

SATASH COMMUNITY CARE LTD



Jasmine – 53 Mollands Lane South Ockendon RM15 6DJ

Telephone: 01708 851189

Registered Number: SC462450

Introduction

Satash Community Care is a privately managed organisation which will provide care and support to 4 children/young people with Learning Disabilities and emotional/behavioural difficulties; who may also have mild physical disabilities aged between 5-18 years, managed by a professional management and a dedicated staff team. Our philosophy at Satash Community Care Children Services is to place the needs of the children/young people at the heart of our service, by promoting independence and providing care that respects young people's choice, rights, privacy and dignity. Satash Children Care Services aims to provide the highest levels of care and service to enable our children/young people to achieve their goals. We do this by ensuring our staff are recruited, vetted and trained against a strict framework with emphasis placed on the quality and continuity of our care workers to provide a stable and secure environment for all children/young people. We will endeavour to work with the children/young people in accordance with their 'person centred plan' which is tailor-made, specific and unique to the individual.

We are committed to working flexibly and creatively with all other professionals and families to ensure the best interests of every young child/person in our care are consistently served. Our policies and procedures are written to provide safe services and working practices that help protect both young people and their carer.

We understand the need for individual and family choices and pro-actively encourage service user's involvement during the planning and delivery of care. We also ensure that the service is managed and delivered in a way which meets the needs of the individuals concerned.

We will ensure all parties are kept fully informed at all times with up-to-date information which allows children/young people, their families or carers, to make informed choices concerning their care. Information can be made available in the most appropriate language or format required to the individual person.

We are unreservedly committed to the principles and practices of equality. Our policy on equality and diversity is reflected in all aspects of our service to ensure we accommodate and respect all aspects of ethnic, religious and cultural groups by being sensitive to their specific needs. Our quality assurance programme ensures regular quality and performance appraisals are conducted with both young people and carers. In addition, our formal complaints, disciplinary, grievance and whistle blowing procedures ensure we are able to capture information to plan and implement on-going improvements to our services.

The home is registered and regulated by Ofsted and if you need to contact them you can write to:

Registration No.: SC462450
Ofsted Piccadilly
Gate Store Street
Manchester
M1 2WD

Caring for Children

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

Jasmine is a large semi-detached bungalow situated in a semi-rural village of South Ockendon, Essex. The bungalow will offer a safe, warm and comfortable environment to four (4) children/young people of either sex, approximately between the ages of 5 and 18 years with Learning Disabilities including emotional/behavioural difficulties that may also have mild Physical Disabilities. Children/young people are offered a caring environment to help them to achieve their full potential to develop into young adults with skills, qualifications and knowledge to support them to make a smooth transition from childhood to adulthood.

Staff Support

Satash Community Care is a proactive and passionate organisation that delivers an excellent standard of care, by equipping its workforce with high standards and supporting them to embed new learning opportunities within our existing superior levels of good practice. Satash Children Care Services recognise the need for high quality, well-trained and motivated staff. The staff team will be available 24/7 to make a child/young person's experience within the home as positive as possible. Support for the child or young person will involve strategies geared to meet emotional, social and developmental needs (mindful of the age range within the home), as well as practical support in relation to the development of life skills. The promotion of independence along with advice pertaining to health, wellbeing and personal safety will also be paramount. All staff will undergo vigorous employment checks including DBS (Disclosure & Barring Service) checks to ensure the safety of the children/young people we look after. All staff will have a PDP (Personal Development Plan) and will be encouraged to engage in their personal development and have received the appropriate job descriptions. Staff will be trained to either CACHE or QCF Level 3 Diploma in children's/young people's qualification or will work towards achieving this qualification within 6 months of their employment with the organisation. New staff shall receive one-to-one supervision at least fortnightly during their first three months of employment of a six-month probationary period. Supervision takes the format of a two-way dialogue between the supervisee and supervisor. This ensures that individual staff is clear of their roles and responsibilities, that they are accountable for their work and fulfilling the home's statement of purpose and the children's care plan. All staff will have regular supervisions and an annual Appraisal.

Quality of Care

Staffing

- What do children want from care staff?
- Be able to look after their basic needs
- Keep them safe and happy
- Help, support and advise
- Be listened to
- Treated with respect
- Treated as equals

'Children on Care Standards' Children's conference 2007 - The list above outlines the views of children and young people in relation to what makes a carer a good carer. Careful considerations of these factors were observed when selecting the staff for Satash Children Services at Jasmine. The team has been drawn together from a variety of backgrounds and have all been selected for their own individual skills and knowledge bases. All have shown the necessary personal qualities to enable them to provide support to children and young people, (and if appropriate their families) in relation to the often complex needs and challenging behaviours of individuals within the 'looked after' system.

A rigorous and carefully planned recruitment process has been developed to ensure as far as possible, that the team is able to support in a positive and proactive manner. All new workers will be subject to a six-month probationary period and a comprehensive induction period. This will allow them to gain a greater understanding of the expectations within the home and the wider organisation as a whole. A clear set of benchmarks are in place to monitor and ensure that levels of expertise have been met and only then will a permanent working contract be given. Ongoing training and personal development is encouraged and clear career development pathways are designed to enable all staff members to continuously learn new skills and thus be able to offer a greater level of expertise to the children and young people in their care.

A minimum of six days training a year is on offer to all staff. Further training of a more specific and specialised nature will be available in line with personal development plans for each individual staff member and the needs of the home as a whole. All staff must attend all Mandatory training as required to enable them to work with children/young people. All staff will either have a QCF Level 3 Diploma in working with children/young people or will be working towards achieving this qualification within 6 months of starting at Jasmine.

2. Details of the children's homes ethos and the outcomes that the children's home seeks to achieve and its approach to achieving them

Ethos of 'JASMINE'

The ethos of the home incorporates the following beliefs:

- That each child or young person should be viewed as an individual and that their views, attitudes and opinions are respected.
- The home adopts a holistic, person-centred approach to the development of our children/young people and endeavours to ensure that they are enabled to overcome barriers, whatever and wherever these may be.
- That children and young people are experts on themselves, therefore they should be actively involved in the decision-making about their lives, even when they make mistakes; experience, help and guidance will empower without disabling them.
- Children and young people placed here gain maximum life chance and are given the support needed for them to make a smooth transition from childhood to adulthood benefitting from educational opportunities, health and social care.
- Never stop trying to encourage people to 'be the best that they can be'.
- All practice and planning processes are focussed towards meeting the 'five outcomes' of the 'Every Child Matters' strategy currently being developed on a community based and national level.

Purpose

Our purpose is to provide high quality residential care to children and young people with Learning Disabilities and Mental Health, between the ages of 5 to 18 year olds. Our home provides stability and care for 4 children/young people, males or female, who have experienced emotional / behavioural difficulties, learning disabilities, mental health and challenging behaviours.

We provide individual packages of care tailored to meet the needs and requirements of each young person.

We can accommodate planned and same day admissions.

Aims of Jasmine

- To provide the highest quality, child-friendly accommodation that is safe, secure and responsive to a child or young person's needs.
- To work with each child or young person as a unique individual and develop a package of care appropriate to their age and level of emotional development, which will enable them to achieve and grow at their own pace; whilst also providing them with the skills required to prepare them for their young adult lives outside of the 'looked after' system.
- To provide support which strives to deliver all of the outcomes outlined within the 'Every Child Matters' strategy, with reference at all times and with acknowledgment to the fact that children and young people are central to the planning processes which shape their lives, and ultimately direct their futures. This can be achieved by providing support which will allow them to develop their self-esteem and confidence. We will provide new opportunities and ways of looking at lifestyle choices and options through new experiences and by acknowledging a child's or young person's right to take risks in a carefully supported and assessed manner.
- To enable children and young people to make best use of the range of support services available to them, which are relevant individually in relation to their own communities and lifestyles.
- Nurture individual strengths and encourage children and young people to approach challenges positively by developing their confidence, motivation, independence, self-awareness and sense of self-worth.
- Unconditionally value every person and respect their dignity as a unique individual irrespective of their difficulties.

Positive Outcomes

At Satash we like to give a high priority to achieving positive outcomes for young people. We are proud that the children and young people in our care achieve excellent results. We aim to do this by following the 'Every Child Matters' Outcomes.

The Every Child Matters Five Outcomes

Being Healthy

In line with the Children Act 1989, Children Act 2004 and Care Standards Act 2000, we provide services that ensure young people are delivered a standard of care that supports a healthy lifestyle. Children are encouraged to take responsibility for their own health and wellbeing, supported and guided by staff. In achieving positive outcomes for young people, our policy and direct practice uphold the principles of ensuring they are:

- Physically healthy



- Mentally and emotionally healthy
- Sexually healthy
- Safe and know how to keep themselves safe
- Educated and informed about leading healthy lifestyles and are aware of the risks from smoking, drugs, substance and alcohol misuse, underage sexual activity and infections
- Aware of the need for personal hygiene



Staying Safe

In response to the Children Act 2004 and Working Together to Safeguard Children 2006, we remain committed to practices in both recruitment and care, which protect children and young people from harm. Our staff must know how to recognise the signs of abuse or neglect and have a full understanding about the thresholds that apply to child protection and know who to refer concerns or child protection issues to.

Enjoying and Achieving

Our aim is to make everyone aware of the things children and young people need to help them to be happy, successful, healthy and safe, actively encouraging learning and development.

Making a Positive Contribution

We ensure children, young people and their families are involved in the development and running of the home. Not only do we accept the principle of children's involvement, it can be seen in practice through a variety of participation and consultation activities within and outside of the home and education environment.

Our aim is to assist children and young people to successfully deal with significant changes and challenges, develop enterprising behaviour, develop positive relationships and display positive behaviour.

With staff as role models, children and young people learn how to behave towards each other and within the local community in a non-discriminative way. They are encouraged to understand the range of cultures and beliefs that exist within the home and in the local and wider communities. We operate a behaviour monitoring that encourages and supports young people to make changes to their behaviour through the use of praise and positive reinforcement.

Achieving Economic Well-Being

Our staff work together to deliver a programme of independence training that is monitored and therefore, measurable. Young people are fully supported and encouraged to look to their future positively through day-to-day conversations, key worker sessions and young people's meetings. Through pathway planning children and young people are supported in undertaking a variety of life skills and transition package to help assist with choices in the future such as moving on to the adults sector and employment/career prospects in line with the Children (Leaving Care) Act 2000 and the Children Act 2004. We also provide a 'Helping you move on to Adulthood' tool guide.

3. The arrangements for enabling children to enjoy and achieve, including how the children's home promotes their participation in cultural, recreational and sporting activities

The services that we offer focus on providing each young person with a safe environment in which they can address their negative experiences in their own time and learn to trust and respect the people around them by receiving trust and respect themselves.

We feel that it is vital to recognise an individual's strengths and provide praise when an individual displays positive behaviour. We also believe that structures and routines within the home are an important tool in creating a safe and encouraging environment; we believe that this can also help with positive behaviours.



All staff members are committed to supporting and working with the young people in our care to make positive changes in their lives. Listening to and talking to young people about their wishes, needs, anxieties and fears is a vital factor in restoring a young person's sense of self-esteem. Bearing this in mind, it is equally important to have realistic expectations of young people who have differing experiences, needs and capabilities. We like to use a person centred approach to care.

We like to encourage our residents to participate in daily living skills such as household chores and house shopping; we see this as a way for the child to gain knowledge and understanding of skills appropriate for adult life, as well as gaining an understanding for healthy lifestyle and independence.

Individuals are encouraged to keep their own bedrooms clean and assist with their personal washing; this provides a sense of responsibility, ownership and pride.

Our residents are encouraged to take part in a weekly meeting, where such things as activities, meal planning and news can be discussed and shared. The agenda includes personal issues that young people may wish to raise and their views concerning the operation of the home.

Meal times are an important aspect of living within a home and wherever possible mealtimes are taken as a 'family' where individuals are able to hold discussions within a social setting and to air and listen to personal views. At the same time, we recognise the importance of individual sensitivities and nobody will be forced into a situation in which they do not feel comfortable.

The activities on offer are chosen by the young people in the meetings and recorded on their activity planner. Such activities include; walking, bowling, horse riding, going to the zoo or farm, cinema, seaside adventures and visiting theme parks are just some of the activities available. It is the view of the home that all young people will be supported in their chosen activities, which are assessed to be safe.



Young people have access to Sky television in the lounge and can watch a range of children and young person's programmes and films as well as general TV stations and radio. There are parental controls on some channels for the safeguarding of our residents. We also have the facility to play the Wii with a wide selection of age appropriate games.



4. The arrangements for supporting the cultural, linguistic and religious needs of children accommodated in the children's home

Satash Community Care at Jasmine will support, encourage and respect the religious and cultural beliefs and practices of any child or young person living at the home. All efforts will be made to ensure dietary requirements, clothing and religious observance such as prayer or attending significant religious buildings are accommodated and catered for. Any issues that infringe the rights or fail to respect other children or young people at the home, relating to religion or culture will not be tolerated and will be addressed promptly with discretion.

5. The arrangements for promoting contact between children and their family and friends

At Satash Children Services we believe it is in the young person's best interest to have agreed contact between their natural families, carers, siblings and other significant people in a child or young person's life should be encouraged (regulation 15).



