



Willow Lodge Children's Home
Amended Statement of Purpose
21.6.21

A copy of this statement is available on request to the following:

- Young People and their Parents;
- RQIA or other regulatory bodies;
- Northern Ireland Commission for Children and Young People (NICCY).

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Willow Lodge Children's Home

1. Our Home:

Willow Lodge Children's Home currently caters for a child with emotional and behavioural difficulties related to his Autism, ADHD and attachment disorder. He is 12 years old and he has been placed within Willow Lodge for the following reasons;

- Due to placement breakdown and no other suitable placement immediately available.
- He is subject to a Full Care Order due to threshold for significant harm being met and is unable to live with his parent safely

The staff team have skills in working with a broad range of complex needs, which include:

- Autistic Spectrum conditions
- Learning Disabilities
- Attention Deficit Hyperactivity Disorder
- Global developmental delay
- Oppositional defiant disorder
- Pathological Demand Avoidance
- Specific language/communication difficulty
- Asperger's Syndrome
- Down's Syndrome
- Social, emotional and behavioural difficulties.
- Behaviours of concern

Whilst Willow Lodge was until recently a Children's Home for the purpose of Short Breaks it is currently accommodating a young person on a full time basis who has Autism, Attention Deficit Hyperactivity Disorder, and Social, emotional and behavioural difficulties Willow Lodge has 2 bedrooms one of which is currently occupied as a full time residential placement. It is intended that this placement will end as soon as he can move to a stable, therapeutic placement, the timing of which is dictated by Court timetables.

2. Our Aims:

- To provide high quality person centred Residential care to meet the assessed needs of the young person currently accommodated.
- To provide stability and security to the young person resident.
- To provide a safe environment in which the physical, cultural, social, intellectual and emotional development of this young person is facilitated.
- To provide security and stability for the young person currently resident within our home.

- To support this child to achieve positive differences in his personal, social and educational life and in this way, achieve his full potential whilst he is accommodated in Willow Lodge.
- To enhance the quality of the young person's life, promoting dignity, independence and access to universal community resources and services.

3. Our ethos and the outcomes that we seek to achieve:

The staff team work to ensure that the following ethos and values are an integral part of life at Willow Lodge:

- The staff team's work reflects the belief that every young person has the right to be treated as an individual. Currently this means adapting skills and experience to ensure that he is cared for consistently as per an individual care plan (*currently being developed from his "My Safety Plan")
- We recognise that in order to offer an outstanding service, his needs as an individual must be at the heart of everything we do;
- The staff team has a responsibility to make sure that the young person accommodated in Willow Lodge is protected and safeguarded against any form of abuse and neglect;
- Willow Lodge will promote the development of self-respect, self-reliance and self-care skills and enable him to make as many informed choices as possible;
- Willow Lodge will maintain and support family links – working towards partnership with parent and forging contacts with the community;
- The Staff team has been selected and recruited to reflect gender, age and ethnic balance in order to reflect diversity and positive role models.
- Our staff team strive to offer a safe 'family' environment that promotes growth and wellbeing.
- Staff will have opportunities to develop through training both mandatory and bespoke to meet the needs of the young person, Monthly supervision, Monthly Team Meetings (with the exception of school holidays) and annual Staff Development Reviews (SDR') will support this.

4. Underlying philosophy of Willow Lodge:

The ethos of Willow Lodge remains founded on the principles of Positive Behaviour Support (PBS). PBS is the ethos which underpins how staff practice and their daily interactions with young people. It is strongly strengths and Values based

Positive Behaviour Support (PBS) is a framework for working with individuals who may at times, present with behaviours that challenge. It blends best practices in Applied Behaviour Analysis with person-centred values in order to achieve outcomes that are meaningful and breaks that are positive for young people and their family. The goal is always to enhance the individual's quality of life, which results in a reduction in behaviours that challenge.

PBS is a way of:

- Understanding behaviours of concern
- Assessing the broad social and physical context in which the behaviour occurs.

- Planning and implementing ways of supporting the person, which enhance the quality of life for the person and their relationships with their carers.
- PBS is based on the values of recognising each person's individuality and their human rights, the importance of self-determination, alternatives to restrictive practices, and an acceptance that behaviours of concern serve an important function for young people and it is important to be able to understand these functions in order to support and care for them

5. Outcomes that Willow Lodge seeks to achieve:

- The service is designed to achieve wellbeing, fulfilment and positive outcomes for young people accommodated in our home.
- The service's proactive approach to care is based on young people's assessed needs and aims to promote personal growth and life-enhancing experiences, irrespective of young people's gender, race, ethnic origin, disability, age, nationality, sexuality, religion or belief.
- The vision of the home is focused on the experience of young people.
- The home aims to achieve good health and emotional wellbeing for children and young people accommodated at the home.
- The home has a Care plan in place which is regularly reviewed.
- The home ensures that young people have access to all the necessary services they need to respond to their needs and medicines are administered in line with agreed protocols.
- Developing young people's self-view and emotional resilience is central to the care the home provides. The home supports young people to attend school and achieve at school.
- Young people will be supported in a wide range of areas including self-care, daily living, vocational, leisure, communication, choice-making and managing their own behaviour.
- We aim to provide containment for challenging behaviour when it occurs by reinforcing the positive behaviour and building trustful relationships with staff. Children and young people are actively and positively involved in activities in the community.

6. Our approach to achieving these outcomes:

- Provide the best possible facilities and resources.
- Ensure appropriate staffing levels in order to promote child's welfare. And respond to staffing gaps in a timely way.
- Ensure that there are adequate numbers of skilled staff available. Our comprehensive training and development programs reflect this importance in their quality and frequency.
- A key worker system: Key workers have special responsibility for a particular child. In this case one.
- On a monthly basis the Key worker reviews progress made by the young person against assessed needs. This summary is included in the Monthly Monitoring Report.
- The individual young person's needs are identified through: Daily records; Risk Assessments; Care Plans, up-to-date LAC information; Personal Education Plans, Other available professional reports and assessments, handovers; and social worker and parental input.

7. Facilities & services provided for young people:

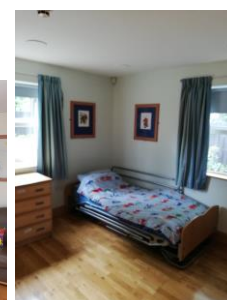
Willow Lodge caters for children and young people of both sexes with autism and learning disabilities ranging in age from 12 to 18 years old.

Willow Lodge can normally accommodate up to 2 children and young people at any one time. The home has 2 single en-suite bedrooms located on the ground floor. Also on the ground floor are 2 living rooms, dining area, Kitchen and a multi-sensory room. On the ground floor, there is also a door that leads into a courtyard and then a play area that has swings, slide and other play equipment. The bedrooms are light and airy, and special attention has been paid to ensure that when they are used for short breaks the staff add posters and bedding that reflects the young person's likes. As it is currently being used as a residential placement, the young person has been supported to personalise his bedroom.

The second bed is not currently in operation

Description of the location of the children's home

Willow Lodge Children's Home is a 2 bedded residential home situated in North Belfast. The geographical location of Willow Lodge is close to numerous leisure centres and educational facilities, all within easy access by public transport. The home is located in a community that offers good local amenities, including a Doctor's Surgery, Chemist, and a number of Churches, Library, Shops and Post Office.



Willow Lodge provides a varied range of activities for the resident(s) both in the home and in the community, as per regular and dynamic Risk Assessment. Within the home the young person is encouraged to develop daily living skills to the maximum of their ability with as much or as little staff support as is assessed to be safe. We have an outdoor play area with swings, slide & roundabout, a garden and also provide a range of indoor activities as follows:-

Computer Games
TVs
Arts and Crafts
Multi - Sensory Room

Books
Footballs
Music
Sensory play

DVDs
Electronic devices
Jigsaws & Board Games
Creative play

Willow Lodge has its own 'people-carrier' style vehicle, which enables the young person resident to enjoy activities in the community (when assessed as safe to do so), thereby

enhancing their social inclusion and enjoyment. The following are examples of activities that may be organised:

Cinema outings	Picnics	Adventure Play parks
Swimming	Soft play	Meals out
Leisure Centres	Walks	Zoo
Bowling	Parks	Shopping trips

Staff on duty daily:

- The young person currently resident is supported on a two to one basis, with a third staff member provided at key points to facilitate staff admin duties, breaks and time out. Every shift will have a designated shift coordinator and their role is to support the team to ensure shifts are planned based on young people's care plans and current needs, and that ensure that all duties and tasks have been accordingly undertaken within the shift.
- The home is staffed 24 hrs per day with waking night staff as per young person's assessed need.
- There is an on call management system in place to provide advice and guidance for staff outside of normal 9am-5pm Monday to Friday working hours. This sits alongside the Regional Emergency Social Work Service. In challenging situations, staff will be expected to contact the in house Out of Hours manager in the first instance.
- Short Term gaps in rotas can occur, due to sickness, training requirements or annual leave, these will be met by the use of bank staff or if necessary, agency workers provided by a Trust approved agency. Wherever possible we use agency workers who are previously known Home. All agency workers must provide proof of identity, qualifications, skill set and evidence of their NISCC registration and have met with the manager to receive and induction before commencing work with the young people.
- Staff are required to work on a rota basis throughout the day and the assessed number of waking night staff will be available from 21.00 pm to 08.30 am. 'Sleep in' is also required on the premises on a rota basis however can be swapped to 2 waking night staff if the assessed need of the young person's requires this.
- Our home provides 24 hours / 7 days per week service and this enables contact to be available at all times.

Staff have access to the following services for support and advice;

- Community Social Work Services
- Play Therapist
- VOYPIC;
- Recreational Opportunities, both within and outside Willow Lodge
- Liaison with voluntary organisations, youth clubs and after school activities
- Transport via Trust vehicles and when appropriate, use of public transport.

Willow Lodge works in partnership with identified services to ensure continuity of care and consistency of approach while our young people availing of the services offered in Willow Lodge.

8. Admission criteria:

Willow Lodge has two registered beds. As noted above. Only one will be utilised for the duration of the current singular placement. This placement was agreed and approved by the Co- Director and Service Manager. The criteria applied were the need to accommodate a homeless Looked After Child, availability of a bed and an experienced staff team These criteria will be stood down at the end of this placement as outlined above.

Staffing levels will reflect the assessed needs of young people using the service as informed by Care Plans and Risk Assessments which will be regularly reviewed.

Admission Process

This singular admission was made following discussion and consultation involving the young person, their family, Community Social Worker and any other relevant parties, to ensure that the young person's needs could be met within Willow Lodge. .

A UNOCINI LAC Pathway assessment was updated by the community Social Worker, outlining assessment of need and current circumstances of the young person. This assessment was presented to senior management who reviewed the request and approved the provision of an emergency placement

The Community Social Worker completed the necessary placement documentation and relevant current Risk Assessments were forwarded to the home .

The details of the Willow Lodge Care Plan and Risk Assessments are in the process of being finalised/agreed in line with the young person's current presentation.

Key responsibilities include:-

- Work in partnership with the community Social Worker and family to organise introductory visits to the unit and assist the young person to settle in.
- Ensure that an appropriate Care Plan and all required paperwork is developed and shared with Willow Lodge management team prior to admission (records are maintained electronically on PARIS system).
- Ensure that any required behaviour management plans have been completed by community professionals and placed on file within Willow Lodge;
- Ensure that each young people has undergone a statutory medical examination before admission to the unit.
- Ensure that each young person has an up to date Central Prescription Sheet on admission to the service;
- Participate in Looked after Children`s processes and Review in accordance with statutory guidelines and present a progress report on behalf of Willow Lodge ;
- In accordance with statutory regulations, the key worker will ensure the review takes place and that the young person's care plan is updated as agreed and with relevant parties.
- Statutory Care Plans will be reviewed at LAC Reviews.
- Monitor the effective implementation of the aims and objectives as set out in the care plan and record outcomes.
- Liaise with parents and other agencies involved in the care of the young people to ensure the Young person's needs are being met.

Introductions to the Home will proceed at the pace and in line with the needs of the young person. Visits to see the young person at his/her own home or school may be arranged to observe the young people in their own or familiar environment to add to our knowledge and assessment.

The Following Categories of Young People are deemed unsuitable for Admission.

- Children/Young people with severe mental health disorders who require continuous psychiatric supervision, or for whom isolation or the use of seclusion or significant use of PRN medication is a key element of their care plan.
- Any child who requires seclusion
- Complex health care or nursing needs or may be technology dependent.
- History of fire setting.

9. Name and address of Registered Provider:

Dr Cathy Jack
Chief Executive

Willow Road Registered Manager
Joji Jacob (Acting)

Organisational Structure

Belfast Health & Social Care Trust

Dr Cathy Jack Chief Executive BHSCT

Mrs Carol Diffin Director of Children's Community Services, and Executive
Director of Social Work

Edel McKenna Co-Director, Early Intervention and Safeguarding
Mrs Pauline McDonald Service Manager, Children with Disabilities Service

Principal Social Worker,
Residential and Short Breaks Mrs Trish Stitt

Monthly Monitoring Officer Ms Geralyn Woods (A)

10. Staffing complement, qualifications & experience:

Willow Lodge is funded for 13.15 WTE staff, this is broken down as follows

2 WTE) Band 7 SW qualified staff, (Manager and Deputy Manager)
2 WTE Band 6 Qualified Residential Social Worker posts,
6.35 WTE Band 5 Residential Care Worker posts,
2.8 WTE Band 3 Residential Support workers.

All members of staff are registered with Northern Ireland Social Care Council (NISCC).

The team are supported by a small group of experienced Band 5 and Band 3 bank staff and a member of domestic staff who cleans daily. Meals are provided by a cook based in Somerton Road Children's Home and menu's agreed on a 4 weekly cycle between

managers and PCSS colleagues. A varied diet is ensured and special dietary needs can be catered for.

Relevant Qualifications & experience:

Name	Position	Qualification	Experience
Vacant	Registered Manager	Social Worker	
Joji Jacob	Deputy Manager	Social Worker	Mr Jacob holds a degree in Social Work and a professional Social Work qualification. He has been in social work practice for over 10 years and has worked in mainstream residential care and Children's Disability Service during that time.
Lisa Fearon	Residential Social Worker	Social Worker	Over 10 Years Children's Learning Disability – Part time 23.5 hrs
Eithne Carmichael	Residential Social Worker	Social Worker	Over 10 Years Children's Learning Disability – Part time 14 hrs
Vacant	Residential Social Worker	Social Worker	Full time
Eithne Carmichael	Residential Child Care Worker	Social Worker	Over 10 Years Children's Learning Disability – Part time 23.5 hrs
Gerard Arbuckle	Residential Child Care Worker	QCF level 3 Diploma	Over 20 Years Children's & Adults Learning Disability Full time
Elizabeth McCann	Residential Child Care Worker	QFC Level 3 diploma	Over 20 Years Children's Services experience Full time
Kevin Loughran	Residential Child Care Worker	QCF level 3 Diploma	Over 10 Years Children's Learning Disability Full time
Marie Mooreland	Residential Child Care Worker	QCF level 3 Diploma	Over 10 Years Children's Learning Disability Part Time night time contract 35 hrs
Dolores Cunningham	Residential Child Care Worker	QCF level 3 Diploma	Over 10 Years Children's Learning Disability Part Time night time contract 35 hrs
Laura Emerson	Residential Child Care Worker	QCF level 3 Diploma	Over 10 Years Children's Learning Disability Part Time night time contract 15 hrs
Aoife Caldwell	Residential Support Worker		Over 15 Years Children's & Adults Learning Disability Part time 33 hrs
Toni Gibson	Residential Support Worker		2 Years Children's Learning Disability Full time
Vacant	Residential Support Worker		

11. Arrangements for staff supervision, training and development:

A dedicated team of male and female workers, who are experienced at helping and supporting young people and their families, staff the Home. The diverse nature of the team in terms of age, gender, experience, skill and qualification provides the opportunity to promote a positive view of difference to young people. Furthermore, the team is committed to continually building on and extending experiences of diversity within the home and experience of children. All staff are, as part of their induction provided training in child protection procedures, health and safety and fire safety training, medication and first aid and the recording of information, while they are shadowing the team and building relationships. There is a further program Statutory, Mandatory and bespoke training based

on the current resident group that the staff member would participate in, for example Management of Actual or Potential Aggression (MAPA), Positive Behaviour Support and autism awareness training.

Supervision is a vital part of supporting, managing and developing the staff team. The new staff members will receive more frequent supervision as part of their induction. This is reflected in the NISCC Code of Practice for social care employers and in regulations and care standards for regulated services. Supervision sessions are recorded and staff are required to read and sign their notes, as per the Regional Supervision Policy, which are then placed on the staff member's file. Supervisions are a good opportunity to bring up personal worries and concerns and identify personal developmental needs such as trainings or courses.

Supervision is provided for all staff in a variety of formats, including peer supervision, monthly team meetings and where appropriate post crisis reflection. Staff members are provided with formal supervision on a monthly basis (or more frequently for newly qualified staff as per AYE requirements).

The frequency of supervision is monitored and reported on a monthly basis as part of the Monitoring Officer's monthly monitoring duties.

Staff Development Reviews (SDR) are in operation within the home and take place annually.

There is an identified member of the Learning and Development team for residential services within the Trust who works closely with management and staff members and provides dates for forthcoming training relevant to the team, provides support to help design and deliver team development days.

12. Health & Welfare of young people:

Staff will, in partnership with parents, promote and protect the health and well-being of our residents. We will ensure that the young people are accommodated in a safe, caring, healthy and stimulating environment, in which their interests are recognised and promoted:

- All young people will have 'LAC' planning and review processes and associated documentation completed
- All young people will have a Residential and Statutory Care Plan which will be reviewed.
- All young people will have an identified Key Worker
- Accident/Incident forms (DATIX) will be completed as and when appropriate
- As part of the LAC care planning process each young person's health and well-being will be monitored and reviewed by agreement and in partnership with parents
- All medicines are prescribed, administered and stored as per BHSCT Community Medicines Code
- Any observable injuries will be recorded, investigated and appropriate action taken. Carers will be informed of all reportable accidents;
- Health issues will be dealt with wherever possible, by the young person's family and GP and we will liaise appropriately with other relevant health care professionals to ensure consistency and responsiveness

- All staff will be made aware of health and safety requirements within the home and will complete all associated mandatory training in this regard
- Willow Lodge staff will work to Trust and Regional Child Protection policies and standards
- Willow Lodge will ensure that the Trust Complaints Procedure is available and accessible to all family members and young people on admission and on request at any time
- The home is inspected at least twice annually by RQIA
- All staff will be vetted via Access NI, DHSS and PSNI
- All staff will be registered with their relevant professional body (eg NISCC, NMC)
- A range of policies and procedures are in place as listed in the appendices, which are reviewed, replaced or added to as necessary.

13. Promotion of Education

The Young person accommodated in Willow Lodge has been encouraged to continue to attend their identified school placement. We will work in partnership with parents, families and the relevant school staff to ensure the fullest possible involvement in the curriculum and the best possible educational outcomes for our young people. Willow Lodge assist with 'homework' if required. A verbal handover to education staff at school and to parents to ensure clear and open communication.

14. Promotion of community based & leisure activities:

When a young person is regularly involved in community-based and leisure activities e.g.: after schools club, youth club etc. Willow Lodge staff will promote this by ensuring the young person can attend these activities during short breaks if they wish to do so.

15. Consultation with young people:

Within Willow Lodge the paramountcy of the needs of the young people will be respected and promoted. We will achieve this by seeking to involve the young people at the earliest possible point in the planning process (pre admission) and will fully include them in the transition and care leaving planning processes. Wherever possible young people's views will be sought individually and as a group in order to monitor and maintain the quality of care and to improve our service to young people and their families. We will take into consideration the individual needs of each young person and employ a variety of methods and tools to assist in this process. Parental participation will be sought via parent/carer fora and individual feedback, reviews and surveys. Willow Lodge is reviewed by a Monthly Monitoring Officer who will engage with parents on a regular basis regarding their thoughts on the care their son/daughter receives at Willow Lodge and how our service might be improved.

16. Arrangements for Restrictive Practice and Physical Intervention and the Discipline of Children

We will adhere to the Children's Home Regulations 2005, Regulation 16, Behaviour management discipline and restraint.

All staff will be trained in the techniques of Management of Actual or Potential Aggression (MAPA) and in the ethos of Positive Behaviour Support. The MAPA model promotes the use of de-escalation techniques and is consistent with the ethos of Positive Behaviour Support. In the majority of cases staff using MAPA techniques will be mindful of following the PBS ethos and where possible use proactive management strategies to support young people to self-regulate. Belfast HSC Trust provide guidance on the use of physical interventions in the

following documents “The Use of Restrictive Practice Policy”, “Zero Tolerance Policy” and the “Physical Intervention Procedures”.

The MAPA model outlines that physical intervention should be used when “the risk the individual is presenting to themselves or others is greater than the risk presented by using physical intervention” This is a judgement staff should make in that moment whilst weighing up the potential risk. The training provided to all residential staff is regulated and will have advised staff of possible risks of using physical intervention such as injury to staff/individual, cardio vascular issues, respiratory concerns, bony or articular injury and emotional trauma. There are significant risks when deciding to physically intervene, which is why the model focuses so heavily on de-escalation techniques. Intervention will be premised on a decision that not to intervene would cause further risk or harm to the young person or others. For this reason when staff use physical intervention it should be used to manage risk, be as a last resort, be least restrictive and for least length of time.

Staff receive extensive training and annual updates in use of MAPA. The MAPA model outlines that physical intervention is not for gaining compliance, it is to protect individuals and others from harm in its many forms and would be considered a direct reactive strategy to risk behaviour.

Interventions and practice will be explained and agreed with individual service users, their family and community staff. All physical interventions and restrictive practices will be recorded on incident forms (DATIX) and reported to the management team, Social Worker, families and RQIA as required. Trends will be monitored, learning disseminated and practice enhanced, ensuring that all physical interventions and restrictive practices are ethically sound and justifiable in the circumstances.

17. The Arrangements for Safeguarding and to Counter Bullying:

Regional Child Protection policies and procedures will be adhered to, a copy of which is available within the home and all Social Work Departments. We wish the young people to be cared for in a safe, person centred environment that promotes their welfare and safeguards them from significant harm.

Access NI checks, professional registration (NISCC/NMC), staff supervision and continuous professional development will ensure a safe and protective environment. Child protection training and regular updates will be mandatory.

18. The policy for PSNI involvement in the Children’s Home.

Willow Lodge seeks to work in partnership with the local PSNI when necessary and actively foster good relationships in order, to best protect the young people resident.

On those occasions when a young person is assessed as putting themselves, or others at risk of serious injury and are beyond whatever influence staff may bring to bear, the assistance of the PSNI may be sought by staff. There is guidance for staff on police attendance in children’s home.

19. Management of any Unauthorised Absence or for a ‘Missing’ Child:

We are aware of the vulnerabilities of young people with a disability being away from familiar carers & environment; hence the individual supervision levels for young people in Willow Lodge is of extreme importance to promote their safe care and well-being at all times whilst in our care. However, in the event of a young person going ‘missing’ during

placement parents, community social worker & police will be notified alongside the management and senior management team.

20. Description of any electronic/mechanical means of surveillance:

The Trust site on which Willow Lodge is situated has CCTV monitoring on access areas; however this does not provide surveillance on any internal areas used by young people. Within Willow Lodge monitoring equipment may be used at night-time e.g. to avoid disturbing young people in their sleep, to monitor conditions, such as epilepsy, but any such decision will be thoroughly assessed on an individual basis, discussed with parents/carers and form part of the young person's care plan. This will be written up as a Restrictive practice for all those it concerns and be reviewed at LAC review meetings. This will ensure that the best interests of the young people are met and our duty of care will be fully discharged.

21. Fire Precautions & Emergency Procedures:

Willow Lodge has a modern fire alarm system which includes both smoke and heat sensors linked to a loud siren system. Willow Lodge has a fire certificate issued by the Northern Ireland Fire and Rescue Service. The Trust Fire Officer visits to assess firefighting procedures and safety equipment e.g. fire extinguishers & a fire blanket. The Fire Officer completes an annual Fire Risk Assessment in the home and lists any areas for improvement. The home has a designated Fire Officer who is responsible for ensuring a monthly test of both the equipment and evacuation procedures. All staff are trained invited to be trained as Fire Wardens and all staff participate in Fire Safety training twice a year.

22. Arrangements for Religious Observance & Cultural Needs:

Each young person has the right to fulfil their religious and cultural needs and aspirations, similarly to any other young people. These will be identified in the young people's care plan with young people and parental preferences for arrangements during short breaks will be addressed. Staff will make all necessary arrangements to facilitate these needs during short break placements.

23. Arrangements for dealing with Representatives or Complaints

Willow Lodge as part of the Belfast Trust follows the internal Complaint Procedure. Where a complaint relates to the care of a young person, Children's Home Regulations (NI) Complaints' process 2005 is used. Complaints are written expressions of dissatisfaction or disquiet in respect of the care of an individual young person. All complaints - either formal or informal- are considered as important and treated as such. Each complaint and its outcome will be recorded and documented on the Compliments & Complaints register held within the home and appropriately investigated. Learning will be shared within our service as and when appropriate.

Complaints records and documentation are monitored by the Monthly Monitoring Officer and Regulation & