

Panel Date:	17 JUNE 2013	Agenda Item Number	4
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**RESIDENTIAL CHILDREN'S HOMES
REGISTERED MANAGERS REGULATION 34 REPORTS**

1 OCTOBER 2012 to 31 MARCH 2013

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 Title: Residential Children's Home Team Managers
 Service Group: Children & Families Integrated Support and Social Care

Report Summary

Purpose:

This report provides the Corporate Parenting Panel with the opportunity to review and comment upon the monitoring arrangements in place within Milton Keynes' children's homes in relation to Regulation 34.

Background:

Regulation 34 states that the registered person must establish and maintain a system for monitoring all the issues identified in Schedule 6 of the Children's Homes Regulations. The registered person is responsible for providing the placing authority a report on a 6 monthly basis.

Corporate Priorities:

Improving the quality of care provided in the Authority's children's homes contributes to good outcomes for Milton Keynes' Looked After Children and Children in Need. This is in line with the council's Children and Families' 2012/13 priority 4: to develop and maintain effective services and interventions that prevent the most vulnerable children and young people in our community from experiencing additional difficulties and prevent them from suffering significant harm.

Performance Information

The homes are inspected twice a year by Ofsted against the National Minimum Standards for Children's Homes. All three homes Westminster Drive Furze House Walnuts and Westminster Drive have been rated as providing a **good** service in their main inspection, with Westminster Drive and Walnuts making **satisfactory** progress and Furze House **good** progress in their interim inspection.

Equality and Diversity Impact:

Each home provide a service for children with disabilities from across the MK community.

Recommendations:

Corporate Parenting Panel are asked to note and comment upon the reports.

FURZE HOUSE

1. Management Information

Annual budget and Placement information

The annual budget for the home is £1,060,088 and the spend for this 6 month period was £585,072.

The service worked with 47 children and their families within this period of time and provided a combined total of 1106 overnights stays and day care sessions.

2 new children have started to use the service.

4 are in the process of being introduced.

Ofsted Inspection Rating

Full Inspection Grading: This was undertaken on 25th September 2012. The overall effectiveness of the home was described as Good. The interim inspection took place on 4th March 2013. The service was judged to be making good progress. The requirements of the previous inspection had been fully met. There were no requirements and only one recommendation.

Recommendations:

Ensure Regulation 33 visits include scrutiny of how the home is supporting young people to enjoy and achieve and that compliance with regulations is inspected.

Actions: In conjunction with the Head of Delivery undertake review of the current process and develop a new policy, process and training for future visitors.

Notifications of events listed in schedule 5

There have been no schedule 5 notifications with this period.

Fire drills, tests of alarms and fire equipment

There have been 27 bell tests. There have been 2 planned fire evacuations which included young people. There was an additional mock night time fire training scenario for staff which involved evacuation. Staff also undertook two further written training exercises.

Risk assessments for health and safety purposes and subsequent action

Risk assessments are in place to ensure the personal safety of the children. There are also general risk assessments to cover specific eventualities and a Business Continuity Plan.

Medicines, medical treatment and first aid administered to any child accommodated in the home

Prescription medication was provided by parents with written consent to administer. No medication was ordered direct from the GP. All medication is returned home at the end of the child's stay. Calpol was the only homely remedy dispensed within the period.

There is an updated MKC policy for the Administration of Medication in Residential Children's Homes. Staff have been involved in a training session

to look at implementation and the updating of the Furze House policy. This is underway at present.

All members of staff hold a current emergency first aid certificate for children. Detailed care plans are consulted prior to first aid being applied to check for allergies and intolerances. A member of staff completed her distance learning Certificate in Safe Handling of Medicines.

