



BIRCHWOOD



Statement of Purpose

2022



Introduction

Formed in 2018 by professionals with over 30 years' experience in delivering services to young people. Birchwood provides 11 to 18 year old male and female young people, with a safe, welcoming, and nurturing environment.

With an absolute commitment to changing the landscape for young people, who have experienced a range of adverse experiences in their lives, our philosophy is based on empowering young people to make positive choices, grow in confidence, enable positive change, to make progress and to have a positive impact on those we care for.

We accept each child and young person as an individual and believe the needs of each, must lie at the heart of everything we do.

Aims and Objectives

It is our aim to:

1

To ensure each young person is loved, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential

6

Provide a safe environment where young people can reflect on their own experiences and develop coping mechanisms and resilience

2

Provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour

7

Empower young people to be confident in their own identity and express their views and wishes openly

3

Provide all young people with a family style home they are proud of and feel able to invite family and friends to

8

Support young people to take responsibility for their own actions and behaviours

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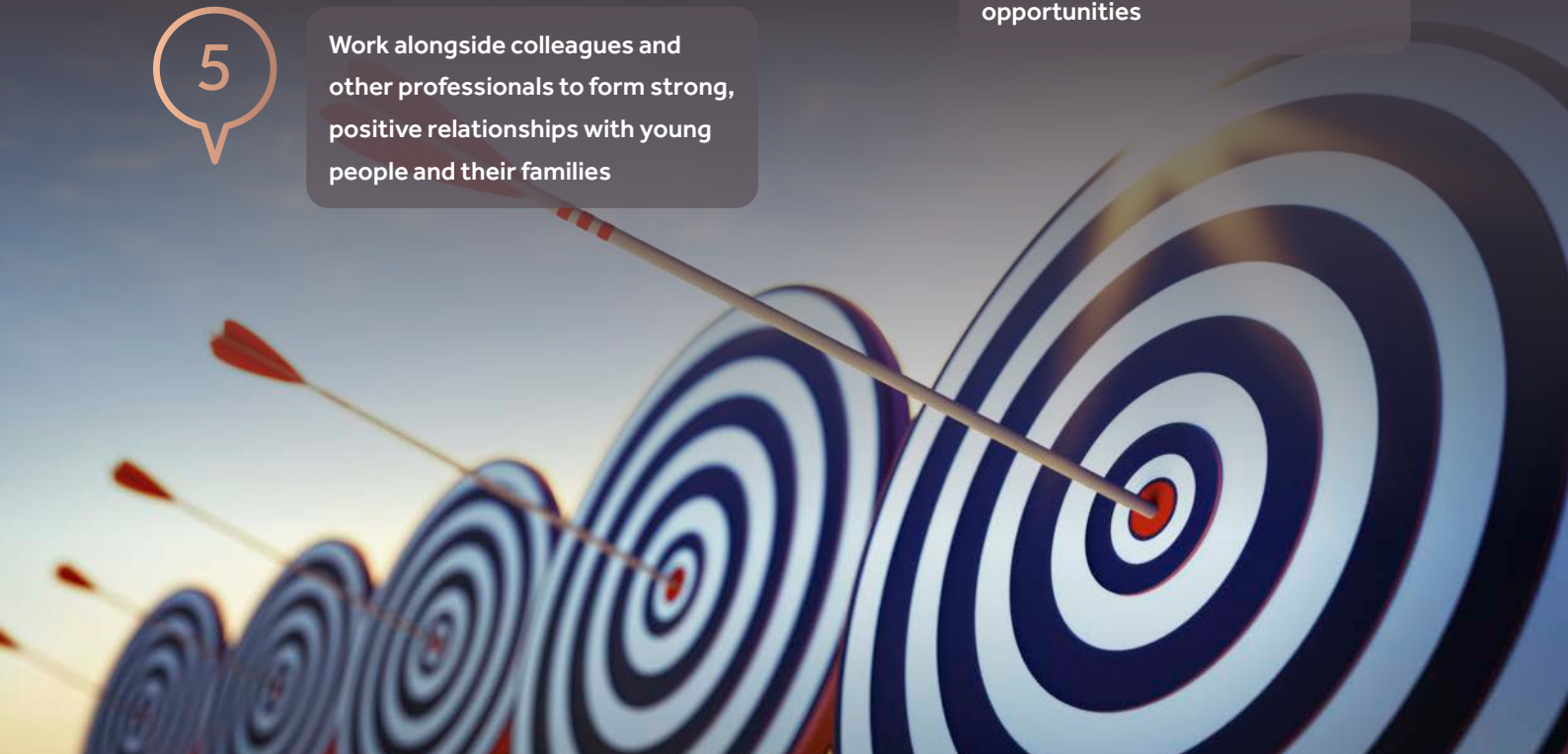
To ensure young people have access to advocacy services and are able to have their voices heard

