

CARING HEARTS HOMES

# STATEMENT OF PURPOSE

# SOP



CARING HEARTS  
HOMES

# Introduction

This Statement of Purpose is aligned with the Children's Homes (England) Regulations 2015 and the National Minimum Standards 2011 outlined in the Care Standards Act 2000. It outlines the core services, operational standards, and support structures provided by Caring Hearts Homes for all stakeholders, including residents, families, staff, and affiliated authorities.

The Statement of Purpose is submitted to Ofsted, available on the Caring Hearts Homes website, and accessible to:

- Staff and individuals affiliated with Caring Hearts Homes
- Children and young people residing in our homes
- Parents or guardians of children in our care
- Local authorities placing children and young people with Caring Hearts Homes
- Members of the general public

All children and young people receive an accessible version of the Statement of Purpose upon joining, through a Children's Guide. The document undergoes an annual review by the management team to ensure compliance with current legislation and best practices.

This Statement of Purpose outlines all key aspects of our service provision at Caring Hearts Homes, covering:

- Quality and purpose of care
- Views, wishes, and feelings
- Education
- Enjoyment and achievement
- Health
- Positive relationships
- Protection of children
- Leadership and management
- Care planning



# Introduction

This document is essential for Caring Hearts Homes, and even more so for the young people in our care, their families, and their sponsors. It serves as the foundation for the services we provide and how we deliver those services. It acts as the guiding framework for our practice and management standards, outlining how we intend to be measured and held accountable. It reaffirms Caring Hearts Homes' commitment to prioritising and upholding Children's Rights in all aspects of our care.

If you need assistance regarding any part of this document, please reach out to the Home Manager or any staff member within the home.



# Purpose of Care

Our homes are thoughtfully designed to provide safe, stabilising, and calming environments for young people in need of short, medium, or long-term care and accommodation. We support young people aged 8 to 17 who have learning disabilities, autism, mental health needs, or display challenging behaviours.

Our service is tailored for young people diagnosed with learning disabilities, autism, mental health needs, or exhibiting traits associated with Emotional and Behavioural Disorders (EBD).

Young people with EBD may display behaviours such as:

- Persistent disruptive actions
- Emotional immaturity, including tearfulness, withdrawal, or outbursts
- Physical and verbal aggression, struggling to build positive social relationships
- Behaviour that infringes on others' rights
- Self-initiated physical aggression, potentially including bullying or cruelty to animals
- Property damage, including acts like arson or vandalism
- Early exposure to drugs, alcohol, and tobacco
- Premature involvement in sexual or criminal exploitation



# Aims, Objectives, and Key Priorities

At Caring Hearts Homes, our mission is to foster a safe, supportive, and empowering environment that nurtures the unique potential of each young person in our care. Guided by a commitment to high standards and a holistic approach, we focus on delivering quality accommodation, personalised care, and therapeutic support. Our aims, objectives, and key priorities outline the core elements of our service, dedicated to promoting wellbeing, resilience, and a positive future for every child and young person. These guiding principles reflect our dedication to their physical and emotional health, personal growth, and readiness for life beyond care.

## 1. Creating a Safe and Supportive Environment

- ✓ **Secure, Stable, and Caring Environment:** Establishing a secure and caring environment where young people feel valued, supported, and able to thrive.
- ✓ **Safe Intervention Practices:** Implementing safe, respectful intervention strategies when necessary to support young people with challenging behaviours and maintain a secure environment.
- ✓ **Maintaining Family Connections:** Supporting family contact in accordance with each young person's care plan to maintain essential family ties and relationships.



## 2. Personalised Care and Growth

- ✓ **Collaborative Implementation of Care Plans:** Working collaboratively with each young person to implement the objectives of their individual Placement Plan and the overarching Care Plan from their placing authority.
- ✓ **Personalised Growth Plans:** Developing individualised growth plans that empower young people to achieve their full potential and prepare for independence.
- ✓ **Life Skills and Social Responsibility:** Supporting young people in developing practical life skills, promoting social responsibility and a cohesive home environment that prepares them for independent living.

## 3. Promoting Health and Wellbeing

- ✓ **Emotional Wellbeing and Mental Health Support:** Prioritising the emotional and mental health of each young person, providing tailored support to promote resilience and personal growth.
- ✓ **Proactive Health Approach:** Taking a proactive stance on health, addressing each young person's physical and mental health needs while promoting positive lifestyle choices.
- ✓ **Therapeutic Support Ethos:** Embedding therapeutic support within the home's ethos, including personalised therapy programmes and group sessions involving both young people and staff.



## 4. Empowering Education and Enrichment

- ✓ **Access to Education:** Ensuring all young people have access to suitable education, whether through local schools or on-site programmes if more appropriate for their needs.
- ✓ **Enriched Life Experiences:** Providing enriching experiences through access to high-quality education, healthcare, and social activities, encouraging exploration, skill-building, and positive memories.

