



Statement of Purpose

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Registered Provider:

Pelican Care Group Care Group Ltd

Head Office:

V12, Unit H, Merlin Park, Ringtail Road, Burscough. L40 8JY

Phone Number: 03333 448542

Website: www.pelicancaregroupcaregroup.com

E-mail: headoffice@pelicancaregroupcaregroup.com

Registration Number: 2510737

Registered Manager: Rebecca Gregg

Responsible Individual: Tom Ghannad

This Statement of Purpose is written in accordance with the regulatory requirements of the Children's Homes Regulations 2015.

Pelican Care Group company policy dictates that this document shall be held on record for a period of 15 years.

This document will be provided to Ofsted and held in the company office and will be made available to any staff, parents or guardians, children, social workers requesting to view it.

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Introduction

Pelican Care Group provides a safe, home-from-home residential setting for two children aged between 7yrs – 17 years old who have emotional and behavioural difficulties, in a semi-detached property in the suburbs of Southport, in an ideally-placed location close to many amenities, shops, reputable schools and green spaces.

At Pelican Care Group we pride ourselves on our entirely child-focussed approach. Our ethos is very much to provide a safe and secure environment for the children in our care and to offer and bring them much-needed stability, in what could potentially be a turbulent period of their lives due to several factors, we make no judgements.

We recognise that their needs will be challenging and offer a listening ear and an open mind and give them the opportunity to voice their concerns, a process which might be new to them. We do not want them to feel lost, despaired or hopeless; we want them to value the importance of their place in society and to encourage them to take steps that will benefit them in all aspects of their life.

The home itself acts as an anchor where they can feel in control of their environment, empowered, and engage in social and recreational activities alongside a structured approach, guiding them to live a positive and enriched life.

Every child matters to us and, while we do not tolerate certain behaviours, we are unconditional in our acceptance of every child.

Aims and objectives

Our overarching ethos is to work in collaboration with key people to sustain links and understand past problems, in order to help and support the young people to reach their full potential and to prepare them for their future lives.

We recognise that each child is an individual who will have unique needs and aspirations. This forms the basis for all of our person-centred activities and is at the very heart of what we do and what we stand for at Pelican Care Group. We want to play a role in helping them to develop; to nurture and promote their optimum health and wellbeing, to empower so as to be able to see the options available to them, to provide a stable and secure environment and understand

that they can achieve their hopes and dreams. We aim to do this in a variety of ways:

- We aim to forge a trusting and solid rapport, giving them a comforting and caring home
- We want to equip them with the necessary emotional, mental and practical tools to take away and instil a sense of self-worth and belief
- We encourage them to feel part of a family set-up
- We work closely with them to develop and maintain effective strategies to deal with their problems
- We empower them to take responsibility for their past actions
- We encourage them to focus on what they would like out of their future and to identify steps on how they can get there
- We aim to boost self-esteem, confidence and worth
- We act to repair earlier damage to their confidence and self-esteem
- We encourage making positive and meaningful friendships
- We always reinforce positive behaviour and actions
- We allow them to be very much part of an informed process and they have every chance to voice their opinions and have their say
- We provide positive role models
- We will, wherever possible, facilitate positive and constructive experiences, which we believe will have a beneficial impact on the children
- We offer opportunities for hobbies and other creative outlets
- Through legislated policies and procedures, we will govern the home to the best of our capabilities
- Our cohort of trained staff will act as guardians of the home and of the children, always making themselves available, and play a significant part in their progress during their time with us
- We will regularly review and, if appropriate, update and amend existing documentation and paperwork to ensure it is fit for purpose always and is in accordance with law and legislation

We recognise that each child is entitled to have choice, respect, privacy, independence and dignity.

Choice

Each child is encouraged to make decisions regarding their own bedroom, and to make it their own.

Each child is encouraged to take part in activities and to make informed choices about all aspects of their lives.

