



Morley House

Statement of Purpose

**Part of Break
Registered Charity Number 286650**

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Section 1 Caring for Children

Aims and Objectives

Morley House has been established in response to two major initiatives within Norfolk County Council: firstly as part of the Special Educational Needs services; and secondly, as part of the move to increase the range of short breaks provision within the county for children with disabilities.

The service will therefore provide 5 day boarding accommodation for children attending local complex needs schools during term time, and short breaks for children with disabilities during weekends and school holidays.

We will:

- Provide care that is of the highest possible standard
- Provide accommodation for up to 6 young people
- Create a warm homely environment
- Ensure that sufficient staff are available to ensure both overall safety and care that is responsive to the individual needs of the young people
- Ensure that staff are trained and experienced to enable them to respond appropriately to both the needs and behaviour of the young people
- Establish close and responsive working relationships with parents and carers
- Work closely with the schools and other professionals to ensure consistent care and support
- In conjunction with all involved with the young people establish and work to plans that will promote the achievement of the five Every Child Matters Outcomes

Service Users

Morley House is for children and young people with:

- Severe learning disabilities with or without challenging behaviour.
- Learning disabilities and challenging behaviour.

- Social and communication disabilities within the autistic spectrum disorder with challenging behaviours.
- Associated physical disabilities and health needs.
- The age group will be up to 18 years of age for short breaks
- The age group will be up to 19 for weekly boarders.

For the Boarding provision, the young people need to attend either the Churchill Park School in King's Lynn, or similar local provision. Exclusion from education will lead to the termination of the placement.

For the Short Breaks provision the criteria above will apply.

In all arrangements, the compatibility of the needs of the children will be a crucial factor.

The referral procedure allows Break the final decision.

Facilities and services

Morley House is a purpose built detached property in a residential area of King's Lynn. The local park is a short walk away and the town centre shops a little further beyond that. King's Lynn has a good range of sporting facilities, entertainment venues and other amenities. There is a complex needs school is just a five minute drive away. A GP's surgery is literally round the corner.

The property has been designed to blend in with adjacent properties while providing a homely environment in which all the resources needed to provide for a wide range of disabilities have been incorporated.

There are 6 single bedrooms. Each one has en suite facilities. While all bedrooms are suitable for those with some physical disability, two incorporates hoists to assist someone who uses a wheelchair. The bedrooms are located on the first floor and are accessed by a lift: A misting system is installed on the first floor and an Evac chair is available for fire evacuation. This complies with Health and Safety/Fire Regulations.

In addition to the en suite facilities, there is access to a shared bathroom thus allowing resident's choice for their personal hygiene.

The property has been built with environmental concerns in mind. It is heated by energy efficient under floor heating.

The ground floor has a fully accessible WC for residents as well as a WC for staff and visitors.

There is a spacious lounge incorporating comfortable seating and a range of entertainment facilities. A playroom has been set up with facilities to enable imaginative, creative play as well as learning opportunities. Also on the ground floor is a sensory room and a magic carpet.

The kitchen/diner, while taking account of safety, helps encourage interest in food and diet as well as providing a warm focus to the home. We cater for special dietary needs as required.

Residents have their own telephone on which they can make and receive private telephone calls.

The home has laundry facilities to enable it to cater for the needs of all residents.

To the front of the property there is parking for vehicles and to the rear is a garden designed to give all residents access to different areas, including a ground level trampoline, raised flower beds and a sensory area giving a choice – quiet and restful or active and stimulating.

There is an office, staff room and locker room to cater for the needs of the staff group.

Ethos & Philosophy

We believe that:

- Wherever possible children are best cared for by their family.
- The role of Morley House is to support not just the young person who stays with us, but the family as a whole.
- The family knows the young person best.

- It is vital that we listen to the young person and their family in order to provide the support that they really want and need.
- Whatever their disability, each young person is an individual with rights, hopes, wishes and potential.
- We will work to help each young person achieve their potential, develop independence skills and enjoy a fulfilling life.
- Whatever a person's background in terms of race, culture, gender, ability, religion, sexual orientation or gender, they are entitled to be treated without prejudice or discrimination.
- It is important to affirm the individual's identity.
- Diversity enriches the lives of us all.
- Morley House staff are part of the team of professionals that works to support the young person and their family.
- Young people who receive care and support at Morley House are entitled to the best quality care that we can achieve.
- Being young should be fun as well as a preparation for adult life.
- Challenging behaviour is a form of communication.
- All people are entitled to privacy and to be treated with respect and dignity.