## 5. Respecting Rights and Individuality

- ✓ **Diversity, Tolerance, and Acceptance:** Promoting respect, tolerance, and acceptance of individual identities and backgrounds, fostering an inclusive atmosphere within the home.
- ✓ **Empowering Decision-Making:** Actively involving young people in daily decision-making, centring their voices in shaping their care experience.
- ✓ **Advocacy and Right to Voice Concerns:** Upholding each young person's right to advocacy and to voice their concerns, ensuring their input is respected.
- ✓ **Upholding Children's Rights:** Advocating for each young person's rights and ensuring they have representation, honouring their individual preferences and unique needs.



## 6. Excellence in Care Provision

- ✓ **Commitment to Skilled and Compassionate Care:** Providing care through skilled, compassionate staff within a structured, nurturing environment.
- ✓ **Continuous Staff Development and Compliance:** Ensuring continuous staff training in line with evolving care needs, challenging behaviour management, and compliance with legal and placing authority requirements.
- ✓ **Flexible, Responsive Service:** Balancing individual needs with communal responsibilities, ensuring the service remains adaptable and responsive to each young person's requirements.

# Commitment to Holistic Care

Our approach at Caring Hearts Homes is holistic, child-centred, and dedicated to creating a safe, inclusive, and empowering environment. We are committed to safeguarding young people, celebrating their individuality, and preparing them for a fulfilling, independent future. By upholding these aims, priorities, and values, we provide each child with the support they need for a stable, meaningful, and successful life journey.

# Ethos of Caring Hearts Homes

At Caring Hearts Homes, our mission is to provide a safe, nurturing, and holistic environment that empowers each young person to reach their full potential. With a commitment to high standards of accommodation, therapeutic support, and personalised care, we strive to enhance the physical, emotional, and mental wellbeing of children and young people. Our approach is rooted in respect, individualised care, and an unwavering dedication to children's rights, creating a foundation for resilience, independence, and a successful future.



# Core Aims and Objectives

Our guiding principles reflect our commitment to promoting young people's rights, wellbeing, and personal growth. We aim to:

- ✓ **Create a Secure, Supportive Environment:** Ensure a stable and caring space where young people feel valued, respected, and safe.
- ✓ **Collaborative, Individualised Care Planning:** Work closely with each young person to implement their personalised Placement Plan and Care Plan, developed in coordination with placing authorities, social workers, and families where appropriate.
- ✓ **Proactively Support Health and Wellbeing:** Take a holistic approach to physical, mental, and emotional health, embedding therapeutic support into our daily practices. Each young person receives tailored therapy and access to quality healthcare as part of our commitment to a proactive approach to wellbeing.
- ✓ **Provide Access to Education and Life Skills:** Access to education suitable to each young person's abilities, whether through local schools or on-site programmes, and develop practical life skills to prepare them for independent living.
- ✓ **Proactively Support Health and Wellbeing:** Take a holistic approach to physical, mental, and emotional health, embedding therapeutic support into our daily practices. Each young person receives tailored therapy and access to quality healthcare as part of our commitment to a proactive approach to wellbeing.
- ✓ **Respect Diversity, Rights, and Individuality:** Uphold the rights of each young person, treating them as individuals with unique needs and identities. We provide an inclusive, multicultural environment that celebrates diversity and honours specific cultural and religious practices.
- ✓ **Empower Decision-Making and Self-Advocacy:** Engage young people as active participants in decisions affecting their lives, supporting their right to voice concerns and be part of shaping their care experience.



# Core Aims and Objectives Continued

- ✓ **Support Family Connections:** Facilitate contact with family members, where appropriate, to maintain essential relationships and reinforce each young person's sense of identity and belonging.
- ✓ **Skilled and Compassionate Staff:** Ensure all staff members are well-trained, compassionate, and capable of supporting young people with empathy and professionalism. Our staff undergo ongoing development to adapt to evolving needs and maintain high standards of care.
- ✓ **Commitment to Privacy and Confidentiality:** Respect each young person's privacy, handling personal information with confidentiality and sharing it only as necessary to safeguard their wellbeing.



# Ethos and Organisational Philosophy

Our ethos at Caring Hearts Homes focuses on fostering resilience, respect, and a supportive environment. We are committed to:

- ✓ **Person-Centred Care:** Tailoring care to reflect each young person's needs, aspirations, and identity, developed through consistent communication with the young person, their family, and key professionals.
- ✓ **Encouraging Positive Relationships and Social Responsibility:** Providing opportunities for young people to engage in recreational, social, and leisure activities, encouraging them to build positive relationships and social skills.
- ✓ **Celebrating Individuality and Providing a Multicultural Environment:** Cultivating an inclusive atmosphere where each young person's background and beliefs are valued, with respect for personal expression and individuality.
- ✓ **Upholding Children's Rights:** We are dedicated to fostering an environment where young people are treated fairly, enjoy equal rights, and are empowered to take ownership of their lives and choices.
- ✓ **Ensuring a Safe, Enriching Environment:** We strive to exceed the National Minimum Standards (NMS) outlined in the Care Standards Act 2000, maintaining a safe, therapeutic space that promotes acceptance, stability, and healing.