Respect

Each child is treated with respect, but it is made clear that it has to be mutual and that that respect is returned, and that all staff are also treated correctly and appropriately.

Privacy

Children have their own bedroom.

Every child will be treated with sensitivity, particularly when dealing with personal issues or problems.

All information regarding the child will remain confidential and will only be shared when it is deemed necessary and appropriate.

The children's designated areas will not be used for the purpose of staff meetings or for visitors, so they will not feel as if their personal space is being encroached upon.

Independence

Pelican Care Group is an arena which seeks to aid personal development and boost self-confidence by allowing the child to take some calculated risks over the course of their learning journey with us, and to understand how they may be expected to continue to take such risks in their later life, and how to deal with that process.

Each child has access to their own personal file and development plans and encouraged to input as much as possible.

The children know the correct and comprehensive way to make a complaint, should they need to do so.

Access to an independent advocacy service is available and the children know exactly how to make contact.

Dignity

All staff have an active awareness of the children's racial, cultural, religious and dietary needs, promoting and celebrating difference.

We use behavioural management techniques at Pelican Care Group to address behaviour, avoiding punitive measures, in a way in which the child can learn from their mistakes, and from positive role models within the home.

Description of the home

Pelican Care Group is in the Northwest coastal town of Southport, Merseyside. Our homes are semi-detached, and are an ideal fit for what we want to achieve – a home from home for all who stay here.

There are two bedrooms, one bathroom, one kitchen, one dining/communal area and one living room, all generous size. The homes have been recently refurbished throughout and has a cosy, warm, welcoming and homely feel. We really want the children to be able to call this place their own for however long they are here for. We want them to feel included and fully integrate them into the set-up, while still giving them their own space and privacy; somewhere they can reflect and gather their thoughts. We think this is an ideal way to promote independence in a structured programme. It is furnished to impeccable standards. The stereo surround system means there is always the opportunity to listen to audio books or hear music, whether it is educational or recreational.

The impressive and well-maintained garden is perfect for recreational pursuits. There is modern storage facilities within the garden in which we can store a range of games and garden equipment.

The large patio has outdoor lighting, a BBQ a garden and table and chairs. This enables us to have sociable activities outside when weather permitting. The children are actively encouraged to spend time outside whenever possible, to engage in chosen activities. If it is a birthday, we will always celebrate this with a tea party, be it indoors or outdoors.

By the patio is our staff office. Our reasoning behind separating this from the main house is that we want the children to enjoy living in a home and not let them believe that they are part of an operation or a business. In a way, the home itself is their territory, a place they know as home, a safe anchor for the duration of their time here. We felt having the office away from the actual home interior made sense and denote a more realistic residential situation the children can appreciate.

The surrounding area

Our homes are in the suburbs of Southport and close to lots of local amenities; in fact, many are virtually on the doorstep.

The vicinity boasts a strong network of both primary and secondary schools; if they are not within walking distance then they can be easily accessed via public transport. Pelican Care Group are committed to working closely with local schools to provide an appropriate educational outlet best suited to the needs of the individual child.

Southport itself has many attractions and is a hive of activity; there's so much to do and see no matter what time of year it is. It has a beach, a pier and tram system, Southport Pleasure Land is a large seaside amusement park with many rides suitable for children, of all ages.

Meols Cop rail station is a fifteen-minute walk away with frequent services into the city of Liverpool a journey which takes approximately forty minutes. Liverpool is a stunning city with rich traditions and heritage and there is no better place to provide a wealth of education, diversity and culture in all forms, whether it is learning about Liverpool's seafaring heritage, its two successful football teams, the infamous 'Fab Four' – the Beatles, or visiting the many museums. Slightly further afield, and about forty minutes from Liverpool via train, the Roman city of Chester is another special place of interest, offering its own story filled with history and culture.

Equality, Diversity and Inclusivity

Pelican Care Group views the needs of each child as paramount and of being utmost importance. We demonstrate understanding, sensitivity and awareness to all.

We encourage the children to respect themselves as well as others.

