



# ***Tennyson House***

## **STATEMENT OF PURPOSE**

**10 September 2019  
Part of Break  
Registered Charity Number 286650**

## **CONTENTS**

Section 1	Quality and purpose of care
Section 2	Views wishes and feelings
Section 3	Education
Section 4	Enjoyment and achievement
Section 5	Health
Section 6	Positive relationships
Section 7	Protection of children
Section 8	Leadership and management
Section 9	Care planning

## **Section 1            Quality and purpose of care**

Tennyson House is one of Break's Children's Homes where we provide care, safety and stability for looked after children who have often had multiple placement breakdowns.

### **The range of needs for which Tennyson House is intended**

Tennyson House provides a safe, warm, stable and thoughtful environment for up to 4 children and young people up to the age of 18. The criteria for accepting an admission are as follows-

- if it would be in the best interests of the young person
- if the child or young person's needs are within the scope of the home
- following a Group Dynamic Risk assessment the manager assesses that Tennyson House can meet the needs of all the young people

Moving to a new placement is always unsettling, so where possible, we encourage all admissions to be planned. We accept that this is not always possible, therefore in exceptional circumstances, same day admissions can be accepted, as long as the admissions criteria are met.

The children who come to Tennyson House will have experienced neglect, abuse or trauma along with family and placement breakdowns. They are likely to have difficulty with attachment relationships and have developed difficult or challenging patterns of behaviour. Our fundamental belief is that children need a place to contain and nurture them in order to begin to make sense of past hurt and attempt to develop in a healthy manner.

### **Ethos of the home, intended outcomes and approach to achieving them**

Our aims, values and purpose are in line with those shared by the organisation:-

- For children and young people to be enabled to live fulfilled lives and achieve positive outcomes through our quality care and support.
- To provide high quality services to meet identified needs, enhance opportunities and improve quality of life.
- To make a positive difference to the children and young people we care for.
- To support the positive contribution that each and every individual has to make.
- To uphold the right of people to be treated with dignity and respect.
- To provide a safe environment in which to heal past hurts

It is through the quality of the relationships with the staff and the commitment to their welfare and future that we seek to bring about stability and positive change to their lives. The children are likely to suffer from a number of personality and attachment problems. Through the consistent attitude of the staff we offer as many positive experiences and relationships as possible to provide the basis for rebuilding their self-worth. Staff are creative in developing practice that gives the young people the opportunity to explore a better view of themselves.

Tennyson House offers an all-round approach to the problems of the children based upon social pedagogy, providing support to their emotional, physical, educational, social and psychological wellbeing and development. We would expect the children to be at Tennyson House for medium to long term placements.

The main focus of the work at Tennyson House is to contain, nurture and enable children and young people to develop, to trust the world and themselves before moving on. Together the staff team withstands the potentially negative and destructive aspects of behaviour exhibited by the children, due to their past experiences and trauma, while gaining understanding and helping the children to develop more appropriate ways of relating. The staff team have high aspirations for the young people; they ensure that care and support is delivered to an extremely high standard. The team go to great lengths to guide/ respect and nurture the young people in their care.

For some young people coming to Tennyson House, there is no prospect for a return home. As a consequence, we work to equip them with the practical and social skills to enable them to establish themselves in more independent accommodation as they move towards adulthood. We also consider it vital to help them develop the emotional resilience and resources to cope with life. If reunification with the family is at all possible we will work actively and positively to help this to be successful and sustainable. The same approach will be taken if there is a placement with an alternative family.

Tennyson House continues to keep in touch with and, in conjunction with partner agencies, support children post 18. As part of our commitment to our young people Break has its own Moving On Team who establish relationships with young people after the age of 16 and work with them while still in the home to help prepare them for independence and to help them plan their future: this team continues to work with the young people into adulthood for as long as they feel the need.

Tennyson House also continues to be there for young people when they move on. Young people still recognise Tennyson House as the home they grew up in, so that they come back for celebrations, for support or for reassurance as well as the adults continuing their input into their lives. The aim is to 'be there' like a good parent.

We are committed to being an environment providing equality of treatment and opportunity to all individuals in our care. We operate anti-discriminatory practices so all children and staff have a consistent and equitable experience of Tennyson House. .

We provide ongoing support, supervision and training to the staff to enable this process. Commitment to the wellbeing of the staff is vital to understanding and coping with the difficult behaviour displayed by the children. Tennyson House aspires to being an open and transparent working environment where everyone is valued and given the opportunity to develop.

Staff provide an experience of community living where everyone is valued and the children use their own experiences to influence and assist each other. Shared experiences and positive modelling form a strong basis for the input the children receive.

The task of helping this particular group of children can be arduous and complex. At all times support and space for reflection is offered to the staff. Staff are encouraged to take responsibility for their development at work and be committed to the process for the time they are at Tennyson House.

Tennyson House's overall aim is to help the young people on their life journey and to increase their positive life outcomes. We want the young people for whom we care to lead as fulfilled and rich lives as possible. We want to help give them a future and hope. Our efforts are geared towards helping the development of the young people to enable them to live independently but integrated into society with relationships that will sustain and fulfil them.