This means that we will:

- Find the most effective ways to communicate with the young people who come to Morley House and constantly seek their wishes and choices.
- Make sure that there are personal items available to the young person and that activities, meals and facilities reflect their wishes.
- Involve the young people and their parents/carers in the development of individual Care Plans that reflect their knowledge, wishes, aspirations and needs.
- Communicate consistently with parents/carers.
- Develop and work with the same strategies employed at home and at school.
- Participate fully in meetings and reviews where plans are made for the young person.
- Have a staff team that is well trained to respond to the needs of the young people.
- Encourage the young people to develop new skills and interests.
- Create an environment where staff and young people are able to change and develop.
- Allow time and space for enjoyment of life and experiences.
- Provide opportunities to experience and understand aspects of different cultures.
- Train staff to understand behaviour, develop responses that help the young person modify their own behaviour and either prevent or avoid the need for challenging behaviour.
- Recruit staff who have the right experience and approach to deliver this support.
- Where the needs of a young person require additional advice and support, we will seek it.

Sporting, recreational and cultural activities

We believe that it is important to support the development of the whole person and respond to interests and aptitudes as well as to offer new opportunities.

Morley House is well located for a wide range of activities. Not only is the local park nearby, there is a well equipped sports centre nearby, ten pin bowling, a theatre and arts centre. Within the town of King's Lynn there are numerous opportunities to pursue musical and other interests.

The cities of Norwich, Cambridge and Peterborough, with their rich and diverse range of facilities and activities, are only one hour away. Hunstanton with normal seaside entertainments is just over 30 minutes away and the beautiful North Norfolk coast just a little beyond that.

Wherever possible the children and young people are encouraged and enabled to participate in the same activities as their peers and alongside their peers.

Key workers spend time with each young person to both learn of existing interests and discuss new possibilities. Agreed activities are then planned and arranged.

We make sure that young people have the equipment and facilities necessary to support their activities. Within Morley House there are books, music, computers and other facilities to support interests and recreational activities.

Reviews

The needs and plans for all the young people receiving a service at Morley House are regularly reviewed. This involves consultation with all relevant parties and the gathering of information on an on-going basis. The process is co-ordinated by the Manager/Deputy Manager.

Daily staff handover meetings consider any issues that have arisen, regarding individual children, which warrant early attention. Formal staff meetings review the needs of each child/young person and all information discussed and decisions taken are minuted.

Significant incidents or behavioural changes will trigger a review of care and risk plans. This will be done whenever the need is identified and agreed by the Manager. Parents will always be involved in the discussions about such changes.

A child/young person may request a meeting with the Manager and/or his/her Key Worker at any time to discuss and/or review his/her situation.

One to one meetings are held with young people on a regular basis using methods of communication appropriate for the young person, regular children meetings are also held.

Full reviews are held by the placing authority and other relevant persons for all children staying at Morley House. They are attended by all relevant parties, including the child/young person (subject to his/her understanding and welfare). Morley House will be represented by the Manager/Deputy Manager and the child/young person's Key Worker. A report is provided containing significant information on the progress of the placement and the young person.

Reviews will be held at Morley House if this is helpful and desirable for all parties.

Anti-discriminatory practice and children's rights

Break takes this very seriously and aims to ensure that the principles of anti-discriminatory practice are embedded in every aspect of the organisation: from recruitment and training, through relationships between staff and management to the way we work with, and on behalf of our service users.

At the organisational level Break has clear policies on Equality, Diversity and Anti-Discrimination. Training on diversity features as a consistent element of the training programme.

All people should be treated fairly and equally, with no form of discrimination on any grounds whatsoever. The role of staff is to provide the additional support necessary to ensure that this is the case for young people at Morley House.

At a practice level the service users at Morley House are accepted and respected as individuals who have wishes, feelings, hopes, feelings, aspirations and rights. The role of staff providing care for them is to work with them, and communicate with them, in ways which:

- Assist them identify and articulate those wishes
- Ensure that care plans and similar documents reflect those wishes and work towards the fulfilment of them
- Encourage other professionals also to work to this end.

