



Statement of Purpose Red House



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Name of Home: The Red House

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Registration Category: Care Home for Children and Young People

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Introduction

The Red House is a progressive service; Each of our homes and services within Young Foundations are unique in design and delivery, however within all our homes and services you will find staff teams who are compassionate, caring, knowledgeable and fully committed to ensuring that their service is achieving a high standard.

At Red House, we provide a high level of service provision based on the principles of the National Care Standards and encompass the key outcomes of GIRFEC, National Practice Model and Curriculum for Excellence.

We provide a high-quality relationship-based service to children and young people who present with emotions and behaviours which challenge; We aim to provide a safe, encouraging, and nurturing environment.

The service is designed for up to five children and young people aged from 12-20 years, with a range of acute mental health issues and associated challenging and complex needs, including Learning Disabilities and Autistic Spectrum Disorders. We have recent, significant, and successful experiences with young people presenting injurious and self-harming behaviours and suicidal ideation, who require high levels of safety, nurture and support.

Mission Statement

The mission of the Red House is to care, support, develop and empower children and young people with complex difficulties and associated behavioural and/or communication difficulties to enjoy their childhood, achieve a positive sense of self-worth and help them to manage their emotions and coping strategies.

Aim

Our aim is "to improve the life of children, we believe that children have the right to a safe and fun childhood and one that creates happy memories".

This will be achieved by:

- Ensuring service delivery is underpinned by the key legislative and regulatory requirements of Scotland
- Undertaking comprehensive pre -admission assessments for each individual.
- Providing a homely environment that offers nurture, safety, and recovery.

Multi-Disciplinary working with all agencies.

- Utilising evidence-based models and practices which support the needs of individual children and young people. (Predominately trauma informed).
- Process of continual progress reporting to both Social Workers and placement commissioners as appropriate.
- Service delivered by highly skilled, motivated, and professional staff.

- Recognition that all children are unique and have the right to be treated with respect, dignity and empowered to make choices in respect of their care.
- Service designed to be proactive, open, transparent, and one which involves the child and their significant others

Red House will constantly strive towards maintaining its Statement of Purpose and the Manager is committed to achieving this. The Manager positively welcomes and encourages service users and their representatives to comment on whether we are meeting these objectives.

Values

The Red House values are underpinned by the five main principles of the National Health and Social Care Standards. My support, my life, and the key outcomes of GIRFEC and has at the core of all interventions the following:

Recognition of the child's right to:

- Dignity and Respect
- Compassion
- Included
- Responsive Care
- Support and Wellbeing

For the young person the person they will: -

- Experience high quality care and support that is right for them.
- Be fully involved in all decisions about their care and support.
- Have full confidence in the people who support and care for them.
- Have confidence in the organisation provide their care and support.
- Experience a quality environment.
- Be treated equally and in an environment which is free from bullying, harassment, and discrimination.

Facilities

Red House is a large Tudor style detached villa, set within a spacious enclosed mature garden which offers privacy to the home, it is located ten minutes from the town centre of Paisley in the county of Renfrewshire.

It is close to all local amenities including Johnstone Town Centre where shops, schools, sports, and leisure facilities are available. Red House is less than one mile from the A737 connecting to the M8

motorway which provides access to Glasgow city centre and beyond. Johnstone offers excellent rail and bus services that are situated a short walk away from the home.

There are five generous sized bedrooms; one of which has ensuite facilities, two lounge areas, games room and large dining kitchen. All the rooms are spacious and designed to allow for individuals to personalise their own areas.

Great attention to detail is being taken in providing an environment which is safe, comfortable, and clearly states to the individual child that they are respected within the home.

Environment

The creation of a total environment for children with complex difficulties, is of utmost importance within the service.

Great attention has been paid to detail to ensure that the physical and communication environment is one which clearly supports the child; It is safe, secure, comfortable, and homely.

Every opportunity has been taken to ensure that areas are clearly defined as to their purpose and finished to a standard which clearly demonstrates how valued and part of the service the child is. Colours, materials, furnishings, and décor have been chosen with care and put in place with the aim of promoting a sense of belonging and supporting a child to understand their place in the world.

The external environment adds to the first impressions of all who visit Red House; it is used as a resource for children and young people to gain new experiences, increases self-esteem, encourages communication and social skills, promotes multi-sensory and hands-on learning within a non-threatening environment.

