessment plan is formed and shared with the family. This plan is tailored to the individual case based on their ability, the case history, referral information and where necessary, instructions from the court.

Assessment Reviews

An important part of the assessment is to ensure that the parents and placing authority respectively are offered with honest and constructive information with regards to the progress of the placement, throughout the placement and within review meetings, of which the allocated social worker prepares a report.

- **Placing authorities can expect regular updates from the assessing social worker.**
- **Placing Authorities can expect weekly appraisals of the daily recordings to be sent electronically, by the keyworker.**
- **At a minimum, the centre will facilitate a review meeting at the mid way point of an assessment. An interim report will be provided by the assessing social worker. This review / report will evidence the following; Details of significant events to date; Current strengths, limitations; Areas for future work/assessment; Areas for further improvement and support (in respect of the parents; Any concerns. The meeting will also review the placement arrangements in terms of the level of monitoring. The meeting/report does not commit to any conclusions or recommendations at this stage unless there is already clear evidence and conclusions evidenced at this point.**

Final Planning / Professionals Meeting 84 days (11 weeks), final report prepared one week after the meeting. Final assessment report completed at 12 weeks or within court time scales. The final meeting will facilitate a forum whereby the centre will share the final assessment conclusions and recommendations with the placing authority. Based on the outcomes, a (provisional) plan is formed and shared with the family. The report is shared with the family prior to the meeting so that they are able to voice their views and feelings, where necessary, in the presence of their legal representative.

Supported Independent Living Planning and Reviews

To support parents in achieving the objectives identified in their initial plan, staff at Abbeyfield, incorporate specific actions into a detailed placement plan. The parents and the Social worker are fully involved in the development of this plan and the parent's views are essential in this process. Any objectives or goals are meaningless without the participation of the parents. The parent's key worker will support them to participate in the meeting and/or will advocate on behalf of the parent at their request. Consultation around this will take place between the parent and key worker prior to all reviews. Anticipated outcomes should be understood by everyone concerned and the plan and the parent's progress monitored. Time scales or indeed the plan itself may need to be adjusted in light of the parent's or professionals views.

At Abbeyfield we continually assess each parent's progress to ensure that their transition to full independent living occurs at the right time and at the correct pace for them. Our staff are experienced at working in close partnership with the parents and authorities in making decisions as to precisely when the parent(s) is ready and able to move on to full independent living, taking into account their parenting ability, financial, practical, social and emotional issues.

Some families need to remain in Supported Independent Living accommodation on a much longer basis than others.

A plan is reviewed monthly initially to ensure that it is up-to-date and on target. The parents may falter along their pathway to independence or it may be found that the placement plan in place is just not effective for the family. Regular reviews ensures that the process is continuously monitored and re-tuned where necessary.

Each review addresses the following areas;

- **What is and is not working.**
- **Celebrating achievements and progress since the last review.**
- **Targets and goals are assessed.**
- **New targets and goals are mutually negotiated and agreed between the parents and team. The number of new goals and targets should be realistic so as not to overwhelm the parent and/or make the parent feel that they are being set up to fail.**
- **Goals should be SMART (Specific, Measurable, Attainable, Realistic, Timely).**
- **Any concerns, particularly safeguarding concerns.**

Staff/key workers contribute to all statutory reviews arranged by the Local Authority and will assist the parents to contribute in a positive way. We have a large meeting room at Victoria House available to facilitate such meetings and reviews.

Key workers are committed to producing quality reports for all Supported Independent living reviews.

Prior to or upon admission, the DATE, TIME and LOCATION of the first review should be agreed with all concerned.

Arrangements for dealing with complaints – Appendix 4

Abbeyfield strive to:

- Take all complaints seriously
- Deal promptly and fairly with any complaint
- Resolve any complaint as quickly as possible
- Take into account the views of the service user and provide them with the support they need in order to sustain their complaint
- Record and acknowledge all complaints in writing
- Keep all involved parties informed of the progress of a complaint
- Inform the Placing Authority of the complaint
- Notify all relevant parties, in writing, of the outcome of the complaint

Parents Information

All of our service users are provided with information on how to make a complaint. The families receive this information in the User's Guide or on admission in the case of emergency placements. Complaints forms are displayed in communal areas at Abbeyfield. The policy and whistle blowing procedure is clearly available for everyone to access for those who wish to do so discretely.