The young people who receive the service are vulnerable and can have communication difficulties. Staff will not only ensure that they are listened to within Morley House but also, where they find that the young people encounter disregard for their rights and wishes, they will, where possible, empower the young people and assist them to challenge this. Where the young person cannot act for themselves, staff will act on their behalf.

Some young people have significant disabilities which mean that they require assistance with mobility and basic personal care needs. Staff will carry out these duties with care and respect, acting in accord with both the needs and the wishes of the young person.

Religious belief

Morley House is part of Break which is a non-religious organisation; as a consequence there is no religious or faith aspect inherent in day to day life. It is recognised, however, that for many people their faith is of utmost importance and a central part of their life and identity. Consequently staff will do all that they can to support a young person in their faith, taking account of any special requirements, such as diet, and specific practices. They will enable them to participate within their own local faith community.

Many of the major faiths and Christian denominations are represented in West Norfolk area and should it be appropriate staff will assist individual young people in making contact with them and attending places of worship. Should this prove difficult, Peterborough, which is 33 miles away, has an extremely diverse population and an established Multi Cultural Centre at which advice and assistance can be sought.

Family contact

The young people staying at Morley House still live, for the most part, at home with their families. Consequently the service we provide must be seen as part of their family life.

Contact with family during, and between, visits has to be frequent to ensure that staff is aware of what is happening for the child at home, and to ensure that family are aware of what is happening at Morley House. This communication is central to providing good care. The aim is to be strong, positive, professional relationships with the family.

The consequence of working in this kind of way is that there will be easy, regular contact between the young person and their family: this includes siblings and other relatives. The only restrictions on this have to be that contact must not disrupt the good running of the home, or prevent the young person enjoying activities with their peers.

As well as visits, telephone contact is encouraged. Home- Morley House diaries are often used and parents are given a choice on how they receive feedback

It is unlikely that family will visit during weekend short breaks – though they are likely to undertake some of the transporting.

Arrangements for consulting the children/young people

The feelings, views and wishes of the young people staying at Morley House are vitally important in ensuring that the service fits their needs. Staff uses every opportunity to elicit these and use a range of methods of communication to facilitate it. Some of the ways in which we approach it are as follow:

- One to one sessions between the young person and the key worker
- Residents meetings
- Questionnaires
- Consultations as part of reviews
- Informal conversations
- Comments from others who know the young person

The children and young people are consulted routinely over things like food and activities to ensure their own wishes are incorporated into what happens, but also in things like decoration and purchasing equipment.

The young people can make a particularly valuable contribution to the recruitment of staff. They are routinely involved in the process and their views can be very significant: for example, we would not employ someone to whom the young people had a strong negative reaction.

Safeguarding / Child Protection

All those staying at Morley House are entitled to the best quality care and protection from harm. Sadly abuse does arise and may have occurred within the families of the children staying – either to themselves or other family members. As part of the duty of care staff must be equipped to deal with such instances. Abuse can arise in a variety of settings – in the family, in the community, in education or care settings.

All staff receives training in this area as part of their Induction. This is designed to ensure that they have a basic awareness and understanding of the subject, as well as knowledge of how to respond when abuse may be suspected.

Staff at Morley House have the opportunity to access more advanced training within Break and where possible also attend training organised by the Local Safeguarding Children Board.

Break has formal policies on this subject which are based upon, and compatible with, the Local Safeguarding Children Board Procedures. Copies of these documents are held within the Centre.

Within Morley House the Manager is responsible for Protection matters; in his/her absence the Deputy Manager is responsible.

Bullying

Unfortunately bullying can occur in any setting and so staff at Morley House has to be alert to the possibility. The consequences can be devastating for the individual concerned; consequently Break takes it very seriously and hence it is linked to our Safeguarding duties in this Statement.

Break has formal guidance for staff both to assist them in addressing bullying when it occurs as well as to help prevent it occurring. Training within Break is also made available

We have a team of staff who take the lead in Anti bullying and Anti cyber bullying.

Unauthorised absence

In carrying out our duty of care all staff are expected to be vigilant and alert at all times; being aware of the whereabouts of the young people in their care and anticipating the potential for one of them to absent them. Some of the young people at Morley House are particularly vulnerable and lack a sense of danger: as a result it will be written into their Care Plans that doors should be locked to prevent them leaving the premises.