The maintenance and further development of existing relationships is seen as fundamental to positive outcomes for children and young people, allowing for stability and a sense of belonging. We recognise that some of our children and young people will need support to build upon these relationships and key workers will work in a proactive manner to support at all stages of the process. Where and when required, contacts may be supervised and detailed reports prepared to highlight positive and negative aspects, which could hinder or help further positive outcomes. All contacts will take place in a planned and agreed way, with reference at all times to the wishes and needs of the child or young person, but also mindful of possible child protection issues and the processes involved accordingly.

Children/young people living at Jasmine will have access to a private phone line, post and emails (at reasonable times) to call their families or friends. Key workers will play a fundamental role in the monitoring and evaluation of existing relationships. Weekly summaries will be prepared for parents, carers and social workers and will highlight all aspects of a child or young person's care, focussing upon the outcomes outlined in the 'Every Child Matters' strategy. This will ensure that a process exists which promotes a sense of partnership and co-operation between all parties involved in the all-round care of a child or young person and therefore increasing the prospect for positive outcomes.

Under no circumstances at any time will Satash Community Care use restriction of family contact as a sanction to manage the child's behaviour (Regulation 17 (2) (c) (i))

6. A description of the children's homes approach to consulting children about the quality of their care

Individual Support

Each child or young person will be allocated a member of the team who will take a lead responsibility as their key worker. Careful consideration will be given to this location and all possible attempts will be made during the referral and planned admission stage. This is to ensure that the child or young person has the opportunity to meet his or her key worker and thus begin the process of relationship building and ensuring that at the time of any move, they will have a 'familiar and friendly face' to support them. For many children or young people this can be a problematic, frightening and stressful process. The key worker on consultation with the child or young person will develop a support plan based upon individual need and focussed upon meeting the 'five outcomes' enshrined within the 'Every Child Matters' agenda, via the means of clear and unambiguous care plans and pathway plans.

The key worker will also support the child or young person to maintain any links he or she may have with other agencies involved directly or indirectly with their care. The key worker will meet regularly with the child/young person (usually weekly depending on agreement between the young person and their worker). All plans, aims and objectives will be discussed during these sessions to ensure that progress is monitored and that all issues are addressed in a focused and clear fashion with reference at all times to the child or young person's individual level of understanding and communication style.

Jasmine will also provide all children and young people with access to an independent advocate, facilitated by 'Open Door' via monthly visits from an allocated worker who will if required; express any wishes or concerns and complaints raised by a child or young person. This process will be handled totally independently of the home and of Satash Children Services as an organisation.

Key working

A key working system will be incorporated into systems of working as good practice. All individual work carried out will be focussed upon meeting all aspects of the 'Every Child Matters' agenda, with reference to the five outcomes as bench marks for all practice. All children/young people are entitled to the same:

Satash Children's Services will ensure that "Every Child Matters" We will work with the young person to action the following:

- Be healthy - Enjoying good physical and mental health and living a healthy lifestyle.
- Stay safe - Being protected from harm and neglect. We will ensure that they feel safe and secure and are in a safe environment.
- Enjoy and achieve - Getting the most out of life and developing the skills for adulthood and have aspirations for success.
- Make a positive contribution - We will encourage every individual to get involved with the local and wider communities and society and discourage them from engaging in anti-social or offending behaviour



- Achieve economic well-being - We will ensure that young people are not prevented by economic disadvantage from achieving their full potential. We will encourage every individual to have access to educational opportunities

This will be achieved in an imaginative, holistic and inclusive manner, where the children and young people receiving care services are active participants within the planning, provision and evaluation of activities within the home and the wider community as a whole. The allocated key worker will ensure consistent care and development for each child or young person. Regular one-to-one sessions will be available to each child or young person. These sessions will enable the child or young person to have an active input into the development of his or her individual care plans, reviews, and decision making processes and general systems within the home.

Care Plans

All children and young people will have a regularly reviewed and up-to-date care plan reflecting their own individual needs, wishes and aspirations. The care plan will outline areas of assessed need and clearly and unambiguously outline methods needed to achieve these important issues and goals. The recording of these plans should be in formats easily understandable for the child or young person and they should have regular opportunities to discuss the progress and focus of the ongoing plan. The manager will oversee the management of all care plans and will monitor their progress with key workers through the supervision process and the monthly regulation 34 inspections.

7. A description of the children's homes policy and approach in relation to- (a) Anti-discriminatory practice in respect of children and their families; and (b) Children's rights

Anti-Discriminatory Practice

Within the principle of equal opportunities, all young people have rights. Within Constant Child Care young people have the right to:

- Be treated with respect, as a real person whatever their age.
- Be treated fairly whatever - their age, their race, their disability, their religion, what church they go to, or what clothes they wear.
- Be listened to when people are making plans about their future.
- Be able to go to School.
- Be in good health.
- Be able to complain if unhappy or worried about something, for example being bullied, abused or being picked on.
- Be able to have an independent visitor, with an approval from Placing Authority; if the child or young person does not have regular contact with his/her family.
- Be able to have an advocate who can advise and help sort out matters when their stay is not going well.
- Be heard, particularly if residents feel they are being treated unfairly, are not being included in decisions about their life, if they disagree with a decision that has been made about them and if they feel they are being treated differently, picked on or bullied because of their race, gender, age, sexuality, disability, ethnic origin or for any other reason.
- Be looked after by staff supporting the above rights.



8. A description of the accommodation offered by children's homes including- (a) How accommodation has been adapted to the needs of the children cared for by the children's home (b) The age range, number and sex of children for who the home is intended that accommodation is to be provided (c) The type of accommodation including sleep accommodation

The bungalow is situated in a quiet semi-rural village area of South Ockendon. It is a large semi-detached bungalow building built in the 1990s. The bungalow consists of one level which is accessible for wheelchair users throughout and has the following facilities:

- 4 bedrooms with washing facilities, a single bed, a wardrobe, a chest of drawers and bed side drawers with bed side lamp.
- It has a very large bathroom with a bath and shower attached and another separate spacious walk-in shower room/wet room next to the bathroom.
- There is a large living room which has a patio door leading out onto a paved seating area patio with yawning to protect you from the rain/sun/wind.
- The living room has two (2) three (3) seated sofas and a nest of coffee tables, a television with Sky channels, CD player, DVD player and a Wii console.
- There is a separate dining room situated next to lounge which accommodates dining facility for up to six (6) people. There is a large serving hatch which opens into the kitchen and meals can be served from this area. The dining room can also be used as a quiet room/study room when it is not in occupation for serving meals.
- A large separate utility area provides separate accommodation for laundry facilities it has a washing machine, tumble dryer, and 2 sinks.
- A kitchen which is fully fitted and consist of an oven, hob, fridge, freezer, sink, hand basin for washing your hands, a kettle and a microwave.
- Just next to the kitchen has been designated as a staff office/administrative area, allowing safe storage of sensitive and personal information, policies & procedures, and the necessary required recording systems such as daily notes, health files, safe, telephone and medications.
- The home will have a mobile phone and a landline which will be available for the child/young person to use in emergencies and for private and confidential calls that is of urgency to them.
- All rooms have smoke detectors connected to a central system. Regulation fire doors are in place throughout.
- There are ample storage spaces and large hallways to move about comfortably. There is also separate staff/visitor toilet facility in the main hallway other than the 2 toilets in the bathroom and shower room.
- The bungalow is furnished and tastefully decorated throughout. There are ample parking facilities for staff and visitors to the home and plenty of off road parking too.
- A large garden to the back of the bungalow has plenty of mature shrubs, trees and two raised areas which is accessible for children/young people who have mobility problems or wheelchair users. There are 2 seating picnic tables which one has 8 seats and the other a tilt up/down picnic bench which can be used as either a seat with back support or a picnic bench.



9. A description of the location of the children's home

Location

The bungalow is ideally situated for all local amenities. There is a public park approximately 10 minute walk away and a diverse shopping area within easy reach of the home, which has a doctors surgery, dentist, chemist, newsagents, fish & chip shop, a vet, 2/3 hairdressers, an Indian takeaway, a Co-op store, Tesco's and an art and craft shop. There are excellent transportation links into nearby towns and shopping centres and Central London via Fenchurch Street is a 30 minutes train ride from South Ockendon Station which is on the C2C service and the main (Tube) station is situated less than 3 miles away in Upminster.

The bungalows are situated in a semi-rural area on the edge of the green belt and within easy access of all local amenities, whilst excellent transport links are accessible on the doorstep (a journey of no more than 10 minutes' walk), where the children and young people can access a wide range of varied and stimulating activities including, swimming, sporting activities, bowling and cinemas etc. A car will be available for the children and young people to use when needed and this will facilitate access to more specialist interests in and around the region or further afield.

10. Details of the children's homes policies for safeguarding children, preventing bullying and the missing child policy

Safeguarding (Child Protection)- Value Statement:

Children and young people being cared for must feel safe at all times during their placement at Jasmine. Carers must protect those that they care for from harm or abuse by taking immediate action to stop it and to follow the agreed reporting procedures, having received training in its use. Children and young people must have confidence that those caring for them will protect them at all times. All staff working at Jasmine will attend safeguarding training for Children/Young people with a recognised training provider and/or the local authority. The home's recruitment policy does not allow for any unsupervised access to the children/young people until two references have been obtained and they are satisfactory and a clear DBS disclosure has been obtained. The home itself is secure and staffing levels throughout the day and night further ensure this.

Guidance

Everyone employed by Satash Community Care Children Services has a duty to report incidents and allegations of child abuse whether internal or external, which involves the children and young people we care for. All staff must ensure that they are clear of their responsibilities in child protection situations by reading and understanding the procedures and taking the necessary action. A carer, parent, another adult, another child, a person known to the child or a complete stranger may perpetrate abuse.

Children and young people must be listened to. Any allegation will be taken seriously. Children and young people must receive full support and protection. In the event of any subsequent investigation, the child or young person will be kept fully informed throughout the process. Satash Community Care Children Services' employees will act immediately once they are aware that a child or young person is vulnerable, suffering or has suffered abuse, informing the Manager or Deputy who will follow procedure. Staffs who are the subject of an allegation of abuse will be suspended immediately, pending an internal investigation. The Placing Authority has a legal responsibility to deal with allegations of abuse and conduct any subsequent investigation.

General Guidance for Staff:

The ensuing procedures are intended for dealing with any alleged abuse of children or young people within the residential setting by a member of staff and must be read and understood in that light. In all situations the Manager will be informed in the first instance, who will then inform the responsible individual. This reporting must occur immediately once possible evidence is received that a child or young person is suffering or has suffered abuse. Definitions of abuse can be found in full policy and procedures. In all cases it is essential that the child or young person is listened to, protected, fully supported and kept informed about what is happening and what will likely happen next. Remember once the internal reporting procedure has been followed, it is the child or young person's Placing Authority and the Host Authority who have to decide whether to investigate or not. They have a legal responsibility to deal with the matter. The Manager following discussions with the Placing Authority will inform local Social Services and the Police.

In every situation of alleged or actual abuse everyone has to give prime consideration to the child or young person's welfare and safety. All staff will receive training in Child Protection during their induction to the company.

Bullying**Value Statement:**

Exerting power through intimidating others is not acceptable. 'Bullying' is viewed by the Home as 'abusive', whether directed at the young people or staff members. In view of this, our policy is that bullying will not be tolerated and we will endeavour to adopt a pro-active approach. Some of the children or young people in our care may try to bully others in order to feel better about themselves. It is our responsibility to be continually aware of the possibility that bullying may occur in the home or in areas external to the home. We must offer protection to those who are bullied and guidance to those who bully.

**Guidance:**

Staffs need to try to understand and acknowledge that a child or young person's network exists and be prepared to discuss it with the children and young people, in an honest, nonintrusive, but open manner when necessary and not to be afraid of it. Staff are encouraged to look after themselves via active use of the 'Whistle Blowing' policy. The message is clear, that no member of staff is expected to tolerate being a victim of bullying in the workplace.

Forms of Bullying include:

- Verbal teasing
- Physical confrontation/attacks
- Theft or destruction of property
- Isolation or marginalization
- Racism

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed. Bullies behave in the manner they do, partly because of difficulties in their own lives, e.g. feelings of inadequacy, unhappiness, or they may have been victims themselves. Their unacceptable behaviour needs to be understood and then appropriately dealt with by staff if the cycle of bullying is to cease.

Staff who work with and support children and young people in the care system, will, if achieving good practice be vigilant (but not overbearing) about vulnerable children and young people's need to be protected, should the problem of bullying arise. If there is an open and honest ethos within the home, the subject of bullying will be discussed at staff and residents' meetings and with individuals

and groups of children and young people from time to time. Staff need to talk frankly and openly with children and young people about bullying and must also listen to their views.

All in the home need to know and understand that incidents of bullying, no matter how small, will never be overlooked. There is a clear policy on what measures will be taken to deal with bullying in the home and the type of support that will be available to both the victim and perpetrator.

IT IS THE RIGHT OF EVERY PERSON IN THIS HOME TO LIVE HERE FREE FROM HUMILIATION, OPPRESSION, DISCRIMINATION AND ABUSE.

