



Lily's Place Short Break Children's Home



Statement of Purpose

Name and address of Registered Provider and Registered Manager

Diverse Abilities
13 – 15 Manor Ave
Parkstone
Poole
BH12 4LB
01202 718266

Miss Amiee Barnett
Lily's Place
17 - 19 Manor Avenue
Parkstone
Poole
BH12 4LB
Amiee.barnett@diverseabilities.org.uk

Tel: 01202 718238

e-mail: lilysplace@diverseabilities.org.uk
Website: www.diverseabilities.org.uk/

Office Hours: 9am – 4pm weekdays



Provider details

Lily's Place is run by Diverse Abilities which is an independent, not for profit organisation working together with families to help meet the needs of local people, of all ages, with physical and or learning disabilities. We are dedicated to supporting their needs today and into the future while enabling them to experience a lifetime of opportunities and challenges. Our staff work extremely hard to support our people's needs, and our range of services are full of fun, laughter and joy. We give families and parents a much-needed break from their responsibilities, so they can relax. It also gives siblings, who may feel confused or isolated, the chance to play together, have quality time with their parents and share special times.

Our Organisational Mission

To enable children and adults with disabilities to achieve their full potential by providing a lifetime of sustainable support and educational services.

Our Organisational Vision

To be the leading disability charity locally offering the broadest choice of high quality services tailored to individual needs.

Aims and Objectives

Lily's Place is a Short Stay Children's Home for children and young people with physical and or learning disabilities. The aim is to provide short break care for individual children, with the objectives of: -

1. Providing a home from home where children and young people feel safe and nurtured.
2. To protect and promote the welfare and wellbeing of all children and young people accessing our service.
3. To treat children and young people with respect and dignity
4. To provide a different and enriching learning and social environment for children and young people.
5. To develop independence and life skills for children and young people.
6. To give opportunities to promote responsible choices and experiences in the exercise of rights for children and young people with disabilities.
7. Relieving some of the pressures that parents and carers can come under as they care for a child who had considerable support needs.
8. Help parents to continue caring for children at home to delay the possible future need for longer term residential care.
9. Provide, wherever possible, a placement that can be used in emergency, e.g. when there is a breakdown of the usual care arrangements for children with disabilities.



Facilities & Services

Children and young people can come for breaks which vary in length from a few hours to several days, and at a frequency which is determined by need (e.g. 1 day per month; 3 days per fortnight etc.) It is also possible for children and young people to stay for an extended period for a holiday.

Due to the nature of our Ofsted registration packages of care cannot be for more than 75 nights per year and we do not provide holiday stays for any longer than 14 nights.

Day care for Children and Young People can also be provided by discussion with the Manager and subject to availability. Domiciliary care may be provided by our Shapes service.

Lily's Place consists of a large four bedroomed bungalow which is able to accommodate up to four children and young people overnight. Within the bungalow there is a large lounge and orangery area for leisure and relaxation which also offers access out in to our spacious garden. There is also a large fully equipped and accessible bathroom, offering spa bath facilities with the option of experiencing our underwater themed projector and accompanying sounds.

All bedroom and main communal areas are fitted with XY hoisting to meet the moving and assisting needs of children and young people who require this level of support. The bathroom is also fully equipped for full access to bath, shower and toilet facilities. There are, of course, suitable kitchen and laundry facilities.

Lily's Place also consists of a large two-story building offering additional facilities for the children and young people we support. Connected to the bungalow building by a main entrance corridor the additional building offers a large play room, orangery with access to the garden and a kitchen area. There is also a smaller accessible bathroom which offers a shower bench and shower facilities as well as a toilet.

On the first floor there is a fully accessible sensory room and a small lounge to offer a quiet space for children if required. Access to the first floor can be gained via the lift. Offices for the children's team managers are also situated on the first floor.

Outside there is a large, secure back garden. There is also access to a soft play hut, sensory garden area and an accessible swing. A smaller front garden also offers a sunken trampoline.

Lily's Place has its own specially adapted vehicle, and access to other vehicles when a larger outing is planned.



Qualifications and experience of Registered Provider and Registered Manager

Diverse Abilities Plus is a local charity with experience of looking after people with physical and or learning disabilities. The registered provider is a named person within the organisation and registered as a 'fit person' with Ofsted. S/he has experience of management and care services.