Dates of checks

Date of gas installations check: 30.10.12

Date of Portable Appliance Testing (PAT) check: January 2013

Date of health and safety risk assessment: February 2013

Date of last health and safety check of the premises: February 2013

Date of fire risk assessment: Written in May 2012, reviewed and updated in December 2012

Date of last fire drill: 11.1.13

Date of protocol with the police regarding missing children: MKSCB protocol December 2010

2. Children

Compliance with the placing authority's plan for care of the child

All young people using the service have a detailed care plan which is agreed and signed by parents and Social Workers. This is formally reviewed every six months. 36 such review meetings took place with families (some joint with education) during the reporting period.

Deposit and issue of money and valuables

Children are not provided with pocket money by Furze House. A small number bring money to spend during their visit. All personal money was recorded into individual record books at the beginning of the visit and signed out at the end by a senior worker. All personal monies were stored in a metal cupboard in the small office. A management check of the pocket money cupboard and record books was undertaken once per school term.

Accidents and incidents relating to children

There were 63 entries into the accident incident book for this period. The entries also include near misses and marks on children of unknown origin. Monitoring of all accidents and incidents was undertaken by a deputy manager.

Illnesses of children accommodated

There were no significant illnesses within the home

Number of referrals to children's social care teams

There were no referrals to children's social care teams.

Number of times when children went missing and the number of children involved

No children went missing within this period.

Visitors to children's home

There were:
 19 social work visits to children
 1 psychologist visit to observe a young person
 1 occupational therapy visit to undertake individual assessment for equipment
 15 child care reviews, the remainder were undertaken as joint at schools
 2 placement meetings
 2 council member visits
 10 visits from the tutor supporting staff undertaking the level 3 and level 5 Diploma
 1 training session provided by a community matron
 1 visit from the community superintendent pharmacist
 1 student on work experience placement.

Measures of control and restraint including the number of incidents of restraint and the number of children involved in these incidents

Physical intervention was used once within the period.

Number of sanctions given since the last inspection

Sanctions were used on 7 occasions. Children were usually removed to a quiet area often the den to have time to calm and reflect on their behaviour. Sometimes apologies were requested if physical harm or spitting had been involved.

3. Complaints ,compliments and consultation

Complaints in relation to children and their outcome, including the number of children involved

- There were no complaints received from young people within this period.

Complaints in relation to families, social workers and their outcome

- There were no complaints received from parents within this period.

Compliments

3 compliments were received:

- Thanks from a social worker for the speedy support for a family at the time of an emergency.
- Thanks from parents of 1 young person for the help and support provided over the years and in transition into adult services.
- Thanks from a carer for the additional support for their young person whilst undergoing acute health problems and treatment.

Consultation with parents

Consultation was sent out to parents on the following topic:
 Does Furze House adequately support children with specific health needs
 Parents were sent a single sheet with a question relating to the topic with room for tick box answers and narrative. The response so far has been poor in terms of quantity but has provided positive feedback.

Consultation with Social Workers

Consultation was sent out to social workers on the following topic:
 Does Furze House adequately support children with specific health needs.

The formal response was poor in terms of quantity but comments were

positive. We will raise low response rate with the Team Manager CWD and seek to improve number of returns.

Consultation with children

Children took part in staff interview sessions in February 2013. They assisted showing the candidates round, took part in a craft activity and had lunch with them. Those who were able to express a preference were helped to choose with the use of photographs taken during the day. For those children who were not able to contribute in this way observations of interaction, verbal communication and body language were assessed through staff observation.

Community Involvement

A young person was supported to have their two week work experience placement at Furze House

We have also requested further support from Santander to help develop a fruit garden to supplement the raised vegetable bed they helped us get underway last year.

4. Staffing

Staff structure, vacancy levels, recruitment records and checks, number of staff who have left and been recruited since the last inspection

Staffing structure with people in post:

1 manager
4x part time deputy managers,
2 full time senior residential workers,
5 part time senior residential workers,
1 full time residential workers,
10 part time residential workers
2 part time senior residential workers
4 part time residential workers undertaking waking night shifts.

We interviewed for 1 full time residential worker post and further annualised hour posts. Unfortunately this was unsuccessful and a new advert will be placed shortly. Interviews will be held in June. Full recruitment records are held centrally although copies of key documents are kept in supervision files.

Staff Training since last inspection

All staff exceeded the minimum standard of 5 days training per annum, pro rata for part time staff.

Nominated staff accessed the list of courses below

- 1 person is in the process of completing the level 3 Diploma in Child Care
- 3 people are in the process of completing the level 5 Diploma in Management
- Emergency First Aid for Children – 15 people
- Food Safety – 18 people
- Team Teach – 9 people
- Induction to Family Group Conferences – 2 Health and Safety –

Whole Team Training

1 session on Food and Nutrition

1 session on Epilepsy and emergency medication administration.

Number of staff at the children's home who have a first aid qualification

All staff have a current certificate in Emergency First Aid for children. Those who were new to the team are required to attend this course and gain the certificate within 12 months of their start in post.

Monitoring of duty rosters

Informal monitoring of duty rosters take place on a daily basis by senior residential workers to ensure relevant staffing ratio for the children attending at any one time. A spreadsheet was maintained recording an overview of all staff absences and the balance of relief and agency staff used to cover.

Records of appraisals

Appraisals are scheduled to take place in May and early June 2013. Each member of staff has a Personal Development Portfolio which links to their appraisal and records formal and informal learning

Minutes of staff meetings

There were 13 full staff meetings. There was a further meeting focusing on the waking night workers

Date compiled: 17.5.13
Anne Roberts

**WALNUTS RESIDENTIAL HOME
SCO383187**

1. Management Information

Placement information

The Walnuts residential home offers 52 week provision, 38 week & short break respite provision to young people who have an autistic spectrum disorder &/or communication difficulties. Each young person accessing the service has a care plan which identifies achievable individual targets around developing their independence. We currently have 3, 52 week children and 27 children accessing the weekly boarding service.

Ofsted Inspection Rating

Current Ofsted inspection rating is **Good** with a **Satisfactory** progress following an interim inspection.

Statutory Requirements

To ensure all fire door guards are working correctly

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendations;

- Ensure the regulation 33 visits include scrutiny of how the home is supporting young people to enjoy & achieve & that compliance with regulations is inspected
- Provide a comfortable and homely environment that is well maintained and decorated.
- Ensure that decisions about the use of locks is based on a careful risk assessment that allows children as much freedom as possible, consistent the need to keep them safe.

All these recommendations have been addressed.

A programme of maintenance has been implemented & is on-going.

Notifications of events listed in schedule 5

Two notifications have been sent during this period:

- One young person was very agitated was trying to abscond, the police attended at his request.
- The other occasion was when a young person dropped something onto his toe. He attended A & E for the toe to be checked.

Fire drills, tests of alarms and fire equipment

Fire alarm testing between October 2012 – May 2013

October 5th, 12th, 19th, 26th, 7th, 23rd, 30th

November 7th, 14th, 28th

December 4th, 11th, 18th, 25th

January 1st, 8th, 15th, 22nd

February 1st, 8th, 15th, 22nd, 28th

March 5th

Fire drills occur on a regular basis.

A night time evacuation took place 26.2.13.

Risk assessments for health and safety purposes and subsequent action

We have a premises fire risk assessment in place. All young people accessing the service have a behaviour and community risk assessment in place to ensure their personal safety at all times.

Medicines, medical treatment and first aid administered to any child accommodated in the home

We do have several young people who take regular medication. All medication administered has a pharmacy label clearly stating the dose, time and amount, two staff administer medication. Medication is kept in locked cabinet's in the two staff offices. A few of the young people have had minor scrapes & bruises whilst playing, these had all been recorded & appropriate treatment given.

Dates of checks

Date of gas installations check: 17.10.12

Date of Portable Appliance Testing (PAT) check: September 2012

Date of health and safety risk assessment: Review November 12

Date of last health and safety check of the premises: January 13

Date of fire risk assessment: January 2012

Date of last fire drill) 26.2.13

Date of protocol with the police regarding missing children:

Lost child policy protocol in place. (all policies & procedures are in the process of being updated)

2 Children

Compliance with the placing authority's plan for care of the child

We comply with the local authority with regards to the plan of care for all 52 week children. Each child has a placement plan which is reviewed on a regular basis.

Deposit and issue of money and valuables

All 52 week children are entitled to the following monthly monies;

1. pocket money £ 24.00
2. Life chances £16.28
3. Clothing £60.00
4. Birthday/Christmas monies £230.26

The home pays for all young people's school uniforms, school activities, residential holidays and dinner monies. The weekly boarders bring in pocket money to pay for activities; all monies are kept in the locked safe which is located in the main office.

Accidents and incidents relating to children

<p>There have been a few accidents relating to young people during this period, these have ranged from cuts / grazes to minor bruises. All accidents are recorded in the incident report log and incident report book.</p>
<p>Illnesses of children accommodated</p> <p>There were no significant illnesses with in the home during this period.</p>
<p>Number of referrals to children's social care teams</p> <p>None The 3, 52 week children all have social workers allocated to them.</p>
<p>Number of times when children went missing and the number of children involved</p> <p>None</p>
<p>Visitors to children in the home</p> <p>Two of the 52 week children receive regular visits from members of their families. There have been monthly regulation 33 visits to the home, 2 councillor visits, 2 governor's visits. Voiceability have visited on a half termly basis to host young people's meeting & social workers regularly visit.</p>
<p>Measures of control and restraint including the number of incidents of restraint and the number of children involved in these incidents</p> <p>There have been 42 incidents where young people have had to be restrained, these involved 10 children.</p> <ul style="list-style-type: none"> • A - Had to be restrained 13 times; mainly to protect him from self-harming. • B - Had to be restrained 10 times; mainly to do with toileting issues & transition.. • C- had to be restrained on 2 occasions to stop her from hurting others • D – had to be restrained on 2 occasions when he assaulted staff. He is now under the CAMHS team. • E – had to be restrained on 5 occasions when she assaulted staff. • F – was restrained on 2 occasions when he assaulted staff. • G – was restrained on 1 occasion. • H – was restrained on 2 occasion when was aggressive towards staff. • I – was restrained on 1 occasion when self-harming. • J – was restrained on 4 occasion when aggressive towards staff.
<p>Number of sanctions given since the last inspection</p> <p>5 sanctions were given since the last inspection and were due to negative behaviour. 9 rewards were given.</p>
<p>3. Complaints ,compliments and consultation</p>
<p>Complaints in relation to children and their outcome, including the number of children involved</p> <p>No complaints have been received during this period.</p>

Complaints in relation to families, social workers and their outcome
No complaints have been received during this period
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Compliments
3 compliments have been received from parents during this period.
Consultation with parents
Parents are consulted on a regular basis and fill in an annual questionnaire about the service. The information received from the questionnaire is then looked at closely and where areas need improving they are included in the residential development plan.
Consultation with children
Young people are consulted on a regular basis & hold half termly meetings. These are hosted by the advocacy service Voiceability.
4. Staffing
Staff structure, vacancy levels, recruitment records and checks, number of staff who have left and been recruited since the last inspection
We currently have twenty seven staff working over three different rotas; seven staff are employed on a term time basis working on a split shift system Monday to Friday. Twelve staff are employed on a fifty two week contract working on a rolling four week rota. Seven staff are employed on a night time contract. Structure consists of;
1 Head of Care. 2 Deputy Heads of Care 2 Senior residential care officers 22 Residential care officers including night staff.
We have had one member of staff returning from maternity leave & another member of staff now on maternity leave. We have appointed 3 new members of staff on full time contracts & 2 bank staff
Staff Training since last inspection
Team Teach, safeguarding, Common induction standards, fire awareness & medication training have all taken place. 2 staff have also commenced their NVQ 4 in care.
Number of staff at the children's home who have a first aid qualification
17 staff have an Emergency First Aid one day certificate. Three staff have the four day First Aid at work certificate.
Monitoring of duty rosters
Staffing levels vary depending on the needs of the young people. These levels are regularly assessed to ensure that everyone's safety is paramount.
Records of appraisals
Appraisals take place on an annual basis.
Minutes of staff meetings
Staff meetings take place on a weekly basis during term time; these consist of

full staff meetings and team meetings. The night staff have a meeting on a half termly basis. Areas covered at staff meetings are Diary dates, child updates, key worker feedback, enrichment activities, Health and Safety, training opportunities and AOB.

Date compiled: 22.5.13
Rosemarie Cooper

1 Management Information
Annual budget and Placement information
Budget for fiscal year 2012 /13 £484,066 there has been an overspend this financial year of £61,691 relating to agency staffing and replacement furnishings in anticipation of move to new premises. This is offset by under spends in other areas of the service and recruitment of Annualized hour posts. The budget has been increased next financial year to accommodate the increase in capacity and staffing. The home has been fully occupied for the majority of the year by 6 young people.
Ofsted Inspection Rating
Full Inspection Grading GOOD (Westminster Drive) All requirements had been adhered to Interim Inspection: Satisfactory (Westminster Drive) All requirements had been adhered to: The only outstanding requirement related to safer recruitment practices. They requested more robust evidence of verbal reference checks. This has now been fully addressed. Notice has been served for voluntary closure of Westminster Drive
Westminster House: Successfully registered as a service on the 13/05/13
Notifications of events listed in schedule 5
There have been no notifiable events during the reporting period.
Fire drills, tests of alarms and fire equipment
Fire alarm tests: October to March 2013: 5/11/19/26 of October 2/9/16/23/29 November 6/14/21/30 December 6/11/18/26 January 1/9/17/22 February 4/7/15/21 March Fire drills: October to March 2013: 3/10 8/12
No current problems experienced. Fire equipment tests are carried out weekly, and fire drills are quarterly.
Risk assessments for health and safety purposes and subsequent action
<i>Health and safety risk assessment: completed 13/05/13</i>
No outstanding issues to report. Risk assessments are in place to ensure the personal safety of the children. There are also general risk assessments to

cover specific eventualities and a Business Continuity Plan.

Medicines, medical treatment and first aid administered to any child accommodated in the home

No emergency medication or First Aid administered.

The young people all have routine medicines, taken daily. There have been no problems to report. A new 'administration of medication' policy has been implemented, focussing on residential settings.

Two staff members had 'Emergency First Aid' training in February and further training courses have been identified, scheduled for later in the year, including 'safe administration of medication'.

Dates of checks

Date of gas installations check: 25/01/2013

Date of Portable Appliance Testing (PAT) check: January 2013

Date of health and safety risk assessment: 13/02/2013

Date of last health and safety check of the premises: week commencing 18/03/2013

Date of fire risk assessment: 10/05/13

Date of last fire drill: 10/05/13

Date of protocol with the police regarding missing children: MKSCB protocol December 2010

3. Children

Compliance with the placing authority's plan for care of the child

5 x 6 -monthly Child Care reviews held

No matters outstanding. All the young people have a clear placement plans and are likely to remain at the home until the age of 19. All placement plans, detailed care plans and relevant paperwork have been updated to reflect their move to Westminster House.

A young woman (sec20) is currently in the midst of her transition to us. Her official move in date is 25/05/13 with the plan to remain with us until the age of 19.

Deposit and issue of money and valuables

All young people are entitled to the following monthly monies:

1. Pocket money: (weekly) £ 10.50
2. Activity money: (weekly) £ 10.00
3. Clothing allowance: (monthly) £ 65.00
4. Toiletries: (weekly) £ 10.00
5. Birthday/ Christmas monies

The home pays for all the young people's school uniforms, school activities, residential holidays and dinner monies.

Our commitment is to ensure all young people are in receipt of DLA and any other forms of benefit. They all have bank accounts where these monies are saved for adulthood.

Accidents and incidents relating to children
'Incident Report Book'
Most of the accidents and incidents are minor ranging from grazes to light bruising. Two recorded in total: 30/10/12 and 21/11/12
One incident involved a young person accidentally hitting his head on a wall – light bruising and no medical intervention
The other incident involved a staff member hitting their head on a cupboard door – light grazing and bruising – no medical intervention required
Illnesses of children accommodated
None
There were no significant illnesses within the home.
Number of referrals to children's social care teams
None
Our young people are all Children in Care and have allocated Social workers upon admittance. A young woman has been referred to the home and will move in when we transfer to the new provision.
Number of times when children went missing and the number of children involved
No children went missing within this period.
Visitors to children in the home
120 visitors to the home (Westminster Drive)
Visitors to the home are required to fill out the 'visitor's register'. Visitors included various inspectors, care professionals, friends and family.
Measures of control and restraint including the number of incidents of restraint and the number of children involved in these incidents
One incident involving one child
03/04/13 at 16.30
A young woman became very anxious during an outing to the local supermarket and during her agitated state, failed to respond to staff's encouragement to enter a shop. She then started walking blindly towards traffic. Staff members held her on both sides and discreetly escorted her to the bus for the sake of safety for both her and the public.
Number of sanctions given since the last inspection
Quantitative Evidence: 16 entries (Rewards: 11)
Appropriate sanctions are given to young people when it is deemed an appropriate behaviour modification tool. The home has clear sanction guidelines and it never punishes a young person. It is the withholding of treats items for a limited and agreed-upon period. Rewarding the young people is of greater essence and occurs daily at the home. Rewards could range from 'Star of the week', verbal praise, celebration of achievement to purchasing of small treat items. However, most rewards are inherent in our daily practice.
Since the last report, where the manager noticed how few rewards were recorded in comparison the sanctions, the service had been encouraged to record and evidence more of the praise given. There's been a marked

difference and an increase in the numbers of overt rewards given. 'Rewards' had also become a fixed agenda item at staff meetings.

Since the last report, we now cross-reference all sanctions handed out with one: one session. When a sanction is given, the incident is followed up with a one: one session, discussing behaviour and possible patterns emerging. We would explore triggers, reasons, external factors and try to come to a practical solution to minimise further behaviour that result in sanctioning.

4. Complaints ,compliments and consultation

Complaints in relation to children and their outcome, including the number of children involved

None

Complaints in relation to families, social workers and their outcome

None

Compliments

There has been three formal compliments

Compliments include emails from social workers/ schools/ parents and family members. We also receive, 'thank you' cards and flowers from family members. These compliments are circulated to senior management and shared with all the team members. Compliments to specific staff members are widely circulated and acknowledged. It is all kept in the 'Complaints and Compliment book.

Consultation with parents

Feedback forms had been sent to family, friends and other professionals, asking whether they had felt included in the transition to the new service – whether they had opportunities to contribute and add to the quality of the current service.

By consulting with parents, there had been two major developments. One of our young people had been reconciled with her mother, after years of no contact, having received four visits from her in the past 6 months. Also, a young man's mother had formed a close bond with her son after a very difficult few years (almost no initial involvement), and her participation has been invaluable. She even managed to send letters to various companies - to donate sensory equipment for young people.

Parents / appropriate family members are continuously consulted about the day to day arrangements concerning the young people. We have an 'open-door' policy which welcomes all significant others to visit the young people. Invitations are sent to all review meetings, planning meetings and consulted about medical routine checks and so forth. We consult significant others about hair cuts, clothing, activities and all aspects of personal choice. The feedback is generally very positive, as evidenced in attendance, family relationship building and feedback to OFSTED. Our compliment book illustrates their gratitude to the home and specific workers on many occasions.