9

Promote and encourage independence by offering a high level of emotional support and practical help in accessing education and employment opportunities

5

Work alongside colleagues and other professionals to form strong, positive relationships with young people and their families





Our offer to young people

Our approach is based on a humanistic model. By using Maslow's Hierarchy of Needs, we have a way to look at the whole person, to emphasise their areas of personal growth and to have an acute awareness of the specific needs of the individual and how trauma and abuse affects their path to self-actualisation.

The young people we support come to us from a range of backgrounds and with diverse needs, including:

-  Behaviour that is challenging
-  Moderate learning disabilities
-  Drug and alcohol misuse
-  Self-injurious behaviour
-  Mental Health
-  Risk of exploitation
-  Criminal behaviour
-  Autistic Spectrum Disorder
-  Attention Deficit Disorder
-  Attachment Disorder
-  (EBD and LD Ofsted Registration)

All young people should be respected as individuals, treated with love, kindness, and affection that one would expect to exist in a family home. Young people will be supported to take opportunities to realise and fulfil their personal aspirations and ambitions.

An important part of our role is to be an advocate for our young people- to always represent their best interests, including in their interactions with other professionals. They know we are always "there for them" and will defend their interests robustly but honestly. Occasionally this involves supporting them in interactions with the police and criminal justice system. We have a designated, qualified appropriate adult and also a retained criminal defence law firm, who are dedicated to the young people they represent and focussed on reducing any stresses and anxieties young people are likely to experience.



Maslow's Hierarchy of Needs



The house and local area

The home is situated in Taunton, the County Town of Somerset. It is close to shops, schools, colleges, all health services including GP's, dentists, opticians, and a hospital.

There are various leisure venues, clubs, parks, swimming pools and activity centres in the area, including the Quantocks Hills; an Area of Outstanding Natural Beauty, that is on our doorstep for walking, horse riding, mountain biking and other activities our young people can access.

The house is a terrace property in north Taunton, located within a quiet cul-de-sac. Our home offers a single occupancy and have at least two members of staff always present. The home has a lounge, dining room, kitchen, study area, garden and an outbuilding, that is utilised dependent on the needs and wishes of the young person living in the home. The young person has their own private bedroom which they are welcome to choose the colour of the walls, wall art and soft furnishings, including other decorative items for the communal areas- we are very clear that 40 Radlet Close is **their** home.



Inclusion for all

At Birchwood we promote a culture of inclusion for all young people, families, staff, visitors and those in the community. Our equality and diversity policy ensures that young people and their families are welcomed, accepted and treated with respect, dignity and warmth, regardless of sex, gender, age, racial background, culture, religion, sexuality or ability.

We will challenge those who cannot adopt our ethos of inclusion, with an aim to educate and change held views that may discriminate others within the home or wider community.

Young people are given details of the Children's and Young People Commissioner, the National Youth Advocacy Service, Childline, the NSPCC and Ofsted, all within their Welcome Guide. We also provide young people with other information about support services available to them- including advocates and MOMO.



Involvement of Young People

We strive that young people should be fully engaged, increasingly over time, in all aspects of their lives. This starts the moment they commit to moving in.