The Manager is registered with Ofsted. Ofsted carry out a rigorous 'Fit Person' procedure to ensure that Managers are of the standard expected and will carry out their duties with responsibility and thoroughness. Managers will have considerable experience and expertise in residential work with children who have disabilities and will usually have additional work-related qualifications. The current manager holds a BA Social Work, NVQ3 Health & Social Care and a NVQ4 in Leadership & Management of Care Services.

Staff

Lily's Place is generally staffed on a ratio of 1 child to 1 Child Support Worker. This ratio is by no means fixed, and where there are specific needs mutually identified by Social Services and parents/carers, there may be extra staffing to cover some or all of a child's stay.

All staff have regular supervision and performance reviews.

All staff are required to attain the Level 3 Diploma in Children & Young People. We strive to achieve 100% of staff trained to Diploma Level.

Please see Appendix 2 for numbers of staff and existing qualifications.

Every shift is managed by a Lead Support, who has additional training in medical issues, and who has experience in care.

Child Support Workers have a thorough induction training, which equips them to carry out their responsibilities safely and well. Before commencing work with any particular child, staff must have had any specialist training which has been identified through the Support plan or by Risk Assessment.

Lily's Place employs both male and female staff in support work, and they are involved in all activities. Wherever possible children and young people are supported by staff of the same gender.



Night Awake Support Workers are employed to ensure the continual safety and wellbeing of the children and young people. They continually listen for any child in distress and check on the children as requested by the parents to carry out any necessary care tasks. Night support staff start at 9pm and finish at 7am. Night Lead support staff also oversee the majority of night shifts and on the rare occasions when a night lead support is not available a senior member of staff sleeps in so that they are available should an emergency occur, or medical assistance is required. If young people need specialist intervention, a one to one trained person may provide 1:1 waking night support or may sleep in to be on call specifically for that young person. There is always a senior member of staff available to be called for advice via the telephone, and there is a named person on-call.

When there are children in the building, there is a minimum of 2 staff available in the area at all times.

Recruitment

In order to ensure that the highest standards of safeguarding are adopted, there is a thorough recruitment procedure, which includes the need for a full employment history since leaving education, professional references, checks on date of birth, and searching interviews. In addition, all staff have enhanced DBS checks undertaken by the Disclosure and Barring Service, which must cover their suitability to work with children and young people.

Training

There is a six-month probationary period, during which time the induction and foundation training is given.

During induction training Safe Handling of Medication and Infection Control, Moving and Assisting, Safeguarding, Health and Safety, Food Hygiene, Equality & Diversity, Positive Response Training and Total Communication are covered.

All staff are continually encouraged to access available and ongoing training, for instance, in the management of a particular disability, or to enhance the overall skill level of the staff team. Child specific training is also provided as and when a need is presented.



Organisational Structure

Lily's Place is part of Diverse Abilities and is managed on a day to day basis by a registered Manager. There are 8 full time Lead Supports. They manage the child support workers on each shift. Shifts for CSW's commence at 7am, 1.00pm and 9pm or as required by a young persons' short break with us.

See Appendix 1 for Organisational Structure.

Registration

Lily's Place is registered as a Short Break Children's Home, under the Children's Homes Regulations 2015 with Ofsted. The home is inspected to make sure we meet the Care Standards Act 2000, Children's Home Regulations 2015 and National Minimum Standards by:

Ofsted
Picadilly Gate
Stone Street
Manchester
M1 2WD
Tel: 0300 1231231

Copies of the latest Registration reports are available online at:
<https://reports.ofsted.gov.uk> or direct from the Lily's Place Manager on request.

Registration Category

Up to 4 children and young people with physical and or learning disabilities can be accommodated overnight at any one time. They vary in age from 2 to 18 for short break care and up to 19 if the child is in special schooling. Children can receive day care in Lily's Place and domiciliary care can be given via "Shapes".

In practice, the range of needs catered for is wide, but they are predominantly severe physical disabilities, e.g. children and young people who high levels of support needs, use wheelchairs, require tube feeds, or have difficulties with seizures. Some children may have sensory impairment or autistic spectrum disorders.

Lily's Place takes girls and boys throughout the age range but makes strong attempts to ensure that the mix of children in at any one time is compatible in terms of needs.