Caring Hearts Homes is committed to providing a stable, respectful, and growth focused environment for young people. We empower each child to explore their potential, develop resilience, and prepare for a fulfilling future. By upholding these aims, objectives, and values, we provide the foundation for a stable, meaningful, and empowered future.



# Accommodation

## Location of the Home

Our homes are conveniently situated with easy access to public transport, enabling young people to participate in family contact, leisure activities, and cultural experiences. Nearby amenities include clothing and grocery stores, cultural and recreational spaces like parks, libraries, sports centres, and various religious and cultural venues. The homes are also close to educational and entertainment options, such as cinemas, museums, shopping centres, and sports clubs. We maintain a positive relationship with our neighbours and the local community, creating a welcoming and supportive environment for all.

## The Home

The first floor of the home includes two bedrooms, each accommodating up to two children and furnished with wardrobes, a single bed, and a desk. This floor also features an office and a shared bathroom/toilet. On the ground floor, a corridor opens into a spacious living room, WC, kitchen, and dining room. The dining room provides access to a well-sized garden. At the front of the property, there is o-street parking for up to two cars, along with a side entrance that leads to the garage.



# Supporting Cultural, Linguistic, and Religious Needs

Caring Hearts Homes is dedicated to fostering an inclusive, respectful environment that upholds equality, diversity, and young people's rights. We ensure that each young person is treated with dignity and respect, free from discrimination based on ethnicity, age, gender, or sexual orientation. Our staff model these values in their interactions, serving as positive role models and proactively supporting fair treatment for all. Our Commitment Includes:

- **Facilitating Religious Practices:** We provide support for young people to practice their religion, including arranging transport to places of worship, connecting them with local religious communities, and arranging visits from ministers or congregation members as requested.
- **Promoting Cultural Identity:** We encourage young people from diverse backgrounds to retain their cultural identity by supporting specific dietary, clothing, and healthcare needs. For young people with linguistic needs, we offer resources like PECS (Picture Exchange Communication System) cards in relevant languages and staff training in basic phrases.
- **Enhancing Self-Esteem and Coping Skills:** Our environment is designed to boost self-esteem, equip young people with strategies to address stereotyping or prejudice, and promote positive racial and cultural identity.
- **Inclusive, Supportive Environment:** We provide personalised care plans that respect each young person's cultural, linguistic, and religious values, supporting their interests and social involvement.

The home welcomes visiting family members, friends, and community connections to foster a sense of belonging. Through continuous engagement, we ensure that young people's cultural and individual needs are respected and that each child feels seen, valued, and supported.



# Complaints and Resolution Process

At Caring Hearts Homes, we are committed to providing a supportive environment where young people feel empowered to voice concerns and make complaints if needed. Our complaint resolution process ensures each concern is taken seriously and addressed promptly and transparently.

## Informal Resolution

We aim to resolve complaints informally within three working days. If further action is needed, the complaint will proceed through our formal process, with a clear timeline for resolution, as outlined in our complaints policy. This policy is accessible to young people, parents, carers, and professionals, and is reviewed with each child upon admission to ensure understanding.

## Formal Complaint Handling

Young people are encouraged to express any dissatisfaction, with support from staff, advocates, or key workers as needed. Our staff are trained to handle complaints with empathy and professionalism, creating a calm environment for resolution. For those requiring additional communication support, we provide access to advocates, including Regulation 44 visitors and Independent Visitor Services. All formal complaints are responded to within a maximum of 28 days, and young people are kept informed.

## External Advocacy and Support

Local advocacy services, including Family Action and The Children's Society, are available to support young people. Upon admission, young people receive information on contacting an advocate, Independent Reviewing Officer (IRO), or Children's Rights Officer if they need external support. Contact details for Ofsted and other relevant bodies are also provided in the Children's Guide.



# Complaints and Resolution Process

## Complaint Policy

Access Our complaints policy is available on request, with detailed guidelines to address concerns at both informal and formal levels. Key workers ensure that young people understand the procedure, which includes support for those with communication or other specific needs.

## Encouragement and Support

Young people are regularly encouraged to voice their opinions, and staff emphasise that their feelings are valued. We aim to resolve issues informally, though formal channels are available if required. Young people have access to families, social workers, Regulation 44 visitors, Ofsted, and independent advocacy services, including Childline, to ensure comprehensive support.

