



Statement of Purpose

Warren Park



September 2018

Warren Park – Action for Children
Kingston Hill
Kingston upon Thames
KT2 7LX
0208 481 0200

Website: <https://services.actionforchildren.org.uk/pastens-and-warren-park/>

Facebook: Warren Park Residential Care and Short Breaks

Registration number: SCO13402

Registration Details:

We are registered to provide residential care for 5 children or young people with learning disabilities and/or physical disabilities. We may provide care and accommodate up to 4 children under short break arrangements and a further 2 to live in Hazel House. We are able to provide care and accommodation for up to 11 children at one time.

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Warren Park



Warren Park is comprised of two services in three buildings;

- Hazel House – Residential Short Breaks
- The Burrows – Residential Care
- The Den – shared facilities for both services

Located on leafy Kingston Hill and close to Richmond Park, Warren Park is about three miles from Kingston town centre. We are less than 1 mile off the A3, the closest rail stations are Norbiton (1.4 miles) and Kingston (4.7 miles). Onsite has adequate parking.

Warren Park offers an excellent range of local facilities helping us to foster good links with the local community. Our gardens back on to Richmond Park, which we can access with a two-minute walk. Our transport links mean that Warren Park is within easy access to numerous different activities such as: Kew Gardens, Kingston town centre for shopping, bowling, cinema, theatre trips or lazy days down the river, Hampton Court, Brockett's Farm, Bushy Park, Box Hill and even central London activities like the Science Museum.

The area in which we are situated is near to several good schools and local amenities including a hospital with an accident and emergency department, local doctor's surgery, chemists and a number of churches, library, superstore, newsagents and post office.

Warren Park is committed to providing safe, high quality and welcoming services to children, young people and their families. The service is non-stigmatising and encourages children/young people to develop their self-esteem, independence and live life to the full.



Action for Children's Model of Care

The overriding ethos of our home and the organisation is '**doing what's right, doing what's needed, doing what works**'. Caring for a disabled child or young person can be challenging. Even the most experienced parents and carers will sometime need someone for advice and support. We offer support when it is needed by working together with families, children and young people.

The care and support offered to children and young people is underpinned by The Children's Homes Regulations (2015) aiming to provide and care for the most vulnerable. At Warren Park we aim to provide the right placement at the right time and for placement be a positive and a beneficial choice for all concerned.

At Warren Park we do not believe that any one model or tool holds the answer to supporting children and young people reaching their potential. We have found through years of experience that a humanistic approach through child centred practice works in a way to empower our young people to be in control of their lives. Much of the focus of our work lies within task focused approaches to behavioural management, setting small achievable targets identified by the young person leading towards a bigger objective. All children and young people in our care are involved in planning and decision making based on what is important from their own perspective.

We focus on the core values of being non-judgmental, providing care and empathy, accepting each child as a unique individual. We recognise that in order to offer an outstanding service, the needs of the individual must lie at the heart of everything we do.

This approach encourages young people to flourish and grow in confidence as they begin to recognise their own potential and self-worth. Many of our children have complex needs and have experienced trauma and loss and enter our service at a time of crisis. Our staff work hard to build positive curative relationships with young people supporting them to manage their behavioural complications. Our staff teams pride themselves in their level of commitment and consistency with all children and young people to develop their self – esteem and individual potential to the full.

Our child centred approach ensures that our young people feel valued and listened to. We remain steadfast in that whilst we may not accept certain behaviours our acceptance of the young person is unconditional. We offer a service aimed at developing care plans that are individual to the needs of the children and young people which are regularly reviewed.

AIM:

Warren Park is where "Every Child Matters" and quality is key. We work in collaboration with our young people, parents and professionals to ensure that all our young people thrive and achieve positive outcomes. We pride ourselves on having a committed and diverse staff team who have created a friendly and homely environment, where our young people flourish - becoming independent and confident in themselves and everything they do.

OBJECTIVES

- ✚ To provide an environment for children/young people in which they are supported in assessing themselves realistically to determine their options.
- ✚ To encourage a sense of belonging and some control over the environment in which children & young people live.
- ✚ To assist children/young people to appreciate their importance to the group and ensure that their efforts are recognised and appreciated by adults involved, thereby building on mutual trust and respect.
- ✚ To challenge attitudes and manage specific behaviour in a positive way using PROACT SCIP UK ® (Strategies for Crisis & Intervention Prevention) and behaviour support plans in accordance with the agreed objectives of the Care Plan.
- ✚ To provide a caring, nurturing and stimulating environment for children and young people.
- ✚ To provide an arena of safety for children/young people who may have experienced disruption or harm.
- ✚ To enable children/young people living or staying in the project to experience a positive transition into adulthood in terms of building and sustaining meaningful supportive relationships.
- ✚ To prepare children/young people adequately for adulthood and develop skills to live semi-independently or independently, as appropriate to age and levels of achievement.

Hazel House – Residential Short Breaks



Hazel House is a six bedroomed bungalow with an additional lounge up a flight of stairs. The house is decorated in colours chosen by the young people, is well spaced allowing access for wheelchairs. The living room ceiling hosts a sensory light of bubbles enabling young people who use bean bags to relax and enjoy colours and lights. The environment is enriched with different formats of communication and photographs.

Hazel House further comprises of an open plan kitchen, dining area, play area, a wet room, a large accessible bathroom with a relaxing Jacuzzi bath, a separate toilet and laundry room. A number of the bedrooms have fixed hoists and different beds are provided to meet the different needs of the young people.

Cooking and washing facilities are accessible to all the children and young people and they are actively encouraged to prepare food and when appropriate wash their own clothes. Each young person has a single room and is actively encouraged to choose pictures, decorations and any other items that assists them to have a home from home experience.



One of Hazel House's living areas

Criteria for Admission to Hazel House

Hazel House will support children and young people aged 8 – 18 years of age and be of either gender. The young people will present with a wide range of needs which include, but are not exclusive to, autism moderate to severe learning difficulties and or physical disabilities or complex multiple needs.