Times of Opening

Lily's Place is generally open 51 weeks of the year, possibly closing 1-2 days per week depending on demand. There will also be a few days of closure, around the Christmas and New Year period.

Children and Young People are admitted either straight after school, or at 10.30 a.m. weekends and during school holidays.

On the day of leaving, rooms are vacated, and children picked up by 9.30am unless additional day care has been agreed with the manager.

Day care times are by arrangement, usually between 9am and 7pm.

Admission Procedure

The facilities offered at Lily's Place are part of a range of services that may be suggested and provided by Children's Social Care Service's or Continuing Health Care Commissioners for parents/carers of children with disabilities. Where short break services at Lily's Place are suggested, Social Workers will arrange for the children/young people and their parents/carers to meet Lily's Place staff and view the facilities.

Once it is agreed that Lily's Place is the right placement, the lead professional will usually have agreed with parents/carers the level of short stay funding available (how many nights per month, for instance). The Manager and senior staff will gather all the information necessary to feed into the Support plan and Risk Assessments. Each child or young person who accesses Lily's Place is allocated a link worker from amongst the Lead Support Team. Their link worker will be responsible for ensuring that support plan information is accurate and up to date and will liaise closely with parents and other professionals to achieve this.

Once everything is in place, there will be an agreed 'getting to know you' process. This is really about ensuring that the particular child feels at home in the environment, that parents/carers are happy with the care and support offered, and double checking that staff have all the information they need to adequately and safely care for the child and provide the outcomes that have been agreed.

Getting to know you may involve staff meeting the child at home, visits by the child to Lily's Place, e.g. for tea, evening visit – particularly on a day when there may be other children there who are known to the child, before a planned overnight stay.

These visits will be assessed, and further booking will be arranged subject to availability. Lily's Place bookings aim to be completed three months in advance with parents being made aware of the booking request cut off dates to ensure that any specific dates requested are received in time for the bookings to be completed.



Emergency Admissions

Lily's Place will try to provide a placement and work with sponsoring authorities to help in an emergency situation, but Lily's Place can only take a child in an emergency if there are less than 4 children in for an overnight stay. Full support plans and information will be required for the child to ensure that a safe level of care can be provided.

Contract

Local Authorities and Continuing Health Care Commissioners are responsible for issuing contracts for the packages of care provided at Lily's Place. As well as covering the legal requirements, it specifies the amount of support needed and agreed, and the number of days per period and the outcomes for the child. This forms the agreed standards of care. Your lead professional should give you sight of a copy if you ask.

Cessation of Contract

In, thankfully, very rare instances, Lily's Place may turn out not to be the place most suitable for a particular child. This may be because the child does not settle, exhibits behaviour which is a danger to others or self, or we can no longer meet her/his support or medical needs. Exact terms for the cessation of contract are, of course, given in the contract document.

How to Book

Once a package of care has been agreed, Parents/carers will be provided with the details of the booking request cut off dates to help ensure that they are aware of when and how booking requests can be made. Bookings are completed three months in advance therefore for example dates wanted in April would need to be received by the beginning of January. Although parents / carers are able to submit requests at any time it is less likely that requests can be accommodated if they are received after the request cut of date. Any requests received are noted and wherever possible accommodated in line with the priority system, package allocations, compatibility and support needs. Confirmation of dates allocated is then sent out.

Lily's Place operates a Priority system for bookings. Families are advised what priority they have for each month, on a rolling monthly basis – e.g. January – Priority 1; February - Priority 2; March – Priority 3; April – Priority 1, and so on throughout the year.



Each year the priorities are changed in order to ensure that all families get the opportunity to have priority 1 bookings during high demand months such as August.

Priority 1 – you are able to request the dates/times you wish, and we will most likely accommodate your requests. If there was an emergency placement, it is unlikely that the priority 1 young person would be cancelled.

Priority 2 – You are able to request the dates/times you wish, and we will attempt to provide as many as possible, but obviously priority 1 has priority booking.

Priority 3 – You are able to request the dates/times you wish, but it is possible that you won't get the exact times or dates. If there was an emergency placement it is likely that the priority 3 young person would be cancelled first.