The outdoor space has been carefully planned, again with clearly defined areas for different types of activities from socialising, sensory garden, play, relaxation, nurture, and growth.

Organisational Structure

All Young Foundation's Residential resources for children and young people are provided and managed by Young Foundations Limited.

The Registered Manager of Red House is Joe Holmes, MSc (Advanced Residential Childcare), BA (Hons) Social work. Joe has significant childcare experience including residential, fostering, and secure care, the majority of which has been at a managerial level. Joe made the switch to Young Foundations after being impressed by the organisations culture, leadership, and commitment to children as well as the autonomy offered as Registered Manager. Joe has also been an Associate Lecturer at the University of the West of Scotland which helps keep his knowledge base current.

Deputy Manager Fiona Murray has great experience in working with children and young people both in secure and residential childcare and has been registered with the SSSC since 2008. Fiona began her career as residential childcare worker, then onto the role of a senior practitioner, before undertaking the role of assistant manager and duty manager in a secure setting. Fiona has a wealth of knowledge

and skills working with children and young people where she adopts a therapeutic, trauma informed approach.

Fiona holds an HNC in Health and Social Care along with both SVQ3 and SVQ4 in Children and Young people. Fiona has undertaken a multitude of training, including Social Pedagogy, Child Sexual Exploitation, and Child Protection for Experienced Practitioners, Life Space Crisis Intervention and Assist Suicide training.

Fiona was attracted to working at Young Foundations because of the nurturing homely environment offered to the young people, coupled with the organisation's commitment to young people and staff.

Red House promotes a unique Leadership Team, which consist of Red House managers, Senior Practitioners, Health and Well-being Practitioner and Head of Education at Mirren Park School. The leadership team work together with shared knowledge, skills, and responsibilities to promote the growth and development of Red House staff and young people.

The Residential Care Staff team within the Red House have vast experience in working with children and young people with significant complex difficulties across a variety of social and health care settings.

All staff bring their own unique experiences, knowledge and expertise to the service ensuring the highest quality of care at all times.

Staffing – Selection & Recruitment

The selection and recruitment process for Young Foundations is robust and thorough to ensure that appropriate staff are employed by the company at all levels. All recruitment is underpinned by the care inspectorate's "*safer recruitment for better recruitment*" framework. Red House also consider the skill mix and background of our team to fully reflect and support our model of care.

All our employees are expected to represent an appropriate role model to children and young people and offer safety, support, guidance, nurture, encouragement, and structure where necessary.

Due to the nature of the work involved and the potential vulnerability of the young people, Red House go to great lengths to ensure that potential employees have completed the selection and recruitment process fully prior to commencing employment. All staff have undergone an Enhanced Disclosure Scotland check and are members of the PVG scheme. In addition, three references are taken, one of which must be the most recent employer, these are then verified on receipt, and any gaps in employment history are also explored.

Staff Supervision, Training & Development

The Red House provides high levels of health and social care by an experienced and knowledgeable staff team who are specifically trained to work with children and young people with complex difficulties and behaviours.

The minimum amount of care staff on duty throughout the day will be at three when the home is at its full capacity, this is above the required staffing schedule from the Care Inspectorate. Additionally, the Registered Manager and Deputy Manager will be available between 9am – 5pm and provide on-call support out of hours. Night-time supervision levels will be at least two Residential Workers in a

wakened night role. We also have the flexibility to bring in additional staffing, should this be indicated in a young person's care plan, by continued risk assessment processes or the current needs of the young people.

Young Foundations are firmly committed to the training & development of each member of staff, recognising the essential need for staff to have access to resources and materials that equips them in relation to the changing environments within the childcare sector.

All staff are required to adhere to the organisational policy and practice in respect of staff recruitment, supervision, training & development programme,

All staff at Red House receive two monthly supervisions from an identified supervisor, all records of all supervision meetings are kept in their individual files.

All new staff are appointed a "buddy" and receive a staff development folder which is a whole systems approach to induction, reflection, supervision, appraisal, training, and development. All staff are expected to participate and commit to their own and ongoing development of the service.

All care staff are encouraged to achieve their SVQ 3 Health and Social Care (Children and Young People) once their core training is completed along with their HNC in Health and Social Care in line with their SSSC registration requirements.

The Registered Manager of the home is required to identify an annual training schedule for the staff, in consultation with the Operations Director of Young Foundations.