All staff are expected to familiarise themselves with the personal details of each child/young person resident in Morley House. An up-to-date photograph is always available in order to be able to respond in an emergency.

The children/young people are made aware that, if for any reason they abscond, they will be welcomed back and warm food and a bed will always await them. This is rarely the issue: absence from Morley House is more likely due to someone simply absenting themselves, unaware of the risks or concerns

When a child/young person goes missing the immediate person in charge of Morley House is informed and it is their responsibility to co-ordinate a search.

If not on duty, the on call Manager is notified and decides whether to mobilise additional staff and to involve police assistance. The on call Manager also decides when to notify relatives and Social Services. Due regard should be given to the child/young person's individual risk assessment and the circumstances in deciding when to involve police assistance and notify relatives and Children's Services. Parents/carers will be notified

very early on if there is a concern – only if the young person is found immediately would they be notified ‘after the event.’

A full written report is prepared on each incident and action taken.

Arrangements should be made with the placing authority for the child/young person to be visited as soon as possible after their return to the unit in order to discuss their reasons for absconding; this may not be appropriate when a young person has simply absented themselves without intent.

Break has formal guidance for staff on this matter.

Notification of Significant Events

The list of events requiring notification, and to whom they should be notified, is prescribed in the Schedule as part of the National Minimum Standards. These are listed in Section 3 of the Staff Handbook.

Staff will complete them within the required timescales: the Manager is responsible for ensuring that this is done. Where there is an element of doubt, Ofsted will be informed.

Electronic and mechanical surveillance

These measures are not employed in Morley House.

All residents are under observation through direct engagement of activities of daily living, hobbies etc and discretely observed at intervals at times when privacy is requested according to the individuals risk assessment.

At night residents will be discretely observed at regular intervals.

All external doors are lockable.

The Garden is enclosed by an “anti-climb” fence.

An alarm system provided in each room for easy communication by residents and staff.

Admissions process

An application form must be completed in respect of each young person being referred to Morley House. As well as basic information, the application form assists the manager in determining whether or not the young person meets the overall criteria for the service.

Since Morley House provides two different services, there are differing processes involved.

Boarding provision

In addition to the overall criteria the following applies:

- The young person must have applied for, and be considered eligible for a place at Churchill Park School or similar special school.
- Application form and a social report by the Educational Psychological Service Social Worker will be passed to the manager
- If the needs of the young person appear appropriate to Morley House and compatible with the needs of the other residents, the manager or designated staff will make a home visit to obtain more detailed information
- Since the placement is contingent upon a place at Churchill Park School or similar school, the decision on admission will be made jointly by the Manager of Morley House, Service Manager Education and appropriate members of both Break and Norfolk Children's Services. The ultimate decision remains with the Manager.
- A period of introduction follows to make sure that this is the right decision for both the young person and the current residents.

There will be no emergency admissions to the Boarding Provision.

Short Breaks

The short breaks will take the form of weekends – Friday evening to Sunday morning, and school holidays when children and young people will be able to stay for up to one week.

- Parents and carers may choose to visit Morley House before making an application: this is arranged at a time when no children are present
- Parents or carers complete the Joint Application form for short breaks
- The application form is sent to the Manager at Morley House
- All referrals are considered at a panel meeting with Children's Services representatives from the Children with Disabilities Team and from their own Short Breaks Unit
- Once a child is accepted for a place, a series of introductory 'tea visits' is arranged
- After these, and when the Manager considers it appropriate a Planning Meeting, chaired by the Team Manager, Children with Disabilities, is held to plan the actual short breaks provision.
- The subsequent packages of care will be according to the plan established in the meeting.

Emergency care is possible for children and young people who have already been assessed and accepted for the service. It will however be subject to the availability of a bed and compatibility with the ages and needs of other children receiving the service.

The ultimate decision remains with the manager.

Responsibility for transport arrangements will lie with parents/carers and Norfolk Children's Services.

Ending of placements

Boarding and individual short break stays may be ended prematurely if:

- The child or young person expresses real distress in being at Morley House.
- The child or young person behaves in ways that put themselves, other residents or staff at risk.
- They are unwell.