Parents/ Carers may book a period of up to two weeks (14 nights) for an annual holiday earlier than the usual three-month period. Only one of these weeks can be during the school holidays, however, special requests will be considered on an individual basis. Lily's Place is not able to offer holiday weeks during August, in order to accommodate the needs of all our families during this very busy period.

Because the primary task of Lead Supports is care and support of the children, it is important to note that phone calls about bookings should always be made between 9am and 4pm weekdays. Changes to bookings must be approved by the manager.

Fees and Payment

The cost of overnight care varies depending on the needs and level of support required. This will include all 1:1 hours provided when here for an overnight stay. For day care this is charged at an hourly rate which is again determined dependent on the level of support required.

This may be augmented in individual cases, as agreed with the sponsoring authority. Reasons for higher fees may include:

- Higher levels of support need e.g. for medical reasons;
- Support needed to meet a particular situation (e.g. to access a particular Youth Club with one to one support).

Diverse Abilities invoices the sponsoring authority or parents if paying privately or via direct payments on a monthly basis. So for example invoices for care received in April would be invoices for at the start of May.



Cancellation

We make every effort to ensure that vacancies are filled, even at late notice. In the event that a vacancy cannot be filled, Diverse Abilities makes arrangements with sponsoring authorities to pay for emergency cancellations. Except in exceptional circumstances any cancellation under three weeks' notice will be charged at 75% of the overall fee.

Parents/carers are respectfully reminded that there is a responsibility to ensure that cancellations are for very genuine reasons, and to give as much notice as possible so that someone else may benefit from the service.

Size of Lily's Place

The facilities allow 4 children to be looked after overnight at any one time, although a number of other children may use the building for day care. The children and young people are able to share group activities in a relaxed environment and are able to meet with their peers and friends.

There will be enough staff to meet the support needs of the children and young people. Children are free to follow activities in more than one area of the building or in their bedroom if they are here for an overnight stay.

Philosophy of Care

The staff at Lily's Place aims to provide a warm and supportive environment where children and young people will enjoy staying, and parents and carers will feel relaxed knowing that their children are being well and safely looked after.

Before admission, the staff team work in close partnership with children, their parents/carers and lead professionals to draw up a Support plan that clearly establishes what care and support needs there are. Support plans cover every aspect of a child's needs, from keeping healthy (e.g. medication, physical adaptations and diet) to likes and dislikes in entertainment, and social activities. This Support plan and agreed outcomes are closely followed and regularly reviewed/updated. The period of review varies, depending upon the changing needs of individual children, but will be at least yearly and may well be sooner if needs change. We are aware that the needs of the children and young people we support can frequently change and in order to ensure that we continually provide the appropriate level of support it is vital that parents make us aware of any changes to their child's care needs.



We encourage an ethos of choice and responsibility in the children and young people who use the facilities at Lily's Place. Within the constraints of budget and availability, there is choice of food, and children are encouraged to choose their leisure activities. They are also encouraged to be responsible in their decisions and to take account of the needs of others as well as themselves. Bedtimes are determined in conjunction with parents/carers as appropriate.

Whenever possible, we access facilities in the community and visit local attractions and events. It is sometimes possible to set up short stay with the aim of enabling access to a specific activity in the community.

Arrangements to protect and promote health

Each child will have a clearly written health plan covering any significant medical history, medication, allergies, health needs and issues. Staff have an ongoing commitment to promote the health of the children and young people accessing Lily's Place.

Arrangements for promotion of education and private study

Staff will work with the children's school on any programme which may have been put in place. Staff ensure the children are ready for school when their transport arrives. Staff whenever possible liaise closely with children and young people's educational provision to ensure that approaches are consistent and that any set goals or targets are incorporated into support plans when appropriate.

Activities

On school days, the day starts at around 7am Children and young people are supported to get washed, dressed and will be given breakfast before final preparation for school before the transport arrives.

Arrival from school can be any time from 3pm onwards, and there is usually time for unwinding, relaxing and discussing the evening activities before tea. During the evening there is usually time for a planned activity, or children may choose to relax on their own or with their peers.

As in any family household, there is time at the weekend to be a little more relaxed. Children may choose to lie in or may be up and at it earlier! There may well be an outing to choose, and there will certainly be a variety of activities to suit the needs of the particular children that are staying at Lily's Place at the time. Parents and carers are also asked to send pocket money in for children and young people to help facilitate any outings that may be taking place.