Procedure - Staff:

If an incidence of bullying arises, staff will:

- Establish the facts of the incident by undertaking a full investigation and talking with all those involved, having ensured the continuing safety of the child or young person(s) who was bullied and deal effectively, yet sensitively, with the incident in accordance with the home's policy on bullying.
- (Do not put the child/ young person under any further pressure or intimidation by asking them lots of question – leave this to the safe-guarding team, social worker and police.)
- Inform the Manager or person in charge immediately, complete an Incident form; inform the child's or young person's Social Worker and parents where there are contact arrangements.
- Make an entry of the incident in the running logs of those children or young people directly involved and inform their key workers, in order that any follow up work can be carried out, including any amendments to the placement plan.
- Assess and deal with any damage e.g. personal injuries, physical damage (property), and loss of possessions.
- Offer appropriate support to the victim and perpetrator.
- Raise the matter at the next team meeting and discuss learning points for the future and how effective, or not, the present intervention and subsequent follow-up work has been.
- Staff must remain vigilant at all times in order to reduce incidents of bullying.
- Staff must challenge all inappropriate behaviour, whether it leads to bullying or not and be aware of the fact that some children or young people set themselves up as victims of bullying as part of their behaviour pattern. Incidents, which may fall into this category, must still be recorded.
- When a trend or culture of bullying becomes apparent to staff, consideration should be given to addressing the issue in a key worker and group session.

Child Protection:

Staff need to be vigilant regarding possible child abuse issues, inter-peer abuse and child protection in relation to bullying. If staff are uncertain in deciding whether a bullying incident(s) falls into a child protection category, they must bring the matter straight away to the attention of the Manager or the Deputy Manager or the most senior person in charge of the shift if Manager is not available at the time of incident being noted. Staff may also contact the child or young person's Social Worker, the local Child Protection Unit or the local Inspection team.

Procedure - Manager:

- Have a written policy in the home regarding bullying, strategies to deal with such incidents and the necessary support available for victims and perpetrators.
- Alert the named LADO (Local Authority Designated Officer) for child protection.
- Alert Social Services.



- Will, from time to time, place bullying on the team meeting agenda in order that all staff are aware of the need to be vigilant in this area, ensuring that incidents are always challenged and staff work to the company's Policy and Procedures.
- Will instruct staff to make them aware of any concerns they may have regarding child protection implications arising from bullying.
- Will ensure that procedures are adhered to in recording incidents of bullying at the home and that the necessary people have been informed.

ABSENCE OF A CHILD WITHOUT AUTHORITY

Children or young people who are absent without the consent of those who are caring for them must be protected. The responsible authority must provide to Satash Community Care Children Services any information on the likelihood of the child or young person absconding and the following questions must be addressed:

- History of absconding.
- Risk of going off with a stranger.
- Risk of crime.
- Child or young person's legal status e.g. accommodated, care order, remand etc. Risk assessments will be written and studied before placement commences.



Satash Community Care Children Services, during staff induction, will discuss with all staff the following procedure:

- If the child or young person absconds during office hours, the person in charge will contact the Placement Authority of the child or young person to discuss the situation. Details surrounding the circumstances of the child or young person going absent should be given such as, was the child upset in any way when last seen, any likely police involvement and any other relevant information.
- If the problem arises out of hours, then the person in charge should contact the on call Manager, who will advise them of the appropriate course of action to take.
- Social workers, parents and the Emergency Duty Team (EDT) should be kept updated, and notified of the child or young person's return. A missing person form must be completed and given to the appropriate authorities dealing with the missing child/young person in order to help them with their search/enquires.

Police involvement:

- If the child or young person is thought to be in immediate danger, then details should be given to the police by telephone.
- The police response will depend upon the child or young person's legal status. If the child or young person is on a Care Order, the police will actively search for, and can 'arrest' the child or young person. Anyone harbouring a child or young person can be prosecuted - including the parents.
- If the child or young person is accommodated under Section 20, the police can only detain a child or young person for his or her own safety.
- The responsible social worker should be notified immediately or the on-call out-of-hours initial response team.
- When a child or young person returns, notify all relevant people immediately
- The child or young person should have food, drink and sleep and should be welcomed in a positive manner.
- Staff should talk about why they went missing.



- The child or young person should be encouraged to discuss their experiences whilst absent. (Assess the child's / young person's mental health prior to investigation and asking questions) to ensure they are able to cope with the situation/meeting.
- The child or young person should be able to ring a social worker if possible.
- If the child or young person discloses concerning information, a senior member of staff or the Management Team should be informed who should then notify the placement authority.
- Incident sheets and daily logs should be filled in by staff on shift and should be forwarded to the social worker.
- Project Workers or person in charge at the home should inform the On Call Manager when a child absconds and when the child returns.

11. Any criteria used for the admission of children to the children's home including any policies and procedures for emergency admission

Admissions Criteria

Jasmine proposes to accommodate children/young people of mixed sex (girls & boys) aged between 14-18 who are diagnosed with a Learning Disability and who may also have associated complex needs and other health-related issues such as Epilepsy, ADHD, speech and language difficulties, mild physical disabilities and Autistic Spectrum disorder.

Placements will be for as long as needed until such a time they need to move on and make a transition from childhood into adulthood with a view to move on to independent living in the future. We will have an effective child and young person centred admission procedures which will clearly identify a purpose for the placement and reduce the tendency for children and young people to drift. It provides an opportunity for children and young people to change through collaboration and mutual respect and will assist them in re-establishing themselves in the wider community. Since we aim to maintain a balance at all times, the acceptance of a child or young person for placement will be determined following careful assessment and discussion between the management and staff team as a whole. The perceived ability of a child or young person to integrate into the existing group will be considered and evaluated via the perceived impact that the admission may have on the existing children and young people living within the home.

The statement of purpose describes what the home sets out to do specifically for children/young people aged 14 – 18 and includes arrangements for leaving care and making the transition to adulthood.

Admission Procedure:

Initial telephone contact with Satash Children Services will be made by a local authority social worker or placement manager. During this initial contact it is essential to obtain as much information as possible about the young person's current situation and their particular care needs. Placements will only be offered to local authorities when a completed referral form is submitted accompanied by sufficient background information to allow a realistic assessment to be made concerning the viability of the placement. It should be expected that the 'needs' specified within the referral or care plan and/or social workers' assessment should relate to the type of living and educational programmes and provision that Satash children's home is able to deliver.



Planned Admissions:

An individual child/young person will first become known to the home by way of the homes referral procedure. All initial referrals will be considered by the Home Manager and their Line Manager, one of whom will be nominated to collate initial information by way of completing the referral paperwork. Based upon the information received, an initial decision will be taken as to whether to proceed to the next stage. The next stage will be for the social Worker and key staff to meet in order to look at the young person's placement plan. This is to establish if Jasmine can accommodate the needs identified for the child/young person. An initial decision to proceed to introductory visits will be based on:

- The presenting needs and wishes of the young person
- The skills and knowledge of the staff team in meeting those needs
- The perceived impact upon the current group of young people already resident at the home.