Specific expectations:

- A positive sense of themselves
- An understanding of their past and their family
- Social skills that enable them to function and engage with society
- The ability to manage and regulate their behaviour
- A good education
- Solid education, training or employment arrangements
- A range of interests and activities that enrich their lives
- Meaningful relationships.
- To give them back their self-respect and dignity.

Our long term expectation is that our young people will have meaningful employment that will provide the financial means for them to enjoy a good standard of living and maintain their own accommodation.

### **Description of the accommodation**

Tennyson House is an end of terrace, Victorian family house situated within walking distance of Kings Lynn town centre. Externally there is nothing to identify it as a children's home. This reflects our philosophy of making the experience of residents as normal as possible

The same philosophy has influenced the internal decoration and furnishing. The house is furnished to a high, though not luxurious standard: the aim being to achieve a comfortable, functional home. Wherever possible, limited only by compliance with relevant regulations, the house is set up as a normal family home.

There is a gas fired central heating system with radiators in every room.

The kitchen is large and well equipped encouraging the preparation of a wide range of meals. The young people are encouraged to develop both practical skills and an awareness

of dietary issues. The dining area is within the kitchen and this does mean that at times it becomes the focal point of life within the home.

The lounge is a large room provided with ample armchairs and settees to enable the young people to 'seat' them in a relaxed manner. The television, DVD player and music system ensure that this is a room to be enjoyed.

We also have an activities room/additional lounge which provides a choice of activity as well as a venue for entertaining friends

The staff office is located next to this room on the ground floor.

Tennyson House has 4 young people's bedrooms, one is en-suite. The rooms vary in shape and size making it easier for each young person to put his or her own stamp on the room. Young people are encouraged to personalise their rooms. For any young person living at Tennyson House, this is his or her space: it is to be respected by the other residents and staff.

There are two toilets upstairs. Residents also have a bathroom upstairs for their exclusive use.

Externally, there is a small front garden. To the rear there is a sheltered, fully enclosed garden with a patio that has a table and chairs. There is also a purpose built and well-equipped workshop, providing the opportunity to develop skills and interests. Adjoining this is a detached building which has multiple uses but which is currently a music room: this enables the young people to practice and play the instruments that they are learning.

**Age range, number and sex of children for whom it is intended to provide accommodation**  
Tennyson House is registered to provide a home for 4 young people of either sex up to the age of 18.

**Type of accommodation**

Tennyson House has been developed to provide 4 good sized individual bedrooms for the young people. These are equipped with a comfortable bed, wardrobe, and chest of drawers as standard. They are then decorated and furnished to the taste of the individual. Three bedrooms all have on-suite. No young person shares a bedroom.

There are two additional bedrooms for staff sleeping in.

Tennyson House also provides adequate office space for both the staff and management to facilitate the smooth operation of the home. A small office resides within Tennyson House, where all files and paperwork are kept.

### **Location of the home**

Tennyson House is situated in Kings Lynn, a large market town in the west of Norfolk. Kings Lynn has many facilities and activities within easy reach. There are swimming pools, parks, leisure centres, a cinema, theatres, museums, galleries, shops, a football ground, a speedway track as well as a quay and waterfront.

There is a beautiful stretch of coastline nearby with ample opportunity for beach trips. There are plenty of rural parks, woods and locations to make use of. Kings Lynn is close by to other towns such as Hun Stanton and Swaffham, each with their own attractions. An hour away is the city of Norwich which provides all the facilities of a major centre.

Kings Lynn is on the train line to London providing easy rail access to most of the country.

### **Arrangements for supporting the cultural, linguistic and religious needs of children.**

The population of East Anglia is becoming increasingly diverse with a broad range of cultures and ethnic groups being represented in the population. While this does present challenges for staff in being attuned to and able to meet the range of needs, it provides a far richer environment and enables staff to contact relevant groups for advice and guidance. Translation services are available.

Culture and beliefs are central to a person's identity. Consequently, and in line with our aim of helping the young people establish a positive sense of themselves, we place great importance on taking the time to learn about, understand and provide for the needs of the young people on an individual basis.

Tennyson House is not affiliated to any religious belief system or organisation. As such no religious ceremony or observance is carried out as part of life within the home.

We recognise that belief can play a very significant part in the lives of some children and young people, ranging from a formal belief and associated religious practices through to more generalised values and cultural aspects of the religion. These can be very deeply held and are intrinsically linked to a person's sense of identity.

Consequently the wishes of individual young people (and their parents) regarding religious observance will always be honoured as far as possible. Staff do all they can to encourage the young person to pursue their beliefs whether it be to meet with fellow believers and participate in worship, or in day to day matters such as dietary or other practical outworking of the belief.

Many of the major faiths and Christian denominations are represented in Kings Lynn and surrounding areas and should it be appropriate staff will assist individual children and young people in making contact with them and attending places of worship. If the specific religion/faith is not available in the area, contact can be made with most in other larger towns or the cities of Norwich, Cambridge or Peterborough. Young people will be transported and supported to participate.

Where the religion is one with which staff are not familiar, they will seek out additional information in order to understand the young person's needs and requirements. Through access to information and education, the children and young people will be encouraged to explore with staff their own spiritual ideas and identity.

### **Who to contact with regard to a complaint and how to access the complaints policy**

It is our aim to listen to children, 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. Our aim is therefore to have a very open and accessible complaints system.