## Staff Training

All staff undergo training on complaint handling and reporting, understanding the roles of external agencies like Regulation 44 visitors and Ofsted. Each complaint is logged and documented on-site to ensure proper follow-up and resolution.

## Contacting External Bodies

Young people and their representatives can contact external agencies if they feel their concerns have not been adequately addressed. The individual or their representative may contact OFSTED at any time to file a complaint.

**Ofsted Piccadilly Gate Store Street**

**Manchester M1 2WD**

**Tel: 0300 123 1232**

**Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**



## Access to Safeguarding and Behaviour Management Policies

Key safeguarding and behaviour management policies are available upon request to ensure transparency and safety within the home. Contact Caring Hearts Homes directly for copies of these policies.

# Placement Plans and Staffing

## Placement Plans

Placement plans are collaboratively developed with input from staff, the young person, social worker, and, where relevant, the family. This inclusive approach ensures that each young person's cultural, linguistic, and religious needs are respected and integrated into their care. Plans are regularly reviewed and updated to reflect any changes in the young person's needs or goals, ensuring care remains responsive and tailored.

## Staffing

Young people at Caring Hearts Homes receive continuous 24/7 support with a minimum 1:1 staffing ratio. Waking night staff extend the care and supervision provided during the day to ensure ongoing safety and support. Our staff members are trained in cultural sensitivity, trauma-informed care, and effective communication tailored to the individual needs of the young people they support.

## Quality Assurance

We implement robust quality assurance measures to monitor and evaluate the care provided. Regular audits, with active staff participation, maintain accountability and inform improvements to meet service needs. Feedback from young people, families, and social workers is welcomed as part of the quality assurance process, ensuring standards align with the expectations of those directly involved in each young person's care. We encourage positive risk-taking, allowing young people to engage in activities that promote growth and development.



## Fire Safety and Emergency Procedures

Our fire safety and emergency procedures meet stringent safety standards and include:

- Fire safety training
- Routine fire evacuation drills
- Provision of fire extinguishers and clear fire notices
- Installation of fire doors, alarms, and related safety appliances
- Hazard reporting protocols
- Weekly fire testing and routine checks
- Emergency protocols extend beyond fire safety to include preparedness for medical emergencies and unforeseen events, ensuring comprehensive safety measures

## Recruitment Standards

All staff undergo enhanced background checks through the Disclosure and Barring Service (DBS) before employment. Our recruitment procedures prioritise safer selection, ensuring only qualified and suitable candidates work with young people. Staff also receive regular supervision and support to maintain their wellbeing and professional development, helping them deliver consistent, high-quality care.



## Independent Oversight

An independent visitor organisation provides oversight to confirm that young people receive high-quality care. Staff participate in a range of training, including NHS LD Autism, child protection, anti-discrimination, and individual rights, to ensure comprehensive support and respect for each young person's unique needs.

## Community Integratio

Caring Hearts Homes encourages young people to engage in local community activities, promoting a sense of belonging and connection. We facilitate social, recreational, and educational opportunities that support young people in developing skills and building positive relationships within the wider community.



# Views, Wishes, and Feelings

At Caring Hearts Homes, we prioritise the voices of young people, actively encouraging them to participate in decisions about their lives and the daily running of the home. We consult with young people regularly through multiple avenues to gather their feedback on school support, family contact, daily management, activities, food choices, and more. This feedback informs our quality reviews and recommendations, which are documented in our Regulation 45 reviews and shared with Ofsted biannually. Each young person has access to a key worker who advocates for their needs and supports them in making important decisions affecting their present and future. We also facilitate regular young people's meetings, where they can set the agenda and lead discussions, with staff support as needed. Young people are informed of their right to provide comments, compliments, or complaints, and have access to an Independent Visitor monthly to discuss their experiences. We ensure all young people, regardless of communication abilities, have effective ways to express their views, using tools like tablets, pictorial aids, or personalised communication methods. Our goal is to support each young person in reaching their personal best by enhancing their communication skills, self-management, independence, and self-awareness in a safe, responsive environment.

## Anti-Discriminatory Practice and Children's Rights

Caring Hearts Homes is committed to providing an inclusive, non-discriminatory environment where each young person is respected as an individual, regardless of disability, race, gender, sexuality, or religious beliefs. Our care practices are culturally sensitive and ensure equal access to services and opportunities for all young people, staff, and stakeholders. We recognise that young people with additional needs may encounter challenges, including family breakdowns or multiple care placements. Despite these obstacles, they are entitled to the same rights as all members of society, provided these rights serve their best interests.



# Our Commitment to Anti-Discriminatory Practice Includes:

Our ethos at Caring Hearts Homes focuses on fostering resilience, respect, and a supportive environment. We are committed to:

- ✓ **Equal Opportunities and Safe Environments:** We foster equal opportunities and provide safe living environments, in compliance with the Children's Homes Regulations 2015 and Quality Standards.
- ✓ **Rights Awareness and Advocacy:** Young people are informed of their rights and supported in understanding and exercising them positively. We offer access to external resources, including Childline, Ofsted, and independent advocates, to further empower them.
- ✓ **Positive Responses to Complaints:** All complaints are thoroughly addressed without repercussion, and any concerns from staff about practices within the home are promptly investigated. We enforce our disciplinary procedures to maintain accountability and transparency.
- ✓ **Ongoing Support and Supervision:** Staff are trained to promote best practices in anti-discrimination and children's rights, with these principles reinforced in team meetings and supervision sessions.
- ✓ **Encouragement of Self-Advocacy:** Young people are supported to understand their rights and are encouraged to actively challenge discrimination, supported by the Responsible Individual, Registered Manager, Deputy Managers, and Key Workers.

Each young person receives a Children's Guide on admission, outlining their rights, important contacts, and guidelines within the home. Our commitment to anti discriminatory practice and children's rights ensures every young person at Caring Hearts Homes has a safe, respectful environment that promotes their growth, dignity, and overall wellbeing.



# Education

At Caring Hearts Homes, while we are not a formal education provider, we fully support each young person's educational journey. We encourage school attendance and homework completion in an environment that is conducive to learning. Our approach includes:

- ✓ **Support for Educational Plans:** We collaborate on Educational Health Care Plans (EHCPs), Individual Education Plans (IEPs), and Personal Education Plans (PEPs) to ensure each young person's specific needs are met.
- ✓ **Learning Environment:** Each young person has access to study areas, internet enabled devices, and other learning tools. Key workers discuss school experiences regularly with young people, covering topics like academic achievements, challenges, and interests.
- ✓ **Promoting Lifelong Learning:** We work with local schools and educational services to support consistent school attendance and encourage participation in extracurricular activities. If attending a local school isn't feasible, we arrange for on-site educational resources or virtual learning support, helping young people stay on track academically.

Our goal is to provide every young person with access to education that supports their growth, confidence, and future opportunities.



# Enjoyment and Achievement

Caring Hearts Homes is committed to providing opportunities for young people to engage in a variety of recreational and social activities that honour their individual interests, abilities, cultural backgrounds, and identities. We offer:

- **Community and Leisure Activities:** Young people can participate in a variety of activities, including sports, music, and outings at local community centres, leisure clubs, and youth organizations. Activities are planned collaboratively in keyworker sessions, allowing young people to share ideas and contribute to their own enjoyment.
- **Celebrations and Cultural Events:** Birthdays, cultural and religious festivals, and other special occasions are celebrated with active involvement from young people in the planning process, ensuring these events are meaningful and personalised.
- **Encouragement of Personal Interests:** Each young person's unique hobbies are supported, and connections with local clubs or associations are facilitated to help them pursue specific interests. An activity budget is provided to ensure access to diverse experiences.
- **Risk-Assessed Activities:** All activities are carefully risk-assessed to ensure safety, with high-risk activities supervised by qualified personal.



# Health

At Caring Hearts Homes, the physical and mental health of each young person is our top priority. We promote a healthy lifestyle through balanced diets, regular exercise, and relaxation, creating an environment that supports overall wellbeing.

## Health Management and Medical Care

All young people are registered with local GP, dental, and optician services upon admission. Our staff ensure that medical appointments are scheduled and attended, and they provide support during visits as needed. Young people are encouraged to maintain existing health professionals if feasible and in line with family wishes. Any significant health events are documented and shared with social services when appropriate.

## Medication and Health Records

Medications are securely stored and managed according to policy, with administration overseen by two staff members. We keep detailed health records, including medication logs and regular checks, to ensure accurate and safe health management.

## Proactive Health Education

Our proactive health programmes educate young people on essential topics, such as nutrition, personal hygiene, and general wellness. We also cover the risks associated with substance misuse, providing guidance to minimise exposure and promote informed choices.

## Specialised Health Needs and Monitoring

For young people with specific health requirements, such as weight management or disabilities, we work with healthcare professionals to monitor and support their needs in accordance with each individual's health plan. We collaborate closely with the CAMHS team and other healthcare providers to enhance our care strategies.



# Health

## Substance Misuse Policies

Our substance misuse policies ensure a safe environment by enforcing strict protocols around illegal substances. If necessary, room searches are conducted, and persistent cases of substance misuse may lead to further intervention to safeguard all young people in the home. By fostering a healthy, supportive environment and offering health education tailored to individual needs, we aim to ensure that each young person in our care can thrive physically, emotionally, and mentally.

## Positive Relationships

Caring Hearts Homes prioritises strong, positive relationships between young people and their families or friends. We collaborate with parents, carers, and social workers to support regular contact through on-site and off-site visits tailored to each young person's needs. These interactions are documented in weekly reports, shared with the local authority and relevant agencies to ensure families remain fully informed about their child's care experience, progress, and wellbeing.