If there is evidence that the child or young person shows sustained distress at the placement or their behaviour is consistently challenging to a level that jeopardises the safety and well being of others, the placement may be suspended pending a Planning Meeting to establish effective plans, which could either involve measures to resolve the difficulties at Morley House or the making of alternative placement arrangements.

Complaints

It is our aim to listen to the young people, their families and the professionals who work with them so that we meet their needs and respond to their concerns. By so doing we would hope to work in such a way that no one has any reason to complain.

Unfortunately, however, there is always the possibility that we do not succeed in fulfilling these aspirations and that people do feel that they have reason to complain. It is important in such circumstances that there is a clear, accessible process by which complaints will be addressed and resolved. Not only is this important for the well-being of the young person and the reassurance of those involved in their care, it is also important for the staff and management to know when something is not right for our service users in order that we can put it right and provide what they really want and need.

Staff are expected to take every opportunity to talk and listen to young people, if necessary in private, and to take on their distress and concerns and act to find a resolution. The complaints procedure begins to apply when the normal day to day responses have not proved adequate.

Complaints can be made by the young person concerned, any family member or professional who can demonstrate that they are acting in the interests of that young person. Whenever a complaint is made on behalf of a young person, a check is always made with the individual (subject to his/her understanding) that the complaint reflects his/her views and that he/she wishes the person submitting the complaint to act on his/her behalf.

There are three (3) stages in the Complaints Procedure.

Stage One

Any member of staff at Morley House can be approached and told of a complaint. They will listen carefully to what is said and take steps to try to resolve the matter immediately.

Even where the issue is resolved, the member of staff dealing with the complaint will ensure that the Manager is informed, who in turn makes sure that all concerned are satisfied with the outcome. The Manager also ensures that the individual's Social Worker knows about the complaint.

If the individual and/or his/her representative are not satisfied with the outcome:

Stage Two

A formal complaint can be made in writing to the Designated Officer. Any person requiring help to formulate a written complaint will be assisted by a member of staff. Only a brief outline of the problem need be given, together with the name of the person(s) already spoken to.

The Designated Officer:

Divisional Director of Care/CEO Mrs Hilary Richards – Tel: 01603 670100.

- o Will make sure that every complaint is investigated thoroughly and fairly.
- o Within one week of receiving a letter of complaint, will advise the complainant of the name of the person who has been asked to take a closer look at the complaint. This will usually be a senior manager of Break not previously involved in the matter.
- o After listening to what everyone involved has to say, the senior manager should reconsider the complaint and tell the complainant as soon as possible what has been decided but no later than 28 days from receipt of the letter of complaint.

If the individual and/or his/her representative are not satisfied with the decision, the Designated Officer should be told within 28 days.

Stage Three

The Designated Officer will arrange for a Review Panel to meet within 28 days. The complainant and/or his/her representative will be invited to come along and receives at least ten days notice.

- o The Review Panel comprises three individuals, one/two members of Break (the organisation responsible for Morley House) or, if appropriate, the individual's social worker and is chaired by someone completely independent of Morley House and Break.
- o The Designated Officer is present to advise the Panel.
- o The Panel reviews and investigates all circumstances surrounding the complaint and recommends whatever action it considers appropriate. This is made known in writing as soon as possible after the hearing.
- o The recommendations of the Panel are recorded and sent to the Chief Executive of Break who considers what action needs to be taken and tells everyone involved what is to be done.

If an individual and/or his/her representative are still unhappy with what has happened and the complaint not is resolved to your satisfaction, you may wish to contact:

- Ofsted National Business Unit, Piccadilly Gate, Stone Street, Manchester, M1 2WD. Tel; 0300 123 1231
- Norfolk Children's Services, County Hall, Martineau Lane, Norwich. 0844 800 8014
- Local Government Ombudsman, 21, Queen Anne's Gate, London, SW1H 9BU. Tel: 0171 222 5622.

All complaints are recorded and logged in a book held for that purpose.

If the complaint is about the Manager, the complaint should be taken to the Divisional Director of Care/CEO Mrs Hilary Richards – Tel: 01603 670100.

All young people and their carers are made aware of the procedure through leaflets and are reminded of it whenever unhappiness or dissatisfaction is mentioned regarding any aspect of the service.

Fire Precautions & Associated Emergencies

Morley House has all necessary fire precaution equipment - smoke and heat detectors, alarm bells and call points, emergency lights, and appropriate fire extinguishers and a misting system on the first floor.

The Fire precaution arrangements have been approved by Norfolk Fire Service.

An annual Fire Risk Assessment is carried out by Break's Health and Safety Officer.

Regular equipment checks are made by staff and the results recorded in the Fire Log, together with any action taken. Maintenance contracts exist with specialist firms for the regular servicing of fire alarm systems and fire extinguishers.

Fire instructions, covering actions to be taken on discovering a fire and/or hearing fire alarms, are posted throughout the property and brought to the attention of residents and staff at regular intervals.

Evacuation procedures are practised by residents and staff at least at six monthly. There are clear evacuation plans on place for all the residents at Morley House.

Section 2 Children's behaviour

Managing behaviour

We work from the principle of aiming to help the young person learn to manage their own behaviour. We also recognise that in many situations what is perceived as difficult behaviour is, in fact, a form of communication: consequently a key part of managing the behaviour is understanding it. Staff are encouraged to reflect on incidents and patterns of behaviour. Similarly, to the degree that is possible, the child or young person is encouraged to reflect on what happened to help them learn and develop controls.

Where difficult or challenging behaviour is known to be an issue carefully drawn up behaviour management plans help staff work in a consistent manner as well as managing the risk that the behaviour presents. Wherever possible we try to anticipate the behaviour and either distract or employ de-escalation techniques.

Generally situations are handled with a firm comment or gesture: other forms of communication are sometimes employed.

Occasionally making clear the consequences of continued or possible behaviour will suffice to prevent it happening. Sometimes, however, the behaviour does take place and a sanction will be necessary: these are limited in duration, timely and appropriate to the behaviour where ever possible a natural consequence is the sanction used. For example, the child may lose the use of a piece of equipment for a short while or may be unable to go on an outing. The Manager monitors the use to ensure that they are appropriate and not over-used.

When a young person's behaviour places themselves or others in danger, or there is serious damage to property, staff will intervene physically to prevent that behaviour. All staff will be trained under 'Norfolk Steps' this does equip them with a range of techniques but has the appropriate emphasis on de-escalation.

We subscribe to Norfolk's Positive Handling Policy and Guidelines.

Section 3 Contact Details

Registered provider and Manager

Morley House has been developed and is run by Break. Break is a Registered Charity: No. 286650; it is also a Company Limited by Guarantee, Registration No 1699685. (VAT Reg No 595 3666 89)

Break's Head office is at Schofield House, Spar Road, Norwich, NR6 6BX. Telephone No 01603 670100. Email: Office@break-charity.org

Break was established in 1968. It began as a charity providing holidays for children and adults with learning disability. Over the years a much broader range of services has been developed along with expertise in working with children and families

In addition to Morley House Break operates the following services:

- Seven mainstream children's homes
- One children's home for young people with learning disabilities.
- One short breaks home for children with learning disability
- One Residential Family Assessment Units.
- Mentoring for young people.
- Families House; support for families in difficulty.
- Transition support.
- Fostering service.

Responsible Individual

The manager is accountable to:

Hilary Richards,
Divisional Manager, Care Services and C.E.O.
Break
Schofield House
Spa Road
Norwich
NR6 6BX

Qualifications:

BA (Hons) Business Studies 2.1
Diploma in Social Work
MA Applied Social Studies
Accredited Practice Teacher
Executive Diploma in Management

Experience:

18 years post qualification experience in Social Care, predominately working with vulnerable children and families. Initially working in Cleveland before moving to Norfolk in 1997.

4 ½ years in Norfolk working in the field of child protection followed by a further 4 years as a senior practitioner.

5 years working with NCSC/CSCI as a Regulation Inspector.

Employment with Break commenced January 2007 as an Operational Manager.

Current post: Divisional Director of Care - CEO.

Section 4 Education

For the boarding arrangements the whole purpose of the service is to support the young people's education and learning. It is therefore given a high level of importance. Strong relationships have been established with the Churchill Park School to ensure that staff in both services are aware of what each is doing and able to support one another. The Personal Education Plan provides the basis for this work.

Whilst staff at Morley House do all they can to promote and support formal learning we recognise the importance of learning in its broadest sense and therefore staff will help promote this in even the most mundane of activities such as gardening, shopping and the like.