The right to complain is available to young people living at Tennyson House, parents or carers, social workers or anyone else who can demonstrate a basis for and interest in their concerns for a young person's welfare. Whoever has the complaint; it is important that they feel that they have been listened to and that the issues of concern to them have been taken seriously.

Staff are expected to take every opportunity to talk and listen to children and 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. 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.

Any member of staff at Tennyson 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 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: Anriette Mynhardt – Tel: 01603-672969

Young people living at Tennyson House are also able to make a complaint to Ofsted and their placing authority. The contact details for Ofsted are:

Ofsted  
National Business Unit  
Piccadilly Gate  
St Anne's Square  
Store Street  
Manchester M12 WD  
Tel: 0300 123 4666

If the complaint is about the Manager, the complaint should be taken to the Deputy Chief Executive Officer – Rachel Cowdry – Tel: 01603 670100.

On arrival at Tennyson House, young people are given a young person's guide which contains details of how to complain and to whom.

A copy of the Representations and Complaints Procedure will be provided on request by either the manager or the Designated Officer.

### **How a person, body or organisation in the care and protection of children can access the child protection and behaviour management policies**

Children and young people living at Tennyson House are entitled to the same level and standard of protection from harm as is provided for any other child living in the community.

Break takes this issue seriously and ensures that all staff are aware that young people living at Tennyson House may be subjected to abuse by adults, including unfortunately staff, or other children. Abuse can take place within the family, the community or the home. A young

person may talk about current abuse or abuse that has taken place in the past and it is important that staff are prepared to listen at all times.

Break's own Child Protection Procedures are located within the Operational Guidance for Staff and give practical advice and guidance on how to respond to child protection concerns. Tennyson House will ensure that its child protection policy is consistent with the LSCB Joint Policy and Procedures, including details of how and to whom matters relating to child protection must be referred. The Manager ensures that the policy is known to all staff, together with the LSCB's procedures, and features as part of the induction and training of new staff. Staff attends child protection training as part of mandatory training as well as refresher training.

Anyone wishing to access the child protection policies and/or the behaviour management policies can request them from the Manager or from the Director of Care. They are located in electronic form on Break's computer server but will be printed off on request. Staff within the homes can either access the electronic or paper versions of these key documents

## **Section 2 Views, wishes and feelings**

### **Approach to consulting with young people, and involving them in the quality of their care.**

It is Break's intention and expectation that young people will have a positive experience of care within Tennyson House. Since it is their home it is important that their views and wishes are taken into account in what happens. Being able to help shape what happens is significant both for developing a sense of commitment to the home as well as helping to nurture a sense of self-worth. It also helps the child have an element of control over their environment when so much of their life is outside their control.

It is therefore important that the views and wishes of children are ascertained and seen to make a difference. At an individual level, young people have the opportunity to discuss their wishes with staff generally or as part of Key Worker sessions.

More specifically, there is a regular Residents' Meeting with two or three members of staff. The children draw up the agenda and the subsequent meeting is minute. Issues raised by the children are then considered at either the staff meeting or management meeting as appropriate. The response or action taken is fed back to the children at subsequent Residents' Meetings. Children and young people are also encouraged to participate in staff meetings as and when appropriate.

The children and young people are also consulted as part of the Review process – staff spend time working with each young person to prepare a report that contributes to the Review and ensures that the young person influences any changes to their Care Plan.

Children and 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.

Unfortunately, there are times when a young person feels that issues and concerns that matter to them have not been fully addressed, or they may feel unhappy at some aspect of their care. Where this is the case Break has a fully developed policy to respond under our complaints procedures.

### **Policy and approach to anti-discriminatory practice in relation to children and their families, and to children's rights**

Break takes this whole area 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 children and young people at Tennyson House.

Tennyson House recognises that there is low ethnic diversity in the area that it is situated and it is therefore our aim to educate both staff and residents of the important values of different cultures to create a better understanding and acceptance.

At Tennyson House, children and young people receive information in an age appropriate format about the care/support that they can expect. Assessments and care plans are thoughtfully developed and reflect the individual needs clearly considering age, emotional and physical requirements. The ethnic, language and cultural needs of each resident are met through the appropriate care and support provided at Tennyson House. Children and young people are provided with information on how to obtain access to services that meet their needs in the local community.

We encourage diversity in various ways including choice of food and cultural food nights each month. Holidays are chosen with a view to expanding the young people's experience of different cultures.

An essential part of the ethos of Tennyson House is the belief that discrimination on the grounds of race, culture, ability, sexual orientation or gender is unacceptable. Staff will challenge discrimination whenever they encounter it and will seek to develop tolerance and respect amongst all in the home.

Tennyson House upholds the rights of children to express their thoughts and feelings and have the right to:

- Live in an environment that is safe, where prejudice, discrimination and ridicule are unacceptable.
- Privacy, dignity and respect.
- Communicate their thoughts, feelings and hopes without fear of censure.
- Be protected from abuse and exploitation.
- Emotional support through all available resources.
- Medical services which take into account their cultural background and beliefs.
- Practice their religion, retain and develop their cultural identity.