Hazel House can provide care for young people with complex health needs, if those needs meet the Action for Children's Administration of Medication Policy. Hazel House will provide care for children and young people who require nursing care but only with the required training from medical professionals.

Hazel House is working collaboratively with Achieving for Children (Royal London Borough of Kingston & London Borough of Richmond Upon Thames) providing short breaks for children and young people who have been assessed by the Disabled Children's Team.

Referrals to access short breaks at Hazel House can be made by Local Authorities by contacting the Registered Manager (please refer to the last page for contact details). Warren Park's registration certificate dictates that a young person accessing the service, school needs to be within one hours travel distance.

Referral Principles:

Planned: The local authority will carry out a core assessment to ascertain what services the young person and family require. On receipt of assessments Warren Park will complete an impact risk assessment and/or a placement match risk assessment which enables the service to ascertain if we are able to meet the child's needs and ensuring other children accessing the service are safeguarded.

Emergency: If a child requires an emergency placement, Achieving for Children or other Local Authority will enquire of Hazel House as to the availability of beds. Explain the needs of the young person, the

circumstances as to the need to the emergency and staffing required to meet the needs of the child. This information will be discussed with the Registered or Children's Service Manager. The Authority will provide the most current assessments/information to enable Hazel House staff to undertake a comprehensive assessment to identify the needs of the young person and how they can be met at the placement.

An emergency placement may be required for a variety of reasons and this will influence the level of service required and the duration. The service can initially be offered for a maximum of one month and then this needs to be reviewed to consider if the placement is appropriate for the young person residing in a short breaks provision and that there is no impact on other young people using the service.

Transitions In: Following the assessment and agreement for a young person to stay in Hazel House the young person will be assigned a Key Worker. The key worker and Practice Team Leader will put into place a transition plan according to the young person's needs and timescales.

The plan will be developed between Hazel House staff and key people in the young person's life, including family members, teachers, health professionals, social workers and current placements. This includes obtaining all the relevant information to create a comprehensive plan of care for the young person and planning tea visits before the first overnight stay.

The transition process is bespoke to each young person and family depending on their needs. The family and young person are offered visits to the service, then can have an unsupported visit without family. This enables the young person to build relationships with the staffing team and familiarise themselves with the environment before offering an overnight stay.

Transitions Out: For young people nearing the stage of moving onto an adult placement, the keyworker and Practice Team Leader will be regularly communicating with the social worker, the transition worker and family, ensuring there is an appropriate plan in place.

Hazel House staff will support with the assessment process from potential placements, (with the local authorities and families permission) attending any meetings, handing over essential information and again participating in the development of a transition plan suitable to the young person's needs. Staff will then support the young person with visits during the transition, whilst they get to know the new staff and environment.

Hazel House Garden

The garden is private and secure offering a sunken trampoline, two swings, a sensory relaxing settee and picnic tables.



The Burrows – Residential Care



Warren Park provides **residential long-term care in The Burrows** to children and young people, male and female, aged 8-18 years with severe to moderate learning disabilities and who may have additional complex health needs, challenging behaviours and associated learning, social and communication difficulties, who cannot continue to live at home, but are able to maintain their education placement. We offer a safe and nurturing homelike environment which is responsive to the needs of the children and young people, with opportunities for the children and young people to develop their experiences, maintain their health, foster links with the local community and experience a stable home.

The Burrows has five individual bedrooms, an accessible bathroom, wet room, a soft sensory play room, a kitchen, two dining areas, a lounge and full access to the Den. The Burrows has recently been through a redecoration programme. The young people currently residing in the home have chosen the colour scheme in the communal areas and personal colour schemes for their bedrooms.

The young people residing at The Burrows have access to a private secure astro-turfed garden with a swing, large sensory settee and picnic tables. They also have access to the larger garden area in The Den.



This bedroom is a blank canvas, ready to be designed and decorated to any young person's needs or preferences. Each bedroom is a slightly different size and shape, with good looking furniture that is specifically designed to be hard wearing. There is the function that cupboards and draws can be locked, but only if required.



The Burrows will support children and young people aged 8 – 18 years of age and be of either gender. The young people will present with a wide range of needs which include, but are not exclusive to, autism moderate to severe learning difficulties and or physical disabilities or complex multiple needs. Many of the young people will have behaviours of concern as a result of their disability.

The Burrows can provide care for young people with complex health needs, if those needs meet the Action for Children's Administration of Medication Policy. The Burrows will provide care for children and young people who require nursing care but only with the required training from medical professionals.

Referrals:

Referral to The Burrows residential are made by Local Authorities by contacting the Registered or Children's Services Manager (please refer to the last page for contact details). The local authority will carry out a core assessment to ascertain what service the young person requires.

On receipt of assessments Warren Park will complete an impact risk assessment and a placement match assessment which enables the service to determine if we are able to meet the child's needs and ensuring other children living at The Burrows are safeguarded.

Following the assessment and agreement for a young person to live at Burrows the young person will be assigned a Key Worker. The key worker and Practice Team Leader will put into place a transition plan according to the young person's needs and timescales.

The plan will be developed between The Burrows staffing team and key people in the young person's life, including family members, teachers, health professionals, social workers and current placements. This includes obtaining all the relevant information to create a comprehensive plan of care for the young person and planning visits before the move in date.

For young people nearing the stage of moving onto an adult placement, the keyworker and Practice Team Leader will be regularly communicating with the social worker, the transition worker and family, ensuring there is an appropriate plan in place.

The Burrows staffing team will support with the assessment process from potential placements, (with the local authorities and families permission) attending any meetings, handing over essential information and again participating in the development of a transition plan suitable to the young person's needs. Staff will then support the young person with visits during the transition, whilst they get to know the new staff and familiarise themselves with their new home.