Good quality care is supported through excellent access to the latest evidence-based research, as well as ample opportunities for teaching, training, and participatory discussion.

Referral and Admission Process

All admissions to red House will undergo a full multi-disciplinary assessment process; Before any placement is offered, a comprehensive assessment will be undertaken. This assessment will normally be conducted in the service user's present environment. Additional expert assessments can be facilitated via the multi-disciplinary team. In exceptional circumstances, The Red House will consider a planned fast track admission in partnership with purchasing authorities and multi-disciplinary parties.

The views of the service user/advocates, including family members and key care professionals, are all considered in deciding whether an appropriate service can be offered. The needs of existing service users and the availability of suitably trained staff are also a key consideration in agreeing any new admission.

In general, the following process is followed:

To promote placement stability and as a means of good practice, it is Young Foundations policy that no placement will be offered unless a preadmission and home impact risk assessment has been completed. This process will indicate whether Young Foundations are able to meet the referred Young Person's needs, and then assess these needs against the most suitable home considering the risk the young person may pose to them self and peers already in the home and vice versa.

Referral Assessment to Placement Process

Initial Enquiry:

- Basic referral information taken
- Young Foundations criteria for placement met
- Pre-Admission Assessment visit arranged
- Assessment Visit:
 - Meeting with Social Worker and or relevant professionals
 - Collect all requested information/professional reports
 - Consider impact on other YP's in residence
 - Quality Assurance visits to Young Foundations
- Admission plan agreed

Post Assessment:

- Statutory post admission meeting facilitated
- Clinical and Operation Team planning meeting

Young Foundations acknowledges that for most children, a move to a care home can be a stressful and often emotional experience. However, sympathetic preparations will have been made prior to admission. New service users will be supported by a member of staff who will be available on the first day of admission to answer any queries and show them around to help them settle in.

Upon arrival at Red House all information will be checked and completed with the social worker and the young person.

Any missing information will be identified, and action will be taken to obtain it. Reviews of Placement Plans will be ongoing throughout the placement.

A key worker will be identified prior to admission and an independent advocate will be sought at the earliest opportunity after admission.

The arrangements for contact between a young person, parents, relatives, and friends will be discussed and arranged within the admission process and staff at Red House will help to support and facilitate any agreed visits.

The assessment of each young person admitted to the service is multifaceted. Alongside the utilisation of the skills and experience of staff from several disciplines, a range of assessment instruments will also be used, depending upon the individual needs, and presenting strengths and difficulties of each individual young person.

Appropriate assessment tools are used in accordance with the presentation of the individual this can range from generic strengths and difficulties questionnaires to more specific assessments around for e.g., sexualised behaviours, depression, trauma etc.

Assessments will also be used to accurately establish the level of intellectual functioning of the young people or the possible presence, for example, of a pervasive development disorder, processing difficulties or mental health condition. Any assessment tools that are used are established and validated instruments, appropriate to the profile of young people referred.

Embedded within the social care model which operates within our homes is a structure of psychological, psychiatric, and medical review, which aims to be unobtrusive but effective.

Outcome Measurement

As part of the Care Governance process, Young Foundations recognises the importance of monitoring and measuring the outcomes for individual children, all plans are outcome based which allows for careful monitoring of progress and developments. A visual representation of outcomes achieved is produced for the child in order that they can chart and monitor their own progress and achievements.

On admission, baseline assessments are undertaken and forms part of the young person's holistic assessment process. These assessments allow us to develop support plans in accordance with the young person's individual needs. In addition, we can systematically review these assessments throughout the young person's stay and identify where progress is being made. The assessments undertaken meet the young person's needs in respect of all aspects of child development.

- Being healthy: enjoying good physical and mental health and living a healthy lifestyle
- Staying safe: being protected from harm and neglect
- Enjoying and achieving getting the most out of life and developing the skills for adulthood
- Making a positive contribution: being involved with the community and society and not engaging in anti-social or offending behaviour
- Achieving economic well-being: not being prevented or excluded by economic disadvantage from achieving their full potential in life.

Progress to achieving positive outcomes in all these areas are monitored and reviewed regularly and forms the basis of planning for individual young people in line with their Care Plans. Young Foundations places particular importance on the maintaining or establishing of health care and education for all children.

Progress and outcomes are measured using several tools, which assess the young person's happiness and self-esteem, social functioning and 'fit' with their environment. It is the interaction between these three key areas which determines successful outcomes for the young people we care for.