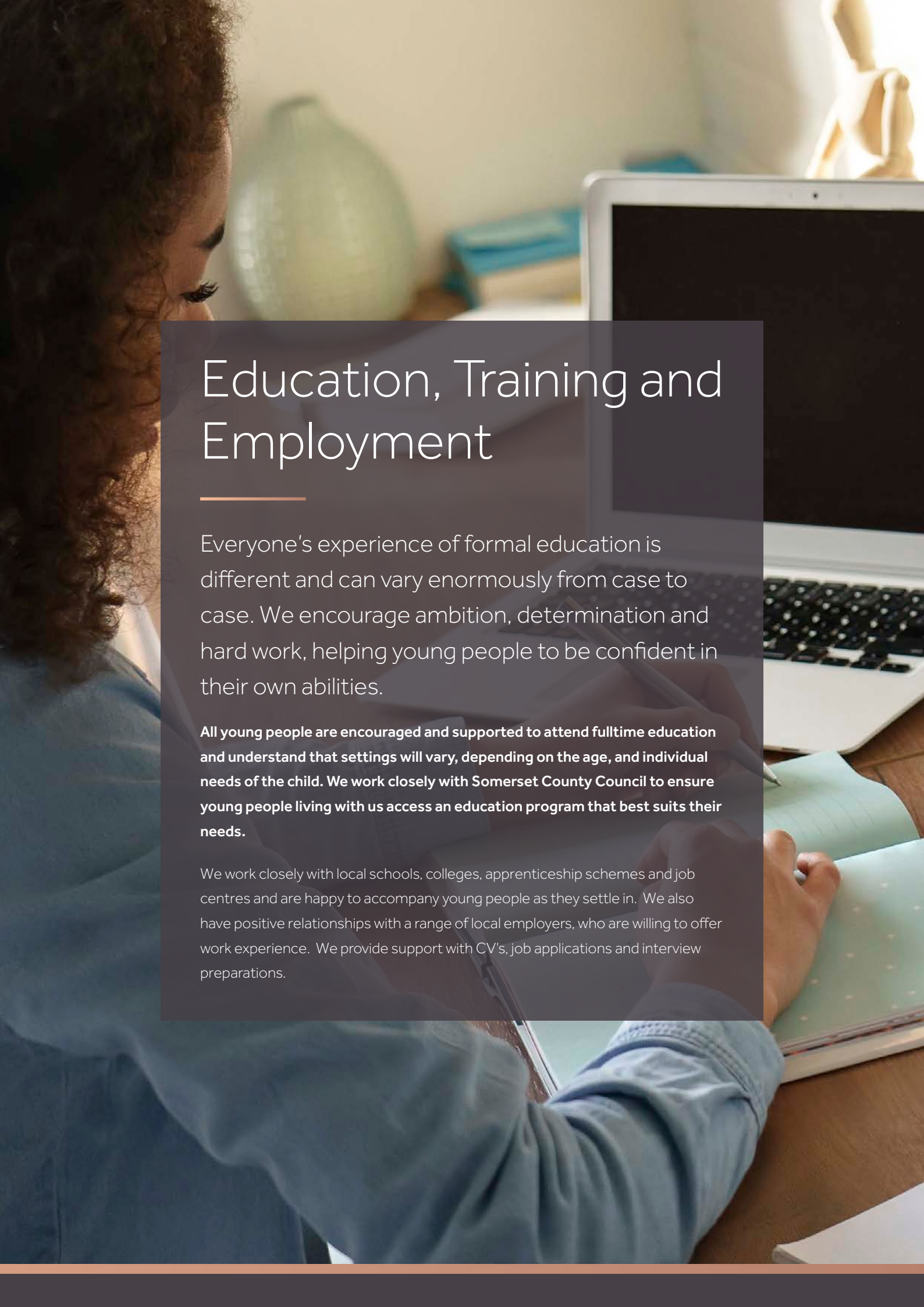
Young people will be able to choose the colour of the paint on the walls, their bedding and the Welcome Pack, will be individual to them- including some toiletries, toothbrush, note pad, pen and other personalised items. We will ensure that the first meal, is their favourite meal. We will make every effort to ensure each young person's views, wishes and choices are heard. Managing 'choices' can be a balancing act, but we are dedicated to involving our young people to the fullest possible extent at every level.

All of our young people have a regularly reviewed care plan, reflecting their needs, concerns, wishes and aspirations. We have both internal and external specialists that young people may engage with should they wish to. This includes drugs workers, relationship experts, sexual health and smoking cessation clinics. The plan clearly and unambiguously sets out key objectives and how they will be achieved. Progress is recorded accordingly.