Young people are encouraged to build new friendships and connections within the community, which are fostered through supported social and recreational activities. Each young person's Placement Plan details established contacts, and these are reviewed regularly to ensure that meaningful relationships are maintained.



# Protection of Children

## Safeguarding and Monitoring

At Caring Hearts Homes, we prioritise safeguarding with regular updates to reinforce staff awareness of child protection issues and prevention of abuse. We collaborate closely with the Local Authority Designated Officer (LADO) to strengthen our safeguarding measures. Safeguarding extends beyond child protection and encompasses actions to promote the overall welfare of children and young people, protecting them from harm. In line with Working Together to Safeguard Children 2018, safeguarding includes:

- Protecting children from maltreatment.
- Preventing impairment of children's health and development.
- Ensuring children grow up with safe, effective care.
- Taking proactive steps to help all children achieve positive outcomes.

All staff are required to familiarise themselves with and sign off on the Local Safeguarding Children Board (LSCB) policies and procedures, as well as Caring Hearts Homes' Child Protection Procedures and guidance on handling allegations. Staff are trained by qualified providers to stay updated on child protection practices in a residential setting. We conduct thorough background checks for new staff and continuously assess new placements to ensure young people's safety from any risk of abuse.

Young people are involved in their own risk assessments, helping them understand potential risks and make informed choices that foster safe relationships. Relatives, friends, and acquaintances are also reviewed to ensure they pose no risk; staff have the authority to restrict access to any visitor if necessary, with legal support where required.

Internet use is monitored, with secure filters and regular checks to prevent access to unsafe content or exploitation through social networks. Physical safety is ensured with comprehensive risk assessments aligned with our health and safety policy, and any child protection concerns are reported immediately to the Local Safeguarding Children Board/MASH team for prompt action. This proactive approach ensures a safe, secure, and supportive environment for all young people in our care.



# Protection of Children

## Additional Safeguarding Agency Contact Details

### **The Children's Commissioner for England**

Sanctuary Buildings 20 Great Smith Street

London

SW1P 3BT

Tel: 020 7783 8330

Email: [advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)

Child Protection Services:

NSPCC Child Protection Helpline

Tel: 0808 800 5000

Childline Tel: 0800 1111

## Vetting and Supervision

All staff and visitors are vetted rigorously. Staff undergo enhanced DBS checks and must present identification and sign in and out for each shift. Supervision levels for each young person are determined with input from the placing authority to balance independence with safety. Waking night staff provide around-the-clock support, with experienced staff members assigned as key workers to offer consistent, dedicated care.



# Behaviour Management and Restraint

## Positive Behaviour Approach

We emphasise positive reinforcement, providing clear boundaries and encouraging young people to understand the impact of their behaviour on others. Our approach is rooted in respect, with staff working closely with young people to set goals, promote personal responsibility, and reward positive behaviours.

## Restraint Policy and Documentation

Restraint is used only as a last resort, following Children's Homes (England) Regulations 2015, specifically to prevent injury or significant damage. Each young person has a tailored restraint protocol agreed upon with parents and professionals, detailing conditions for its use. Staff are trained in Management of Actual or Potential Aggression (MAPA) to handle situations safely. Every restraint incident is documented with details of the event, debriefed with the young person, and reviewed by management to ensure compliance with policy and continuous improvement in practice.

## Rewards and Sanctions

Our primary behaviour management strategy involves rewarding desirable behaviour, helping young people develop self-regulation. Achievements are celebrated, and young people can earn rewards for meeting daily, weekly, and monthly goals. Sanctions, when necessary, are fair, reasonable, and related to behaviour without resorting to punitive measures. We use restorative practices, including reflection and discussion, to help young people understand consequences and promote constructive change.



# Behaviour Management and Restraint

## Response to Missing Persons

When a young person leaves the home without permission, our Missing Procedures are promptly activated. Staff follow each young person's individualised Missing Person Protocol, involving immediate contact with the police, placing authority, and parents if applicable. Staff will search the local area as part of the emergency response. Upon the young person's safe return, a debrief session helps to understand the reasons for their absence and prevent future occurrences. All unauthorised absences are documented and reviewed as part of their placement plan, ensuring accountability and follow-up.

The form must include the following details:

1. Intended Destination – The young person's planned location.
2. Meeting Individual – The name of the person they are meeting.
3. Contact Information – A phone number and address.
4. Travel Arrangements – Details of how they will travel.
5. Risk Assessment – Completed by the staff team.
6. Expected Return Time – The time they are expected back.
7. Signature – The young person's signature.