Advocacy

Young Foundations believes the effective use of an advocate will aid, assist, and enhance the communications process between young people and health care professionals, and thus reduce the problems of poor communication.

Where children are placed from out of area authorities, local arrangements will be put in place to ensure access to advocacy services.

Through the process of advocacy, the views and requests of the young people are acknowledged and acted upon. This should lead to an equal and balanced partnership between the young people and the care staff at Red House.

Care Plans

Each young person will participate in their own care plan, which is written in a way that they can fully understand and contribute to. This plan will be reflective of the child's goals, likes, dislikes and aspirations.

Following appropriate multi-disciplinary assessment of need, an individual care plan will be formulated.

In Scotland's Curriculum For Excellence, the 'Getting It Right For Every Child' (GIRFEC) approach aims to support children so they can grow up in a safe and supporting environment. The young person's care plan at Red House is underpinned by GIRFEC which is central to all government policies which support children, young people, and their families; The wellbeing of all children and young people is at the heart of GIRFEC. The care plan covers the seven SHANARRI well-being indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included), which underpins the outcomes the young person is working on; these outcomes are achieved and recorded within the SMART framework, meaning each goal is within their reach, identify how long this will take and who will help them. A record of all achieved outcomes is visible on every care plan, this allowing the young person, at a glance, to see how far they have come. This format will ensure consistency of practice and support the young person to continually move forward in a safe and predictable manner.

Therapeutic Approaches

Red House utilises positive behaviour management techniques and the principles of non-aversive interventions. At Red House we believe that behind every young person's behaviour, they are battling with their emotions and impulses, and are trying to communicate their feelings and needs in the only way they know how to. Knowledge of the individual's background and experiences, together with analysis of pre cursers, and patterns, helps us to identify those emotions and impulses.

Our approach encompasses all aspects of psychological theory, the "toolkit" to which we refer allows us to determine the most appropriate methodology to use based on the presentation, personality and needs of the individual involved.

Red House also embraces a Trauma-informed approach where the focus from "What's wrong with you?" to "What happened to you?" At Red House we acknowledge many young people who come to live at Red House have experienced prolonged, diverse, and acute adversity throughout their young lives and encountered a negative impact which can last into maturity; These chronic trauma situations are called Adverse Childhood Experiences (ACEs)

Plans are designed, discussed, and agreed through the admission and the review process. Our premise is that all behaviour serves a purpose. Challenging or problematic behaviour is similarly seen, as an attempt by the young person to; have their needs met, satisfy their desires, cope with their

frustrations or cope with confused/intense emotions. Thus, there is then, a legitimacy to their behaviour. Our focus is upon teaching alternative ways of responding that are equally effective in meeting their needs, desires or wants but that are not seen as problematic or challenging to others.

Punishment and aversive programmes are not used. Our aims are to decrease the incidence, frequency, and intensity of challenging behaviours by increasing the time spent in appropriate and constructive behaviour. We achieve this through positive behaviour support plans, evidence-based management of behaviour techniques, commitment, consistency, and structure and with the consent and co-operation of young people.

Staff are provided with appropriate training to deliver such programmes. All programmes are discussed and agreed within supervision sessions, staff meetings, review meetings, as well as with other professionals involved in the young person's care.

There are supervision procedures and health protocols in place to ensure the safety, legality, and ethical implications of programmes.

Health Care

The rights of the children and young people will be considered in all instances and their right to choose in relation to all health input will be respected. The physical and emotional health of young people placed will be determined in a variety of ways, which will include the immediate registration with the local G. P's, Dental surgery, and opticians' surgery, healthy diet and in undertaking sporting activities.

Young Foundations are proactive in ensuring that health care is available, and staff will arrange for all young people to be accepted by a local doctor's practice on admission, although all young people will have the right to choose their own G.P. where appropriate. Consent from individuals with parental responsibility will be sought and any health issues identified and discussed prior to admission where possible or alternatively at the initial planning meeting.

Any specific health issues once identified, will be addressed by accessing the appropriate health professional.

The company employs a Health and Well-being practitioner, who is part of the Multidisciplinary/leadership Team within each house; through liaison with members of the Multidisciplinary Team their provision of care to the young people is facilitated and supported by these professionals and by others brought in as individual needs dictate.

All staff will undertake First Aid training and will offer young people advice and guidance around a positive healthy lifestyle. Areas and issues to be covered will include diet, drug and alcohol awareness, sexual health awareness, and basic health and hygiene.

