

## Marsh Villa Statement of Purpose

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LA: Gloucestershire

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Matters Included in the Statement of Purpose

A. Quality and Purpose of Care

B. Views, Wishes and Feelings

C. Education

D. Enjoyment and Achievement

E. Health

F. Positive Relationships

G. Protection of Children

H. Leadership and Management

I. Care Planning

J. Further Information and Contact Details

**A. Quality and Purpose of Care**

1. A statement of the range of needs of the children for whom it is intended that our children's home is to provide care and accommodation.

We care for children aged between 8 and 17 years who are accommodated by the Local Authority under Section 20 or Section 31 (Care Order). Alternative placement options will be considered; for example, 38 or 41 week placements where children return to their family home during school holiday periods. However this would be carefully assessed taking into consideration the child's needs and the children already living in the home.

2. Details of our home's ethos, the outcomes that our home seeks to achieve and our approach to achieving them.

The aim of Marsh Villa is to provide children with the necessary social, practical and emotional development in preparation for adulthood. We believe strongly that children should not be placed in large multi-bedded institutions but rather in homes that afford them a sense of attachment and can replicate a family environment as much as possible. Using attachment-based approaches the team at Marsh Villa provide a secure base for children to explore past trauma and begin to understand associated conditions or identified needs.

Within Marsh Villa we have developed a flexible, inclusive and eclectic approach to meeting the needs of these children which embraces the quality of the home; the high level of skill, training and commitment of the team; opportunities to participate in a range of esteem-building activities and the provision of high quality support and specialised services. The Clinical Psychologist supports the team to develop their understanding of the child's emotional and attachment needs using formulation and analysis. The development of self-efficacy and resilience alongside an age appropriate narrative of why a child is not living with their birth family is integral to children reaching their potential

Our skilled team works to promote positive outcomes with children who have complex social, emotional and behavioural needs. Their rights are treated with dignity and respect and we encourage aspirations and create opportunities to meet potential.

The team get to know children well and are well placed to support and assist children with any issues, together as a team. We are committed to working in a creative and flexible manner, in partnership with other professionals, and families, to ensure every child achieves the goals set and receives the highest standard of care possible.

3. A description of the accommodation offered by our home, including:

(a) How accommodation has been adapted to the needs of children;

Marsh Villa offers a safe, consistent and supportive environment within which risk is managed and support is provided by highly experienced practitioners on a regular basis to help children to remove their barriers to learning and reduce the risk that they might pose to themselves and other people in future.

The house has a large enclosed garden, but children also have access to the wider environment should they choose.

Marsh Villa is a four-bedroomed semi-detached property

The house is decorated to a high standard and can provide accommodation for three children.

The upper floor currently has 4 bedrooms 1 with an ensuite shower and 1 bathroom. The children each have a bedroom that they have chosen and personalised.

The ground floor of Marsh Villa has a communal lounge, a dining room, a kitchen, a laundry and a toilet. From here there is also access to the large decking area and garden.

(b) The age range, number and sex of children for whom it is intended that accommodation is to be provided:

Marsh Villa can comfortably accommodate 3 children of either gender from 8-17 years of age providing medium to long term care for those in need of a stable, structured and well-organised environment.

(c) The type of accommodation, including sleeping accommodation:

Marsh Villa is a newly refurbished home with pleasant grounds. When a child is placed with us, we look very closely at the child's needs, balanced against those of the existing children and we conduct a thorough impact risk assessment to ensure decisions are made about individual accommodation. Each child has the ability to personalise their bedrooms.

4. A description of the location of our home.

Marsh Villa opened in 2015 and is a residential children's home and part of Carbrey Group. It is situated in a pleasant, quiet residential setting on the outskirts of Gloucester, some 2 miles away from the city center. The property is well served by local amenities and shops. The home itself is a pleasant and well appointed 'family home' where we aim to replicate a family environment as much as possible by providing a safe, stable and nurturing ethos. Gloucester is a multi-cultural city with strong networks of community groups, structured leisure groups, leisure activities and various socially and locally funded organisations who support young people. This creates opportunities for children to develop new interests and participate in groups and clubs.

5. The arrangements for supporting the cultural, linguistic and religious needs of children.

We recognise and respect our children's religious beliefs, customs, rituals and culture. Upon admission, enquiries are made into the religious background of each child and careful consideration is given with respect to religious and cultural observance and needs.