- Respect for dietary needs associated with their health, race and culture or beliefs.
- Develop their own sexual identity and be made aware of their sexual responsibilities within a relationship.
- Maintain their family networks should they wish to do so.
- Education and social opportunities which allow for individual choice and need.
- Be consulted and involved in planning and review meetings and have their opinions valued.
- Information and knowledge that ensures they can make informed decisions.

Young people are advised on their rights and external advice from the appropriate agency is sought. The right of access to advocacy is actively promoted.

### **Section 3 Education**

it is recognised that education is one of the key factors that impacts upon future life opportunities. It is also acknowledged that it is an area in which children who are looked after have been significantly disadvantaged. The unstable and disrupted lifestyle experienced by many of the children who come to Tennyson House means that their education history is often chequered. Due to behavioural difficulties many have found themselves either temporarily or permanently excluded. Levels of attainment are often consequently low. While it is important to recognise all these factors, they will not be grounds for low expectations of the young people who come to Tennyson House. We will work with each young person to raise both their own expectations of themselves, and what is often critically important, the expectations of those who work with them.

The provision of a stable, caring environment should not be overlooked as being of key importance in supporting educational achievement.

Each young person has a Personal Education Plan which reflects their educational history and needs. A copy is held on the young person's file and is used to inform the day to day action of staff to support them. Staff and Key Workers in particular, are responsible for seeing that the plan is implemented and the Manager monitors this on a regular basis. Staff liaises with school, college or other education staff and take an interest in and support the completion of homework. Also, of great importance, they attend parents' evenings and other school events as appropriate. Achievement, however small, is recognised and celebrated.

Where a child or young person has a Statement of Special Educational Needs or an Education, Health and Care Plan staff work particularly closely with the SEN Coordinator in the education setting and participate in the Assessment and Review process. Key Workers are particularly vigilant to ensure that the resources and strategies identified to support the young person are indeed made available, and that all agencies make their full commitment to the task.

Staff regularly liaises with key staff in the education provider to ensure that there is a shared understanding of how the young person is performing and awareness of factors that may be influencing mood, behaviour or learning. Staff looks for opportunities to provide opportunities or activities that will stimulate or broaden the learning undertaken in the formal education setting.

The home has appropriate areas and space where children can be supported by staff to complete homework or other assignments. The young people have available a computer with access to the internet that can assist their research and learning. There is also a range of reading material within the home and regular access to the local library.

### **Section 4 Enjoyment and achievement**

**Arrangements for enabling children take part in and benefit from a range of activities reflecting their creative, intellectual, physical and social interests and skills.**

It is important to allow young people to develop in all aspects of their lives. Activities that reflect individual interests and aptitudes provide enrichment and fulfilment that can last a lifetime. Many of these are established in teenage years.

Staff explores with each young person their interests, skills and hobbies at the time of arrival. Where interests are identified, efforts are made to arrange for them to be pursued. Staff ensures that interests and activities are age appropriate for the young person. Through the rota, the aim is to ensure that there is sufficient staff available to support each individual's needs.

Kings Lynn has a wide range of sporting facilities available at the large and well equipped Leisure Centre. There are also numerous opportunities to learn to play musical instruments – either through schools or via individual tutors. Other cultural and recreational opportunities are available and can be accessed either in Kings Lynn or in a wider area of Norfolk. This includes drama, theatre, clubs and museums. There is a range of uniformed organisations working with children and young people, for example Brownies, Guides, St John's Ambulance as well as Air and Sea Cadets.

At Tennyson House we ensure that a young person who wishes to develop an interest or skill has the necessary equipment available.

Where a young person does not have any pre-existing interests or hobbies, staff provide opportunities and encouragement for new experiences that may lead to something more substantial. The Break Moving on Team also provides Mentors who can be linked with specific young people to help encourage community based activities and interests through that relationship

Within the home we have a range and selection of age appropriate games, toys, electronic equipment, music, DVDs as well as art and craft materials. Staff provide space and opportunities for children and young people with different age ranges to enjoy an activity of their choice. This might mean managing who accesses what when older young people wish to watch an age restricted DVD.

## **Section 5    Health**

Within Tennyson House health is interpreted in a broad, holistic way. We consider it to be at the heart of providing proper care for a young person.

At a very basic level in order to maintain physical health, the young people are encouraged to have annual medical assessments. They are registered with General Practitioners, Dentists and Opticians and have regular check-ups to ensure that needs are identified early. The Key Workers for each child have a responsibility to make sure that appointments are arranged and to encourage the child to keep them. The Manager monitors the fact that this is carried out.

Should any child need any course of medication, the staff at Tennyson House will ensure the treatment is correctly administered, stored and disposed of. Staff are trained in Emergency First Aid and the Administration of Medication. Consent for medical treatment is agreed on admission. Staff at Tennyson House use common sense and professional judgement in cases requiring emergency treatment and decisions.

Specialist appointments are sought as and when necessary, and staff work with the young person concerned to support them through the process of treatment. We keep up to date records for every child in respect of all contact with medical professionals, treatment, ongoing needs and assessments.

Physical health goes beyond this medical dimension to include lifestyle and diet. We aim to provide healthy living in a context and manner that is applicable and viable for the children. Good nutrition, the importance of personal hygiene, play, recreation, relationships and nurturing will form the basis for this. Children are encouraged to participate in sports and other physical activities which will promote their general health. There are good facilities within a short walking distance. A simple measure to develop good habits is to look carefully as to whether it is appropriate to use the car to take a child to a destination or whether it would be better to walk.