Staff will also ensure that all young people have access to any other health care professional or resource that is appropriate. This may include opticians, dentists, physiotherapy etc.

Community Participation

Every effort has been made to ensure that Red House is part of the local community. All young people within The Red House are encouraged to hold a local gym membership and library card. We have established good links with local schools and clubs and try wherever possible to utilise these resources.

It is our aim that children placed with us feel a sense of belonging not only in the home but in the wider community and their contribution viewed positively and valued.

Daily Routines, Facilities and Services

The staff at Red House, work a 12-hour shift pattern. We endeavour to have both male and female staff on each shift; staff are available throughout the night. A copy of the staff rota is displayed in a communal area for young people to see. A Registered Homes Manager or Senior Practitioner is available outside of office hours in an on-call capacity.

All young people, prior to placement are allocated a key worker. In the case of planned admissions, the key worker will make several visits with the child prior to their admission. The key worker will always be on shift on the first few days' following admission.

Every effort is made to offer a homely and family orientated environment and all children and young people are encouraged to keep up with their schoolwork and all bedrooms allocated for young people are furnished with a desk to allow them to complete homework or projects.

We will endeavour to provide all young people with an environment which is safe, child-centred, and where young people's individual circumstances, rights and opinions are respected and listened to.

It is our firm belief, that where it is part of a clear plan to meet the individual needs, a period of residential care within a homely environment can be a positive experience for both young people and their families. We ensure that we work proactively with young people, their families, and all relevant professionals to ensure that they have access to the opportunities, resources and support they require to reach their full potential and achieve a positive future.

Each young person has their own individual plan created with the multi-disciplinary team, relevant external agencies, the young person, and those with parental responsibility (when appropriate). Our staff will endeavour to promote a "shared care" approach when working with all young people in a Young Foundation's placement. Parents and social workers will be kept fully informed of all developments in the young person's life and consultation with parents and social workers is a valued component by staff.

We aim to create a relationship-based system where trust, integrity and respect are promoted, leading to young people gaining independence and responsibility within a social and educational context.

Group activities are also available, and this may include swimming, horse riding, golf, walking, cinema, football, cycling etc. Whatever area of interest a young person may have will be encouraged and we will endeavour to promote that skill or ability.

All young people's bedrooms are furnished with a piece of furniture that allows them to lock away personal belongings or valuable items they may wish to bring into the home.

All young people, where appropriate, are asked to take a share of household tasks such as washing up, keeping their bedroom tidy etc. Those young people who can manage will be encouraged to do their own laundry and prepare meals or snacks.

Main meals are prepared by either young people, and/or residential staff. Young people will be actively encouraged to be involved in drawing up weekly menus and staff will offer advice around

healthy eating issues. If young people have any special dietary needs or requirements staff should be informed on admission. Facilities for making drinks and snacks are available at all reasonable times.

Recreational equipment, games, books, age-appropriate magazines, videos, and DVD's and in some instances computer consoles are available for young people's use. Individual activities are also encouraged, and staff will facilitate activities after discussion with the young person and any relevant adult.

The Red House has two dedicated vehicles to facilitate outings, activities, and appointments; this promotes inclusion within the community.

Staff will ensure that all young people are in possession of adequate clothing and toiletries and a monthly allowance will be made available to young people to enable them to purchase their own where appropriate.

Education of the Young People

Any time away from education can interrupt the ongoing development of a young person. It is always the first option within Young Foundations establishments to support and enable individual children to maintain their school placement. Young Foundations often work creatively with the Local Education Authority to support each young person to continue with their education in an appropriate setting.

Mirren Park School is part of the Young Foundations group, a highly successful independent school who can provide bespoke educational packages for young people who are unable to attend mainstream schooling. Mirren Park can provide access to the SQA curriculum as well as provide opportunities post 16.

To ensure that all young people attain their optimum potential and in collaboration with the local education authority each child holds an individual education plan (IEP) in line with their cognitive abilities, interests, and educational history. This ensures that each young person is able to achieve short term and long-term goals, developing their self-esteem and gaining confidence prior to going into an identified educational setting. Each young person's IEP will be reviewed every 6 months to ensure that the plans reflect ability, needs and achievable goals.