If the young person does not return by the agreed time, deputy manager and the registered manager will be notified immediately. The following actions will be taken:

- Notify the Authorities – Contact the Police, placing authority, and parents (if applicable).
- Emergency Search Procedure – Activate an emergency procedure for staff to search the surrounding area.
- Provide Information to Police – Submit a completed missing person form and an updated photograph to assist in their search.
- Inform Key Contacts – Notify designated social workers, personal advisors, and the out-of-hours duty team (EDT).



Once the young person has been found or returned, the incident will be reviewed with them to discuss the unauthorised absence. Detailed records of all unauthorised absences will be kept and included in the young person's review process. All staff are informed of the procedure, and we are fully committed to ensuring the safe return of any young person who is absent or missing from the home. Young people are made aware of safety rules regarding unauthorised absence. Permissions for activities outside the home are obtained from social workers or parents, and details are documented, including destination, companions, and expected return times.

## Anti-Bullying and Positive Discipline

We foster a culture of respect and have a zero-tolerance policy on bullying. Young people sign an anti-bullying agreement upon admission, understanding the importance of treating others with dignity. Any bullying incidents are addressed through a restorative approach, where young people participate in group discussions and learn about the impact of their actions. External support, such as Childline or NSPCC, is available if young people need further assistance or prefer to seek advice outside the home.

## Radicalisation Awareness

Our staff are trained to recognise signs of radicalisation and extremism, supporting young people to understand safe and healthy relationships. High supervision levels and detailed risk assessments minimise the risk of young people being influenced by extremist ideologies. Open discussions help young people understand and identify safe relationships, with support to address any concerns about potentially harmful influences.



# Health and Safety

## Emergency Procedures

We maintain a comprehensive emergency protocol, including fire safety measures, medical response, and evacuation procedures. Fire equipment is regularly inspected by qualified professionals, with staff and young people participating in evacuation drills. In health emergencies, staff will contact emergency services, and a team member will accompany the young person to the hospital as needed.

## Behaviour Management Training

All staff receive extensive training on behaviour management, including MAPA techniques, which focus on conflict de-escalation and safe physical intervention only when absolutely necessary. Staff training includes recognising stress triggers, understanding individual needs, and fostering a calm environment conducive to positive interactions. Our approach emphasises reducing intrusive methods wherever possible, with a focus on positive, therapeutic support.

## Positive Reinforcement and Rewards

Encouraging positive behaviours is central to our philosophy. Young people are supported in setting and achieving realistic goals, with rewards for milestones. Small achievements are celebrated with praise, reinforcing the value of constructive actions. Young people also participate in goal-setting sessions, which helps them develop self confidence and resilience.

## Sanctions

When sanctions are needed, they are proportionate, applied promptly, and explained to ensure young people understand the purpose. Acceptable sanctions may include verbal warnings, restricted access to certain privileges, or reparation for damages. Sanctions are never degrading or restrictive of a young person's liberty, and all disciplinary actions are carefully recorded and monitored.



# Health and Safety

## Management and Staff Structure

Caring Hearts Homes is managed and operated by Caring Hearts Homes Ltd. All staff complete a thorough 2-week induction before starting, which includes observing practices, completing induction e-learning, and undergoing safeguarding training.

## Supervision Policy

- A comprehensive supervision policy ensures that each staff member receives supervision from the Registered Manager or Deputy Manager every month, with scheduling to accommodate annual leave and shift patterns.
- New staff undergo a six-month probationary period, with continued supervision and appraisals in line with Caring Hearts' policies. Registered Manager or Deputy Manager provide positive role models for the team.

## Supervision Provided to Care Staff

- Regular supervision is provided every month, with supervisors fostering a supportive environment focused on both strengths and areas for development.
- Supervisors ensure that job descriptions are understood, encourage staff to discuss any queries or concerns, and conduct supervision during quieter times to minimise disruption and ensure continuity of care.



# Leadership and Management Team

## Responsible Individual Profile for Munir Mobin

### Education & Professional Qualifications:

- Level 6 BSc in Leadership and Management, Anglia Ruskin University, Cambridge, UK
- Level 5 Chartered Manager Qualification, Chartered Management Institute (CMI)
- Relevant Certifications – Certified in first aid, safeguarding, safer recruitment, Level 4 Safeguarding Training and additional childcare management courses.

Munir Mobin is a compassionate and results-driven professional with a substantial background in child welfare and residential care management. Committed to creating safe, nurturing, and developmentally supportive environments for vulnerable children and young people, Munir excels in leading multidisciplinary teams, implementing effective care strategies, and fostering a culture of accountability, safety, and inclusion. His dedication to regulatory compliance, safeguarding best practices, and ethical standards makes him highly suited for the role of Responsible Individual within a children's home setting.