Consultation with children

Fortnightly resident meetings, 'compliment and complaint' box, clear complaints procedures, rules, reward systems, advocates and key working sessions. Furthermore, young people are given support in filling out

consultation paperwork prior to review meetings and privacy to able to converse with their allocated social workers and visitors/ inspectors to the home. Evidenced participation work involves recruitment of staff and the new build. Our young people reaching adulthood are consulted about their choices of appropriate accommodation, the support they would require and their future career paths, if appropriate and possible.

Westminster Drive's main ethos is to listen to our young people. We value their views, cultures, religions, individuality and endeavour to assimilate them as equals – both within the home and wider community. We consult young people about their choice of personal appearance, choice of food, activities, and development of independent skills, their dreams and opinions.

Consultation with placing authority

The home is a Local Authority run establishment and is in constant contact with Social workers and managers within the service. Evidence to be found in: Weekly reports; ICS updates; notifications; visits to the home and meetings at the Placing Authority, clear minuted planning of referrals, discharges, CIC meetings, joint family visits and information sharing on various subjects significant to the daily life of our young people.

Building good relationships and open communication channels with professionals within the Placing Authority is, in our view, of great importance. Westminster Drive has successfully managed to maintain and build good relationships with other professionals. Consistent approaches with regard to behaviour modification and re-building family relations has been particularly successful in the past year.

5. Staffing

Staff structure, vacancy levels, recruitment records and checks, number of staff who have left and been recruited since the last inspection

Westminster House has a staff group of 17. The structure comprises of a manager (1), two deputies (2), shift leaders(4), residential workers (6), waking night (3) and a cook(1). We have recently successfully employed three residential workers who are currently working through their induction. A vacancy for a domestic worker would soon be advertised.

Residential workers (5 hour per week contracts) have been appointed on annualised hours. It gives the home the opportunities to avoid excessive agency costs and to provide staff members with valuable aspects for further professional development. The new recruitment policy and procedure were used to great success. It lends credibility to the screening of applicants, young people participation and thoroughness of pre-employment checks.

Staff Training since last inspection

Team Teach'; 'Health and Safety,' Culture and diversity' and 'Food Hygiene'.

The home has a robust training system, which allows staff members to undertake statutory training, as well as courses for both personal and professional development. One of our new senior staff members recently gained her MA Degree in Social Work. Our deputies have both completed their management awards and the manager is currently undertaking a Level 5

Diploma in Residential Management, soon to be completed
Number of staff at the children's home who have a first aid qualification
13 staff have a certificates in Emergency First Aid for children
Monitoring of duty rosters
We have a roster for day staff, waking night staff, on-call allocations and a cook and cleaner roster. The roster is the allocated responsibility of a deputy manger. Roster arrangements, changes and cost saving alternatives are discussed with the manager on a weekly basis. It is then checked again during monthly manager's checks. Time sheets are checked against the roster to ensure consistency with shifts and hours worked.
Our roster is a set fortnightly roster to allow all staff members the opportunity to organise their lives around unsocial working hours. Even though it could subject to change, staff members to have alternate weekends off. Staff work with various staff members and have the opportunity to plan shifts effectively. With a set roster, management are able to implement cost-saving strategies.
Records of appraisals
Appraisals have been booked – to be completed end June 2013
Each member of staff has set objectives and a development plan
Minutes of staff meetings
Staff meetings are held every week, during term-time. The meeting is minuted in the 'staff meeting book' and signed by all staff present. Furthermore, it is required for all other staff members to read and sign it.
Structured staff meetings are held every Wednesday. It is minuted, and at times chaired, by various members of staff. All staff members are encouraged to attend staff meetings, if possible. Staff meetings are generally divided in five categories:1) Diary dates and discussions about practicalities, such as staff ratio and transport 2) Health and Safety checks and reports 3) Individual young people 4) Any other business 5) Guests or training opportunities.

Date compiled: 22/05/2013

Estea Fourie