Dealing with an Informal Complaint.

It is inevitable in residential work where users 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.

When a Complaint is taken outside the Unit

The designated person for co-ordinating the handling of complaints will receive and investigate all complaints which cannot be resolved informally. They will identify and inform an independent person (from a pre-arranged pool) with the particular skills or knowledge that may be required, this is usually a representative from our compliance/quality assurance department. If the complaint remains unresolved the service user can request that it can be considered by a panel. The panel consists of three people, at least one of whom is independent.

Procedure to be Followed

A person other than those covered by the categories that are automatically entitled to complain, e.g. a friend. Consideration has to be given to whether that person has sufficient interest in the service user to determine their eligibility. Where it is decided that an individual is not eligible to pursue a complaint on behalf of a service user, consideration should be given to whether the substance of the complaint needs to be addressed as if the service user had complained.

The designated person acknowledges all complaints received by sending the complainant an explanation of procedure and offers any assistance or guidance. Oral complaints are recorded in writing agreeing them with the complainant.

An independent person is appointed to consider the complaint. They will take part in all discussions the unit may hold about the complaint, interview the complainant and any other involved persons including relevant staff members in order to form an independent perspective.

They will be given access to relevant parts of the case file and provide

Written comments to the unit.

The complaint will be considered with the independent person and a written response will be sent to the complainant within 28 days of the receipt of the complaint. This notification will be clear, simple and give reasons, whether or not it changes an earlier decision which gave rise to the complaint, and a proposed action. It should also remind the complainant of their right to request that the complaint is considered by a panel and if they so wish, a written formal request should reach the unit no later than 28 days from the date on which the letter of notification was sent.

When a complainant remains dissatisfied and requests the complaint be reviewed by a panel, arrangements are made for a panel to be appointed and meet within 28 days of the receipt of the complainant's request. The panel consists of three persons, one of whom must be independent. The complainant, the unit and the independent person can make

oral or written submissions to the panel only if the independent person is not a member of the panel. The complainant may be accompanied by a person of their choice who may speak on their behalf.

The panel's recommendation is recorded in writing within 24 hours of completion of their deliberations and is sent formally to the unit, the complainant, their first stage independent person and anyone acting on the complainant's behalf.

A decision must be made on the response to the recommendation of the panel after consideration with the independent person from the panel, and the decision is made known in writing to the complainant, the first stage independent person (if different from the panel) and any other persons who are involved or affected. This notification should be made within 28 days of the recommendation and should explain the decision, reasons and any action taken or proposed.

Records are kept in the complaints register of all complaints received and outcomes. Cases where time limits were breached will be identified separately.

Staff must be willing at all times to explain the procedure in the User's Guide if a service user is expressing difficulty in understanding. A service user must never be penalised for attempting to or making a complaint

Complaint against a Staff Member

If a complaint is made against a staff member, it is acknowledged that this is a difficult process and that the staff member will need support. Residential work is stressful, workloads can be heavy and staff can be vulnerable to unfounded complaints. If staff are interviewed during a formal complaint investigation, they have the right to be accompanied by an independent person. N.B. The complaints procedure is not a disciplinary procedure.

Complaints and Safeguarding

Whenever a complaint is made, the implications for child safeguarding must always be considered. If the complaint falls within the jurisdiction of child safeguarding or disciplinary procedure, these steps must be taken immediately to formalise the complaint through local authority safeguarding children channels and to ensure the safety of the service user making the complaint.

Additionally, complaints may be made directly to Ofsted

The helpline is open from 8am to 6.45pm Monday to Friday:

By Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M12 WD

By Telephone: 0300 1231231

email: enquiries@ofsted.gov.uk

The Children's Commissioner for England

They have 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, or making decisions, listen to what children and young people say about things that affect them. She encourages adults, including the people making decisions about children's lives, always to take their rights, views and interests into account.

By Post: The Office of the Children's Commissioner Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT

By Telephone: 0800 528 0731

Email: advice.team@childrenscommissioner.gsi.gov.uk / info.request@childrenscommissioner.gsi.gov.uk

Website: www.childrenscommissioner.gov.uk/info/about_us

Review dates	Notes
July 2015	Final Draft
18/08/15	Reviewed admission criteria
04/09/15	Included Ofsted rating