Our services are aimed to developing the children, regardless of their ethnicity, culture, age, religion, ability, background and sexual orientation, to assist them to reach their full potential.

We regularly review our placement criteria so that the children who are offered a place in our home are treated and selected on the basis of their individual needs and abilities. Any special assistance will be given to them if required.

If a child has a particular faith, then this will also be treated with the utmost respect. Pelican Care Group work with all local faiths and places of worship to

ensure that there is a sustained and effective relationship with them. The children are informed where their closest religious services are conducted and encouraged to maintain attendance. We always pay attention to their cultural or, religious beliefs and needs and do our best to make sure the link is not broken, and that they continue to develop their faith.

Some of the ways in which we promote cultural identity is by:

- Promoting that identity and giving positive images and examples of that identity
- To fully prepare the children to grow up in society
- To learn about the child's culture, to encourage that child to share their experiences, and to guide us on how best to engage with their cultural identity on a day-to-day basis – for example, personal care, customs
- The children have every opportunity to update their personal records and development plans with insight into their identity, so that staff can familiarise themselves with this and know how to act, etc
- Learning about specific dietary requirements and making sure they are adhered to
- Staff will endeavour to conduct their own research into that child's heritage and customs
- Staff undergo appropriate training on equality, diversity and inclusivity to make sure their knowledge is up-to-date and evolving
- Staff are always mindful of using language which may have negative connotations for the child
- No staff will ever attempt to enforce their own opinions on any child, relating to culture, religion, etc

For more information, please refer to our Equality, Diversity and Inclusivity Policy, located in Appendix 1.

If you have a complaint

We have a clear Complaints Policy (which can be found in Appendix 1). If anyone displays any worrying concerns or issues relating to their care and support, then we will actively encourage them to use our Complaints Policy.

Upon arriving at the home, all children and families, social workers, and their advocates will be notified of the complaints procedure and how to initiate the process. They will know exactly how to proceed, and all of the stages involved and whom they can go to, if they have any problems.

Complaints can be dealt with formally or informally. In the case of an informal complaint, every effort will be made to resolve the issue with a satisfactory outcome for all parties involved. Our formal process is activated if it cannot be resolved informally and will be investigated independently. Pelican Care Group will remain transparent throughout this process.

All complaints are taken with the utmost of seriousness and the child will never be left to feel like their concern is not big enough or, that it is not important enough. This is reiterated to them throughout their stay at Pelican Care Group.

The policy is accessible on site and a child-friendly version can be made available.

Views, wishes and feelings of the children

How we consult the children

The children are entitled to have a say regarding every aspect of their care at Pelican Care Group. We believe they should be encouraged and supported to make decisions and to influence decisions about how the home is run.

We assume that all children under our care can make informed decisions unless we are told otherwise. With this in mind, we actively seek their opinions relating to themselves and that of the home. We welcome feedback from them, as it helps steer us and the way in which we might operate in the future.

Staff work with each and every child. Staff regularly review and monitor their progress and, as part of this process, asks the child's opinions and views. This is all taken into account and relayed to the home manager.

They all have the right to air their views and we support them to feel confident enough to express themselves and help them if they are unable to. We expect them to have an understanding and appreciation of the rules of conduct and what is deemed inappropriate behaviour.

The opinions, views and suggestions of their families, guardians, and social workers are sought on a regular basis, whether it is written or verbal feedback.

We consult the children by:

- Holding regular meetings where everyone has the opportunity to make suggestions and contribute. Prior to these meetings, the children are encouraged to take a lead role in setting the meeting agenda.
- Seeking their views and opinions in a variety of ways so that the children feel comfortable and safe expressing them.
- Making them aware that they always have an opportunity to speak their mind, and to come forward if they wish to do so.
- If appropriate, the children will receive either a verbal or written report from what is discussed in staff meetings, if the discussions have any implications for them.
- If a child is struggling to express their views or, voice their concerns, we use advocates to act on their behalf.