Arrangements can be made to ensure a child maintains links to his/her religion and cultural heritage, for example by supporting their attendance at local religious groups or places of worship and providing special dietary or clothing needs. Children and children are encouraged to respect and celebrate difference and equality with no form of political bias. Each child's Care Plan ensures that their uniqueness and preferences are acknowledged and accommodated.

6. Details of who to contact if a person has a complaint about our home, and how that person can access our home's Complaints Policy.

Carbrey Group is committed to providing the highest quality service to children, parents/the team and Local Authorities. We believe that our children, stakeholders and others have the right to comment upon the service we provide for our children. We encourage children's involvement in decisions relating to our services where possible, and to make a suggestion or complaint as appropriate, where they consider the service is unsatisfactory for whatever reason.

There are comprehensive Complaints Policies and procedures available upon request from the home and head office, which is provided to all children, parents, the team and others upon admission, and when there has been an update. Information on how to make a complaint is produced in a format that our children can access and is displayed throughout our school and home areas.

A child can make a complaint, through a means appropriated to them, whether verbal, written or otherwise communicated to any member of the team, who will promptly take the issue to the Registered Manager or the Deputy in the Registered Manager's absence. Children can complain directly to the Registered Manager if they would prefer. Complaints can also be received by the Responsible Individual if the Registered Manager is implicated in the complaint. Anyone

can make a complaint on behalf of a child following the same process.

If the matter cannot be resolved to the child's satisfaction, the child's Social Worker or parent will be invited in to discuss the issue and seek a resolution.

The child or their representative can also raise a complaint directly with Ofsted (address and telephone number are detailed at the end of this document).

A record of all complaints received is kept by the Registered Manager.

Carbrey Group's Complaint's Policy is available to all our stakeholders upon request.

7. Details of how a person, body or organisation involved in the care or protection of a child can access our home's Safeguarding and Child Protection policies or the Behaviour Management Policy.

Carbrey Group are committed to the safety and well-being of all children and children in our care. We have detailed policies in respect of safeguarding and child protection, and behaviour management, which are readily available from the website or upon request.

## **B. VIEWS, WISHES AND FEELINGS**

8. A description of our home's policy and approach to consulting children about the quality of their care.

Consultation can be difficult at times due to the effect of the trauma the children may have endured, and will often require a carer or independent advocate to advocate on behalf of the child. There are daily chances to speak to the team, a weekly informal group house meeting where all children are encouraged to participate, where this is not possible the team have individual sessions with them to gain their views.

The following approaches are used to enable children to make their wishes and needs known:

- Group meetings
- Individual meetings with one of the team
- Child evaluation of activities and provision.
- Child contribution to Annual Reviews and LAC Reviews when possible.
- Child contribution to the recruitment and selection of team members.

9. A description of our home's policy and approach in relation to:

(a) Anti-discriminatory practice in respect of children and their families; and

Marsh Villa are committed to providing equality of opportunity and will not base our care on gender, sexual orientation, ethnicity, nationality, disability or race. Encouraging a discourse at Marsh Villa that celebrates our unique differences and identities promotes mutual respect. Developing community, social and family networks means that young people strengthen their personal identity and resilience. Gloucester is a city of diverse communities. Our goal is to facilitate opportunities for children to assimilate into these communities as part of their transition to adulthood

(b) Children's rights.

We believe that all children, particularly ours who have special and/ or additional needs, should share, and be supported to secure the same rights as all members of society, where these are appropriate to and in their best interests.

Within the statutory framework provided by current legislation and regulations, the team working for Carbrey Group work to protect and promote the following rights for all our children:

The right:

- to live full and independent lives to the maximum of their potential;
- to a full, accurate and objective assessment of their special needs;
- to the range of education, health, care and other associated support services required to meet all of their individual needs;
- to be involved in decisions, which affect their lives and to have their wishes ascertained and respected, as far as possible;
- to appropriate advice, guidance, support, counselling and care which promotes their physical, mental spiritual and emotional health and well-being;
- to comfortable, attractive and safe living accommodation with privacy;
- to sufficient food, clothing, space and other necessities of life;
- to the assistance, support services and equipment needed to enable them to live with dignity;
- to the degree of freedom of movement which is appropriate to their health, safety and well-being;
- to benefit from and participate in recreational, entertainment, sporting and cultural activities;
- to use key facilities and services within the local community where possible;

- to develop appropriate and safe relationships without risk of exploitation or coercion;
- to have the full protection of the law;
- to be protected from all forms of abuse, and from the fear or threat of abuse;
- to access information contained in their personal files, where this does not conflict with statutory regulations or threaten their well-being;
- to supportive interventions, which promote positive behaviour and protect them from harm;
- to access suitably qualified, experienced and supportive teams in sufficient numbers to maintain quality of service;
- to have appropriate financial support sufficient to maintain their quality of life;
- to have links with home and family, positively promoted and maintained as appropriate;
- to have positive recognition of cultural and religious diversity.

Carbrey Group's firm commitment to and passion about the above rights of the children in our care, drives us to ensure that we promote them in all we do, and through the services we provide for all of our individuals.

### **C. EDUCATION**

#### 10. Details of provision to support children with special educational needs.

Working with educational, employment or training providers as detailed in children's pathway plans, placement plans, Personal Educational plans (PEP), Health and Care plan (EHCP) Marsh Villa is committed to children having the skills needed to make a successful transition to independent living. The achievement of small step goals will be incentivised and celebrated. Effective communication will be maintained with virtual schools. However, for any child not in education, employment, or training there will an emphasis on maximising opportunities for learning.

#### 11. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.

Not applicable



12. If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.

The team work with virtual schools, independent tutors, liaise with home education authorities and/or SEN Leads, contribute and attend EHCP planning and reviews. Children living at Marsh Villa will attend a local school or another educational provision. The team at Marsh Villa will provide transport for the students to and from the school or college to support this.

Carbrey Group are registered to be a centre for the AQA Unit Award Scheme to further show educational achievements for the children living at the home.

The Home seeks to offer a range of books, DVD's and other forms of media to help the children complete their homework. There are several areas where homework can be undertaken. Children have access to a computer and the Internet in order to research for educational purposes.

#### **D. ENJOYMENT AND ACHIEVEMENT**

13. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

The team offer a variety of activities, both at home and out in the community, to stimulate and engage children and children. Children are encouraged to participate in choosing and planning activities. Evenings and weekends offer valuable times for relaxation and activity, and opportunities for a variety of experiences, both planned for and spontaneous. Each individual is encouraged and assisted to find out what they enjoy. These activities are fundamental to the individual's development of their identity and self-esteem.

The team work with individuals to ensure that activities are broad, balanced and reflect the needs of both the group and individual, and allow for free time and choices.

#### **E. HEALTH**

14. Details of any healthcare or therapy provided, including—

(a) Details of the qualifications and professional supervision of the team involved in providing any healthcare or therapy; and

- (b) Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

Within Carbrey Group the Registered Manager supported by the senior team is responsible for ensuring that for each child their health and records relating to their health is promoted and maintained. The team are not involved in providing healthcare or therapy.

The team do receive training in administering and storage of medication, and a selection of the senior team assess the team to give medication. These processes are monitored and audited on a weekly basis by the staff team and monthly basis by the team.

All children who live at the home for 52 weeks are registered with a local GP, Optician and a Dentist. Regular Health checks including Dental are carried out. Children and children who reside at the home for 38 weeks are registered at their family GP, Optician and Dentist, unless there is a request to register them locally.

Records are maintained of any Dr, hospital, dental or optical appointments the children attend along with outcomes.

## **F. POSITIVE RELATIONSHIPS**

15. The arrangements for promoting contact between children and their families and friends.

Family time is promoted, supported and enabled by the team at Marsh Villa where appropriate. Individual risk assessments are informed by local authority information and discussions to manage and reduce the potential of risk. Where appropriate Contact is promoted through e-mail, telephone, Skype and FaceTime calls (subject to online risk assessments). Frequency and timings are agreed with families at commencement of placement, although we can be very flexible if circumstances change. Individuals can make calls free of charge.

Families are invited to all meetings concerning their child and we have conference call ability if parents are unable to attend a meeting in person for any reason.

Family members and friends can visit Marsh Villa in a planned way, considering the impact on home dynamics and the other children. As directed by the local authority and where appropriate to do so we provide updates to parents, grandparents (and other care givers).

## **G. PROTECTION OF CHILDREN**

16. A description of the home's approach to the monitoring and surveillance of children.

The children have access to all areas of the building the exception is the study area, where they need to be accompanied by a carer due to confidential information and medication being stored in this area. Children are welcome to join the team in this area if they are working. The garden and grounds are accessible, and children are actively encouraged to go outside. The team may at times need to search children's bedrooms if there is a belief that the child has concealed weapons, illegal drugs, or other items that may place them or others at risk of injury. Where possible this will be done with the child's consent, so they have the chance to hand over any dangerous or illegal items. There is a policy in place that outlines how the search should be recorded and who should be notified.

17. Details of the home's approach to behavioural support, including information about:

- (a) The home's approach to restraint in relation to children; and
- (b) How persons working in the home are trained in restraint and how their competence is assessed.

It is accepted that consistent guidelines and controls form an integral part of a child's development. As a child develops, they gradually internalise these controls and reduce the need for external reinforcement. The team seek to encourage and promote appropriate behaviour, and to create an environment which values and demonstrates respect for the individual. The team are expected to help and support children to manage and control their own behaviour. The ethos of Carbrey Group, and the approach of our team, is based on developing and supporting positive relationships.

We believe that control is based upon these good, professional relationships between the team and children. It is recognised that behaviour is a means of communication, and work is undertaken with the individual to develop appropriate and socially acceptable ways of expressing wishes and feelings.

Restrictive physical intervention is used when there is immediate danger of harm and all other reasonable things have been tried and failed. All the team receive training in understanding and managing challenging behaviour and the use of restrictive physical intervention.

The team receive training in PRICE techniques, this includes a refresher every 12-15 months and assessment. The use of restrictive physical intervention is recorded on the Event tab on behaviourwatch which is monitored by the Registered Manager.

Our approach is non-aversive and is based on enabling the child to develop self-management of their behaviour's with an emphasis on the use of proactive behaviour management strategies. This underpins the ethos of the home in enabling our children to manage their own behaviour's by developing the relevant strategies, with the support of the team.

Our teams receive regular training in positive behaviour management and we strive wherever possible to minimise the need for direct physical intervention. However, if the team have to use a physical intervention, we have in place a detailed recording and monitoring system to ensure that this is reviewed on a daily basis by members of the Senior Leadership Team and is also monitored by the Registered Manager.

Physical intervention is only used when all other strategies have been exhausted and the child or young person is likely to endanger themselves or others. The principles relating to the use of physical restraint may be summarised as follows:

- The team should have grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others;
- The team should take steps in advance to avoid the need for physical restraint, for example through dialogue and diversion, and the child should be warned that physical restraint may be used if the behaviour continues;
- Only the minimum force necessary to prevent injury should be applied. Any restraint should be proportionate to the risk of harm;
- Any restraint should be applied in the least restrictive way possible;
- Any restraint should be applied for the shortest amount of time possible. As soon as it is safe, the restraint should be released to allow the child to gain self-control.
- Restraint should be an act of care and control, not punishment.

A record of the restraint must be recorded onto the event tab on Behaviourwatch. These reports are signed off by the Registered Manager. Parents and Social Workers are informed following any incident of restraint. Children, and the team as appropriate, are offered a de-brief following an episode of physical intervention and additional monitoring of the child occurs for a given period. Consideration is given to the child's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships.

Rewards form an important and significant part of our behaviour management and are designed to encourage and promote positive behaviour. Celebrating success and positive behaviours are recognised with the use of verbal feedback and proportionate, realistic monetary rewards or activities. Incentive programmes (if appropriate) are a collaborative process between the team and the child.

To promote a living environment that feels safe for children the team proactively encourage restorative practice to prevent conflict, build relationships and repair harm. Consequences of negative behaviour can be verbal feedback, the use of restorative principles or the contribution towards the repair or replacement of damaged property. It is essential that any consequence

## **H. LEADERSHIP AND MANAGEMENT**

18. The name and work address of:

- a. The Registered Provider; Carbrey Group (09255631) is the umbrella organisation for Carbrey Care (09080800).
- b. The Responsible Individual; Martin Bentham Operations Director , Responsible Individual and Designated Safeguarding Lead [martin.bentham@carbreygroup.co.uk](mailto:martin.bentham@carbreygroup.co.uk)
- c. The Manager; Elaine Jackson Marsh Villa Home Manager (Awaiting Registration with Ofsted) [elaine.jackson@carbreygroup.co.uk](mailto:elaine.jackson@carbreygroup.co.uk)

19. Details of the experience and qualifications of the team, including any of the team commissioned to provide education or health care.

**The Manager**, Elaine Jackson has worked within a Children’s Home setting since July 2003. Elaine has worked in a managerial position since 2005 and specifically as a Registered Manager since May 2011.

**The Manager’s qualifications include:** BSc (Hons) in Psychology with Sociology; NVQ Level 4 in Health and Social Care, NVQ3 in Children and Young People and ILM Level 5 Award in Management and The Pearson BTEC Level 5 in Leadership and Management for Residential Childcare England (QCF), BTEC Level 7 in Strategic leadership and management, PRICE instructor (positive approaches to managing challenging behaviour and physical intervention), Positive Behaviour Support Coach with BILD.

Our Interim Deputy Manager is both experienced and qualified to level 3/NVQ 3 in children and young people/health and social care.

A full list of all residential staff and their qualifications is available upon request.

The Manager and the Deputy Manager provide management support and guidance to the team at Marsh Villa. They provide an on-call service 24 hours a day to the team along with the senior support workers on a rota’d basis.

The home only employs suitable carers who can demonstrate the ability to work with children with complex needs, learning and physical impairments. All social care carers will be expected to have, or to be working towards, a level 3 Diploma in Children and Young People. The service provides induction training in line with care and health requirements. All senior staff will already have the Level 3 Diploma or will be expected to have completed this within 6 months of starting their role and this will be a requirement to pass probation.

All carers working in the home receive regular supervision and annual appraisal, incorporating a training and development plan. These are carried out by the line manager / supervisor and overseen by the Registered manager.

All carers working at the service will undertake training and development activities to maintain their professional competence including training in first aid, basic food handling, moving and handling, and in areas core to the service and in understanding the work it does.

Training records are monitored and maintained, and there is a regular cycle of updates and induction training for new carers. New carers shadow an experienced member of the team. Only following a discussion with their line manager will they support children individually.

20. If the team are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

Marsh Villa employs both men and women in the Home, offering a mixed carers team to promote appropriate role models. Men and women are expected to perform the same job role. If a child's needs dictate specific caring requirements, we will endeavour to provide those for that child.

## **I. CARE PLANNING**

1. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission. Admissions to the Home are carefully planned, and will be as a result of a detailed assessment.

We assess the needs of children who would benefit from the broad definitions of the service.

When assessment papers are received, if it is felt by the Senior Team that we may be able to meet the child's needs, an assessment visit will be arranged to the child's current school, home or residential placement as appropriate.

If it is felt a child's needs could be met, an Impact Risk Assessment is completed in respect of the effect the child will have on the other children living in the home. A pre-admission meeting is convened to plan the transition, and a bespoke Children's Guide is produced (format dependent on the child's communication level/ preferred method). Transition timings are very dependent on every individual child's needs. Well-planned introductions optimise the opportunity of success.

We make every effort to collate as much supporting evidence to assist in the assessment process as possible, and seek to forge strong links with families and previous service providers, such as The team, schools and health.

Admission to our service can take place at any time of the year, and would usually include an induction/ familiarisation period, where the young person is supported in accessing the services provided and in building relationships and friendships. There is also a three-month trial period in which the young person, their family and sponsoring authority can assess if the service is meeting the needs of the individual.

In all cases, parents are advised to keep their home-area local authority informed of their interest in our service.

Marsh Villa understands well planned placements increase the opportunity of success. Therefore, emergency placements are rarely accepted. FURTHER INFORMATION and CONTACT DETAILS

#### **Reporting concerns about the Manager or the Home**

The Home and the Manager of the Home is registered with Ofsted. If the complaint is about the Manager or the child feels that their complaint is not being heard or properly dealt at any stage, they may contact

**Ofsted** on **0300 1231231** or in writing at **OFSTED Piccadilly Gate, Store Street, Manchester, M12WD**

#### **Additional Contact Details**

The Children's Commissioner for England:  
The Office of the Children's Commissioner  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT  
Tel: 0800 528 0731  
[advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)

#### **Child Protection Services:**



NSPCC child protection helpline  
Tel: 0808 800 5000 (adults)

Childline  
Tel: 0800 1111