Arrangements for consultation with children

Children are consulted when doing activities, at mealtimes and at bedtimes but working within the support plan agreed by parents, sponsoring authorities and ourselves. There is a formal consultation for each child/young person annually.

Link workers will communicate with the children about the home and care they receive as regularly as possible. Any feedback will be given to parents and sponsoring authorities.

Behaviour Management, Physical Interventions and Sanctions

The staff team at Lily's Place follow an ethos of emphasising positive reinforcement and celebration of acceptable behaviours. Children will be given a consistent approach to all areas of their life, allowing them to develop and achieve their full potential. All staff are given Positive Behaviour Strategies (PBS) training and for some children a Behaviour Management Plan may be put in place. Following an incident of physical intervention, a child will always be offered an independent advocate to assist the child in expressing their views.

A Physical intervention should only be performed in relation to preventing a child or young person from causing injury to themselves, any other person, serious damage to property or is likely to attempt to abscond from the home. Any restraint used in relation to a child or young person must be necessary and proportionate. Any interventions must result in the completion of a Lily's Place physical intervention form. Parents / carers and placing authorities will be informed whenever a physical intervention has been carried out.

Due to the associated disabilities of the children and young people supported at Lily's Place sanctions are very rarely deemed to be appropriate. Challenging behaviour is therefore managed in accordance with behaviour management plans specific to individual children or young person. Further details can be found in the Behaviour Management Policy. Any sanctions put in place must be recorded on a Lily's Place Sanctions form.

Safeguarding and Countering Bullying

Safeguarding children is an essential part of what we do

Staff will ensure the children enjoy their stay, free of fear, intimidation, or abuse. All staff are given safeguarding training and are aware of the responsibilities of professionals to ensure that any safeguarding concerns are clearly documented and shared with the appropriate professionals when required. Lily's Place staff are committed to working within the requirements of Working Together to Safeguard Children 2018.

Children are not left unattended unless agreed in the support plan. All incidents are recorded; parents and the sponsoring authorities are informed. Further details can be found in the Anti-Bullying and Safeguarding Policy.



Unauthorised Absence

Children are not left unattended unless agreed in the support plan. We will ensure the children are protected from wandering off. In the unlikely event that a child goes missing, this will be reported to the police, and parents and lead professional will be informed. All efforts will be made to find the child. Further details are in the Missing Person Policy.

Electronic or mechanical means of monitoring

Audio or visual monitoring of children and young people are only used when there has been a need identified for a specific child to be monitored, and this is usually only to be used overnight. All monitors for sound, and in some instances visual, are agreed with parents and can only be used if a need is identified under the children and young people's risk assessments. Privacy and dignity is to be respected at all times.

Fire Precautions and associated emergency procedures

In the event of a fire, staff are trained to follow the specific procedures. When an alarm goes off, the Lead Support assesses where and why it has rung and instructs the staff, children and young people accordingly. If required everyone should evacuate via the designated fire exits, and staff will only tackle the blaze if by doing so there is no danger to anyone. The fire equipment's and alarms are tested regularly, and all staff are trained in fire procedures. The building has been fully assessed for Fire Risk; documents and practice and test records are kept in Lily's Place office.

Lead Supports are further trained in emergency procedures and will call ambulance/ Police/ Firemen as necessary.

All children and young people have a risk assessment on evacuation from the first floor.

Arrangements for Religious instruction etc.

The children are encouraged to follow their own religion and will be enabled as far as reasonable to observe customs and beliefs in their own way. Children will not be taken to activities of other religions or instructed in any way contrary to their own beliefs.



Contact with parents/friends Visiting

Parents are asked to give a contact number while the child is staying in Lily's Place. Parents are expected to say which contact number to use when they are away or not in the area. Children and young people may receive visitors at any time, but it is sensible to make arrangements beforehand, lest your child is out. It is also sensible to avoid certain peak times. All visitors are expected to sign in and out of the building in accordance with Fire Procedures. An information leaflet for visitors giving instructions on what to do in the case of a fire are to be found with the sign in sheets and must be read by all visitors on arrival.

Currently during the Covid-19 Pandemic we cannot accept non-essential visitors within Lily's Place, please see the Covid-19 Policy for further information.