While staff will be responsible for taking notes at these meetings, the children will take the lead in setting the agendas. A summary of the meetings will also be kept in the child's file, which the children will be able to access at any time.

We do not judge and guide the children not to judge and to be tolerant of everybody's beliefs, faith and attitudes. We actively challenge any type of discrimination.

Education

Pelican Care Group promotes a learning environment and actively supports every child's development and learning. We work with the local authority to make sure that each child is placed appropriately and according to their needs. Any previous placements will be taken into consideration, as will any special educational needs or disabilities (SEND). If there are such needs, then we will engage with the school's SEN representative to make sure that the child's needs are fully being addressed, and they are wholly supported.

Pelican Care Group believes that no child should be academically disadvantaged and completely understand that the children in our care may have undergone negative experiences; they may have been left without any education at all or as a result have suffered with low self-esteem or confidence. We make every effort that these are key factors when referring and working with educational authorities.

Pelican Care Group is well associated with surrounding schools and is up-to-date with all the schools in the area including locations and facilities, and whether they have specialist services. We make every effort to ensure that the child does not miss out of their education.

We do not condone anyone missing school and, if this is brought to our attention, we immediately seek to identify reasons why, and how we can best solve any concerns and problems. This will be done with staff here, the child and the school in question.

Pelican Care Group aims to develop a close working relationship with the child and education provider, so that the child knows full well what the expectations are of attending school and what they will need to do. We oversee their learning, and it is our focus to support them to reach their academic goals and maximise their achievements, while acting quickly to overturn any potential underachievement. We value their education and have an Education and Learning Policy.

There is an expectation that all children will receive their full entitlement of 25 hours per week education.

As the child nears the end of school, we always discuss future options with the child to identify what path that they wish to take. We liaise on their behalf, if necessary, with local job centres, training providers, further education

colleges, etc, and support them make a successful and seamless transition between full-time education and whatever path they may want to pursue. We give them as much knowledge as possible about support systems in place and what they can access to provide them with those opportunities.

Pelican Care Group has a collaborative approach to furnish these young adults with the skills and tools to enter adulthood and supports and guides them to make positive and lasting impressions on potential training providers, colleges, or job centres.

Staff are responsible for discussing the child's schooling and education on a regular one- to-one basis; in conjunction with teachers as and when required.

If any child is excluded from their school, we make sure appropriate education and training is place, so that their education does not suffer. We will make arrangements for them to be educated until their full-time education can be resumed.

We praise educational achievements whenever we can to instil confidence and belief in their ability, and we recognise and highlight positive behaviour at school.

Enjoyment and achievement

We are very proactive in ensuring the children enjoy a varied programme of recreational and physical activities. Recreational facilities are made available to all, as is appropriate to their individual needs.

The staff encourage the children to experience and try a variety of hobbies and creative pursuits.

We want to make sure that they develop emotional, intellectual, creative, social and physical skills through a bespoke programme. We listen to what they want and if it is possible, we will give them the chance to indulge.

At each home we have a huge garden, something we are really proud of. We can give the children the chance to enjoy the freedom to run around playing games, etc. We have storage facilities that houses garden equipment and games.

We encourage trips and outings, whether it is visiting the main part of Southport, or accompanying them on outings further afield, like to Liverpool Manchester or Chester. If we can combine an educational or cultural aspect then we will. We encourage the children to take photographs and highlight what they have learned about. Prior to outings, staff conduct a risk assessment, just to check that no issues or difficulties will be encountered, and protocols are in place.

Children take part in age-appropriate activities as agreed with staff in a way similar to how a reasonable parent might reach agreement with their children. This underpins our activity and recreation programme.