**Professional Summary:** With extensive experience in child welfare, fostering services, setting up children's residential homes and care management, Munir is well-versed in maintaining the highest standards of care and compliance. As an experienced Responsible Individual, he has consistently demonstrated his ability to support, supervise, and uphold Ofsted standards in children's services. Munir's approach is rooted in ensuring that all practices align with safeguarding requirements and statutory guidelines, with a track record of achieving positive inspection ratings and fostering a robust culture of safety and support for children and staff.



# Leadership and Management Team

## Responsible Individual Profile for Munir Mobin

### Core Skills:

- Child Safeguarding & Compliance – Profound knowledge of regulatory standards and safeguarding protocols, ensuring comprehensive child protection.
- Leadership & Team Development – Skilled in mentoring and empowering diverse teams to achieve high standards of care and maintain compliance.

**Personal Attributes:** Munir is recognised for his proactive, innovative approach, constantly striving to enhance care practices and operational effectiveness. His empathy, integrity, and dedication to delivering positive outcomes for children make him a trusted and capable Responsible Individual. With fluency in multiple languages and a commitment to inclusivity, Munir is well-equipped to support children and families from diverse backgrounds, ensuring that all children in his care receive the highest standards of support and protection.



# Leadership and Management Team

## Registered Manager Profile for Suzanne Lewis - Streatfield Home

### Education & Professional Qualifications:

- Master's in Social Work (1998)
- Level 5 Diploma in Counselling (2005)
- Level 5 Health and Social Care Leadership and Management (2024 - Ongoing)

**Professional Overview:** Suzanne Lewis is a highly experienced Registered Manager and social worker with over 26 years in social care. She brings extensive knowledge across fostering, social work supervision, and child protection, underscored by her commitment to achieving positive outcomes for children. Suzanne's experience in fostering includes roles as a Senior Supervising Social Worker, Independent Reviewing Officer, and Form F Assessor, equipping her with a robust understanding of best practices and compliance with the National Minimum Standards.

### Core Skills and Values

- Child-Centric Approach – Suzanne maintains a child-first philosophy, prioritising safety and development to foster long-term stability and positive outcomes for children.
- Leadership & Team Development – A skilled supervisor and mentor, Suzanne oversees recruitment processes and supervises social work teams, promoting accountability and growth.
- Quality Assurance & Compliance – Experienced in audits, supervision, and regulation adherence, with extensive knowledge of the Fostering Regulations 2011, GDPR, and child safeguarding laws.
- Panel and Training Facilitation – Adept at managing and advising panels, supporting continuous learning, and creating effective training tools for carers and staff.



# Leadership and Management Team

## Registered Manager Profile for Suzanne Lewis - Streatfield Home

### Professional Affiliations and Registrations

- Social Work England (SWE) Registered
- Member of the British Association of Counselling and Psychotherapy (BACP)
- Holds a clear Enhanced DBS and a full driving licence

Suzanne Lewis brings a wealth of knowledge, a passion for child welfare, and a strong foundation in fostering and residential care management, making her an ideal Registered Manager for Streatfield Home.



# Care Planning

## Admission Criteria

- The Registered Manager oversees the admission process, starting with a thorough Impact Assessment. Referrals come from Local Authority professionals, either under spot purchase or framework agreements.
- Eligible young people are aged 8 to 17, with demonstrated needs such as Autism, Learning Disabilities, Mental Health issues, or Emotional and Behavioural Disorders.
- Accommodation may be under parental agreement (Section 18) or a statutory care order, with careful consideration given to the child's adaptability and impact on other residents. A Restraint Statement from the placing authority or parents is required if restraint or DOLS are part of the care plan.
- Admissions can be planned or emergency-based, with the Registered Manager holding final decision-making authority.

## Admission Process

Placements are offered only if the Registered Manager determines that we can provide a safe, supportive environment based on a review of referral documents, risk assessments, and an initial meeting with the young person and their social worker. A detailed care plan and risk assessment are then created.



# Care Planning

## Procedure

- 1. Referral Review and Professional Meeting:** Upon referral and vacancy confirmation, a professional meeting is organised to gather information such as risk assessments, educational and health reports, and social history. For emergency admissions, this meeting includes the key social worker, CAMHS worker, and parents to ensure all necessary information is shared with the Registered Manager.
- 2. Introduction and Engagement:** The Registered Manager or Team Leader may visit the young person at their current location to introduce themselves, discuss the placement, and address any questions.
- 3. Home Visit:** Parents, social workers, CAMHS workers, and other relevant professionals are invited to visit the home before admission. This visit ensures the placement environment is suitable and provides an opportunity to discuss any necessary adjustments.
- 4. Young Person's Visit:** Where appropriate, the young person is invited to visit the home before admission to meet staff and become familiar with the environment.
- 5. Individual Placement Agreement:** Caring Hearts Homes will submit an Individual Placement Agreement to the placing local authority, detailing staff ratios, weekly costs, educational support, contact support, and other service provision terms.





## CONTACT US

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