Diet is a key issue in promoting long term health. It is the aim of staff at Tennyson House to help young people to be aware of the benefits of a varied diet that includes a wide range of fruit and vegetables. This is not easily achieved since they often arrive at the home with entrenched views and very restricted diets. There is a balance between responding to the wishes of young people in developing the weekly menu and opening their minds to new experiences.

While progress might be slow with each young person, the aim and focus of discussions around food will be to develop an understanding and appreciation of good food that will benefit them in the future.

Emotional and mental health needs are often present for young people who come to Tennyson House. In consultation with them and their social worker, when these needs require more than good, consistent care, specialist input will be sought through the General Practitioner. Where such expert help is provided, staff will work in accordance with advice given in order to support the work. Tennyson House has good links with the local Child and Adolescent Mental Health Service.

Issues to do with sexual health, drugs and smoking are never far away for children and young people within the age range of Tennyson House. Staff will respond to issues raised by young people, they also raise issues themselves in Key work sessions to help the development of knowledge and understanding. Basic information is available within the home. Where needed, or requested, staff will arrange for young people to consult specialist drugs or sexual health workers.

Tennyson House has a non-smoking policy for residents, staff and visitors.

Break does not employ health care staff.

Tennyson House does not employ any specific therapeutic approach but the work is often guided by therapists or psychologists employed by the Child and Adolescent Mental Health Service. The impact of any such work is monitored jointly by the home, the social worker and the CAMHS workers through regular meetings.

A careful health record is maintained for each young person both to record the attendance at appointments or administration of medication and to log progress.

## **Section 6 Positive relationships**

### **Arrangements for promoting contact.**

At Tennyson House we consider the task of working with the child and young person's family and previous carers as paramount. We strive to understand the complex issues involved regarding family links. Wherever possible, it is vital that children and young people maintain links with their families. Even where relationships have been very difficult, or damaging, these are the people to whom they are related and from whom they derive their identity. Staff at Tennyson House therefore do all that they can to promote contact in accordance with the Placement Plan.

Contact is arranged with a view to preserving, establishing or promoting any links which could be beneficial to the individual at Tennyson House. Arrangements are made after taking full account of the wishes and feelings of children and young people, involving the parents, relatives, social worker and, where appropriate, Courts. Contact arrangements form part of their Care Plan.

The location of visits is determined by balancing the ease, comfort and wishes of those involved with the concerns and risks that might be associated with it. The frequency of contact is determined as part of the Placement/Care Plan and is usually linked to the purpose of that contact – maintaining a sense of identity or leading to a return home being two of the more extreme ends. Other forms of contact such as letters and phone calls are encouraged. E-mails are also possible as a form of contact, but they pose more problems in terms of access to the internet.

It is important to remember that most young people come from a family which consists of more than just parents and siblings – grandparents, aunts and uncles can play an important part in their life that is easily overlooked. Similarly, friendships from the past should also come into consideration.

Where necessary staff will assist contact by transporting the young person or making the necessary arrangements.

Staff at Tennyson House will also do all they can to encourage contact by, wherever possible, establishing a good relationship with relatives and those important to the young person. This is not always possible and must always be bounded by the needs of confidentiality.

It is important that our young people establish positive friendships with their peers in the community. Consequently staff will enable them to visit friends or have friends to visit them in the home. Such arrangements are made with the appropriate checks that a responsible parent would make

## **Section 7 Protection of children**

### **Approach to monitoring and surveillance**

Relationships are fundamental to all that work at Tennyson House and this is particularly true in the area of protection. Staff builds open trusting relationships with the young people which communicate genuine care and affection. Through such communications young people are able to talk about anxieties, risks and fears. Since they work in this way, staff are not detached and distant, sitting in offices or standing around 'monitoring.' They are actively engaged with them in day to day life. Consequently electronic and mechanical surveillance measures are not employed in Tennyson House. All children and young people are observed through direct engagement of activities of daily living. Staff are aware of changes of mood or interactions which can precipitate a problem.

The open relationships and communication also provide the most effective protection for those times when the young people are out in the community: they will discuss things both before and after the event. This gives the young person a better understanding of how to keep themselves safe.

Tennyson House has a dedicated and highly skilled staff group in place. The staff will always go the extra mile to ensure that living at Tennyson House is a positive life enhancing experience for the young people.

The positive genuine relationships are maintained long after they have moved onto independence. The contact continues, this is positive for the young people to witness who have just been placed at Tennyson House.

### **Approach to behaviour support**

It is always the aim of staff employed at Tennyson House to build positive relationships with the young people. We work from the principle of aiming to help the young person learn to manage their own behaviour. Similarly, the child or young person is encouraged to reflect on what happened to help them learn and develop controls.

The hope and intention is that this will provide the framework in which problematic behaviour can be discussed and resolved. A calm, reassuring approach can often enable many difficult situations to come to a constructive solution.

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.

We work in ways which recognise, reward and encourage positive behaviour. We seek to build on strengths and positives as part of a strategy to minimise the negatives. Opportunities for additional activities or resources can be given as positive re-enforcement. Mechanisms such as the Residents' Meetings can encourage positive engagement with staff and with day to day routine. Taking responsibility for some daily living tasks can engender a sense of belonging and self-worth.