An interest shown in other pursuits will always be recognised. We encourage their engagement with local charities and organisations which enable the children to make positive contributions to the wider community. This will broaden the experiences of the children, teach them about life and what goes on in the wider world. We also encourage them to make friends outside of the home set-up. This could result in their friends visiting our home, or vice versa, and we have procedures in place to make sure visits are structured, without taking the enjoyment out of it for the children. If they wish to stay overnight at a friend's home, like any reasonable parent we will do a recce and work in conjunction with their friend's parents or guardians to make it an enjoyable and risk-free experience.

All children 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 according to the children's needs.

We feel our staff are best placed to know what is in the best interests of the children and can independently make decisions on which activities are undertaken. We ask them about their likes and dislikes, what they like doing, hobbies, personal arrangements such as trips to the hairdressers, etc.

We try and guide them to learn skills which will be useful for them later in life and to make it a fun learning process. An example of this is, we offer to help them learn how to cook simple things. This also gives the child a sense of achievement and reward, and they are encouraged to share what skills they have acquired.

Health and wellbeing

Pelican Care Group know and appreciate the importance of the health and wellbeing of every child and are always working hard to improve their quality of life and promote their independence. We make sure their physical, emotional and health needs are met at all times, and give expert guidance, advice and support on health and personal care issues.

We work in partnership with parents, guardians, social workers, and others to ensure that every child is registered with a local GP, dentist and optician and that arrangements are made for visits.

It is key to us that the children are responsible for understanding their own personal health needs and make every effort to do things which promote positive health. If the child takes medication, staff administer it correctly and make sure prescriptions are topped up. We obtain the correct consent from either their parents or guardians, so we have the control of giving it to them. We teach them about why it is that they need to take it, in a way that they will understand and how important it is to their optimal health.

If it is appropriate, we will include them in any discussions around changing or managing the dose. Any decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with relevant medical professionals, and those with parental or guardian responsibility.

All medication is stored in a secure and locked cabinet and stringently monitored daily, and all details are recorded and counter signed.

Children at the home can access specialist services, such as Sexual Health, etc, and we work with local and/or specialist agencies to ensure they receive the support they require.

Our staff training programme is constantly reviewed by the manager to ensure that we are being trained in all the right areas relating to health and wellbeing, so we can care for them in the way in which they deserve to be cared for. It is our job to make that happen, so they can come to us any time with any issue, confident that we will do the best for them. We have a listening ear and an open mind, and we do not want them to feel awkward or embarrassed.

We hold regular informal talks around all aspects of health and wellbeing. Staff spend time providing information to enhance knowledge and so as to be able to raise the awareness of the children. It is important they do not feel awkward and know that they can come and talk to us to clarify anything they are not sure of.

We try and equip them with life skills for when they leave us and enter the world of being an adult. We teach them about self-confidence, belief and awareness, how to conduct and present themselves.

Positive relationships

We want the children to make sound and lasting positive friendships and relationships, to be able to interact with others in a positive manner. We work with the social workers to maximise opportunities and experiences so that, they get the best out of being here and that it will have a lasting impact on their lives. Social workers will maintain regular contact both through us and directly with the child via visits and telephone calls. Our staff help to encourage them to liaise with their Social worker and to attend all meetings involving decisions about their future.

We do not like to put any form of restriction on the amount of visits or calls that are made with the social worker; we can never say for sure how much help and support will be needed and want them to feel they are free to contact them whenever they like. Copies of any incidents or, reports are forwarded to the social worker.

All the relevant parties, whether they are social workers, parents or guardians are encouraged by us to take a keen interest and involvement with their child's life, welfare and care. Obviously, this varies with individual cases and there may be some situations where the children do not want to make contact with parents, guardians and significant others, and vice versa. When that happens, our focus is always on the child – to make them feel as loved, wanted and valued as possible.

It is our policy to actively facilitate these contacts. In appropriate cases, parents or guardians are encouraged to attend reviews and all relevant parties are informed of any decisions or developments, which may occur. The home provides children with access to a telephone, email and post at reasonable times and following an appropriate risk assessment, undertaken with the key people responsible for that child's care.