Great care is taken to provide a suitable environment for homework with adequate oversight. Each child/young person has a dressing table/desk and chair in their bedroom and the dining room also provides a suitable area where homework can be achieved.

A good selection of books and other reading material is maintained and children/young people are encouraged to use both the school and local library. Morley House has its own library and a good section of books.

Computers are provided to assist the young people in learning.

Staff attendance at school activities and events will be discussed with the child/young person and parents/carers: where appropriate and agreed, they will attend.

The arrangements for children and young people coming to Morley House for short breaks are rather different. Since they are with us at weekends and holiday's formal education is not the issue. The principles and approach outlined above still apply and although aware of what is happening at school so that we are able to support it, our direct involvement is less.

Section 5 Health

The aim of staff at Morley House is to promote a healthy lifestyle by providing a healthy diet and opportunities for physical activities.

Good personal hygiene is encouraged at all times. The facilities within Morley House are designed to encourage this and allow the young people maximum independence and privacy.

In line with our duty of care, all aspects of the young people's health are monitored by Staff, parents or carers are alerted if there is a concern. Routine and specialist medical treatment can be sought and followed up by staff if support for family is appropriate. Dental care will be provided by local practitioners or through referral to a dentist who specialises in treating clients who have learning disabilities. Eyesight will be monitored by periodic eye tests and, where relevant, treatment. Parents take the lead in these matters but Morley House staff are able to prepare young people for appointments or offer other support.

Minor first aid is administered by members of the care staff who all receive first aid training.

Where a medical product can be safely self-administered by a child/young person, this is permitted. In all other circumstances staff is trained to administer a range of routinely prescribed medication. This is stored in locked cabinets which are only accessed by staff for the purposes of stock checking and administration. There are strict procedures in place to govern the process of administration and recording.

Where a young person is of sufficient understanding, medical treatment is only given with his/her consent. Where a child/young person is not of sufficient understanding, guidance will be sought in line with the Mental Capacity Act.

An up-to-date record is kept in respect of each young person. The record gives details of health needs and development, illnesses, operations, immunisations, allergies, medications administered, dates of appointments with G.P's and Specialists.

Access to Emergency Health Care will be through the 999 Call systems and the NHS.

Therapeutic techniques

Staff are not trained to, and will not operate, any specialised therapeutic technique.

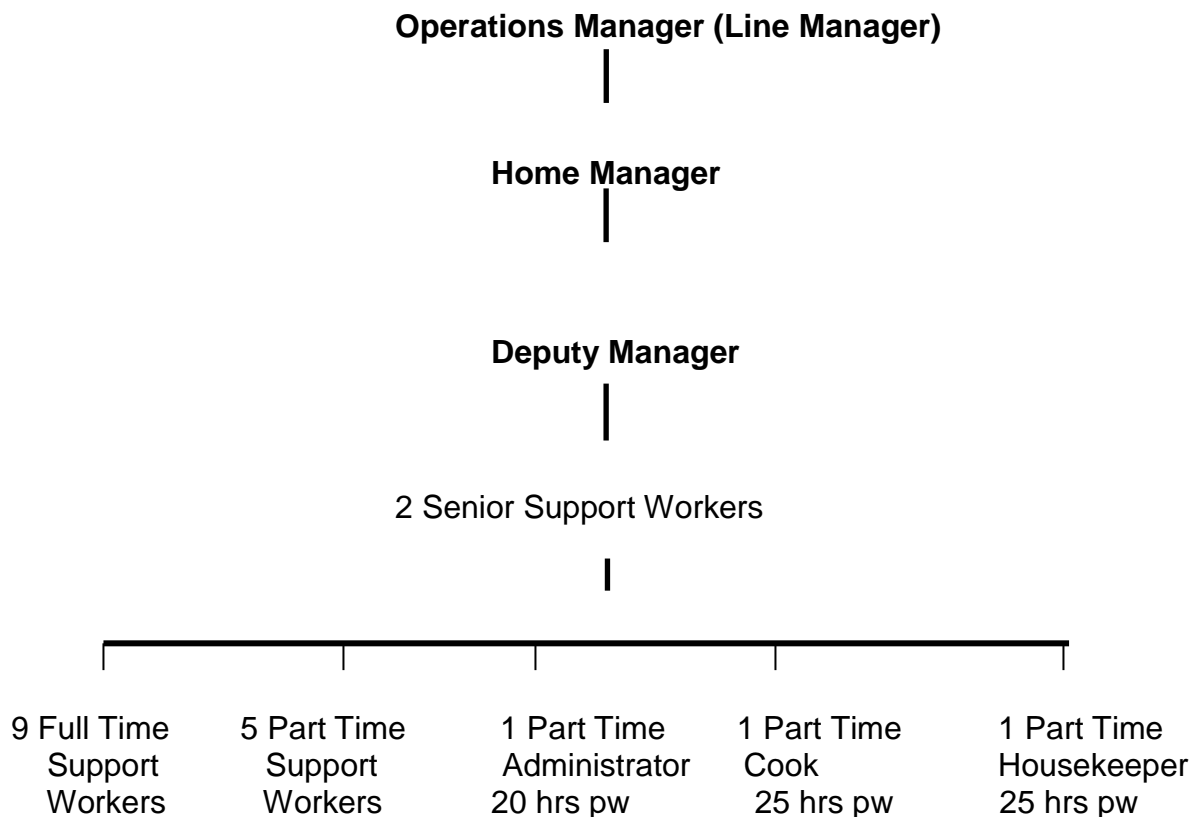
There are times when we work closely with psychologists and other professionals in joint plans to manage behaviour. In such circumstances, the details are written into the Behaviour Plan and this is overseen and reviewed by the appropriate professional.