As part of children and young people's development they will question, challenge, test the limits and create confrontation. Young people are learning the boundaries of acceptable and unacceptable behaviour. There can often be an additional dimension to this issue for the young people living here: the emotional turmoil that they are experiencing can make it difficult to control behaviour or will lead them to express it in inappropriate, negative behaviour. Sometimes these become established patterns of behaviour. Although any such behaviour needs to be addressed, staff need to reflect on what is happening to understand it.

In any setting, where behaviour is unacceptable there have to be mechanisms whereby that point can be reinforced. The objective is always, however, to help the young person recognise what is appropriate behaviour and modify their own behaviour accordingly. We seek to operate in ways that embrace restorative approaches: helping the young person to understand the impact of their behaviour and to take responsibility for actions that seek to make good that 'damage.'

There are times when simple discussion is either ineffective or insufficient and on such occasions disciplinary measures will be applied. Consequently, any disciplinary measure will be imposed in the context of discussion – sometimes at the time the measure is imposed, sometimes subsequently, depending on the situation and the young person. Any sanctions should be limited in duration, timely and appropriate to the behaviour. All sanctions must be discussed with and approved by the Manager/Deputy Manager. They are also entered into the Sanctions Log, which will be overseen by the Manager.

There are many forms of sanctions that are not permitted. These include corporal punishment, deprivation of food or drink, restriction on contact with key people (parents, social worker etc.), being made to wear distinctive or inappropriate clothing, using or withholding medical treatment, deprivation of sleep, imposition of fines or intimate physical examination.

When a child or 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 are trained under 'Norfolk Steps' and this does equip them with a range of techniques.

But has the appropriate emphasis on de-escalation. Any physical intervention will be the last resort and these will be clearly recorded in the home's restraint log.

All staff receives annual 'refresher' training in Norfolk Steps to ensure that their thinking and practice is in good order and that they remain competent to practice.

The staff team at Tennyson are enthusiastic and motivated in wanting the very best for the young people in our care. They will spend lots of time discussing wishes and feelings and hope and dreams. The staff team make sure the young people have wonderful life opportunities in the hope that they will aspire to greater things. We want the children to feel loved, respected and cared for. We want them to want the very best for themselves. When they arrive at Tennyson they can have self-loathing, with little self-worth. We want to give them this so to succeed for the future.

## **Section 8 Leadership and management**

### **Registered Provider Details:**

Tennyson House is owned and run by Break. Break is a Registered Charity: No. 286650; it is also a Company Limited by Guarantee, Registration No 1699685. (VAT Rag No 595 3666 89). Break's Head office is at:-

Email: [Office@break-charity.org](mailto:Office@break-charity.org)

Schofield House

Spar Road

Norwich

Norfolk

Tel: 01603 670100

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 have been developed along with expertise in working with children and families.

In addition to Tennyson House Break operates the following services:

- Five other mainstream children's homes.
- One long term unit for children and young people with learning disabilities.

- Two Short Breaks homes for children with learning disabilities.
- One Residential Family Assessment Unit.
- Families' House – support for families in difficulty especially following separation.
- Mentoring services for looked after children.
- Transition support for young people leaving care.
- A Fostering Service.

**Responsible Individual Details:**

Anriette Mynhardt – Divisional Director Care Services

Qualifications;

.BA Hons (social Work)

.Post Qualifying Child Care Award

.Management Diploma (Level 5)

Experience.

1992-1994 Social work (Community work in South Africa)

1997-2002 Social worker (child protection, looked after children, children in need and care proceedings)

2002-2004 Senior Practitioner (Residential children's home)

2004-2010 Manager, The Willows Family Centre( therapeutic work with children, Parenting assessments, family support, young carers children with disabilities activity groups, young parents , parenting programmes)

2010 Consultant social worker (self-employed)

2010-2013 Operations manager, Break Charity (overseeing a range of children's homes, family assessments, short breaks services)

2016-Current: Operations Manager, Break Charity (overseeing children's homes, children with disabilities, short break provision and children with disabilities holiday activities)

As from June 2016: Head of service delivery, Break Charity.

Registration: Currently in the process of re- registering with HCPC

**Manager in post Details:**

Patrick Doherty

Qualifications:

NVQ 3 Childcare learning and development

Working towards NVQ 5 in management and leadership in a residential setting

**Experience 10** years' experience working for Break Charity

5 years' experience as a Deputy Manager for Break in Residential Setting.

## **Deputy Manager**

Mary Baxter

### Qualifications

- BTEC national diploma in housing studies
- NVQ 4 in health and social care

### Experience

- 2 year's experience working as housing manager in
- experience as working as a housing manager
- 17 years' experience working for Break support worker/Deputy manager
- 

Angela Turvey (Senior Support Worker)

Qualifications: NVQ 3 Working with children and young people.

Experience:

4 years of experience as support worker for Break

## **Senior Support worker (Full Time)**

Rabina Begum

Qualification: NVQ 3 in Health and social care

Experience:

**15 years' experience as care worker in various settings**

## **Support worker (Part Time)**

Amy Ruck

Qualification

NVQ 3 Diploma in Health and Social care.

