

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, The Care Standards Act 2000. This 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 and their families. 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 care and accommodation. We support children aged 8 to 17 who are likely to have experienced trauma and Emotional Behaviour Disorder (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 child 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 child 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 children to achieve their full potential and prepare for independence.
- ✓ **Life Skills and Social Responsibility:** Supporting children 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 child, providing tailored support to promote resilience and personal growth.
- ✓ **Proactive Health Approach:** Taking a proactive stance on health, addressing each child'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 children and staff.



4. Empowering Education and Enrichment

✓ **Access to Education:** Ensuring all children 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 children's right to advocacy and to voice their concerns, ensuring their input is respected.

✓ **Upholding Children's Rights:** Advocating for each child'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 children'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 children, 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 child 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 children, feel valued, respected, and safe.
- ✓ **Collaborative, Individualised Care Planning:** Work closely with each child 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 child 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 child'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 child 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 child, 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 children, 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 child'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 child'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 child's needs, aspirations, and identity, developed through consistent communication with the child, their family, and key professionals.
- ✓ **Encouraging Positive Relationships and Social Responsibility:** Providing opportunities for children, 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 child'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 Children's Home Regulations 2015 and 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 children. 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 children to participate in family contact, leisure activities, and cultural experiences. Nearby amenities include clothing, grocery stores, cultural and recreational spaces such as parks, libraries, leisure centres, sports centres, and various religious and cultural venues. The homes are also close to educational and entertainment facilities such as cinemas, museums and shopping centres. 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 on-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 children's rights. We ensure that each child, 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 children, 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 children, from diverse backgrounds to retain their cultural identity by supporting specific dietary, clothing, and healthcare needs.
- **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 child'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 children'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 children 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.

Formal Complaint Handling

Children are encouraged to express any dissatisfaction including any complaints, allegations to the staff team or key workers. Our staff are trained to handle complaints with empathy and professionalism, creating a calm environment for resolution. The child will also have support from the registered manager who will follow the complaint protocols and respond within 7 days. All formal complaints are responded to within a maximum of 28 days, and children are kept informed. We also have external independent Regulation 44 visitors who will also be available to offer additional support as required.

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. Key workers ensure that children understand the procedure, which includes support for those with communication or other specific needs.

Encouragement and Support

Children 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. Children have access to families, social workers, Regulation 44 visitors, Ofsted, and Childline, to ensure comprehensive support.

Staff Training

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

Contacting External Bodies

Children 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.

Clive House 70 Petty France, London SW1H 9EX

Tel: 0300 123 1231

Email: 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 child, social worker, and, where relevant, the family. This inclusive approach ensures that each child'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 child's needs or goals, ensuring care remains responsive and tailored.

Staffing

Children 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 children 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 children, 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 child's care. We encourage positive risk-taking, allowing children 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 children. Staff also receive regular supervision and support to maintain their wellbeing and professional development, helping them deliver consistent, high-quality care.



Community Integratio

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



Views, Wishes, and Feelings

At Caring Hearts Homes, we prioritise the voices of children, actively encouraging them to participate in decisions about their lives and the daily running of the home. We consult with children regularly 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 6 monthly. Each child 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 children meetings, where they can set the agenda and lead discussions, with staff support as needed. Children are informed of their right to provide comments, compliments, or complaints. We ensure all children, regardless of communication abilities, have effective ways to express their views. Our goal is to support each child 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 child 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 children, staff, and stakeholders. We recognise that children 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:** Children 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:** Children 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 child 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 child 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 child'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 child's specific needs are met.
- ✓ **Learning Environment:** Each child has access to study areas, internet enabled devices, and other learning tools. Key workers discuss school experiences regularly with children, 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 children to stay on track academically.

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



Enjoyment and Achievement

Caring Hearts Homes is committed to providing opportunities for children 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:** Children can participate in a variety of activities, including sports, music, and outings at local community centres, leisure clubs, and youth organisations. Activities are planned collaboratively in keyworker sessions, allowing children 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 children in the planning process, ensuring these events are meaningful and personalised.
- **Encouragement of Personal Interests:** Each child'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 personnel.



Health

At Caring Hearts Homes, the physical and mental health of each child 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 children 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. Children 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.

Health Education

Health programmes educate children 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

Children with specific health requirements, such as weight management 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 with the child are conducted, and persistent cases of substance misuse may lead to further intervention to safeguard all children in the home. By fostering a healthy, supportive environment and offering health education tailored to individual needs, we aim to ensure that each child in our care can thrive physically, emotionally, and mentally.