Parents and guardians are always welcome to visit. However, it is advisable to notify staff of intended visits, this allows for a proper period of preparation and planning. We do not want the child to feel under pressure or, anxious at all, so this is always at the forefront when we plan ahead like this.

At each home we do not condone bullying of any nature, whether it is staff or child related. We have a strong zero tolerance policy, outlined in our Ant-Bullying Policy. We talk to the children about what is acceptable and

unacceptable behaviour and make sure that they fully understand what is right and what is wrong. If they do not act appropriately, we work with them to realise why they have acted in the wrong way, and how they can resolve the situation.

We are very open and encourage any of the children to come and talk to us if they feel threatened or bullied, and we act immediately to resolve it. We work with the children to make them aware that any sanctions is fair and justified.

We encourage the children to develop skills that will enhance the relationships they have and will encounter throughout their lives, to build positive relationships and how to talk openly if they are ever faced with any conflict.

Safeguarding our children

Pelican Care Group works in sound and effective partnership with our local authority and police, in relation to Child Protection and Safeguarding. The policies and procedures are written and used collaboratively with the Local Authority and Pelican Care Group Care, we ensure that they are accessible and familiar to all the care staff team.

We have incredibly robust and stringent policies around the protection of our children, many of whom we believe to be highly vulnerable. We want every child to feel secure, safe, and free from harm, abuse, neglect, and accidents.

Each home is kept as secure as possible, to the best of our ability. It is situated on a residential road, and we have done extensive research into both the immediate area and areas slightly further afield. We regularly engage with the local community police about any suspected or, reported crimes in the locality and make sure we act accordingly to make the home as safe as possible.

Children are monitored 24 hours a day, 7 days a week, 365 days of the year. Staff are on duty during the day and at night. When the manager is not present, staff will be able to contact them if a situation arises.

Our home manager has direct responsibility to ensure that every single incident that involves some level of harm or, danger to any of the children in our care, is treated swiftly and promptly and reported to all concerned including the local MASH team and placing authority. This includes situations that take place away from the home.

Staff encourage the children to be as open and honest as possible and how to recognise potentially alarming signs, how they need to report any concerns or worries to a member of staff straight away, and how they should never feel afraid to speak out.

Bullying of any nature is never tolerated under any circumstances and all staff remain constantly vigilant in respect of bullying. Children living at Pelican Care Group may be extremely vulnerable and sensitive to bullying, due to past experiences in their lives. Staff recognise how some children may also bully other children as a means of protecting themselves.

All cases of bullying are regarded as a Child Protection/Safeguarding issue, it is therefore our policy to seek advice or, take action to intervene in extreme

cases. Staff also undertake risk assessments where incidents of bullying are evident or suspected and take every precaution to prevent any acts of bullying. The home accepts responsibility for every child in its care and will respond immediately to any situation, for the welfare and wellbeing of each and every child.

Care plans are in place for every child, and these are kept up-to-date at all times. It is our responsibility to record anything that has happened with regards to issues of child protection and safeguarding, we are a highly transparent company in this respect and take this responsibility extremely seriously.

We treat very seriously any child that goes missing from our care and have a detailed protocol with a series of escalating actions geared towards that child returning home safe and well. Where we know of a history of a child going missing, we attempt to take necessary preventative measures to ensure they do not go missing, and to identify any red flags relating to that child's behaviour, which could suggest this is something they are thinking about or, actively planning.

As well as contained within this document, our Safeguarding and Missing from Home policies can be viewed upon request and are also kept in a separate folder with all of our existing policies and procedures.

The majority of our referrals come from Local Authority social workers. Whenever possible, seventy-two hours ahead of a placement, we will work with the referring social worker to make sure that this is an appropriate placement, that we are going to be able to meet the needs of the child and keep them safe and that it is going to be a positive placement for them. It is vital that we are able to offer the best possible care and support to all the children we care for and that Pelican Care Group can play a part in enabling them to improve their outcomes both immediately and in the future.