Getting it Right for Every Child (GIRFEC) aims to improve outcomes for all children and young people in Scotland recognising achievement is consistent with the overall GIRFEC approach. Any achievement or progress of children and young people should be considered in the context of wider experiences. Through using the well-being indicators and the "my world triangle" areas are identified for each young person to focus on. All staff members and family/social workers coming into the environment will be able to see each identified need for the young person and the evidence to support this.

Recognising achievement is a huge part of The Curriculum for Excellence. The purpose of the curriculum for excellence is embedded in the four capacities to enable each young person to become successful learners, confident individuals, effective contributors, and responsible citizens. Gaining recognition for achievement and for the skills for learning, skills for life and skills for work that are developed through this achievement, benefits all children and young people.

The residential workers will support the young person where appropriate and will facilitate and encourage homework/projects to be completed. The home has use of smart board technology and access to educational and communication software.

Young people at Red House have access to on-line learning that gives young people the opportunity to gain certificates. Young Foundations will also involve young people in other accredited organisations if it is deemed appropriate e.g., Duke of Edinburgh's award scheme.

Unauthorised Absences

If a child or young person, for whatever reason, goes missing whilst in our care the staff will act as a good parent and would decide, based on their knowledge of the individual, any risk assessments, and the Care Plan if the young person has run away, or is simply not where they should be.

If it is believed that the young person has run away or may be at risk, the social worker, or emergency duty officer, (if outside of office hours) and the police will be informed, followed by the parents and any other appropriate person. Staff will also inform all relevant people of the young person's return and discuss any preventative measures that may be put in place to reduce or eliminate the risks.

If necessary, meetings would be called to try and address the issues and where necessary the Child Protection Procedures would be invoked.

Monitoring & Evaluation

Young Foundations operates a comprehensive monitoring system within all our Registered Children's Homes in line with The Children (Scotland) Act 1995, the Regulation of Care (Scotland) Act 2001 and the National Care Standards, Health and Social Care Standard, My support, my life.

All monitoring and evaluation are reflected in the Care Governance model evident within Young Foundations.

This framework promotes the view that it is the responsibility of every practitioner, every manager, and every leader to provide a safe quality service and promotes shared ownership and accountability at every level of the organisation. This ensures good services delivery, continuous improvement and focused outcomes for children and young people.

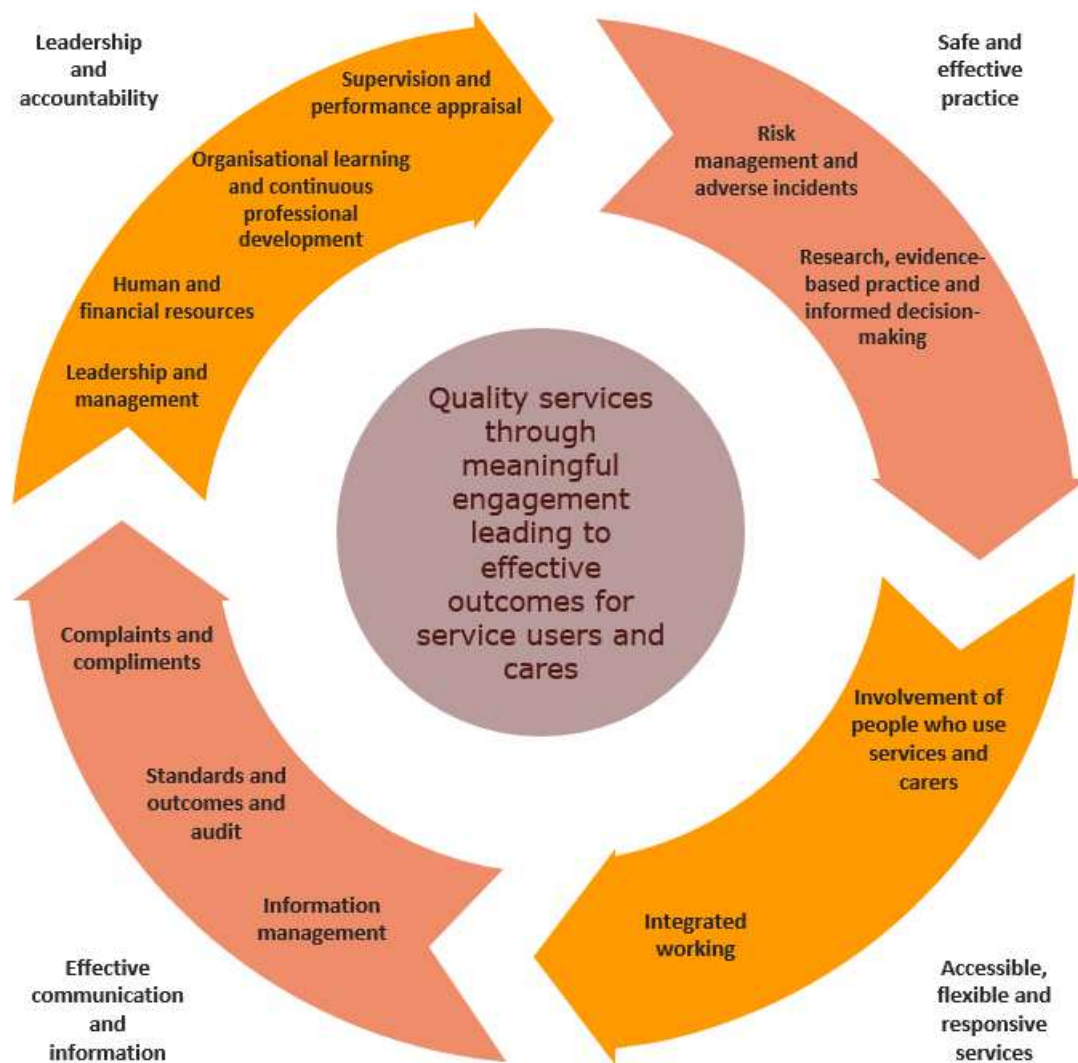
All homes managers within Young Foundations are responsible for their own programmes of audit. In addition, the following governance measures are in place throughout the organisation.