We subscribe to Norfolk's Joint Services Positive Handling Policy.

Section 6 Staffing Matters

Organisational Structure

Morley House has a Manager, one Deputy Manager, two Senior Support Workers, twelve and a half Support Workers, one part-time Unit Administrator, a part time cook and a part time housekeeper. The management structure is as follows:



The Manager makes a monthly written report to Break's Executive Committee and Council of Management covering all aspects of the home's operation.

Morley House is visited monthly, unannounced, by a Regulation 44 Visitor (Care Standards Act 2000) who makes a report, in writing, to the Council of Break (Responsible Authority).

Staff Recruitment

All staff at Morley House are subjected to a rigorous vetting procedure in accordance with the Warner Code of Practice. This includes

- A personal or preliminary interview
- A formal panel interview, including, where possible, the involvement of service users
- Satisfactory references

- DBS
- Local Authority Check (Disqualification for Caring for Children Regulations 1991)
- Declaration of any pending prosecutions for a criminal offence
- Medical report
- Department of Health, Children's Division Register check
- Probationary period of a minimum of six months.

Mandatory Training for staff includes Child Protection, Food Hygiene, First Aid, Fire Safety, Principles of Manual Handling, Aggression Management, Risk Assessment, Break Induction, Norfolk Steps and Care of Medicines.

Staff supervision and development

All staff have regular supervision to oversee and manage performance, assist personal development, provide professional support and maintain a good level of morale. Supervision within the home can be formal and informal sessions, planned and ad hoc sessions, as well as group and individual sessions. Staff are supervised by the Manager, Deputy Manager and Senior Support Workers. Staff who provide supervision have all received training. The manager receives supervision from the Operations Manager.

Annual appraisals are carried out to review performance and progress against clearly identified competencies.

Break has a formal induction programme for all staff and subsequently provides a range of training, detailed in the annual Training Programme, to develop skills and knowledge of staff as appropriate to their area of work. Training needs are identified through the appraisal process.

Break promotes continuous professional development and all staff is provided with folders to assist them in this process.

Support workers including relief support workers will be qualified in NVQ 3 or equivalent or working towards the qualification. Senior staff are qualified in NVQ 4 or equivalent.

Staff deployment

The Manager maintains a rota to provide 24 hour cover. The pattern of shifts, and therefore the number of staff on duty at any one time, is arranged according to the needs of the children and the pattern of daily routine.

There are two waking staff to cover nights, ensuring that an immediate response is available should a young person's health needs require it. Each young person is checked sensitively, and according to their Care Plan, during the night. On rare

occasions if the needs of the young people are suitable there will be a sleep-in night staff member.

The home operates an on-call system to ensure that a senior member of staff (Manager, Deputy Manager or Senior Support Worker) is available at all times to provide advice, take urgent decisions or attend the unit if needed. If necessary the Manager would in turn consult with or advise the Operations Manager, or Break's Director of Care/CEO, as appropriate.