Below the Den – Facilities available for both services



Above: Some of the play equipment in the Den garden

Above: The dining area in the Den



Left: Elements of the Sensory Room

Below: Soft play available in the Den



Equality and Diversity

Ethnic identity must be recognized by all staff at Warren Park; we must meet the needs of children from all groups in the community and must show understanding, awareness and sensitivity towards all children and young people. We must also recognize the sense of self identity and pride that one's culture, race and religion can provide. As support workers, we must be open to acknowledging that a child from an ethnic minority group is likely to be in the minority in both the home environment and in other community settings.

The staffing team will have a clear understanding, at the point of admission, of the religious and cultural background of the child or young person. All efforts should be made to continue the child's religious observance, and this should be taken into account when designing the Care Plan. The home has an equality, diversity and inclusivity policy which states;

'Action for Children work proactively to identify and remove or reduce any barriers and inequalities in the access to our employment opportunities and service provision, through consultation, impact assessment, monitoring, reporting, action planning and review. The aim is to break down all barriers of discrimination, prejudice, fear or misunderstanding, which can damage service effectiveness for service users and carers.'

'As an organisation that provides services and campaigns for improved outcomes for children and young people, it will ensure that employees and volunteers are equipped to challenge all forms of discrimination even if the behaviour is undertaken by service users or partners.'

The placement criteria and procedures will be regularly reviewed to ensure that children and young people are selected and treated based on their needs and abilities. They will be given equal opportunities and, where appropriate and possible, special assistance.

Contacts within the local community with young groups, places of worship, etc. should be encouraged to allow the child or young person to continue in their chosen faith. Where possible and appropriate, the child or young person could attend religious services with their family. Attention should be given to each child's/ young people recreational needs and wishes in accordance with their religious, racial and cultural background.

Who to contact if you have a complaint?

We have a clear policy and procedure for managing comments and complaints. In circumstances when anyone may become unhappy with the service of support they are receiving, we actively encourage their use of our complaints system. All complaints are taken seriously, Warren Park will always ensure that all complaints are verified and dealt with according to our complaints policy.

On admission all young people will be given a young person's guide which has guidance on how to raise a complaint. We will ensure this information is provided in a format which aids understanding.

A copy of the homes complaints procedure is readily available to all young people and their families including placing authorities. Complaints may also be raised with external bodies as desired. The complaints process is made freely available within the service.

If neighbours, members of the public would like to consider making a complaint this can be done using warren.park@actionforchildren.org.uk or by telephoning 0208 481 0200

A copy of the complaints procedure can be obtained from either the Registered Manager or from the allocated Children's Service Manager. Complainants are also advised of their right to complain to Ofsted.

Views, wishes and Feelings

How we consult children about the quality of care they receive at Warren Park?

Children and young people have 'rights' in every aspect of the care they receive at the home. These rights are protected through various policies and procedures. All young people in our care deserve a say in how we operate the home, these views will be considered in the development of the home. They each have a right to 'air their views' and to understand the rules of conduct and behaviour so that everyone enjoys their stay.

We consult by:

-  Always listening to children/young people, trying to understand their needs, views and concerns by way of individual key working sessions.
-  Holding regular meetings where everyone can contribute and make suggestions
-  Seeking views either through one to one sessions or through anonymous questionnaires and quality audits
-  Regular management consultation with young people, in addition to advocacy and independent visitors

Children and young people living and staying in our home are encouraged to discuss any aspect of their care, anytime with a member of staff of their choice. Children and young people residing at Warren Park have monthly key working sessions with key workers which enables us to ensure the young person is given the opportunity to share views about their views, wishes and feelings.

We believe that each young person in our care has the fundamental right to:

-  Be regarded as an individual
-  Be cared for by people who are capable of understanding their needs

- ✚ Be treated equally
- ✚ Receive respect and understanding regarding cultural, religious and spiritual beliefs
- ✚ Receive an education which enhances life prospects in every respect
- ✚ Receive prompt attention in relation to all health care needs
- ✚ Be informed about all important decisions that affects the residents and to have a say
- ✚ Be afforded privacy for each young person and his/her belongings
- ✚ Have the opportunity to think independently and make his/hers own choices
- ✚ Complain about anything that is felt to be unfair or unjust and to have that complaint listened and responded to
- ✚ Develop and nurture lasting friendships and contacts within and outside the home

How we approach anti-discriminatory practice and children's rights?

At Warren Park we pride ourselves on being inclusive of all, irrespective of their religion, culture, orientation, ability etc. We do not judge and ensure that the young people we support learn themselves, how, to become tolerant of others. The staff team at Warren Park challenge any form of discrimination and discuss this with young people during key working sessions.

Education

Warren Park is not dually registered as a school, all children and young people will be expected to attend school, college or another suitable education provision. Placements in school will be arranged by the placing authority. There is an expectation that all children and young people will receive their full entitlement of 25 hours per week education. Regular contact is maintained with all education providers to reduce the possibility of breakdown and to provide support and encouragement, usually given in a family setting.

Warren Park supports and promotes young people's right to private study. Children and young people are provided with the opportunity to complete study and research opportunities either in the computer room or upstairs offices in the Den.

Each young person's key worker is given the responsibility of discussing his/her schooling and education on a regular basis, attend meetings and work in collaboration with colleagues promoting educational achievement.

For the short breaks service Warren Park is part of the young person's network supporting education, where parents hold the responsibility for education. In conjunction with parents and the placing Local Authority Warren Park will attend any School review meeting, activities at the school and contribute to any considerations of how a young person's needs will be supported.

Enjoyment and Achievement

Recreational facilities are made available to all children and young people staying at our home as is appropriate to their individual needs. Staff will encourage children and young people to experience and try a variety of hobbies and activities. This may be through joining in school activities, youth clubs or sport centres.