- Monthly management report to Operations Director
- Monthly managers meeting to report on progress of young people, level of incidence, financial management, notifications, human resource issues, training/development and research and regulatory/policy/legal changes or requirements
- Monthly team meetings to provide formal forum to raise issues
- Systematic monthly review of knowledge and performance indicators
- Regular visits to individual homes by Managing Director and Operations Director

Care Governance

Young Foundations operate a Care Governance system to ensure that services are consistently offering a high standard of quality of care.

Figure 1. Core elements and overarching themes



Adapted from an original diagram by C Smyth and L Simmons, 2006

Child Protection

Safeguarding Children is an absolute priority for Young Foundations. Rigorous policies are supported by thorough screening of all employed staff and others who come into direct contact with the young people.

Red House has on site, a copy of Renfrewshire's Child Protection Procedures, which is available to all staff and to which the home conforms.

All staff are expected to undertake child protection training and there is an appointed Child Protection Officer.

Young Foundations also has its own procedure and guidance around child protection and all staff employed at Red House are expected to follow these.

Bullying

Bullying is an issue that must be taken seriously by anyone working with children and young people in a residential setting. It must never be condoned, and staff must be proactive in their efforts to minimise the potential for a bully.

Young Foundations understands fully that some young people have the potential to bully so this issue must be given a high priority by all staff. Where staff are aware of a bullying situation, they must ensure that they take steps to stop the behaviour immediately. Risk assessments should be produced to evidence what steps have been taken to reduce or eliminate further bullying behaviour.

Although a young person who does bully may not be excluded from living at The Red House, we would expect this behaviour to be recognised in the Care Plan to work with the young person in a proactive way.

Methods for the prevention of bullying within the home are discussed more fully in our Bullying Policy and further literature is available for young people. Staff would also make all young people aware of the Complaints procedure should they feel they are the victim of bullying.

Gender, Race, Religion & Culture

All staff are trained and committed to recognise and respect each young person's gender, race, religion, and culture.

Young people's religious beliefs will be respected and for those young people who wish to attend services/religious meetings (of any denomination) staff will facilitate this.

All forms of discrimination will be challenged; Young Foundations is committed to creating, through anti-oppressive and anti-discriminatory practice, a safe environment which values rights, gender, and cultural diversity where young people can begin to address the impact of trauma and develop a sense of worth.

It is always helpful when parents, carers, and social workers inform us of any ways in which we can help and support these important areas in a young person's life.

Young People's Meetings

To allow young people to feel at home they are encouraged to become involved in the day-to-day decisions at Red House and discuss their ideas and views around the care they receive and any changes they would want to take place.

The purpose of young people's meetings is also to encourage communications between staff and young people and to raise issues in a supportive environment.