It's our expectation that all young people will work towards taking responsibility for the following aspects of their lives (with a focus on independence skills with young people who are fifteen years-old onwards, if appropriate to do:

- ✓ Accessing and registering with health services – GP, dentist, opticians
- ✓ Healthy relationships and safe sexual health
- ✓ Self-care including hygiene, appearance, and personal safety
- ✓ Use of drugs and alcohol
- ✓ Mental health and self-harm
- ✓ Appropriate conduct and behaviour
- ✓ Socialising and community integration
- ✓ Relationships with family and friends
- ✓ Money management - bill payments, opening bank accounts, savings and budgeting
- ✓ Menu planning, food preparation and healthy eating
- ✓ Maintaining a clean and safe living environment
- ✓ Accessing leisure and health activities
- ✓ Education, training, and employment
- ✓ Religious and cultural needs
- ✓ Managing emergencies
- ✓ Attending appointments
- ✓ Independence skills development
- ✓ Obtaining independent accommodation and accessing a tenancy
- ✓ Joining the housing register and support with bidding for council properties
- ✓ Self-esteem and confidence in order to reach their full potential



Education, Training and Employment

Everyone's experience of formal education is different and can vary enormously from case to case. We encourage ambition, determination and hard work, helping young people to be confident in their own abilities.

All young people are encouraged and supported to attend fulltime education and understand that settings will vary, depending on the age, and individual needs of the child. We work closely with Somerset County Council to ensure young people living with us access an education program that best suits their needs.

We work closely with local schools, colleges, apprenticeship schemes and job centres and are happy to accompany young people as they settle in. We also have positive relationships with a range of local employers, who are willing to offer work experience. We provide support with CV's, job applications and interview preparations.

Enjoy and achieve

All young people will be given information and are supported in safe internet use and are to watch the 'Think U Know' video on YouTube, produced by CEOP, prior to using the internet at Birchwood.

Exploited (CEOP / ThinkUKnow Resource) - YouTube Thinkuknow - home. Access to the internet, devices and mobile phones is on an individual basis with authorisation from the social worker.

All young people will be encouraged and supported in accessing activities and hobbies that they have an interest in. This could include football and rugby teams, horse riding, drama groups, St Johns Ambulance, cadets, canoeing, mountain biking, tennis, squash, golf, climbing, swimming... We are very lucky to have so many opportunities available on our doorstep. Details of how young people can access these, is contained in the Welcome Guide.

Budgets are available for these activities to take place on a regular basis, including an annual Summer holiday (either in the UK or abroad, dependant on risk assessments) and trips away during school holidays.

All trips and activities are either supervised by members of staff or by qualified onsite instructors at specific venues. All activities and trips are fully risk assessed, beforehand and any overnight visits will be authorised by the relevant authority.



Culture and religion

Birchwood advocates equality in opportunity and will work with young people from ethnic minority groups and racial backgrounds.

Any religious or cultural needs for those living with Birchwood is identified in pre-placement planning documents, the placement plan, through building strong relationships with young people over a course of time. Those young people living at Birchwood, with a faith or additional cultural needs will be encouraged and supported to attend local places of worship. All those working within the home, will do, so promoting inclusion and will have a good understanding of religious festivals, clothing, food and other cultural elements, to enable the young person to feel positive, proud and accepted in their own home.



Health

All young people will be registered with a local GP, dentist and optician with the first week

Any routine medical treatments or check-ups will take place at these registered services. In an emergency, young people will be taken to Musgrove Park Hospital, only a short drive away from the home, or an ambulance will be called if required.

Medications will be stored within a locked storage unit in a staff sleep-in room. All medications will be signed out by the young person and member of staff, within their individual medication files. All medications will be handled safely, by trained members of staff. Medication and the recording of it is audited monthly. All members of staff will be educated and informed about any potential side effects of medication and/or effects of medication refusals. Special guidance and training will be identified for all carers, in the instance of specific conditions- such as epilepsy or diabetes.

We work closely with CAMHS and other specialist therapeutic agencies in the area to ensure young people are in receipt of the right support. All appointments will be facilitated and supported by a member of staff.

Birchwood will promote healthy diets and lifestyles to all young people, allowing us to inform and educate young people, whilst giving opportunity for contribution to menu planning and food shopping.

We are a no smoking organisation and will sign post and support young people to access smoking cessation programs that run parallel with our own smoking cessation plans, if a young person is addicted to nicotine. Members of staff are in support of this and are aware that smoking and vaping is not permitted on site, or during working hours.



Positive relationships

Birchwood understand that for young people to feel settled and stable in their home, time with family and friends is important to the overall success of the placement.

The home is welcoming to family and friends and our aim is that young people feel proud of the home in which they live, which they will want to show those close to them. As the home is a solo-occupancy, time with family and friends can happen easily within the home, without having to manage the dynamic of another young person.