The service actively supports and promotes the principles of social inclusion and wherever possible children and young people are encouraged to participate in community activities. We enjoy the opportunity to offer a wide range of experiences to everyone. Trips and activities will be offered that will take place on site and off site, within the local area and on occasions further afield.

Children and young people take part in age appropriate peer activities in a similar way to how a reasonable parent might reach agreement with their children; ensuring each activity is risk assessed

We encourage all to participate and this will be linked to their individual outcomes, in experiencing new things, different cultural festivals, going somewhere new or something as simple as trying a new food or sensory encounter.

We encourage young people to embrace their own identity, culture and background – we will support them in any way we can or are requested to ensure their needs are met.

Children and young people are consulted about the choice of activities, events and other arrangements they wish to participate in and their choices are taken into account in arrangements that are made. The service celebrates birthdays and religious festivals, encouraging children and young people to learn about and celebrate cultural and religious differences.

We have a variety of tools that we use to communicate with individuals. We use PECS, social stories, Makaton, timetable, photographs and symbols. Some young people have their own electronic equipment that supports their communication.

Children and young people residing at the home will be given the opportunity to take part in an annual holiday organised by the home. This will normally be within Britain and will be arranged as appropriate to the children's needs.

Health

Warren Park will promote the good health and well-being of all young people throughout their stay and will ensure that each person's physical, emotional and health needs are met at all times.

Hazel House – Residential Short Breaks provide care on a limited basis with all responsibility for health care remaining with parents and the young people

The Burrows – Those holding parental responsibility will need to provide consent for the administration of medication and drugs. Thereafter decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with medical professionals and those with parental responsibility.

Our service ensures that children and young people have access to universal specialist healthcare whilst receiving a service. We believe in empowering and supporting them to take responsibility for their own health and wellbeing wherever possible. We ensure children and young people have the right medicine; clinical procedures are safely administered. All staff are trained in the Safe Administration of Medication, which is refreshed on an annual basis. Clinical Procedures are performed by staff who have been trained by the Community Nursing Team and assessed as competent to perform the identified procedures.

All children and young people have a written Action for Children Health Care Plan, which is reviewed routinely every six months or as required when there are changes to their needs or how their needs are to be supported. The contribution to the development of a health care plan will include all the relevant and appropriate individuals, family and professionals.

Staff and key workers will record all details such

All children and young people are registered with a GP and we support parents/carers to ensure that they have regular health, dental and optical tests. The service seeks to establish positive relationships with health professionals and access appropriate health services in accordance with individual health care plans.

Warren Park is committed to promoting healthy living for all young people and will provide them with a variety of healthy, nutritious and tasty meals. We understand that meal times can be difficult for some young people and we will support and encourage them with eating their meals through identifying alternative strategies and setting consistent routines. In addition some young people will have different dietary requirements for different reasons, which may relate to their health, faith or cultural requirements and we are committed to meeting those needs.

Positive Relationships

We will work closely with Social Workers in order to maximize the opportunities to be gained by the child or young person in our care. It is expected that Social Workers maintain regular contact with young people via visits or telephone calls. Our staff will work towards helping young people liaise with their Social worker and encourage them to attend all meetings involving decisions about their future.

There is no restriction on visits or telephone contact between young people and Social workers. Copies of all reports, including significant incident reports and placement reports will be sent to the appropriate Social workers in order to maintain positive working relationships.

The parents of young people, other family members, legal guardians and significant others will be encouraged to participate in all aspects of the general welfare of the young person (where appropriate). The degree of involvement will obviously vary from individual to individual and there will be varying degrees of difficulty in each case, for example: the child or young person may refuse to make contact with their parent(s). Alternatively, parents may refuse to have contact with the child or young person.

Parents and significant others are always welcome to visit. However, it is advisable to notify staff of intended visits, thus allowing for appropriate planning. We are very keen for young people to have regular contact with family members and significant others and welcome if appropriate the use of technology such as mobiles, facetime or skype meetings.

It is our policy to seek Social Worker guidance in respect of arrangements that are specific to the individual child or young person and whenever possible these links with family and friends in the Den are always encouraged. All visits will be assessed to determine if contact needs to be supervised.

Protection of Children

Warren Park has extensive and robust safeguarding policies to manage and protect children and young people, staff and visitors.

The staffing team are responsible for ensuring that all incidents involving harm or risk to a child or young person in the organisations care are reported promptly to the local Child Protection/Safeguarding team, the placing authority, Ofsted and the organisational on-call system.

It is the policy of the organisation that bullying will not be tolerated under any circumstances and all staff should be constantly vigilant in respect of bullying. We have very vulnerable children and young people in our care who can be easily victimised by others and have no means of protecting themselves.

Warren Park supports young people and children who have a safeguarding plan, contribute to networks supporting the children & young people and ensure the service is flexible to meet the needs of the children & young people.

Warren Park has a Missing Person's Procedure which reflects the requirements of the Local Authority Policies and Police procedures. If a child or young person has the potential to run away a risk assessment is completed.

A Location Risk Assessment has been completed and currently indicates a low risk for the children and young people using the service.

Each child and young person who use our service is assessed and their individual needs and how their needs will be met within the group setting are considered. Each young person is carefully thought about and the staff get to know the children and young people very well.

All safeguarding policies and behaviour policy are available at Warren Park for families, professionals etc. to access.