Experience

Previous experience as a support worker, but not in the same setting

## **Support Worker (Part Time)**

Samantha Johnson

### Qualifications

Level 3 Diploma in social pedagogy

### Experience

- Experience working for MIND
- level 3 NVQ diploma in Social Pedagogy

### **Support Worker**

Suzannah Wornes

Working as support for Break 4 years

### Qualifications

- Level 3 Diploma in residential Childcare.

### **Support Worker (Full Time)**

Jack Starling

### Qualifications:

Level 3 Diploma: Children and young people's workforce

### Experience

Working at the College of West Anglia

### Support Worker (Full Time) (probationer)

Anna Pyrzbytek

### Experience

Agency work with adults with dementia

No direct work with young people in residential setting

Currently working through mandatory training courses

### Jessica Croxford ( In probation period)

### Experience

Residential Support worker with Adults( learning difficulties)

NVQ3 Health and Social Care

Currently working through mandatory training

### Support Worker (Full Time) (Probationer)

Sammie Peel

Two years' experience of working with young adults in mental health sector

No relevant experience of working with young people in residential setting  
Currently working through mandatory training programme.

Richard Willitt (support worker part time)

Has worked for Break for 15 years in the role of Bank support worker and support worker  
NVQ 3 in Residential child care.

Laura Oakes (Bank Support worker)

Qualification

Degree in English

Working towards NVQ 3 Residential childcare.

Experience

Full time support worker for Break for 14 months

**House Keeper:**

**Aiyarin Dann**

**Currently working through mandatory training programme.**

As far as possible we aim to ensure a good gender and age balance within the team to provide a range of relationship opportunities for the young people

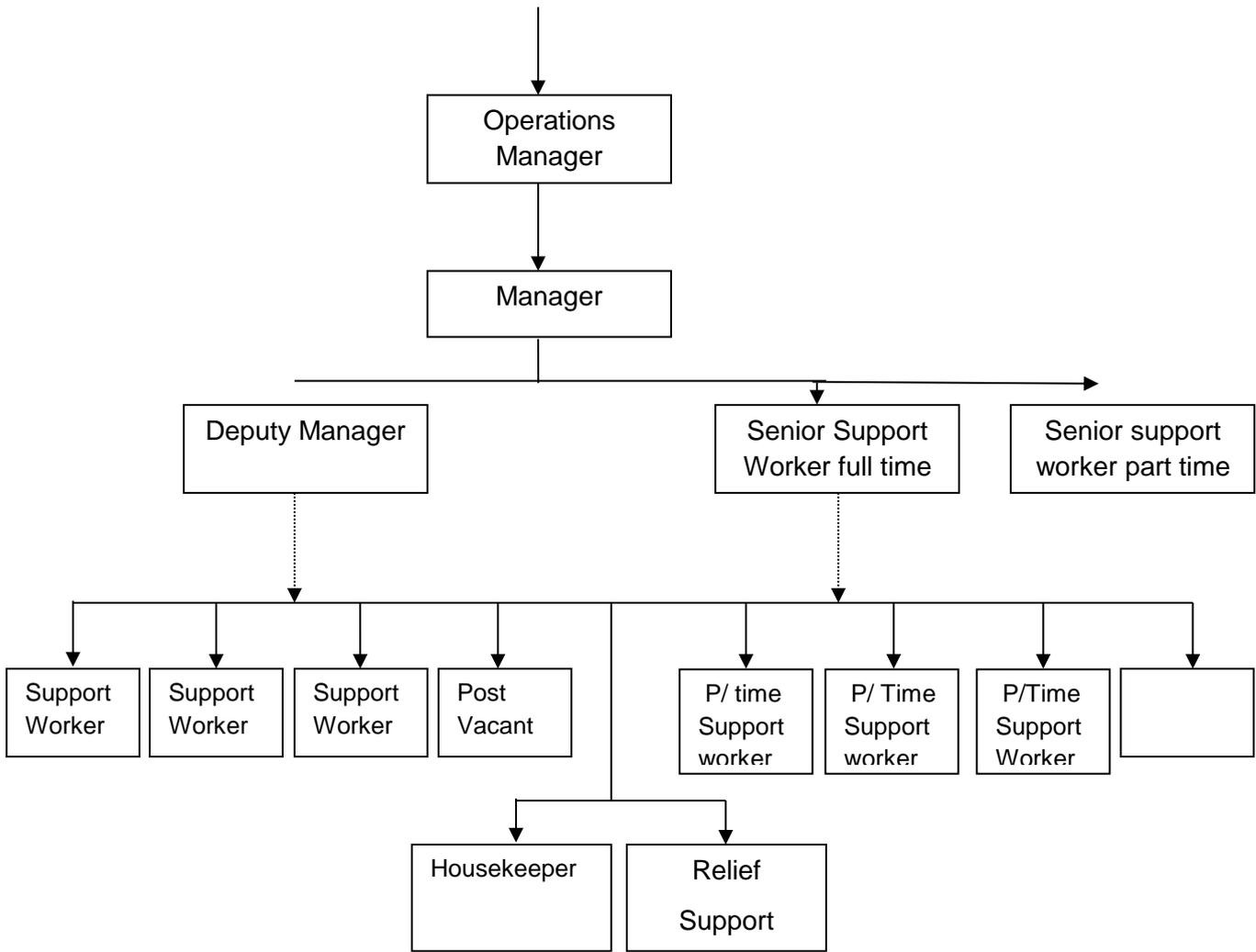
### **Organisational Structure**

The overall staffing structure of Tennyson House comprises:

- 1 Manager
- 1 Deputy Manager
- 2 Senior Support Workers
- 4 full time support workers
- 3 part time Support Workers
- 1 Part time Housekeeper
- 

This structure fits into the organisation as follows:

Director of Care



Head Office retains a copy of each staff member's personnel file which will include a copy of the Disclosure and barring Records, all checks and all relevant recruitment information.