The home will follow a behaviour management plan that will apply firm, fair and consistent principles. Staff set and maintain safe, consistent and acceptable boundaries with regards to behaviour. Unacceptable behaviour will be responded to with clear, fair, constructive and appropriate sanctions.

Staff will only use any form of physical intervention as a last resort when other methods of de-escalation have been attempted, and only in extreme

situations. Staff are properly trained in how to exercise physical restraint safely and pain-free for the child. The method of restraint used in Pelican Care Group is fully compliant with the Children's Homes Regulations 2015. On any occasion when this is enforced, it will be done in alliance with our policy, when we think that the child poses some sort of threat to themselves or, to any other person. Staff are trained in the correct method and must demonstrate their understanding of this training and will also undergo refresher training when needed.

Any factors that may influence future behaviours of any child will be noted down in their care plan. A full risk assessment is completed on every child prior to or within days of them arriving at Pelican Care Group, this will hopefully highlight any concerns.

Pelican Care Group has a lone working policy for staff, which staff are made aware of prior to working with children, as part of the Induction process.

Leadership and management

All staff have access to training opportunities and all staff complete mandatory training requirements as part of the Induction process, these include;

Advanced Safeguarding Children

Food Hygiene level 2

Fire Safety

First Aid

Safe Administration of Medication

Staff will also complete Team Teach training

Within 2 years staff will be have acquired - The level 3 Diploma for Residential Childcare

Additional training will be undertaken. Training needs will be identified via individual supervision sessions and team meetings. Ongoing training needs and staff development will be regularly reviewed by the home manager and will form part of the Workforce Development Plan.

Staff are supported both personally and professionally to reach their full potential in performing their role within the home, and we very much encourage continuing personal development.

Staff will have monthly supervision sessions and a full annual appraisal to ensure that they are achieving any related targets, are best equipped and qualified to do their job, and to see if they have any issues or concerns that need to be addressed.

Please refer to our Recruitment and Selection Policy to view our approach to recruiting adequately and appropriately trained staff.

Care planning

When a child comes to Pelican Care Group, a Placement meeting will be held, and a comprehensive Placement Plan will be completed. Every child will have a robust care plan, this will be reviewed in accordance statutory requirements with a Looked After review being held within 28 days of them coming to live with us and then at 3 months and 6 monthly thereafter. This process ensures we will be able to continue to assess their ongoing needs and review their care plan as required.

We have an admissions policy which ensure any child who comes to live at Pelican Care Group is appropriately placed and in a sensitive manner, so as not to cause too much upset or disruption to their day-to-day life too much. We know that such a move may be an upsetting and distressing time for them, our priority is therefore to ensure they feel welcome and to be as fully prepared as possible. They may be undergoing a period of unrest and may feel confused and scared. Our aim will be to try to alleviate those fears as much as we can and to let them know it is a warm, welcoming and stable family home they are entering, where they matter, their opinion matters, and all we want is to keep them safe and do all that we can to help them.

Each and every child who comes to live at Pelican Care Group has a detailed care plan tailored to their specific needs and aspirations. This is completed in collaboration with everyone who is involved in their care and will include input from the child. The care plan will act as the crux of the child's stay and will include all aspects of their life, from schooling, to health, to social needs, to interests and hobbies, to any difficulties they may experience.

Care plans provide a direct approach to very individualised care and support for every child. It is a means of communication and of demonstrating that everyone involved is on the same page; the key factor is to allow the child to be supported to live a positive life, and to measure the effectiveness of working towards that outcome.

Quality assurance and monitoring

Quality Assurance is a designated requirement and a system of quality control which has been set up to encompass all areas of Pelican Care Group. This enhances not only the children's individual care, support and welfare needs, but that of the staff and any visitors to the home.

Quality Assurance audits are systematically carried out to monitor, assess and evaluate whether the systems in place are being implemented and are effective. The audits highlight any concerns or, improvements, which are then put into practice to further augment our services and future progression.