Our approach to behaviour Support at Warren Park

Behaviours that present risk or are inappropriate have a purpose and a function and are often are a form of communication for those who are not able to get their needs met in more acceptable ways. Warren Park will strive to establish and maintain acceptable levels of behaviour by everyone at all times. Where behaviour falls below the acceptable levels staff will set and maintain safe, consistent and understandable boundaries for young people in relation to acceptable behaviour

Restraints/restrictive practices of any kind are only ever used as a last resort – that is where there is no alternative and there is immediate danger or risk of harm to the child or others. Action for Children is

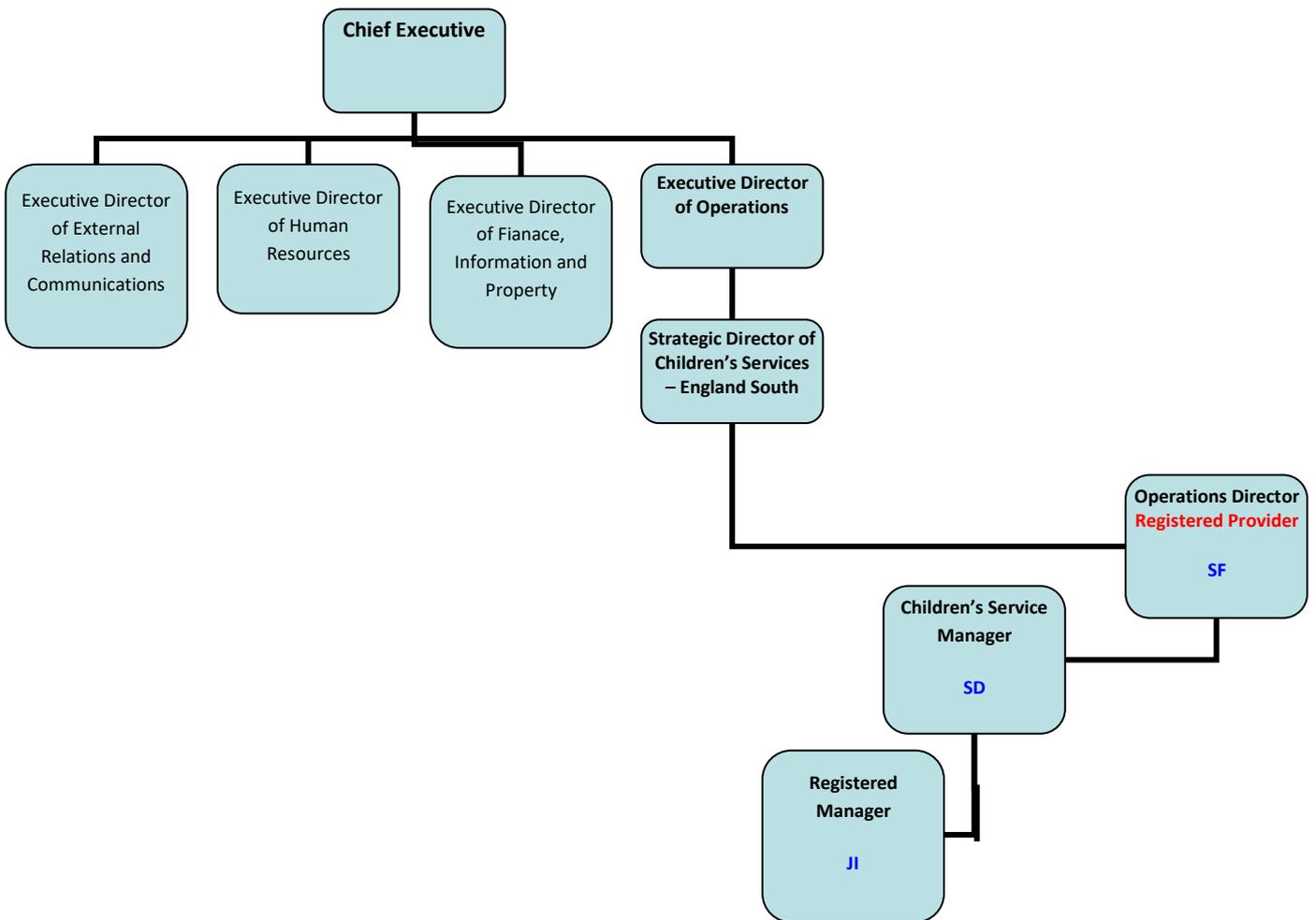
committed to Positive Behaviour Support and is proactively working towards eliminating the use of restraint. This means carefully monitoring methods of behaviour support and working together with children, young people and their families to help them develop skills and increase the potential for a future filled with positive opportunities.

Staff at Warren Park are trained in ProAct SCIP®, which is a behaviour support intervention based around understanding of behaviour, analysis of why behaviour is being presented and being proactive in preventing situations from developing. As examples we would consider how the young people are grouped, allowing the environment to be set up that suits the young people, supporting young people with the right staffing levels and offering activities and engagement that will support the young person. All staff receives a three day induction / introduction programme and then an annual refresher. Staff are assessed on their competency to use restrictive interventions.