The decision to proceed to the next stage will only be offered because the Home has a realistic belief that it can meet the needs of the child/young person as opposed to a 'first come first serve' basis. It is considered good practice for the allocated key worker to visit the child or young person in their current placement prior to admission. Arrangements should also be made for the child or young person to visit the home, with their parents or carers where appropriate so they can view the home, meet staff and be supported to ask questions he or she may have. As part of a planned introduction, a number of day visits and overnight stays will be offered allowing for both the home and the child/young person (and their family) to formulate a view as to the viability of the proposed placement. **(Every effort will be made to ensure that the key worker is on duty on the introduction visits)**

On admission the child or young person will meet with their key worker and will be given an age appropriate information pack giving details of the home's rules and routines e.g. expectations, jobs, activities, complaint procedure etc. New residents will be expected to sign a contract to agree that they understand the rules and expectations of the home. Key workers will take responsibility for assisting the child or young person in their understanding of any information that is issued.



The underlying ethos and philosophy of Satash Children Services is about helping children and young people feel safe and confident enough to take control of their own feelings, actions, and lives. Once feeling safe, children and young people can sometimes demonstrate certain anti-social behaviours which are part of the process of beginning to let go. They may challenge and test boundaries, in an attempt to make some sense of their lives and the relationships around them. Support for a child or young person at this stage is very important through having the opportunity to experience adults in a more positive light. It is then possible for them to begin building trust, confidence and self-esteem. As their confidence grows they will be able to take a greater control over all aspects of their lives. Staff will always show unconditional positive regard for the child or young person, even at times of crisis. This will impact by revaluing young people who feel devalued in a society that has let them down, thus enabling them to be empowered and gradually take control.

12. The arrangements for dealing with complaints

Dealing with Complaints and Representation

- All young people are given documentation pertaining to Complaints and Representation upon their admission. This information is also available on the young people's notice board to enable them to gain direct access to them.
- During office hours the residents can also phone their Social Worker.
- All young people can, if they wish, contact the responsible individual if they do not receive any feedback from the registered manager. However, individuals can go to any member of staff to raise their concerns / issues and they will not be discriminated in any way by making a complaint.
- With regards to minor complaints, these are always treated seriously and promptly, recorded in a complaints procedural log and followed through to hopefully a positive outcome. If the complaint is more serious this will be logged and immediately passed on to the formal stage, which will result in the matter being investigated independently.
- Each young person will be allocated a Key Worker; and this member of staff will explain to the young person their role and how they will support them and advocate for them during the young person's stay at Jasmine. The young person does not just have to talk to their Key Worker about their issues; they can talk to any member of the staff team they feel comfortable with.
- Each young person will be given the opportunity to discuss issues with an independent person other than managers or staff of this unit if he/she wishes in confidence.
- Each young person is given an opportunity to discuss incidents and express their views either individually or in the Children's Meeting where unsafe behaviour can be discussed with residents or adults.

Complaint Handling



Registration No.: SC462450

Details for Ofsted Address:

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231 – About Children's Services and General Enquires Text 60085 – For Text messages Email: enquires@ofsted.gov.uk

If you are unhappy with our services you can contact:

Compliments and Complaints Manager (Thurrock Placing Authority Only) People Services

Civic Offices

New Road

Grays

Essex

RM17 6SL

Telephone: 01375 652788 Email: complaints@thurrock.gov.uk

If you are still not satisfied with the outcome of your complaint then you write to:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 4771

If you need help with making your complaint, you may need an advocate. An advocate is trained to help children in care to say what they think.

You can contact an advocate at:

Young People Looked After - advocacy project Open Door

The Beehive

West Street

Grays

Essex

RM17 6XP

Telephone: 01375 389879/01375 413740 Email: general@opendoorservices.org

This is the website of the Children's Rights Director for England (CRD) - Roger Morgan. With his team Roger spends lots of time listening to what children and young people who live away from home have to say about how they are looked after.

So, if you are living in a children's home, family centre, boarding school, residential special school, Further Education College, with foster carers, are adopted, getting any sort of help from social services or a care leaver... then this is the place to find out about your RIGHTS and a way for you to BE HEARD!

Who to Contact:

Telephone: 0800 528 0731

Website: <http://www.rights4me.org/home.cfm>

Where to Go: Alexandra House

33 Kingsway London

Postcode

WC2B 6SE

Children's Behaviour

13. A description of the children's homes approach to the surveillance and monitoring of children accommodated there

Satash Community Care does not use any form of electronic monitoring in the home.

14. Details of the children's homes approach to behavioural support including information about- (a) The children's homes approach to the use of restraint with respect to children accommodated there; (b) How persons working in the children's home are trained in the use of restraint and how their competence is assessed.

Methods of Care, Discipline and Behaviour Management

Philosophy

It is accepted that consistent guidelines and controls form an integral part of a child and young person's development. As a child develops they gradually internalise these controls and reduce the need for external reinforcement.

Satash Community Care believes that no measure of control, restraint or discipline which is excessive, unreasonable or without agreed written policy/behaviour management guidelines for the individual should be used at any time on children and young people. The manager will ensure that behaviour management guidelines are reviewed and revised regularly and changes are notified to the commission within 28 days of review.



General Principles

Staff are expected to manage and control the children and young peoples' behaviour. The need for sanctions is reduced by clearly setting boundaries of acceptable behaviour and achieving tight levels should always be promoted and encouraged as a normal part of day-to-day living and good behaviour should be rewarded.

Use of Sanctions

Any form of sanctions or measures taken to respond to unacceptable behaviour has to be relevant to the incident, reasonable and carried out as contemporaneously as possible and will only be used after all other alternatives have been considered and exhausted. If the need is felt to impose a sanction, the child or young person will be informed and the matter discussed with either the Home Manager or Deputy before deciding an appropriate sanction. Consideration must be given to the child or young person's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships. Satash Community Care uses "Constructive Sanctions" as a model requiring that the staff/worker engages with the child in a meaningful conversation. The staff's aim is to seek resolution through the identification of strengths, positive reinforcement and reflective practice. This practice is underpinned by the sound principles of good practice which:-

- Takes into account context/circumstances of behaviour
- Totally involve the child/young person in the process
- Encourages the child/young person to take responsibility and put things right
- Promote resolution

- Is none-discriminatory

Reasons for Sanctions

- Damage, such as damage to windows, furniture and decoration of the home.
- Criminal Damage caused outside the home - i.e. in the local community.
- An assault on an individual.