Complaints Procedure

Diverse Abilities has a complaints procedure, a copy of which is available on request. In essence:

1. It is always best to deal with a problem as soon as it arises. You may speak to the Lead Support or Manager, who may be able to deal with the matter to your satisfaction straight away.
2. If you need to make a more formal complaint, you should inform the Manager (or Head of children's Services if the Manager is included in the complaint) as soon as possible after the event. This may be done in writing or verbally.
3. The Manager (or Head of Children's Services) will investigate the complaint with urgency and report the findings to you.
4. If you are not satisfied with the outcome, you may inform the Chief Executive or Chairman of Diverse Abilities, who will agree a way to resolve your complaint.
5. At any time, you may inform your lead professional that you have a complaint. You may also complain directly to Ofsted:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 1231231

6. If you want to contact a Social Worker at weekends or evenings, there



is an 'out of hours' telephone number for Sponsoring authorities.

Tel: **01202 738256**

7. Children or Young People can phone Childline on Tel: **0800 1111** at any time.

Arrangements for reviews

Reviews are usually organised by Sponsoring authorities six monthly or after three months if just started in Lily's Place. These may take place at Lily's Place, home, or at School by prior arrangement. Support plans will be reviewed and updated during these meetings. Reviews are an important part of ensuring that information is shared and that needs are being met, therefore we aim to always send a representative along to review meetings. Copies of review paperwork are required for our records as part of our regulatory requirements and are usually provided by the sponsoring authority.

Therapeutic techniques used and the arrangements for supervision

Any physiotherapy or specialist therapy could be carried out after the staff have been shown and trained by the relevant person, who will supervise the therapy for the child or young person. Any training is reviewed at regular intervals.

Anti-discriminatory practice and Equal Opportunities

Diverse Abilities adheres to the requirements of the Disability Discrimination Act, and the Human Rights Act.

We always strive to provide a service without preference of gender, race, religion, sexuality or ethnicity. Where there are special considerations to be made, for example, of diet or other cultural needs, we will always attempt to meet those requirements.

If we are unable to meet needs (because of cost, or unavailability of suitable staff, for instance) we will say so as soon as we are aware. We will then be willing, if required, to work together with the lead professional and Family to see how those needs may be addressed.



Coronavirus Pandemic (COVID19) Agreement

The following information is taken from our Covid-19 Policy, which was created at the beginning of the current Global Pandemic, it is regularly reviewed in line with updated Government Guidance as it is released.

- Parents must not send their children to Lily's Place if they, or anyone in the household is showing signs or symptoms of Covid-19. This may be fever, continuous cough or loss of taste/smell. The correct testing and isolation period must be followed.
- If your child develops symptoms whilst at Lily's Place you will be asked to collect them immediately.
- During drop off/collection we ask that parents and children adhere to social distancing guidelines and remain 2 metres from others. Parents must not enter the main building; all handovers must be conducted in the entrance hallway.
- Parents understand that we have policies and risk assessments in place regarding correct use of PPE in line with Government & Public Health England Guidance. There is a general overarching risk assessment and then each child has an individual PPE Chart.
- Non-essential visitors to Lily's Place are currently not allowed, we are attempting to schedule any maintenance visits to happen when we are either closed or when Children and young people are not in the building to minimise the risk of cross contamination.
- At Lily's Place we will encourage regular handwashing and good respiratory hygiene for staff and for children we support. We will continue to uphold high levels of infection control practices.

This is not a limited list and further information can be gained from reading the Covid 19 Policy and Covid 19 Risk Assessment.



Appendix 1 Organisational Structure

Head of Children's Services

Children's Service's Manager (Lily's Place)	Children's Service's Manager (Shapes)
--	--

Assistant Manager (Lily's Place)	Lead Support Full time	Lead Support Full time
Project & Chaos Manager	Lead Support Full time	Lead Support Full time
Short Breaks Co-ordinator	Lead Support Full time	Lead Support Full time
Training Co-ordinator	Lead Support Full time	Lead Support Part time
Night Lead Support Full Time	Night Lead Support Full Time	Night Lead Support Full Time
Transition Lead Support Full Time		

Child Support Workers Full time & Part Time	Night Support Workers
--	-----------------------