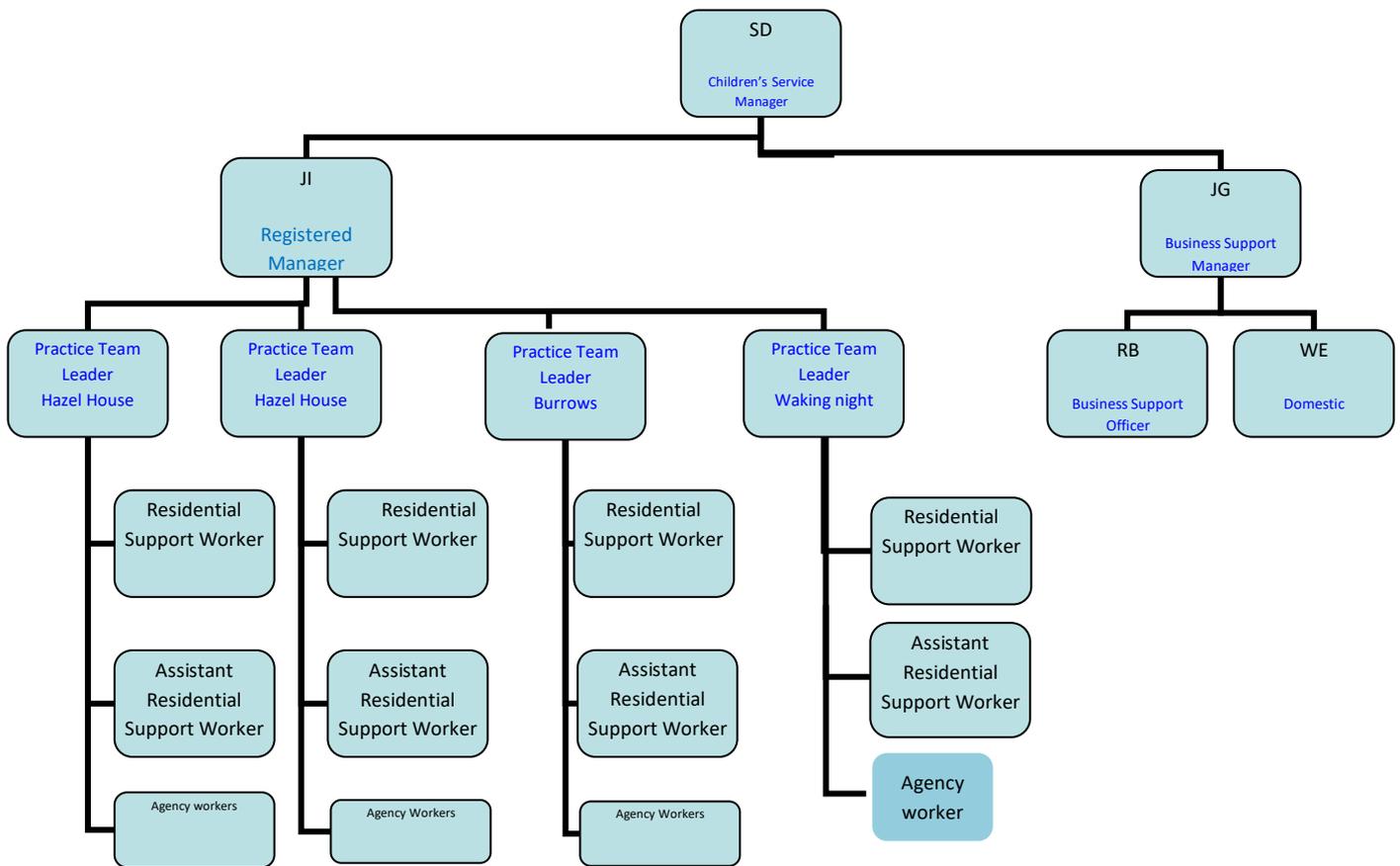
All children and young people have an individual risk assessment to state the amount of monitoring and observations each young person requires with the project and the community. The dynamics of the peer group at the time will also be contributing factor, considering potential risks. Such risk assessments are classed as 'live' documents and receive ongoing updates.

Warren Park is registered to have 5 young people in residential care and a maximum of six young people accessing short breaks at one time. Currently all young people are staffed on a 1:1 basis during the day. During the night each facility has 2 members of waking night staff who on occasions are supported by another member of staff sleeping at the project.

Action for Children’s Management Structure



Warren Park’s Staffing Structure



<i>Name & Post Title</i>	<i>Experience</i>	<i>Qualifications</i>	<i>Training</i>
SD - Children's Services Manager (CSM)	25 years' experience working with young people with varying needs. Previously Registered Manager for a service with adults with Learning Disabilities in 3 group homes in the community. A senior manager for 10 years working for care services and special needs housing associations. Supporting numerous client groups including young people, women and children fleeing violence, mental health, learning and physical disabilities	BSc honours Degree – Social Science with Social Policy, HND Care Practice, NVQ Level 4 Business Management.	All relevant training and E-Learning completed relevant to the role.
JG Business Support Manager	35 years' experience in administration within the public sector- Health service and education, and AfC. 11 years at managerial level managing teams, budgets, HR	Fd degree Business and Professional administration; NVQ4 management	Risk assessment Fire Responsible person; Volunteers recruitment; Volunteers and the Law; Volunteer Outcomes; Safeguarding and safer recruitment, COSH level2

<p>JI</p> <p>SW4U –Registered Manager</p>	<p>35 years' experience in health and social care. In a variety of setting such as residential care homes, short breaks, domiciliary care and education.</p> <p>Working with all ages and disabilities. Managing teams for 15 years.</p>	<p>Level 5 Leadership and Management</p> <p>Foundation degree – Child and Youth Development.</p> <p>NVQ Level 3 Health and Social Care</p>	<p>Safeguarding level 2, Medication trainer, Fire Warden, Health and Hygiene, Gastrostomy competent, Team teach, Managing Challenging Behaviour, First Aid, Manual Handling, Epilepsy and the administration of Buccal Midazolam, Equality and Diversity, Person Centred Approach, DOLs, Understanding Autistic Spectrum Disorders, Applied Behaviour Analysis (ABA), Cognitive Behavioural Therapy (CBT)</p>
<p>AC</p> <p>Hazel House Practice Team Leader</p>	<p>11 years' experience at Action for Children, Warren Park. Previously worked as a volunteer, and at a residential learning disabled school.</p>	<p>NVQ Level 3 Health and Social Care (Children and Young People)</p> <p>Diploma in Understanding children and young people with disabilities</p>	<p>Brail grade 1, British Sign language level 1, Makaton up to level 9, Emergency First Aid at Work, Safeguarding, COSHH, Equality, Diversity and Inclusion, Life Space Interviews, Communicating with young people with disabilities, A advanced Communication, Autism Awareness, Managing People and Performance, Sexuality, Team Building, ADHD</p>
<p>AK</p> <p>Burrows - Practice Team Leader</p>	<p>For 3 years, worked as a Recreational Assistant in a Leisure Centre Then worked for 4years as a Special Support Assistant in a Special needs School. During teacher training worked with young adults with special needs in an 'independent living' home in Hove. Worked for Action for Children at Warren Park for 1 year</p>	<p>NVQ2 in Sport and recreation NVQ3 in Sport and recreation Qualified Trampoline Coach BA Hons in Physical Education with QTS (Qualified Teacher Status)</p> <p>NVQ 3 in Caring for Children and Young People</p>	<p>Fire Marshal, Emergency First Aid, Makaton, PECs & Team Building, Autistic Spectrum Disorders, Intensive Interaction training, Effective Supervision & PRO ACT SCIP trainer.</p>
<p>MK</p> <p>Practice Team Leader Waking Night</p>	<p>11 years' experience working with in the Childcare Sector within a wide variety of settings.</p>	<p>Diploma Level 3 Health and Social Care – Children and Young People</p>	<p>PECS and Makaton, Fire Marshal, Safeguarding, Challenging Behaviour Training, Medication Administration, First Aid, Timian SCIP and Team Teach, Sexual Health Awareness, Effective Communication, Equality and Diversity.</p>
<p>SD</p> <p>Practice Team Leader – Hazel House</p>	<p>10 years' experience working in a variety of social care settings such as: youth work, education, rehabilitation, ChildLine, residential, and supporting young people on a 1:1 basis</p>	<p>BA Honours Degree in Applied Social Studies in Social Care.</p>	<p>Augmentative Communication, suicide awareness and preventions, fire safety, first aid and manual handling. Training and E Learning completed relevant to role.</p>
<p>CL</p> <p>Practice Team Leader – Burrows</p>	<p>13 years' experience working with children and young people with disabilities. Including</p>	<p>National Diploma Level 3 in Health and Social Care</p>	<p>Team Teach, PRO-ACT Scip, Safe Support, ASD, PECs, Makaton, PEG, Fire Marshal, Administration of</p>

	working as a Gymnastics Coach, Youth Leader, Special Needs Education Teaching Assistant, Team Leader, Support Worker, Learning and Behavioural Specialist (ABA) and Senior Support Worker	(Children and Young People) NVQ Level 3 in Leadership and Management	Medication, Safeguarding, Food Hygiene, First Aid, Manual Handling, Supervision, Positive and Negative Reinforcement.
RB Business Support Officer			
WE Domestic Assistant	20 years' experience of cleaning and supporting household functions		COSHH Level 2
KW RSW 3 Residential Support Worker	24 years' experience at Warren Park, 6 years of which for local authority, prior to Action for Children. Previously 2 years' experience in a children's centre.	NVQ Level 3 Health and Social Care (Children and Young People) K100 Health and Social Care BA Psychology and Sociology	Fire Marshal, Personalisation, Recording Training & Team Building Autistic Spectrum Disorders Understanding Behaviour
BM RSW 3 Residential Support Worker	26 years' experience of working in care and charity sectors, including Amnesty International and Fairtrade. 15 years of those years have been working for Action for Children at Warren Park	NVQ Level 3 Health and Social Care (Children and Young People) Manual Handling Train the Trainer BA International Studies	Recording, Fire Marshal, Makaton, COSHH & Team Building, First Aid, Food Hygiene
NP RSW 3 Residential Support Worker	11 years' experience working in a variety of Health Care Settings. Including Mental Health Rehabilitation, Childcare Nurseries and Education	NVQ Level 2 and 3 in Health and Social Care	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling
RB RSW 3 Residential Support Worker	Worked with Action for Children for 6 years. Also experience as family support worker and supporting disabled children on a 1:1 basis	BSc Physiology & Sociology NVQ level 3 Diploma CYPW (Social Care)	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling, COSHH, Practical Risk Assessment & Team Building

LA RSW 3 Residential Support Worker	Worked for Action for Children at Warren Park for 15 years, 2 years' experience as an agency worker	City and Guilds 2004 Promoting Independence, NVQ Level 3, City and Guilds 2005 Caring for Children and Young People	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling, Health Care Assistant Training, Autistic Spectrum Disorders Understanding Behaviour, Personalised Recording Training & Team Building
MS RSW 3 Residential Support Worker Waking Night	Four years' experience working as a Support Worker within various children respite care centres, including Action for Children. Previous experience as a voluntary worker for a heart and stroke related charity.	BSc in Social Care, Social Care Diploma	Young Children Support Worker, Emotional Support Counselling, Administering Medication, First Aid, Manual Handling, Fire Marshal
VS ARSW 2 Assistant Residential Support Worker	9 years' experience of working for Action for Children at Warren Park. Previous experience as includes working as a teacher in a visually impaired school and working with the elderly	NVQ Level 2 Health and Social Care (Children and Young People) Diploma CYPW L3 (Social Care)	Fire Marshal, COSSH, Makaton, Sexuality & Team Building Autistic Spectrum Disorders, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling
BBS ARSW 2 Assistant Residential Support Worker	2 years' experience working for Action for Children and a further 1 years' experience working in a variety of Health Care Settings.	NVQ Level 3 in Health and Social Care, British Sign Language Level 1	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling
JL ARSW 2 Assistant Residential Support Worker	More than 14 years' experience working in a variety of Health Care Settings. 3 years' experience working at Action for Children	Level 2 Health and Social Care (Children and Young People)	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling, RAAT
GM ARSW 2 Assistant Residential Support Worker	10 months experience working at Warren Park as a young person's practitioner. Plus 2 years' experience working adults with learning disabilities.	Currently working towards the Diploma CYPW Level 3	Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling, RAAT
DP ARSW 2 Assistant Residential Support Worker	24 years' experience at Warren Park, 6 years with local authority, prior to Action for Children.	NVQ Level 3 Health and Social Care (Children and Young People)	Makaton, Fire Marshal, First Aid, Administering Medication, Safeguarding, SCIP, Food Hygiene, Manual Handling, RAAT
HM ARSW 2 Assistant Residential Support Worker Waking Night	4 years' experience at Warren Park and has experience in working with Children with mixed abilities for over 12 years. Original work background is in Play work, as a Play worker and Manager	Currently working towards the Diploma CYPW Level 3	PECS, Manual Handling, Gastrostomy, First Aider, ProAct Scip, Administering Medication, Fire Marshal