This list is not exhaustive but gives guidance in relation to situations where sanctions can be legitimately implemented.

Permitted Sanctions

The permitted sanctions within the regulations are:-

- Reparation.
- Restitution.
- Curtailment of Treats.
- Household Chores.
- Use of Increased supervision.



The following list comprises the only sanctions permissible within Jasmine:

- The withdrawal of an extra privilege such as extended bedtime or special outing.
- The imposition of a chore such as washing the dishes. This will never detract from the dignity of the individual and will have a purposeful objective.
- Making reparation for damaged property out of their pocket money. The amount will take into account the child or young person's financial commitments and in any event will not exceed 75% of their pocket money.
- The imposition of a 'grounding' for part of a day or the whole of a day. Grounding is a common and acceptable sanction, provided the child or young person is not prevented from leaving by being locked in or physically restrained.
- Curtailment of bedtime activities such as watching television or time spent on game consoles.
- Where the behaviour of a child or young person, when travelling in a vehicle, raises concerns for the safety of that child/young person or others, they will not be permitted to travel in the house vehicle until such time it is considered safe to do so.

All sanctions must be recorded, dated and signed in the sanctions book and a copy placed in the child or young person's file.

Inappropriate & Prohibited Sanctions

Satash Community Care and Jasmine will never carry out the following:

- NEVER impose physical punishment on a child or young person.
- NEVER deprive a child or young person of food, sleep, or medical or dental help.
- NEVER deprive a child/young person from contact with his/her family, friends or relatives.
- NEVER deprive or stop visits to him/her by his parents, relatives or friends.
- NEVER deprive or stop a child /young person his/her access to any telephone helpline providing counselling for children.
- NEVER impose any form of corporal punishment.
- NEVER impose a financial penalty other than a requirement for payment of a reasonable sum (which may be by instalments) by way of reparation.
- NEVER deprive a child or young person of your care and consultation.
- NEVER deprive or stop the child/young person's communication with their Solicitors, Advocate,

Social worker, Family Court Advisory and support services, any person authorised by the local authority where the home is situated.

All staff should be aware that disciplinary action will be taken against them for the imposition of any of the above inappropriate sanctions.

Physical Interventions

Whilst strongly believing that all children and young people should have the main responsibility for their own behaviour, Satash Children's services recognise and understand that the children and young people in our care may sometimes demonstrate difficult or challenging behaviours which could require support or as a last resort, physical intervention. Subsequently all staff will have training focusing on de-escalation of situations and the avoidance of situations which could potentially lead to flash points. This ethos is fundamental to Satash Community Care's approach to physical intervention.

Physical intervention will only be used if all methods of dealing with a specific situation have been deemed unsafe and will only be actioned by staff who have completed both the theoretical and practical elements of training. The time period of any physical intervention should be as short as is possible, and all details of the intervention, fully recorded within the appropriate documentation and all relevant personnel notified of the incident. The child or young person involved will be afforded a debrief period following any intervention. There will be opportunity to discuss the situation, whilst considering the appropriateness and inappropriateness of the actions taken and any complaints which may result from the actions taken.

Physical intervention can only legally be used where there is belief that immediate action is required to prevent injury or prevent serious damage to property or the individual. The following criteria for restraint would therefore apply:

- When the child or young person is attempting to harm him or herself.
- Where this is substantial risk of physical injury to another child or young person.
- Where there is substantial risk of physical injury to a member of the public or a staff member.
- Where there is likely to be serious damage to property.
- Where serious damage is occurring.

Satash Community Care has a behaviour management and physical intervention policy and guidance document that goes into significant depth outlining good practice and our response to challenging situations. All children and young people are made aware of our complaint's procedure and are informed about how to make a complaint.

We will always try to resolve a complaint at the lowest possible level, whilst respecting the seriousness of the complaint. All complaints are taken seriously and are recorded in our complaint's book. The Manager meets regularly with young people from the home to provide an opportunity for feedback. Children and young people are advised that they can complain to:

- Adult members of the team including the Manager or his/her Manager
- OFSTED
- Child-line
- NSPCC
- Their social worker
- The Placement Authority
- Open Door Advocacy Service

All complaints about the behaviour of staff will be investigated by the Manager, who will if necessary liaise with external agencies. All children and young people have the right to an independent person to support and advise in complaints, and this right will be upheld at all times by the unit.

Contact Details

15. The name and work address of- (a) The registered provider (including the company owning the children's homes); (b) If nominated the responsible individual; (c) If applicable the registered manager.

a) Satash Community Care Ltd
Jasmine
53 Mollands Lane
South Ockendon
RM15 6XD

- a) Nominated Responsible Individual: Mrs Thanaletchmi Loganathan
b) Registered Manager: Logan Loganathan



Education

16. Details of provision to support children with special educational need

Children and young people living at Jasmine will be supported to attend their current school or college. We will ensure that you get to your school/Collage daily during term time. Education plays an important part in all of our lives. Education is essential for intellectual, social, emotional and physical development and can be a stable factor in the young person's life.

Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence. The main aim of Satash Children's Services is to create an environment which stimulates and facilitates education and promotes learning in innovative and creative ways. Support for children/young people to access learning resources along with the provision of activities which offer new experiences. This will hopefully create a situation where children/young people no longer fear education, increase their sense of personal aspiration and view learning as a positive step which will increase their all-round opportunities and individual life choices. This method of learning has proven extremely successful with children and young people who find the constraints of traditional classroom learning difficult to handle.

Our education policy reflects this ethos and provides a guidance document that ensures that all children/young people have the opportunity to develop and participate in a range of educational opportunities both from the home, mainstream provision and the wider community as a whole. Satash Community Care is an ASDAN registered centre and we will be using ASDAN'S programmes and qualifications which will offer flexible ways to accredit skills for learning, skills for employment and skills for life.



Every child/young person living at Jasmine will work with staff on the ASDAN PROGRAMME to learn new skills and gain qualifications within a homely environment and work towards their independence. Young people can also access information from the staff team when possible. Staff

would endeavour to obtain relevant up-to-date information to enable the young person to do their schoolwork.

17. Where the home is dually registered as a school, details of the curriculum provided by the children's home and the management and structure of the arrangements for education.

The home is not dually registered as a school.

18. Where the children's home is not dually registered as a school the arrangements for children to attend local schools and the provision made by the children's home to promote the educational attainment of children

Please see section 16

19. Details of any healthcare or therapy provided, including- (a) Details of the qualifications and clinical supervision of the staff involved; (b) Information about- (i) How the children's home measure the effectiveness of its approach; and (ii) The evidence referred to by the children's home to demonstrate the effectiveness of the approach, and how this information can be accessed

- a) The registered manager has a Bsc Hons in Mental Health Nursing but is not currently practicing.
- b) At Satash Community Care we will endeavour to ensure that children and young people live in a healthy environment where their health needs are identified and promoted and services are provided to meet their needs.

