



STATEMENT OF PURPOSE AND FUNCTION Ambleside



URN: 1250253

REGISTERED PROVIDER:

Achieving Aspirations
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www.achievingaspirations.co.uk

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REGISTERED MANAGER: Katy Plumridge

RESPONSIBLE INDIVIDUAL: Anna Boulton

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Updates

Date	Page	Change
02.07.2020	5	Update to Covid situation
02.07.2020	15	Additions to offer holidays
02.07.2020	22	Updated manager qualifications
02.07.2020	2	Change to page numbers
02.07.2020	3	Addition of update tracker
1.11.2020	5	Update to Covid situation
24.11.2020	5,22,20	Update Covid, service provided, staffing, training,

Quality and purpose of care

Mission Statement

Achieving Aspirations will always endeavor to go the extra mile, to support children and adults with learning disabilities, to live happy healthy lives, close to their families, and those important to them.

We promote progression, enable independence, and celebrate successes in achievements from the most modest to the greatest of aspirations.

Achieving Aspirations will provide a range of flexible, creative and unique services designed around the individual care needs of children and young people with learning disabilities whose support needs can challenge traditional provisions.

We can do this by:

- Being passionate about the rights of the individuals to a high-quality service
- Being creative and forward thinking in our approach to care delivery
- Thinking 'outside of the box' to meet complex care needs
- Understanding our clients' needs
- Investing in a team of staff who share the same passion and motivation to 'make a difference' and providing training to enhance performance.
- Promoting the very best care values
- Working in partnership with all those concerned with the care and welfare of the young person producing integrated service plans which are individually focused and formulated with the person and key non-professional and professional people in their lives-this ensures that we are committed to target focused outcomes and progression for all our young people.
- We can contribute to specific health assessment processes and outcomes by linking with health and other professionals and ensuring good communication throughout the plan. These can be incorporated into the general working together agreements or become part of the health action plan for each individual

Overview:

Ambleside is one of the residential components of our comprehensive range of short break services for children with additional needs, and as such is registered as a children's home with Ofsted. Ambleside compliments our community short break service by offering residential stays for those that are unable to access community short breaks, or whom require a period of assessment or some skill building before progressing to accessing other types of community based short breaks. All referrals to Ambleside are through local authority panel processes, though as an increasing number of families access Direct Payments the contractual obligations of this short break services will be reviewed and direct referral processes may need to be confirmed.

SERVICE AT AMBLESIDE DURING COVID 19

Ambleside has remained open for the provision of short breaks throughout the pandemic, adjusting the service delivery in response to changing Government guidance and safe practice.

We have undertaken service risk assessments and impact risk assessments accounting for all service users and staff, we have a strict infection control policy, business contingency plan and weekly Covid 19 meetings with the Director and Managers to keep a consistent overview on all Achieving Aspirations services, children and staffing. During the continued pandemic there may be a disruption to planned overnight breaks to ensure government infection control is adhered to.

Referral Criteria

- Children and young adults whom have intellectual and developmental disabilities and additional complex health needs including autistic spectrum condition.
- Children and young people between the ages of 6-18 years will be eligible for a planned short break service.
- All children/young people who are referred for a short break service from Achieving Aspirations will have been assessed by Achieving Aspirations as suitable to attend the provision.
- Those children/young people whom Achieving Aspirations are able to support in a fashion in keeping with their philosophy and Charter of Rights will be offered a service.
- The children/young people whose needs can be met alongside that of other individuals already using the service, without adversely affecting their care will be offered a service from Achieving Aspirations.
- Referrals that are supported by Social services, CCG's, fostering services or may be accessed via direct payment scheme.

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Statement of Belief

For optimal development children and young people need to grow up in a nurturing atmosphere of support, happiness, love and understanding. Support for the family ... is the single most important way that society can optimise the development of children and youth' (A guide for families, policy makers, program developers. Health Canada, in its Principles of Child and Youth Health 1993)

Achieving Aspirations Philosophy

Achieving Aspirations has a commitment to the basic principle that young people with disabilities are young people first and are valued and respected as individuals, having the same needs as any young person without a disability, requiring fulfilment in life, to be treated with dignity and to be enabled and encouraged to make choices. Each young person's ethical, cultural, linguistic and spiritual needs will be respected.

- Achieving Aspirations respect all of its clients and will ensure that their rights and interests are safeguarded at all times.
- Achieving Aspirations believe that all its clients are individuals and services should be planned and delivered to meet their specific needs.
- Achieving Aspirations clients will be provided with opportunities to make choices about every aspect of their lives using their preferred communication systems.
- Achieving Aspirations will ensure privacy for each client is maintained and confidentiality respected.
- Achieving Aspirations will work alongside parents and purchasers to provide the best possible service for its clients.
- Achieving Aspirations will recognise and acknowledge the parents own expertise regarding the needs of their young person.
- Achieving Aspirations will contribute to enabling the young person to realise their maximum potential and achieve optimal functional independence within their own environments.

- Achieving Aspirations will endeavour to foster the principles of John O'Brian's Five Service Accomplishments in demonstrating commitment to work with young people in such a way that they;
 1. Are not segregated or isolated due to the challenges that they present (presence)
 2. Are enabled to make choices and have their preferences respected as far as possible given the challenges that they present (choice)
 3. Are encouraged and supported to engage in activities with other young people (participation)
 4. Are helped and supported to present themselves positively to others in order that others perceive them in a worthwhile manner and want to spend time with them, despite the challenges that they present (respect)
 5. Learn new skills and ways of meeting their needs (competence)

Achieving Aspirations will respect and work in conjunction with other professionals involved in the care and support of the young person and their family.

Aims and Objectives

Our Aim:

At Achieving Aspirations, we aim to provide a flexible range of services, designed to meet the needs of children and young people with learning disabilities whom have additional complex support needs. Our approach to family support and care delivery ensures that the individual remains the focus of a tailored, holistic package of care. We will ensure that a person-centred plan is identified with individual's circle of support creating clear targets for care periods providing the focus for support delivery for each child /young person in the service.

Objectives:

- In conjunction with parents/carers and other professionals to provide assessment and outcomes in pre agreed areas of need. This begins with a unified service plan and can contribute to the criteria from which the targets are agreed.
- To provide a normal, physically safe, comfortable, simulating and enjoyable environment this gives privacy and choice to the individual
- To support planned programmes of care for individuals to develop skills in the areas of daily living and independence and provide feedback of achievements in these areas.
- To work closely with families and Local Health, Education and social services professionals to maximise the effectiveness of any agreed care and support plans.

- To ensure agreed Care Plans are implemented during a child /young person's stay at Ambleside and any necessary risk assessments associated with their needs are conducted.
- To provide resources, activities and opportunities which enable children to develop and offer friendships and 'normal' social interaction when staying with Achieving Aspirations.
- To offer the child/young person opportunities to relax and enjoy activities and perhaps to explore activities and experiences previously unavailable to them.
- To ensure any health care needs of the individual are met whilst staying with Achieving Aspirations and that links with family GP's are kept alongside with excellent communication to and from families.
- To consider and respond to the neurodiversity, cultural, emotional and spiritual needs of individuals in a sympathetic and supportive way, recognising them as valued individuals with opinions, aspirations and expectations.
- To ensure that ethnic and cultural diversity is recognised, valued and respected in care planning and actions.
- Ensure that staff acquire the knowledge, skills and attitudes to maintain a consistently high standard of care to children and young people with learning disabilities and complex needs.
- To encourage individuals to participate in the day to day running of Ambleside e.g. menu planning and shopping.
- That all planning, interventions and care plans are person centred in their origin and methodology and delivery.

Service provided:

The service is tailored to meet the care needs of children and young people with learning disabilities who have complex and additional support needs, in a homely, residential environment.

- Good Company Breaks (Planned short breaks arrangement for identified children/young people whom Achieving Aspirations provides an agreed and ongoing package of support). Periods of short breaks will not exceed two weeks (14 nights) without prior exceptional agreement and will not be greater than 75 nights in a twelve-month period.
- Enhanced short break allocation to provide enhanced nights in partnership to support local authority above 75 nights a year to limited children and acknowledging section 20 placement requirements.
- Getaway Breaks provide a time limited assessment in agreement with key professionals involved with the individual in order to ascertain other types of short breaks that the individual may be able to access.

- Holidays -There may be a time when it is appropriate to take the children away for a holiday with parents' permission, the individuals risk assessment would be updated in line with the holiday and associated risks. This would only be offered to children who already regularly access Ambleside, we know them well, and we are confident that they would enjoy and benefit from an 'Ambleside away' break. The supporting staff will be from Ambleside staff team and will not go over the number of children on the registration across both Ambleside and the holiday.
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- Specialist knowledge and expertise in the field of learning disabilities and complex support needs.
- A maximum of 4 children/young people can be accommodated at Ambleside at any one time. Referrals of children/young people will be of either gender. The typical age range of a young person accommodated at the home will be between 8 and 18, risk assessment and compatibility are key areas of consideration to an acceptance of a referral. It is our aim to support the most engaging and socially compatible environment for children and young people which can be achieved through careful management throughout the referral and booking process.
- Individual programmes of care.
- Consistent approach to managing a young person's care and support across school, home and placement settings.
- Working in partnership with families, professionals and services offered to the young person and family in order to maximise their effectiveness.
- Promote parental competence and confidence through practical help and advice.
- Keyworker systems to promote partnership with parents and families, and ensure individual needs are catered for.
- Young person and parental involvement in decision making.
- A variety of preferred recreational activities tailored for those individuals staying with Achieving Aspirations at a particular time.
- A high staff ratio to promote individual choice in all areas of daily living, e.g. activities or religious observance and to ensure safety is maintained

Location of premises and facilities

Location of premises and facilities

Ambleside is a medium sized detached property which benefits for being set in a central location of the market town Stowmarket. This enables easy access to all the local amenities and shops. The domestic styling of the house reflects the concept of ordinary contemporary living.

Decoration, furniture and equipment will be similar to that found in many family homes and will be of high quality and durability.

There are four bedrooms all of single occupancy. Children/young people are encouraged to bring with them some personal possessions to furnish their rooms with for the duration of their stay. There is a large conservatory that provides a brighter alternative to the lounge/dining room to relax and play in. The kitchen is equipped as a family home, yet safety measures are in place to manage accessibility to equipment that might pose a safety risk to a young person. There is a large fenced garden area where some appropriate outside activities accessible which assist when encouraging recreational and social activities specific to the needs of the young people accommodated. In addition, there is a sensory Den situated in the front porch that provides an indoor soft play area, that offers the opportunity for safe play and exploring of different surroundings.

Arrangements for supporting cultural and religious needs of young people accommodated

Achieving Aspirations believe if a young person has particular cultural, linguistic or religious belief, and wishes to pursue those beliefs, it is important that they feel able to do so.

The staff team at Ambleside will always actively support young people in pursuit of their beliefs, whether that is by providing a certain choice of food or preparation of food, or by ensuring that the young person has transport to and from their chosen place of worship.

We would also support them through access to people with similar backgrounds and via local amenities such as social groups or churches, mosques, temples, etc.

In meeting the needs of young people from other ethnic groups and to combat discriminatory behavior within the home, we aim to create a stable, accepting, caring environment, which will help to:

- Enhance the young person's self-esteem by a variety of social and skill building activities.
- Provide the young person with coping strategies necessary for living in a society where they may experience racism, stereotyping and prejudice.
- Create a climate where racial and religious differences are acknowledged and valued and discussion about racial issues is actively encouraged rather than ignored.
- Allow visiting parents, relatives and friends to feel comfortable and supported in the maintenance of contact, regardless of race, religion, or class.
- Provide a range of multi-cultural pictures and magazines through arts and crafts activities. Also, attention will be made to meet choices of food, taste and its preparation. There will be an understanding and appreciation of different cultures through these activities.

- Young people will be supported to practice any religious faith they wish to choose or any cultural norms for their society.
- Encourage acceptance of the young person's race in a positive way and not dismiss their race and colour as insignificant.
- Challenge racism in whatever form it is presented

Making complaints:

Achieving Aspirations appreciate that it can be difficult for parents and children to say when they are unhappy about something related to the way in which care is delivered. Parents must always feel free to voice any concerns to the home manager or other member of staff. When a child/young person first stays with Achieving Aspirations, they and their family will receive a copy of the complaints procedure which outlines the way in which complaints can be made and how they will be dealt with. Achieving Aspirations wishes to encourage a constructive dialogue between parents, the young person, carers and other professionals thus ensuring the highest possible standards of care are maintained.

In the first instance the complainant would go to their key worker, general staff member, senior or Home Manager or they may have chosen to talk to their parents, friend, social worker or other involved professional. Unless the complaint is about the Manager, the Manager will be treated as the Complaints Officer. They must be informed of all complaints as soon as possible. Should the complaint be concerning the manager then this must be reported directly to the Director whom will manage the complaint from that point. Should the complaint concern a Director of the Company then this can go directly to the legislative body or local authority.

Achieving Aspirations acknowledge the right of the child to complain, however the nature and degree of their intellectual or developmental disability will determine the appropriateness of the detail given to them in a complaints procedure. In circumstances where it is clearly not valuable to provide a child with a copy of the complaints procedure, it is the expectation that the parents will advocate on the child's behalf, if it is felt in the best interests of the young person an independent advocate will be sourced. There is also an internet accessible version of the complaints policy available on the web page www.achievingaspirations.co.uk .

In order to support those children who do not have the ability to ascertain some of the abstract concept of making a complaint, Achieving Aspirations promotes the concept of making choices in daily activities of living thereby encouraging them to develop their expression of their likes/dislikes and being able to express a preference. These guidelines of supporting a child to complain are provided as part of the complaints procedure.

Policies and procedures:

Policies and procedures will be implemented to support the individual and home environment of children/young people, by enabling staff to function in a structured environment assisting them to work towards the philosophy of Achieving Aspirations **See policies and procedures folder for details (located at the home)**

Any person/body or organisation involved in the care or protection of a child/young person accommodated can contact;

Director Anna Boulton: 01449 888110

Email: annaboulton@achievingaspirations.uk

Registered Manager Katy Plumridge: 01449 616469

Email: katy.plumridge@achievingaspirations.uk

They may wish to do this to request key policies around child safeguarding or behaviour management in addition to a comprehensive range of policies that underpin practices for individuals accommodated in the home.

Views wishes and feelings

Statement

All staff at Achieving Aspirations have equal access to training, supervision, support and promotional opportunities. Stereotypical thinking in relation to age, gender, sexual orientation and able-bodied status will be challenged. None of these issues of difference will affect an Individual's position within the home or their access to achievement.

Similarly, all young people/children looked after at the home will have equal access to the benefits and opportunities available.

We believe that all people - colleagues, young people and visitors - should be treated with respect. Disruptive or offensive language or behaviour will not be tolerated and will always be challenged. When young people perpetrate such incidents, they will be dealt with in a way that promotes better understanding and encourages a change of attitude and behaviour. If young people are subjected to discrimination they will be offered protection, comfort and support.

Children and young people's views

Achieving Aspirations is committed to the planning of services whereby children and young people are at the heart of the service and adopt the underpinning ethos and principles, that a service is designed and driven by the people it supports as opposed to its professional function. We see consultation and participation as continuous processes of improvement where, despite any communication and cognitive difficulties someone may have, they will not be excluded from the process it is a belief that the existing environment has to become creative in its opportunities to offer consultation and participation processes.

We are committed to the principle that children and young people whom have learning disabilities can be involved in the process of participation and consultation and we endeavour to seek their views wherever possible on decision that affect them and we have developed a range of consultation tools to assist with this.

Achieving Aspirations will hold the values of young people's rights to the forefront in its approach to care delivery;

CHARTER OF YOUNG PERSONS RIGHTS

Being valued as an individual means:

- Being cared for and treated as unique.
- Being talked to and about by my own name.
- Being consistently cared for across settings.
- Being encouraged to be me.
- Being given enough time to take part, to do things for myself, to understand and be understood.

Being treated with dignity and respect means:

- Being addressed with respect and never referred to or about as if I am my disability, nor as if I am one of my needs.
- Being involved in conversations, never being talked about as if I am not there.
- Having my privacy respected at all times and in all places.
- Having all information about me treated carefully, kept safe and shared only with those people who need to know, never discussing me in the presence of another young person.
- Being given the best possible care that can be provided.
- Being involved in decisions that affect me, being actively encouraged to express my views and, where these cannot be considered, then being told why.

Being loved and cared for as a young person first means:

- Having the same rights and choices as far as possible as other young people of the same age and culture.
- Having consistent care from staff that really care about me and have taken the time to get to know me well.
- Being actively supported as part of a family; having my parents involved with any planning for me and acknowledged as ultimately responsible for me.
- Being listened to and heard when I need to communicate, even if it takes a long time and I am not easy to understand.
- Being given information about what is happening, before it happens, being given explanations of procedures before they occur.
- Being given the opportunity to pursue activities of my choice for leisure.

Being safe means:

- Not being exposed to unnecessary risks.
- Being protected from abuse:
 - Physical abuse includes any physical punishment or rough handling.
 - Emotional abuse includes malicious teasing and taunting, unjustifiably ignoring me, controlling me through fear, shaming or humiliating me or deliberately misinterpreting my communication.
 - Sexual abuse includes any sexual act or contact with me to which I am not consenting (Adapted from Children's Litigation Charter of Children's Rights 1999)

Consulting with Children and Young People

Achieving Aspirations believe quality assurance begins and ends with the children and young people we support. In order to support this children and young people have the following opportunities for involvement and consultation;

- Formal review meetings– to enable families to work in partnership with staff and service user.
- Planning and coordination of Key worker meetings – Each young person is allocated a key worker during their transition to the service. They will regularly meet to review a young person’s support plan and will also offer the young person the opportunity to comment on how they are cared for and how the home is run using their preferred communication method. Key workers will also speak to the young person’s family to hear their opinion of the young person’s quality of care.
- Where there are specific important issues or changes on which children or young people should be consulted, one-off meetings can be organised.
- Children and young people are supported to complete feedback forms at regular intervals and after specific activities where their views are required. These feedback forms may be used to support young person’s views at formal meetings or used in support of following through with a complaint.
- Staff will be familiar with the young person to support their known means of communicating these may include modes such as PECs, Makaton, Picture symbols, Photographs and Electronic aid systems.
- Close observation of young people and changes in their behaviours are noted and used as a means of understanding opinions and preferences about care practices; for example, heightened anxieties when staying with a particular other young person.
- Young people are consulted on day to day issues in the home, such as menu planning and activities. These consultations are supported using their preferred communication system for future reference.

Education

All children and young people of school age are required to attend Education provision. All staff at Achieving Aspirations are committed to preparing young people for a successful life; making the most of the opportunities available for them. A holistic education in its widest sense is a priority for children accommodated at our provisions. To this aim Ambleside will ensure;

- Liaison between home, school and parents/carers ensures the maximum possible development of the young person in all areas of learning and living.

- Representatives from Ambleside are committed to attend planned educational reviews to ensure a continuity of approach in critical areas such as communication and behaviour management. Targets will be shared from Education Health Care plans and become integrated into service plans seamlessly. This will ensure continuity and a “24-hour curriculum” that will support children’s development in targeted areas of daily living.
- Staff will ensure all young people have a consistent routine that enables them to be prepared and ready for their school day. Education transport is available for all young people through the local authority and effective inter communications will be maintained to ensure this is cohesive and continuous.

Enjoyment and achievement

Achieving Aspirations are passionate in their belief that continual and regular access to leisure/ recreational and social activities for young people greatly benefits their health, well-being and social/emotional development. With this belief it is the aim of Achieving Aspirations to promote meaningful engaging activities that focus on increasing children’s community presence and mobility, develop social interaction skills and cultivate individual’s interests and hobbies.

We do this by;

- Creating considered risk assessment’s which focus on enablement rather than avoidance of activities. This includes a local area assessment with key areas centered around local amenities and facilities, individual children’s risk assessments which provide the basis for high staffing levels to ensure even the most complex and challenging individuals are able to access their interests and hobbies in a safe way.
- Being a part of a community with access to resources such as Leisure centers, swimming pools, Libraries, museums, cinemas, forest and country walks, youth clubs, shops and restaurants.
- Ambleside has a vehicle which is available during evening and weekends to transport to activities, clubs and attend place of worship. Stowmarket has good transport links and where needed public transport can be accessed
- An allocated individual is responsible for planning activities to take place during a young person stay. Activity are planned taking account of a child/young person’s likes and interests via their preferred communication method or behavioral response to certain environmental situations. They will link with key worker teams/families and key professionals to provide the best range of engaging activities that promote new experiences and cultivate existing likes and interests
- Provide a range of enriching in house activities which include arts and crafts, cooking, sensory integration activities under a range of themes.
- There is a range of resources such as the use of a sensory den, tablets, and a large size garden complete with trampoline, swing and space for games and activities.

Holidays

There may be a time when it is appropriate to take the children away for a holiday with parents’ permission, the individuals risk assessment would be updated in line with the holiday and associated risks. This would only be offered to children who already regularly access Ambleside, we know them well, and we are confident that they would enjoy and benefit from an ‘Ambleside away’ break. The supporting staff will be from Ambleside staff team and will not go over the number of children on the registration across both Ambleside and the holiday.

Health

All young people who stay at Ambleside should have a medical assessment of their needs as part of the child in need process. Any relevant and appropriate medical history will, with agreement, be passed onto the home in the interests of the child's welfare. The child will remain registered with their local GP or, if appropriate, registered as a visitor with the GP local to the Achieving Aspirations establishment. The local On Call GP Service will be made aware of the services offered by Achieving Aspirations should their assistance be required in an emergency. The staff will ensure that any health problem is presented promptly to the attention of appropriate medical personnel. The staff will inform parents as soon as possible of this need.

Achieving Aspirations has a medication procedure. (**Located in the home's Policies and procedures folder**) This considers an individual's ability to manage their own medication. If unable to self-medicate, then their medication will be administered to them as per policy and procedure or, in the event of a young person being on an outing, by the adult accompanying them in accordance with procedure. Non-prescription medication will be administered by a person trained to do so as authorised by parents/carers and if advised it is to be taken regularly we may request written consent form a medical practitioner to do this.

Parents/carers must inform Achieving Aspirations staff of any young person's illness prior to them coming to stay to discuss care issues with the relevant Home Manager.

- Children who are ill with a notifiable infectious illness or one that requires isolation prior to their planned short break may be requested not to come to stay. During the current pandemic parents are required to inform the service if Covid symptoms are present or the anyone from the family home have been asked to isolate prior to attending short breaks.
- Advice from a medical professional may be sort
- We believe that in the best interest of the child they need their parents/familiar carers when they are ill unless otherwise negotiated.
- The risk of infection to other children who may be vulnerable is not necessarily a reasonable risk to take.

Children who become ill during their stay with Achieving Aspirations:

- Parents/carers will be informed.
- The nature of the illness considered, home circumstances, the wishes of the child, wishes of parents/carers and the advice from medical personnel will be taken as to how best care for the ill child.

Records are kept of all administered medications, treatments and consultations appropriate to each individual child. Any recognised need to provide treatment will form part of the young person's care plan and will be formally agreed in consultation with parents and Health Professionals.

All matters relating to the child's health are recorded, monitored and reviewed for each child and are taken into consideration in planning provisions of services for that child.

Positive relationships

Promotion of contact between young people and their families:

All children and young people that stay at Ambleside come for only short breaks (except in exceptional circumstances) and thus their main place of residence is with their families or foster carers. Good communication between the environments is pivotal to the success of the service and thus there are established formal systems in place to promote communication.

In addition to formal reports and attendance at review meetings, we may send a feedback form after each stay to communicate with parents/carers on issues relating to the overnight stays, and parents are requested to provide updates to Ambleside on any changes to care/support requirements between stays. Visits from family members have been supported whilst a young person stays with us, and we work closely with social care if supervised contacts are required. If requested we will support young people to phone their families during their stays, alternatively staff members may contact families to reassure or take advice when necessary. Contact arrangements are flexible and will be agreed on an individual basis.

From time to time we hold social events to promote informal contact between Achieving Aspirations and young people and their families. However, in order to safeguard our young people, the credentials of those attending the events are verified in advance.

Safeguarding of children

Safeguarding:

At Achieving Aspirations, we are passionate about helping children and young people at risk to achieve their potential. In doing so, we recognise that their welfare and development is of paramount importance; and that regardless of age, ability, culture and religion, they are deserving of protection from significant harm and abuse. Achieving Aspirations operates a culture of zero tolerance.

We acknowledge the duty of care Achieving Aspirations and each member of our staff team has to those accessing Achieving Aspirations services and we will do everything we can to provide a safe, caring environment.

Any concern in relation to safeguarding issues, i.e. physical, sexual or emotional abuse, exploitation or neglect, must be reported immediately to the safeguarding lead who will take necessary action in accordance with Achieving Aspirations safeguarding children procedure and Suffolk safeguarding Children Guidelines.

Staff have a duty to communicate any concerns immediately to the senior member of staff on duty if appropriate or the safeguarding lead. Any action to be taken will be confirmed by the Home Manager after consultation with the young person's social Worker and Safeguarding Team.

Bullying/Harassment:

Achieving Aspirations have an anti-bullying and harassment policy. It is acknowledged that by providing a high staff ratio and implementing a key worker system, good observations and supportive relationships will reduce opportunities for bullying to take place.

Fire precautions and associated emergency procedures

Ambleside complies with all current health and safety and fire regulations. Ambleside is equipped with smoke and heat detectors, which are situated throughout the buildings, as are appropriate fire extinguishers. Emergency lighting operates in the event of a fire or the loss of electricity. and drill procedures are displayed at various strategic points throughout the building.

Staff are trained in the evacuation procedures.

Senior staff will instigate the evacuation procedure and contact emergency services.

A Fire Grab bag is located in the main hallway contains all essential information in case of emergency to aid a safe and quick evacuation.

A competent and experienced Independent Company assess our fire needs annually and provide us with recommendations and actions should this be necessary.

Regular fire drills are used as training sessions for staff and as such are recorded.

Ambulance and Police requirements are summoned in the normal way and are done under the guidance of senior and other professional staff.

An Emergency numbers file is held at We Can-Achieving Aspirations, The Junction, Kingsfield centre Stowmarket.

Missing children:

Achieving Aspirations has a comprehensive missing child policy. Our high staff to young person ratio, close observation of the young people we support, and thorough risk assessments means we have had zero incidents of missing children to date. However, should a young person have heightened risks this would be identified as part of their care and placement plan and measures put in place to help reduce the risk. We hold up to date personal records on the young people we support, and this ensures that staff can contact police and other relevant individuals in an expedient manner. Any incident of a missing child must be reported to Achieving Aspirations safeguarding lead for any further action.

Approach to Behavioural support:

DEFINITION OF CHALLENGING BEHAVIOUR

'Severely challenging behaviour refers to behaviours of such an intensity, frequency and duration that the physical safety of the person or others is likely to be placed in serious jeopardy or behaviour that is likely to seriously limit or delay access to and the use of ordinary community facilities or impair a young person's personal growth, development and family life. Ordinarily, it would be expected that the person would have shown the pattern of behaviour that present such a challenge to services for a considerable period of time. Severely challenging behaviour is not a transient phenomenon.' The committee on Services for Young Persons with Learning Disability and Severely Challenging Behaviour established by the Mental Health Foundation in 1993

Behavioral expectations vary greatly among different cultures, social groupings and families. Achieving Aspirations adopts the philosophies of accepting and embracing people's different backgrounds whilst uniting them by a clear set of rules defining conduct and behavior which is easily understood by the children/young people and their circles of support. Our aim is to create an environment in which there is acceptable behavior and young people learn to respect themselves, other people and their environment.

We do this by;

At acceptance stage of a referral, service outcomes will be agreed. Any assessment work undertaken will be limited by the constraints of the nature of short breaks.

Supporting a positive behavioral approach is our adopted practice based on the Constructional approach (assess- address issues - provide functional equivalents or physically incompatible behaviors –continue –change- monitor)

A holistic rounded approach to assessment is undertaken so that, for example general physical and mental health are also looked at as to the influences these may have on the young person's behavioral challenges.

We accept that many of our young people will communicate by presenting with behavioral challenges. We view this as an interim acceptance until alternative more acceptable methods are encouraged and learnt. Within our environments alternative communication systems can be available and PECS (picture exchange communication system) and use of symbols and photos are a set part of the environment

Use of sanctions/disciplinary measures:

Achieving Aspirations has a sanctions policy, which, should it be necessary to implement in relation to a particular child, will be discussed and agreed through the review process. No sanctions or disciplinary measures will be taken without prior agreement with parents and/or the Social Worker.

Approach to Physical Interventions:

Achieving Aspirations bases its operational functioning in relation to the use of physical interventions on the following:

- Guidance for Restrictive Physical Interventions from the Department of Health Valuing people document (July 2002) As this Policy relates to both children young people and adults it also encompasses the contents of the Rights Risks and restraint document November 2007 from the Commission for Social Care Inspection

- It also takes into consideration The Human Rights Act (1998) and Physical interventions a Policy Framework (BILD 1996) and the United Nations Convention on the Rights of the Child (ratified 1991.) It is based on the assumption that every child and adult is entitled to:
 - *Respect for his/her private life*
 - *The right not to be subjected to inhuman or degrading treatment*
 - *The right to liberty and security and*
 - *The right not to be discriminated against in his /her enjoyment of those rights.*

It is our aim at Ambleside to provide service that is designed to promote independence, choice and inclusion and has establish an environment which enables children /young people maximum opportunity for personal growth and emotional well-being in as least restrictive environment as possible.

We believe to use restrictive interventions

- When there is 'lawful excuse ' to do so and it is the carers honest held belief at the time of intervention they had just cause to think the person was in immediate danger to themselves or others. (danger = significant emotional or physical harm)
- When by doing so the situation is made safer than if it was not used and will be implemented for the shortest time period possible to make safe the situation.
- As a last resort when other positive interventions have been attempted and proven unsuccessful and/or when the situation deteriorates so fast there is no time but to act in the immediate.
- When you do so in belief that you are acting in the recipient's best interest, under the Duty of Care.

We believe restrictive restraint is not permissible when it is clearly not in the persons best interest to do so for example as a punishment or an act of retaliation, When the situation is not made safer by the use of restrictive intervention or when restrictive interventions are used in isolation from assessment and positive behavioural care planning as ongoing management.

Training arrangements for the use of physical interventions

Achieving Aspirations have adopted the training offered by Norfolk steps

At acceptance stage of a referral, service outcomes will be agreed. Any assessment work undertaken will be limited by the constraints of a shared package of care and undertaken in conjunction with other professionals involved in the care of the individual

Supporting a positive behavioral approach is our adopted practice based on the Positive Behaviour Support model (assess- address issues - provide functional equivalents or physically incompatible behaviors –continue –change- monitor)

This means that a young person will have a period of assessment where functions of any behavioral challenges are ascertained. There will be assessment records kept to aid in this process.

In addition, a holistic rounded approach to assessment is undertaken so that, for example general physical and mental health are also looked at as to the influences these may have on the young person's behavioral challenges.

The results from the assessment would then be used to formulate our in-house support plan which is written under Every Child Matters Guidance.

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At acceptance of referral, service outcomes will be agreed. Any assessment work undertaken will be limited by the constraints of a shared package of care and undertaken in conjunction with other professionals involved in the care of the individual. Our aim is to support behavioural change via functional alternatives and physically incompatible behaviours alongside thorough assessment of physical /emotional and mental health strategies.

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Leadership and management

Organisational and management Structure

Achieving Aspirations is owned and managed by a small group of qualified and skilled individuals in the health sector who maintain a visible and 'hands on' role within the organisation.