**Appendix 2 Staff Details**

Name	Title	Qualification
Managers & Lead Supports		
Amiee Barnett	Children's Team Manager Lily's Place Manager	BA in Social Work NVQ level 3 in Health & Social Care NVQ level 4 in Leadership & Management of Care Services
Claire Stacey	Children's Team Manager Shapes Manager	BTEC in Child Care Level 5 in Leadership & Management in Children's Service's
Lucy Kirby	Lily's Place Assistant Manager	NVQ level 4 in Leadership & Management of Care Services Working Towards Level 3 Diploma in Children & Young People
Clare Rochford	Children's Team Manager Project & Chaos	BTEC in Child Care Level 5 in Leadership & Management in Children's Service's
Lily Felstead	Short Breaks Co-ordinator	Psychology Degree Level 3 Diploma Children & Young People
Amy Topp	Short Breaks Co-ordinator	Level 3 in Childcare and Education
Aine Penfold	Training co-ordinator	GNVQ3, NVQ Level 3 in Health & Social Care
Vicki Oladipupo	Lead support PT	BA Joint Honours in Childhood Studies and Disability Studies
Lisa Chick	Lead Support FT	Level 3 Diploma in Children & Young People
Kelly Crocker	Lead Support FT	NVQ Level 3 in Care
Helen Mannouch	Lead Support FT	Currently Undertaking 2019/2020
Jessica Cox	Lead Support FT	NVQ Level 3 in Childcare
Hannah Smith	Lead Support FT	Level 3 Health & Social Care and Early Years
Tom Daubney	Child Support Worker	Level 3 Diploma in Children & Young People
Lamara Page	Lead Support FT	Level 3 Diploma in Children & Young People
Emily Cox	Lead Support FT	Level 3 Diploma in Children & Young People
Tierra Smith	Transition Lead Support	Level 3 Diploma Children & Young People
Child Support Workers		
Lilly Hanmer	Child Support Worker	Currently Undertaking 2019/2020
Shannon Riley	Child Support Worker	To be enrolled 2021
Jessica Hayward	Child Support Worker	Currently Undertaking 2019/2020
Sarah Stone	Child Support Worker	Currently Undertaking 2019/2020
Anita White	Child Support Worker	Currently Undertaking 2019/2020
Becky Gough	Child Support Worker	To Be Enrolled 2021
Olivia Spears	Child Support Worker	Childcare CACHE Level 3
Zoe Collard	Child Support Worker	Childcare Level 3
Laura Jackman	Child Support Worker PT	NVQ 3 in Child Development and Learning
Avril Gillingham	Child Support Worker PT	To Be Enrolled 2021
Katie Duff	Child Support Worker PT	NVQ Level 3 in Childcare
Chloe Dashwood	Child Support Worker PT	Level 3 Diploma in Children & Young People



Alice Richman	Child Support Worker PT	To be enrolled 2021
Amy-Marie Foster	Bank CSW	Level 3 Diploma in Children & Young People
Teresa Burnett	House Keeper	Level 3 Health & Social care
Night Support Workers		
Sophie Smith	Night Lead Support worker	NVQ Level 3 in Health & Social Care
Catherine Mawdsley	Night Lead Support Worker	Level 3 Diploma for Children & Young People
Alisha Skinner	Night Lead Support Worker	Level 3 Diploma Children & Young People
Sadie Cooke	Night Support Worker	Level 3 Diploma in Children & Young People
Chantelle Torren	Night Support Worker	Currently Undertaking
Claire Crowther	Night Support Worker	L3 DIPL Early Years and Childcare
Nicola Wilson	Night Support Worker	L3 DIPL in Children & Young People
Rachel Bowering	Night Support Worker	L2 CYP workforce development
Nadia Ide	Night Support Worker	To be enrolled 2021
Hazel Botfield	Night Support Worker	Level 3 Diploma in Children & Young People
Amy Mead	Night Support Worker	To be enrolled 2021
Hilary Ayres	Night Support Worker	To Be Enrolled 2021
Ffion Morris	Night Support Worker	To Be Enrolled 2021
Emma Webb	Night Support Worker	To BE Enrolled 2021
Bank Child Support Workers		
Jade Hall	Bank Lead Support	Level 3 Diploma in Children & Young People
Jay Price	Bank CSW	Level 3 Health & Social care
Karen Lee	Bank CSW	Level 3 Diploma in Children & Young People
Faye Samways	Bank CSW	L3 DIPL Early learning and childcare development
Charlotte Smith	Bank CSW	