The staff team can transport young people to visit friends and family and will support and supervise visits where needed. Unsupervised visits will be supported, if part of a young person's placement plan. Once appropriately risk assessed, young people will be encouraged to transport themselves independently to visit friends and family; building the skills to use public transport confidently, or to walk or cycle, when safe to do so.



Physical intervention and restraint

Birchwood focus on de-escalation, rather than physical intervention and restraint across our service.

All staff are introduced to this during induction and are assessed by a qualified trainer through No Fear, delivering a level one program of techniques and skills that are covered by the Department of Health guidelines 2011. The training is a mandatory element of staff induction, then delivered as an annual refresher course. All intervention and restraints are logged, with debriefs taking place with the young person and staff involved. This enables us to find patterns in behaviours, areas of learning and ways in which we can improve.

At Birchwood, we believe in providing and discussing with young people the natural consequences to negative behaviours, as a means to prepare them for life after care and to have an understanding of societies expectations. The natural consequences are discussed with the young person and a member of staff, to allow an opportunity for reflection and restorative practice to take place.



Safeguarding

Safeguarding is the key principle our organisation is based upon and we will adhere to the following to ensure the safety of all:

- ✓ Staff development
- ✓ Supervision and appraisal
- ✓ Robust quality assurance monitoring by the Registered Manager and Responsible Individual
- ✓ Safeguarding with strong reflective practice informing learning
- ✓ Meeting the requirements of national and local legislation and regulation
- ✓ Regular review of internal safeguarding policy and processes, that are in-line with the Somerset Safeguarding Children Partnership protocol
- ✓ Swift and effective response to any allegations, complaints, grievances and whistleblowing
- ✓ Appointments of designated officers
- ✓ Complying with Safer Recruitment legislation and regulation/guidance
- ✓ Respecting confidentiality and complying with GDPR
- ✓ Safe storage of physical and electronic records
- ✓ Safe storage, handling and administration of medication

All of the team are aware of their responsibilities in relation to keeping young people safe, following protocols and effective reporting and recording.

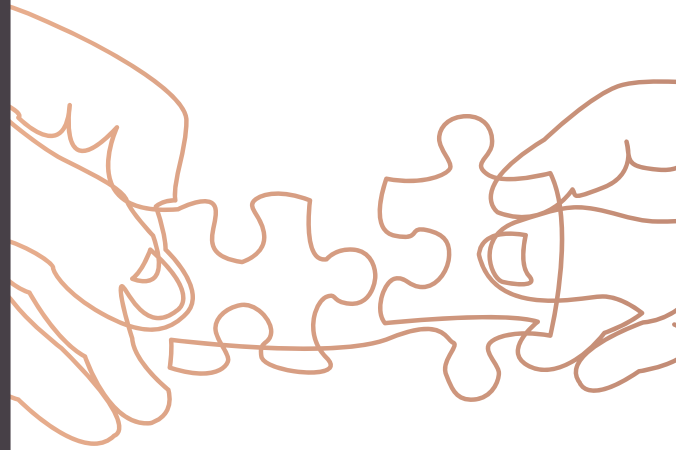
Every young person will have a risk management and positive behaviour management plan. All young people will be supported to identify and understand the risks associated with their behaviours and how they may choose to change them.

Complaints

Birchwood aims to provide the highest standard of services to young people, support workers and Local Authorities.

The service standards of the Provision are explicit throughout its policies and procedures. However, there may be occasions when we get it wrong or people may want to challenge decisions we have made. It is important for anyone involved in Birchwood, whether a young person, parent, support worker, employee or local authority to know that there is a robust and transparent process for managing and resolving issues and complaints. At Birchwood, we encourage a culture where people feel they have the right to complain and feel that this is managed fairly and objectively.

The quality assurance monitoring systems that are implemented within the home, ensure our commitment to continuous improvement. This includes actively seeking feedback from all stakeholders. A copy of our complaints process and contacts is listed within the Welcome Guide that young people receive on admission. This enables them to freely make complaints to the Responsible Individual, Registered Manager, social care team or Ofsted independently.



Birchwood Policies

All hard copies of Birchwood policies, including Safeguarding and Behaviour Management can be accessed on site, by individuals or bodies involved in the protection of children and young people. Electronic copies can be distributed on request via email through the Responsible Individual or Registered Manager.