Positive Relationships

Caring Hearts Homes prioritises strong, positive relationships between children 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 child's needs. These interactions are documented in our daily recordings under our digital platform, Charms. These can also be shared with the local authority as required.

Children are encouraged to build new friendships and connections within the community, which are fostered through supported social and recreational activities. Each child'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.

All staff are required to familiarise themselves the Safeguarding policy. 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 children's safety from any risk of abuse.

Children 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.

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 LADO for prompt action. This approach ensures a safe, secure, and supportive environment for all children 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

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 identifications. Supervision levels for each child are determined with the child's care plan to balance 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 children to understand the impact of their behaviour on others. Our approach is rooted in respect, with staff working closely with children to set goals, promote personal responsibility, and reward positive behaviours.

Restraint Policy and Documentation

Children's Homes (England) Regulations 2015. Under Regulation 20 sets out the only purposes for which restraint can be used:

- Preventing injury to any person (including the child who is being restrained)
- Preventing serious damage to the property or any persons (including the child who is being restrained) or
- Preventing a child who is accommodating in a secure children's home from absconding from the home

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 child, 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 children develop self-regulation. Achievements are celebrated, and children 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 children understand consequences and promote constructive change.



Behaviour Management and Restraint

Response to Missing Persons

When a child leaves the home without permission, our Missing Procedures are promptly activated. Staff follow each child'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 child'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.

If the child 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 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 grab pack under the Philomena protocol.
- Inform Key Contacts – Local authorities and the out-of-hours duty team (EDT).



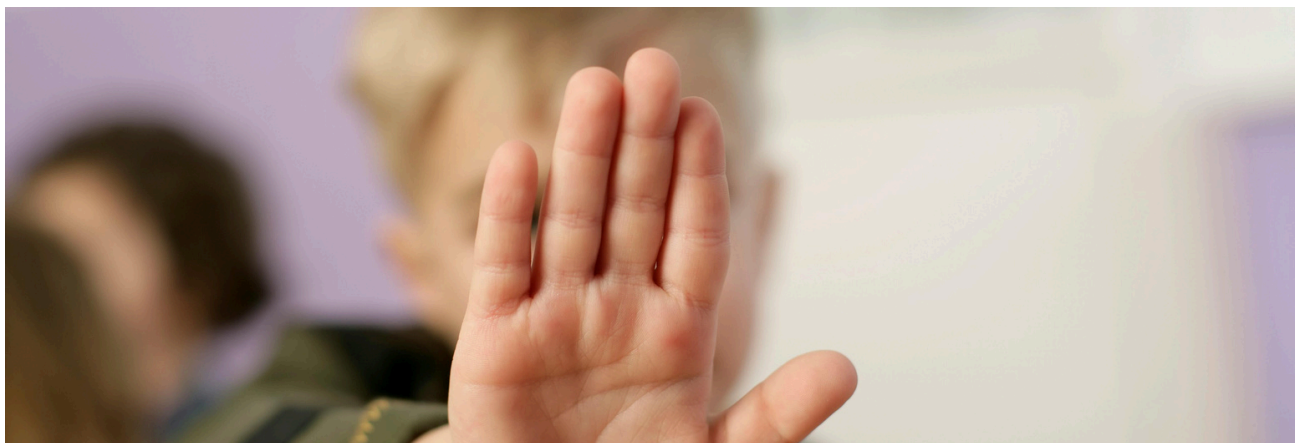
Once the child has been found or returned, the incident will be reviewed with them to discuss the unauthorised absence. Detailed records of all unauthorised absences will be kept and included in the child's review process. All staff are informed of the procedure, and we are fully committed to ensuring the safe return of any child who is absent or missing from the home. Children 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 anti-bullying which children will be informed of. Any bullying incidents are addressed through a restorative approach, where children 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 children to understand safe and healthy relationships. High supervision levels and detailed risk assessments minimise the risk of children being influenced by extremist ideologies. Open discussions help children 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 children participating in evacuation drills. In health emergencies, staff will contact emergency services, and a team member will accompany the child 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. Children are supported in setting and achieving realistic goals, with rewards for milestones. Small achievements are celebrated with praise, reinforcing the value of constructive actions. Children 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 children 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 27 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 Emotional and Behavioural Disorders (EBD).
- 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.
- Admissions can be planned or emergency-based, with the Registered Manager holding final decision.

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 children 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 Deputy Manager may visit the child 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. **Child's Visit:** Where appropriate, the child 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.





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