Agenda items should be raised by both staff and young people and the agenda should be placed where all young people will have access to it. The meetings should be recorded, and copies given to young people and staff. The minutes of these meetings will also be used as a tool to look at any potential developments within the home and young people should be made aware of any changes made as a direct result of these meetings.

Meetings take place monthly, and any additional meetings may be convened by either staff or young people.

Physical Restraint

The staff of Red House will respond to behaviours that challenge in a manner which is respectful of the rights and needs of each individual child and young person, maintains positive relationships, promotes their active engagement in the service and local community and seeks to support them in the achievement of happy and fulfilling lives, now and in the future.

The staff of Red House will plan, implement,

and review methods of working which meet the needs of all children and young people in a manner which reduces and limits the instances of challenging behaviour.

All staff at Red House will engage in Foundations For Safer Care (FFSC) only: -

- Where it is legally permissible
- Where it is safe for children, young people, and staff
- Where inaction may lead to significant harm to a person or serious damage to property
- Where there is no other alternative action

Privacy

Young Foundations considers the privacy of the individual young people vital in promoting an environment that is built on mutual respect and trust. It is seen as part of the staff's role to help the child or young person develop a healthy understanding of privacy for themselves and others.

Staff will ensure that privacy of young people is respected in a practical way by enabling children and young people to receive and make telephone calls in private, receive personal mail and identifying a specific area within the home to allow for confidential conversations or meeting to take place.

Staff will also respect a young person's privacy in relation to their bedrooms and would only enter if there is a belief that a young person was harming themselves or another or that staff felt that dangerous items or substances were in the room and should be removed.

Anti-Discriminatory Practice

Training is available to all staff in relation to anti-discriminatory practice. Training will commence with the induction and foundation of all new staff and will be built into an ongoing training programme.

All children's and young people's ethnic, cultural, religious, sexual orientation, gender and intellectual ability will be proactively researched to maintain high standards in meeting individual needs.

Children and young people are entitled to a high standard of care within Young Foundations and Red House and due to the vulnerability of some young people staff must be aware and proactive in ensuring that their rights are not exploited, these rights are:

- Young people should be given a full explanation as to why they are in care
- Young people should be kept fully informed of their families and encouraged to keep in touch wherever appropriate
- Not to allow anyone to change the name of a young person or their religion.
- The right to meet their family in private (if appropriate)
- To receive and make telephone calls in private
- To receive letters unopened
- For all information to be held on a confidential basis
- Young people's personal belongings to be kept in a safe place
- Bedrooms should not be searched unless young people are present (where appropriate) and an explanation given
- No one is allowed to change the social worker of a young person
- Young people are treated with respect and dignity

Fire Precautions and Health & Safety

Prior to, or on admission, all children and young people will be informed of the procedure that needs to be followed in the event of a fire.

Weekly checks are made on all fire safety equipment and recorded to allow for any replacements or repairs to be made. Fire drills are carried out monthly and recorded. We arrange visits with the local fire officer on a regular basis and would request his advice where appropriate.

The fire officer will discuss with staff and young people fire safety issues and will offer advice and guidance around procedures. All equipment, including electrical appliances are checked, maintained, and repaired as necessary by a qualified electrician.

The Health and Safety requirements for Red House will be assessed, reviewed, and monitored by an external professional and all areas addressed from the report produced.

If staffing issues arise in relation to health and safety, Young Foundations will look at alternative policies and procedures, training programmes or support networks to overcome the issues. Staff numbers in relation to young people will be monitored to ensure that quality care is always provided.

Practice issues will also be monitored via external audits which will be undertaken by the Director of Services for Young People monthly, or their identified representative.

Consultation, Comments & Complaints

Young Foundations and the staff team at Red House encourage all young people to put forward their ideas for improving the service we offer through regular Young People's meetings and questionnaires.

Key workers encourage and support young people to attend all relevant meetings and express their wishes and views about plans being made by the managers in relation to the care they receive.

If anyone is unhappy with their care within Red House, they must raise the issue with a member of staff or the Registered Homes Manager who will deal with the complaint as a priority.

A complaint can be made verbally or in writing and every effort is made to ensure issues or problems are resolved. A specific procedure is available to all young people and any comments, opinions, suggestions, and complaints will be taken seriously and be investigated in the first instance by the Registered Homes Manager.

A Complaints form is available for all young people upon request.