AR RSW 3 Residential Support Worker	7 years' experience at Action for Children, Warren Park. Previous experience as a Psychotherapist, teaching assistant, and child-minder.	NVQ Level 3 Health and Social Care (Children and Young People) ProAct Scip UK® Instructor Level 3 Award in Preparing to Teach in the Lifelong Learning Sector, NCFE Diploma in Transactional Analysis, NCFE Level 3 Certificate in Counselling Skills, NCFE Diploma in Transpersonal Studies Psychotherapeutic Counselling. Currently undertaking MSc in Transactional Analysis Psychotherapy	Fire Marshal, Understanding Mental Health, Drugs & Alcohol, Communication Training, Working in Partnership, Exploring Death and Dying, Cross Cultural Work with Children and Families, Multisensory Approach to Education for Children with Special Needs, Autism Awareness, Understanding and Managing Challenging Behaviour, Child Protection and Safe Caring Awareness, Working with ADHD, Sexual Health Awareness 1 & 2, Administration of Medication, Paediatric First Aid, Record Keeping, Makaton Training
MM RSW 3 Residential Support Worker	Experience working in care as a Support Worker in Mental Health, Eating Disorder and Respite care units, as well as working on placements. Previous experience as a Nursery Nurse/Assistant, Nanny and Classroom Assistant.	CCLD Childcare Learning Development (Distinction), A-Level in Health and Social Care (Double Pass)	Safeguarding, Fire Marshal, Administering Medication, Food Hygiene, First Aid, Manual Handling, RAAT, Prevent Agenda, PRO ACT SCIP.
SE RSW 3 Residential Support Worker	7 years' experience working in a variety of Health Care Settings, including Mental Health Rehabilitation, Education and Childcare Nurseries	NVQ Level 2 and 3 in Health and Social Care	Safeguarding, Fire Marshal, Administering Medication, Food Hygiene, First Aid, Manual Handling, RAAT, Prevent Agenda, PRO ACT SCIP. A-Espire trainer
CC RSW 3 Residential Support Worker	Experience working as a Support Worker at a residential centre for children.	BSc in Social Work. Diploma in CYPW Level 3 Health and Social Care	Working with Autistic Children, Safeguarding, Fire Marshal, Administering Medication, Food Hygiene, First Aid, Manual Handling, RAAT, Prevent Agenda, PRO ACT SCIP.
CAE RSW 3 Residential Support Worker	Three years' experience in peer support, working as a peer support worker, facilitator and group facilitator. Has also worked as a Health and Wellbeing Sessional Worker. Director at Brixton Youth Centre	BSc in Nutrition and Sports Science, ABC Level 3 Diploma in Youth Work Practice. QCF Level 2 in Introduction to Counselling Skills, NVQ Level 2 in Health and Social Care, NOCN 3 Credits at Level 2 in Being a Peer Youth Worker, NOCN 3 Credits at Level 2 in Effective Ways of Working with Young People.	Baseline Recognition in Community Development, Breakaway Techniques-Personal Safety Awareness, Domestic Violence, Relationship Abuse and Young People, Rite Start Co-Facilitator training, Autism Awareness, One Day Introduction to Youth Work course, One Day in Working with High Risk Young People course, Training the Trainers course, Half Day Partnership and Multi Agency Working workshop.

LA RSW 3 Residential Support Worker	Worked for Action for Children for 17 years previously worked for 2 years in the Health and Social Care Sector	City and Guilds 2004 Promoting Independence, NVQ Level 3 Health and Social Care Children and Young People.	Health Care Assistant training, Epilepsy Awareness, Emergency First Aid at work, Fire Warden, Administering Medication, Manual Handling, Gastro competent All relevant E-learning completed associated with the role.
UM ASW 2 Assistant Residential Support Worker	Worked for Action for Children for 2 years		All E-Learning and Mandatory learning completed
ND ASW 2 Assistant Residential Support Worker	Started working for Action for Children July 2017		All E-Learning and Mandatory learning completed
AA ASW 2 Assistant Residential Support Worker	Worked for Action for Children for 1 year	NVQ Level 3 Health and Social Care Children and Young people	All E-Learning and Mandatory learning completed
EB RSW 3 Residential Support Worker Waking night	10 years' experience working as a teaching assistant in main stream school. 2 years as an after school club manager. 1 year as a nursery assistant. Worked for Action for Children for 1 years.	BA Honours in Early Years Teaching and Learning NVQ level 3 in Teaching Assistant BTEC level 2 in Teaching Assistant Level 2 certificate, Introduction to Child Care	All E-Learning and Mandatory learning completed
BN RSW 3 Residential Support Worker Waking Night	Worked for Action for Children for 1 year		All E-Learning and Mandatory learning completed
PS RSW 3 Residential Support Worker Waking Night	Worked for Action for Children for 1 year		All E-Learning and Mandatory learning completed
WT ARW – 2 Assistant Residential Support Worker Waking night	Worked for Action for Children for 2 years	Currently studying NVQ level 3 in Health and Social Care	All E-Learning and Mandatory learning completed

Contact Details

Registered Manager

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Children Service Manager

Sally Dyde

Action for Children, Warren Park, Kingston Hill, Kingston Upon Thames KT2 7LX

Responsible Individual

Shelagh Frankcom, Operational Manager Children's Services

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If a parent/carer, social worker or anybody else wishes to make a complaint they should be addressed in the first instance to Jhenni Izquierdo, the Registered Manager so she can resolve it swiftly. Complaints can also be made directly to:

Action for Children Complaints Manager

Ruth Baldwin

Action for Children

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