Appendix 3 Relevant Policies/Procedures and Documents

- Access to Communication Policy
- Admissions Policy
- Anti-bullying Policy
- Arrangements for Visiting Policy
- Bag Check Procedures
- Behaviour Management Policy
- Booking Procedure
- Complaints Policy
- Fire notice Procedures
- Good Practices in Childcare
- Home Remedies Policy
- Hygiene and Infection Control Policy
- Intimate Care Guidelines
- Missing Child or Young Person Procedure
- Physical Intervention Policy
- Pocket Money Policy
- Review Policy
- Safeguarding Children Policy
- Sanctions Policy
- Smart Devices Policy
- Surveillance Policy
- Visitors Policy
- Covid-19 Policy

A copy of the Complaints Policy should accompany this document. Further copies of these and any other of the above may be obtained from Lily's Place Office or online at the Diverse Abilities website www.diverseabilities.org.uk/



Complaints Policy

Introduction

Anyone may complain if they are unhappy about some matter, but it is best to deal with any problem as soon as it arises. We will listen, investigate if necessary and respond as quickly as possible. Some matters, e.g. possessions not being sent home, can be dealt with straight away. A senior member of staff should rectify errors such as these within 24 hours. Complaints help us to maintain or raise standards and they are used as an opportunity to review and positively improve our service.

Policy Statement

Any complaint will be treated seriously, investigated to ascertain facts etc. and responded to within 28 days. Complainants may be children/young people, advocates, parents, relatives, staff, placing authorities, or members of the public. Complainants will be informed of the process, what we are doing next, when we will refer to them again, and of the outcome of any complaint. Complainants have the right to take their complaint further if they are unhappy with the outcome, or to complain directly to Social Services or Ofsted.

Procedure/Guidance

- All complaints will be responded to with courtesy.
- Complaints may be made in writing, verbally, or by any other means of communication, e.g. PECS, Makaton, Signalong, or any other communication aid.
- Initial response, including what is happening next, how the complaint will be investigated etc. will be given within 5 working days.
- A Lead Support or Manager will attempt to rectify some matters, e.g. possessions, within 24 hours.



- If you need to make a formal complaint, you should inform the Manager (or Head of Children's Services if the Manager is implicated in the complaint) as soon as possible after the event.
- The Manager will inform the Head of Children's Services of any complaint and the outcome.
- The Manager (or Head of Children's Services) will investigate the complaint with urgency, and report the findings to you within 10 working days. If it is not possible to respond completely within 10 working days, e.g. a key person is on holiday or sick, we will tell you the reason for the delay and give a revised date for complete response.
- If you are not satisfied with the outcome, you may inform the Head of Children's Services, Chief Executive or Chairman of Diverse Abilities, who will investigate the matter and report to you usually within a further 10 working days. Both can be contacted through Central Services, Unit C Acorn Business Park, Ling Road, Poole BH12 4NZ Tel. No: (01202) 718266.
- If you are still not satisfied, you can take your complaint to your Social Worker or Ofsted
- All complaints against the registered person (Chief Executive) or Diverse Abilities should be made directly to social services (01202 261900) or to Ofsted
- At any time, you may inform your Social Worker that you have a complaint. You may also complain directly to Ofsted –

Piccadilly Gate

Store Street

Manchester

M1 2WD

T: 0300 123 1231

- If you want to contact a Social Worker at weekends or evenings, there is an 'out of hours' telephone number for Social Services – 01202 738256
- You can phone Childline on 0800 1111 at any time.
- You can phone Dorset Advocacy on 01305 251033 or 01202 396363 to help with making your complaint



- Diverse Abilities undertakes not to discriminate in any way or carry out reprisals against any person, whether child, young person, relative or other, for making any complaint.
- The nature of some complaints may necessitate referral to other procedures, which may take precedence over this procedure, e.g. safeguarding. Where this is the case, the complainant will be notified and informed of the procedure.
- If a child agrees, someone else may make a complaint on her/his behalf or assist her/him to make the complaint.

Version Control - V1

Document created:

Review Frequency: *Annually*

Last Review Date: July 2020

Next Review Due: **July 2021**

Initial: AB