The responsible individual is

Anna Boulton
Red Gables
Ipswich Road
Stowmarket
IP14 3BE

Anna Boulton has worked her entire career in the field of Learning disabilities and thus has a wealth of experience and expertise. Anna originally trained as a nurse for people with learning disabilities, qualifying in 1987 as an RNMH. Anna then went on to specialise in the areas of challenging needs and studied for her diploma in behavioural studies for people with learning disabilities at Hester Adrian Research Centre at University of Manchester, graduating in 1992.

Between 1992 and 2001 Anna worked as a Clinical Nurse Specialist for people with learning disabilities and complex needs in Bath, Oxford and Essex. During the time she was employed in Essex she worked with both Health and Social Care to develop a Children's Outreach Team the role of which was to focus on early intervention in the home for children that present challenges.

In 2001 Anna was co-founder of Inroads and she continues to work closely in the company taking lead on children's services. In 2014 Anna took a lead in establishing Achieving Aspirations, a Community Interest Company, recognising that continued statutory funding for essential services such as short breaks were under increasing pressure and that operating this service under a Community Interest Company would increase possible available funding streams to support the high-quality provision.

The Registered Manager of Ambleside

Katy Plumridge
Achieving Aspirations
Ambleside
Onehouse Road
Stowmarket
Suffolk
IP14 1QS

Katy Plumridge is the Registered Manager of Ambleside; she has been in post since 29th October 2018. Katy has experience of working with children in residential homes and holds a NVQ level 4 health and social care working with young people and Level 5 diploma in

leadership and management for residential childcare and undertaking a Masters in Child Protection. Katy committed to ensuring all children are kept safe and have the opportunity to thrive at Ambleside.

Health Care Lead

Kate Heron is our Health care lead, a pediatric nurse with 9 years' experience working in complex health care environment. Kate holds a case load within the organization to support the delivery of short breaks to those children with very complex health care needs.

Behaviour Lead

Hayley Hatcher is our lead for supporting those children that present with behaviours that challenge to safely access short breaks alongside others. Hayley is currently undertaking further education - masters in Positive Behaviour Support.

Staff team

The staff team comprises of professionally minded individuals both full and part time, with a variety of experience and expertise in the care of children and young adults with learning disabilities. The registered manager is supported by Senior residential support workers and residential support workers. The staff compliment ensures that a minimum of three staff are on duty throughout the day when there is full occupancy. One or two awake staff will cover nights with on-call support available from sleep in dependent upon the needs of the young people staying over.

Should it be necessary to increase this staff ratio to support a named individual then this will be negotiated with the funding authority and put into place.

Induction and staff training:

Achieving Aspirations has a staff development programme for all employees. All new employees are required to complete their induction training within their probationary period. Induction in core subjects such as safeguarding is enhanced by our rolling program of staff training in areas such as managing epilepsy, personal care, rights of the young person, understanding challenging needs and physical interventions (a full list of staff training is available on request)

Achieving Aspirations is committed to developing staff skills and is mindful of the relationship between staff training and good outcomes for children and young people. All our senior and support staff are required to start their level 3 diploma in children and young people's workforce (or equivalent) within first 12 months of their employment.

Job description and staff appraisals:

Each member of staff has a job description, revised on an annual basis unless needs dictates otherwise.

A staff supervision and appraisal system are in place to monitor staff performance, highlight training needs, give appropriate feedback and ensure that working standards are maintained

and, where necessary, improved. It also provides an opportunity for both employer and employee to discuss general aims and objectives of Achieving Aspirations. Each staff member has an appraisal file, where records of supervision sessions are kept, training needs identified, and records of training undertaken maintained.

Quality Assurance:

Achieving Aspirations is committed to delivering quality services. The goal is to offer continuous improvement, ensuring effectiveness, efficiency and value. This will be achieved within a framework of equality and values that promote the rights and desires of children and young people with learning disabilities.

Achieving Aspirations believes that, no matter how good its present service is there is always room for improvement and that every member of staff should demonstrate a total commitment to quality and quality improvement in every aspect of their work.

The quality of the provision at Ambleside is regulated by Ofsted but Achieving Aspirations endorses a system of continuous improvement which relies upon self-evaluation and the quality of the service is only maintained by rigorous internal monitoring procedures.

The internal quality monitoring systems include;

- Regulation 44 Independent persons visit reports
- Bi- monthly managers meetings supported by self-evaluation reports.
- 6 Monthly Regulation 45 care quality reviews
- Incident Accident reporting
- Auditing reports e.g. service user's money/medication administration
- Satisfaction surveys – service users' questionnaires, family/advocates' questionnaires stakeholder questionnaires.
- Workplace risk assessments
- Complaints monitoring
- Comprehensive policies and procedures which are reviewed regularly in light of changing legislation.
- Rigorous recruitment procedures
- Health and Safety audits carried out monthly