Any agency staff within the Home will be required to produce their Disclosure and barring records, and all checks completed before being allowed to work in the Home. A copy of the check will be retained in the Home.

There will always be at least 2 staff on duty at any time and a member of the Home's management team will be on call. The actual staffing levels will be determined by the number of residents present in the Home at any given time and their assessed level of need and risk. Whilst it is logical to expect more staff to be on duty when the Home is full too many staff on duty can be counterproductive and create an unrealistic expectation for residents. The registered manager will determine the appropriate staffing levels guided by the residents' care plans and risk assessments. It is recognised that where necessary the registered manager may have staff from other Break Homes or agency staff as a last resort.

The registered manager will ensure that an agency member of staff is never left in sole charge of the Home.

There will always be 2 staff 'sleeping in', one of whom will have completed their 6 month probationary period with Break. If the Home has a female resident then we endeavour to have a female staff member on 'sleep in' duty. The registered manager will ensure that the correct gender balance is maintained at all times within the Home. The start and finishing times for 'sleep in' duty will be determined by the registered manager.

The Home operates an on call roster that ensures a member of the management team (the manager, deputy or senior) are always available to contact and when necessary to provide staff

Cover for whatever reason. The Responsible Individual and Break's Head of Care or another Senior Manager are always available for consultation both inside and out of 'office hours'.

The staff roster is displayed in the office and a copy made accessible to the young people so they know who is 'sleeping in' or on duty at any time. The roster must indicate the actual staff on duty in the event of sickness.

### **Supervision.**

All staff receive regular supervision sessions with a line manager on a regular basis. The expectation is that these will be more regular during the probationary period. Normally a minimum of one and a half hours will be available. There may be further opportunities for informal, group and / or individual supervision at other times. This is a space to talk about work related issues, begin to deal with problems, manage levels of performance and to give feedback both ways on any arising matters.

This is a confidential meeting. All notes and records are confidential unless agreed by both parties or if the information concerns serious malpractice, child protection issues or other such matters.

Supervision is intended for staff support and development. If there are hindrances or dissatisfaction with this process then the Manager can intervene and in some instances a different supervisor be appointed. A more detailed supervision policy is available.

### **Appraisals**

All staff will receive an annual appraisal. This will include an overview of the year as well as any performance and practice issues, aims and objectives will be discussed. Records of this will be kept and used as a guide and reference for the development of staff.

## Section 9 Care Planning

### Admission process

As part of the admissions criteria the management team will carefully consider the mix of children and how their individual needs might impact on others. This decision making process will include a risk assessment addressing the following:

- The potential impact on any of the children and young people of any new placement.
- The mix in terms of age, behavioural and emotional needs is deemed as safe and appropriate.
- Whether all children and young people's needs can be fully met according to their age and development.
- There are no significant risks to the safety and well-being of any of the children and young people. Any potential risks can be safely managed with a clear plan attached to it.
- The home and all staff can cater for individual needs and ensure that age-appropriateness is considered in providing daily care.

Initially, possible placements are discussed with the Operations Manager responsible for Tennyson House. If from this preliminary discussion, it appears that the needs of the young person might be within the range of those that Tennyson House can meet, a referral can be made, which should include the following information:-

- A placement profile request.
- A chronology and all relevant background information.
- The child's current care plan including assessed risks.
- Details of all previous placements and moves.
- An education plan.
- Any psychological reports.
- Any relevant court proceedings information.

The Manager will then liaise with the social worker to arrange a meeting (to include parents/carers where appropriate) to look more fully into the suitability of Tennyson House as a placement for this young person, taking account of the needs and plan for the young person, compatibility with the needs of existing residents and the skills and experience of the staff group. If it is decided that Tennyson House is a suitable and realistic placement, introductory visits, including overnight stays where possible, will be arranged as a lead up to admission. This is well planned and thought through process with careful consideration to the individual's needs. We believe that long term success and a positive experience for a child/young person is very dependent on the right placement and an agreed integration plan into the home.

Particular account is taken of the potential impact of any placement on the existing group of young people and they will be involved in and consulted on the admissions process as much as possible

It is the expectation that a working and current education plan and provision are in place before a child is admitted to Tennyson House. Staff at Tennyson House will work closely with social workers and ensure they fulfil their statutory visiting requirements and regularly discuss and review the needs and progress of the child.

In order to preserve a stable, caring environment Tennyson House does not accept emergency placements. Children are placed on a medium to long term basis with careful planning and decision making.

Tennyson House is not equipped to provide accommodation for children with disabilities. Similarly, there are neither the staffing levels nor the training within the staff group to enable placements to be made for young people with extreme aggressive, destructive and risky behaviour