We will at Jasmine:

- Endeavour to ensure that the physical, emotional and health needs of each child/young person is identified and appropriate action is taken to secure the medical, dental and other health services needed to meet them.
- Ensure that our young people are able to have access to health care services including regular health and dental check-ups, options and other health care professional as identified. Records will be kept in house safely and securely and only made accessible to the health care professionals working in the best interest of the child/ young person.
- Ensure that a record of medication is received, administered and returned and safe storage is provided. Staff signs the medication record when medication is given.
- All our staff both (permanent and relief) have undertaken certificated Appointed Person First Aid Training and medication training administration and attend refreshers as identified by the manager at supervisions and appraisals.
- Any risks identified will be discussed with the young person and staff including key-workers and a risk assessment will be implemented. This will be reviewed regularly
- Ensure that children and young people are provided with guidance, advice and support on health and personal care issues appropriate to the needs and wishes of each young person.

A person centred care plan will be written and reviewed regularly to ensure goals and outcomes are achieved and regular reviews will be on-going.

- Provide advice and support to each young person in accordance with the young person's age, needs, religion, culture and wishes in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted infections. Confidentiality (where appropriate) is respected and literature is on display within the home to enable young people to obtain information without seeking out adults.
- Keep a record of all significant illnesses of, accidents by or injuries to young people during their placement.
- Support and help young individuals to make informed choices regarding the dangers of smoking, taking alcohol or illegal substances and try to actively discourage them.
- Deal with issues of personal hygiene sensitively.
- Ensure that the health needs of young people from ethnic minority and cultural groups are understood by staff, and specialist advice is sought when necessary.
- Ensure that medical examination and written health assessments are arranged for every young person placed in this home from the community. This would apply particularly to vulnerable children who have not received a continuity of health and care because they have been subjected to a sequence of moves, often within a fairly short time-scale.
- Will ensure that if the young person's placement in the home is likely to be a short one or for the duration to when they are ready to move on.
- We will ensure that the individuals in our home will be and are supported to see their regular G.P, dentist etc to whom they were previously registered to, prior to taking up placement with us so they are safe and secure in their known environment.

20. Details of the experience and qualifications of staff working at the children's home including any staff commissioned to provide education and healthcare

See Appendix

21. Details of the management and staffing structure of the children's home including arrangements for the professional supervision of staff employed at the children's home including staff that provide education or health care

Staff Structure:

Satash Children Services recognises the need for appropriate, supportive staffing levels, not only in terms of health and safety requirements but also in relation to quality, purposeful, supportive and proactive childcare practices. With this in mind a team of dedicated, keen & diverse workforce have been recruited.

There will be a Manager, a Deputy Manager and project workers. Project workers will be supported by the Manager and Deputy Manager. Support will be provided on a 24/7 basis. As a basic guide, there will always be a minimum of 3 and in addition there will be a Manager and Deputy Manager on duty. This level of cover will be constant at the point of the children rising in the morning until bedtime. At all times staffing levels will be determined by individual support requirements of the children and

young people in our care. Staffing can be increased accordingly by utilising staff from our relief pool of workers. All relief project workers are subject to the same rigorous selection processes and are provided with the same levels of supervision and training as full-time team members. Staffing cover during the night will consist of one waking night project worker cover in the bungalow. The waking night staff will also have access to an on-call system which will be either the manager or deputy manager on a rotational basis. The relief pool workers will also be available to cover holiday and sickness leave. Satash Community Care will have its own pool of relief staff and will source staff from this pool when sickness and absence arise.



Appendix

Management

a) Nominated Responsible Individual: Mrs Thanaletchmi Loganathan

Letchmi has over 30 years' experience working within social care and the field of learning disability and mental health in the NHS, Voluntary and Private sector. Letchmi completed her RMA qualification in 2003 and is the Registered Manager at the Adults projects based in South Ockendon.

b) Registered Manager: Logan Loganathan

Vyramuthu otherwise known to all his colleagues as Logan has been the CEO since January 2006 and has 35 years' experience of working within social care and the field of learning disability and mental health in both the NHS and the Private sector. Logan trained as a registered nurse (RMNH) and managed several residential care homes before starting his own pioneer. He also holds the DMS (Diploma in Management Studies). Logan is also the registered manager at the Children's project in South Ockendon.

c) Deputy Manager: Sathian Loganathan

Sathian joined Satash in 2009 as a part time employee working at weekends and has since then shown a keen interest in the care and development of the company. Sathian has a dual role in the company he is the Deputy Manager at the Adults project in South Ockendon and is also responsible for the finances. Sathian has recently completed his QCF level 5 in Care and Management.

Staff

Kerry Hartney

Has previously been a therapeutic foster carer for looked after children, she has also worked within residential homes looking after adults with learning disabilities. Kerry has worked within Satash for just over a year. Kerry has a certificate for therapeutic foster care, Degree in Psychosocial studies, Certificate in Speakeasy.

Charlotte Page

Charlotte started within Satash as a student from Palmer College completing a work experience placement. Charlotte then continued to work in the adult's home once she was 18, 5 years on and Charlotte still works at Satash in both the adults and the children's home. Charlotte has a Btec national diploma in Health and Social Care (Level 3), NOCN Level 2 in supporting people with Learning Disabilities and is now currently studying (Bsc Hons) Adult Nursing.

Sharon Bell

Sharon has worked within care for 35 years, working with adults and children with learning disabilities and mental health. Sharon has worked within Satash since Jasmine opened which is just over a year. Sharon has qualifications in QCF Level 3 in Health and Social Care Adults and is currently studying NVQ Level 5 in Leadership for health and social care- children and young people.

Juliet Mbano

Juliet has worked within care for 9 years but has worked within Satash for 2 years. Juliet is currently doing NVQ Level 3 in Children's Care.

Samantha Short

Samantha has worked within care for just over one year, which started at Satash when Jasmine opened. Samantha is currently studying NVQ Level 3 Children's Care. Samantha has had experience volunteering at Tree Tops School and within the Princes Trust.

Olussola Akingbehin

Olusola has worked within care for 6 years and has been within Satash for just over a year. Sola has qualifications such as; Level 2 health and social care, Level 3 diploma in health and social care & child care and is currently studying for her Level 5 NVQ in leadership for health and social care- children and young people.

Michelle Harris

Works at Satash and within Beacon Hill school. Michelle has been working at Satash since Jasmine opened just over a year ago.

Martin Ramachandran

Has worked within Satash for 6 years with adults and for the last year has worked within Jasmine. Martin has a NVQ Level 3 in Health and Social care.