Admissions, emergency referrals and placements

Our Admissions Policy details our process in respect of admissions, emergency referrals and placements.

The outline process for admissions at Pelican Care Group is as follows:

- Social worker enquires about vacancies with our referrals team.
- Discussion follows regarding the appropriateness of the referral after a review by our staff team.
- Social worker/placement officer agrees to complete a referral form alongside supporting information (history, recent reports) if the referral is deemed appropriate.
- On receipt of the referral form and all relevant paperwork, further discussion with the placing authority will take place.
- If the referral is deemed appropriate, a preliminary visit will be organised.
- A copy of our Young Person's Guide will be provided.
- Once the placement is agreed, a bedroom can be prepared.
- On the day of arrival, one of our team will accompany the young person if they wish to prepare their bedroom with items that reflect their interest.
- We always ask what the young person's favourite food is and we will endeavour to prepare their favourite meal for the evening of their arrival.

- A review will be held within the first month of placement (72 hours if the placement is an emergency). Regular reviews will be held thereafter including continuing liaison with other organisations involved with the young person.
- Pelican Care Group is permitted to take emergency care admissions. In these cases, so far as it is practicable to do so, as much preparatory work as possible will be undertaken to ensure that the young person benefits from the best possible start to the placement.
- In the event of an emergency admission, the following strategies have been developed to best meet the needs of the young person given the circumstances. Measures to meet these needs includes:
 - Meeting the young person on neutral ground. Where possible and where advised, staff may attempt to meet the child and social worker away from Pelican Care Group and arrive at Pelican Care Group together with a view to maximising the comfort of the young person.
 - On arrival the young person will be given the opportunity to unpack with a member of staff or where preferable, the member of staff will check in on the young person at regular intervals.
 - Where possible, staff will attempt to utilise their knowledge of the emergency admission with a view to improving their comfort, for example, preparing a meal that we know the young person prefers.
 - Individual time will be provided during the first few days of any placement to assess how the new resident is progressing and additional emphasis will be placed on the same for any emergency placement.

Staff Team

Rebecca Gregg (Registered Manager) – Rebecca was a Senior Residential Child Care Worker and deputy manager for over 2 years prior to becoming manager at Pelican Care Group. Rebecca has a Level 3 Diploma in home-based childcare and is currently enrolled on the Level 5 Diploma in leadership and management.

Thomas Ghannad (Responsible Individual) – Tom is a qualified family solicitor and mediator who has practiced family law including public family proceedings for over 10 years. Tom has previously acted as a mentor to young offenders on behalf of North West authorities.

Christopher Reese (Residential Support Worker) – For the past 5 years Chris has worked as a RSW with young people and young adults with autism. Chris feels he has found his niche in life and loves working with young people. Chris has completed various training courses whilst working for Autism Initiatives and also has a degree in Fine Art, Chris is very artistic and has a real flair for both art and music.

Lucy Abram (Residential Support Worker) – Lucy has experience working with children and young people, Lucy has most recently been working with young people in semi-independent accommodation, Lucy is eager to develop her skills working with young people in residential care, Lucy is enrolled to do her level 3 in residential childcare and has transferred this over from previous employment.

Hayley Gibson (Residential Support Worker Waking Night) – Hayley spent many years working in nursery settings and has a lot of patience and understanding. Hayley has a real understanding of the difficulties faced by the young people and is able to provide the level of care and nurturing they require to grow and develop. Hayley loves to see the children progress no matter how small the step and takes real pride in each and every one of their achievements

Sarah Cooper (Residential Childcare Worker) – Sarah has experience in the care sector, she started her career working with older people before starting with an agency working in various Children's homes, Sarah is keen to learn and develop her skills.

Tom Dring (Residential Support Worker Waking Night) – Tom worked for many years in music production, which involved working with young people of all ages. Tom is a natural, his interest and knowledge of music gives him a platform with which to be able to engage young people very quickly. Young people respond really well to his calm and easy personality.