Missing young people

All episodes of missing are reported to the police, placing authority and Ofsted, including family members where identified.

Each young person has their own trigger plan, dependent on needs, behaviours and risks. As the home is based in Somerset, all return home interviews are completed by the Somerset County Council Family Intervention Service (FIS).

All staff are trained to be curious and vigilant, to enable them to give accurate details of last known whereabouts, clothing, descriptions, mood and state of mind of the young person, in the event that they go missing. They are trained in how to liaise with the police and other professionals to support the young person through developing protocols and risk assessments.



Surveillance and monitoring



Birchwood does not use any monitoring or surveillance methods of the young people living in our home.

We do not use CCTV. Devices and methods could be installed if deemed a necessary safeguard under specific circumstances and in discussion with the local authority and other professionals.

Leadership and management

The address of the registered provider is: Birchwood, 14 Highlands, Taunton, Somerset TA1 4HP



CLAIRE WADDON
RESPONSIBLE INDIVIDUAL AND DIRECTOR

Claire, Founder and Director has worked in care and education services for over 30 years.

2021: SSCP: Designated Safeguarding Lead – Working together to Safeguard Children update

2018: Safer Recruitment Consortium: Safer Recruitment

2014: Exeter University: Postgraduate Certificate in Leadership and Change

2008: Oxford Brookes University: Postgraduate Certificate of Credit in Leading Quality Improvement and Change in Public Services

2006: BTEC: Executive Award in Management Studies (Level 7)

2004 City and Guilds: NVQ level 4 – HR: - Learning and Development

City and Guilds: NVQ Level 4 – HR Personnel

City and Guilds: A1 Internal Verifier Award

2002: BTEC: HND Business and Personnel, CIEH: Advanced Food Hygiene

1994: University of Plymouth: Certificate in Education, City and Guilds: D32, D33 Assessors Awards, City and Guilds: Internal Verifier Award



RICHARD HASTE
DIRECTOR

Richard is a lawyer with extensive experience in youth justice and representing vulnerable young people.

1990: Law Society finalist and admitted as a solicitor

1985: Law degree LLb(hons)



GARETH HAYMAN
REGISTERED MANAGER

Gareth has worked in childrens and young peoples' services for over 12 years.

2021: SSCP: Designated Safeguarding Lead – Working together to Safeguard Children

2018: Safer Recruitment Consortium- Safer Recruitment

2018: NVQ Level 5 Management and Leadership of Children and young people's Residential Service

2015: CACHE Level 3 Diploma Young people and young people and Young Peoples Workforce





Our staff undergo a thorough induction programme and probationary period. All staff are involved in reflective practice, mentoring and coaching in the workplace, formalised supervision, team meetings and on-going training and development.

The complimentary skills of our team add significantly to the range and quality of our services.



CAROL HOLLOWAY

TEAM LEADER

Carol has managed children's homes for a number of years and spent a career within children's services.

2005: NVQ Level 5 Management and Leadership of Children and young people's Residential Service

2005: NVQ Level 3 Residential Childcare



ROSS

SUPPORT WORKER

Ross has started to complete NVQ 3 Residential Childcare, as his previous role involved caring for adults with ASD and learning disabilities.

2019: Level 5 Diploma in Management and Leadership

2016: Level 3 Hospitality and Catering Principles

2014: Level 2 Functional Skills Maths and English

First Diploma in Mechanical Precision Engineering

'I do not like being stagnant, so I fill my days with book reading, comics (favourite being Invisibles), playing D&D, running, gym, surfing, scrambling, gardening and learning.'



STEPH

SUPPORT WORKER

Mentoring diploma

Certificate in Counselling

Social Science Access to HE

Likes Activities:

- Spending time in nature... at the river, beach or in the forest.
- Camping.
- Live gigs and festivals.... so much so I organise my own!
- Cooking.... and eating!
- Learning guitar.
- Laughing so hard that your belly hurts.

"It isn't where you came from, it's where you're going that counts." – Ella Fitzgerald



ALI

SUPPORT WORKER

NVQ L4 Equivalent (16 Units) In Health/Mental Health and Children

NVQ L 4 Training & Development (HRD)

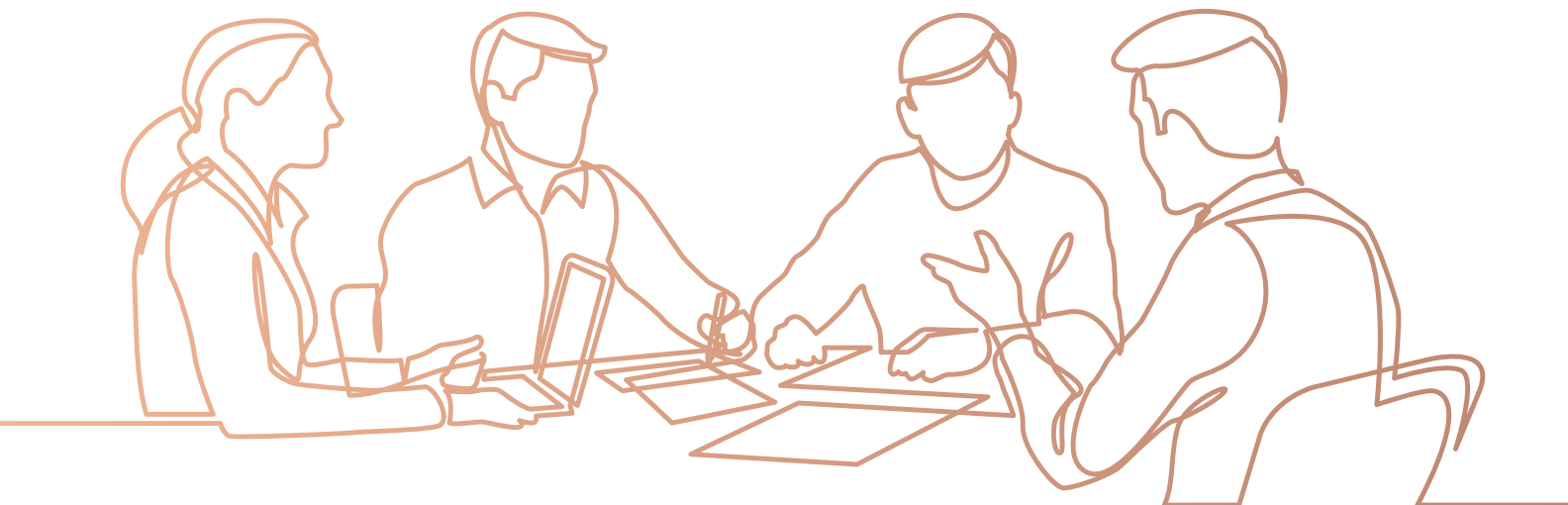
Assessor and internal verifier for Health/Social Care/ Residential Child Care/ILM leadership and Management Qualifications

Social Services – Senior Social Work Assistant Course- Child Protection

Currently studying: Postgraduate Diploma in Health and Social Care Management

I like walking, animals, watching movies, listening to music, trying new things and exploring.

'Be Kind have Courage'



Care Planning

During the referral process we will meet with the young person, family, and relevant professionals to assure them of our ability to meet their needs and ensure compatibility.

Ideally, young people will make the choice to live in our home. Where this is a planned move, we invite the young person to visit us, allowing them to view the home and meet the team.

However, we fully understand that there are occasions when a young person's life is in crisis and their needs are more urgent. In these cases, we are able to respond effectively, providing emergency accommodation and support at very short notice. All agreements and paperwork will need to be available to the home signed by the relevant parties prior to the young person moving in.

We aim to offer a positive arrival for all young people. We will do our best to ensure they feel settled and comfortable in their new home. We will do this by:

- ✓ Providing a 'Welcome meal' to reduce anxieties and to make the young person to feel welcomed, valued and cared for

- ✓ Taking them through the 'Welcome guide' which will provide the following information:
 - The team
 - Description of the home and its facilities
 - Mutual expectations and house agreements
 - Safe use of Internet contracts and consents
 - Medication
 - Local amenities
 - Complaints guide
 - Advocacy services
 - Contacts and useful telephone numbers
- ✓ Providing a 'Welcome pack' which will include toiletries, their chosen bedding and accessories for the room, notepad, pen and personalised items
- ✓ Helping them unpack and arrange their room
- ✓ Showing them around the house and familiarising them with fire and evacuation routes and procedures
- ✓ Giving them a guided tour of the area if appropriate



BIRCHWOOD



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"We accept each young person as an individual and believe the needs of each young person must lie at the heart of everything we do."

Birchwood Independence^{Ltd} is a private limited company

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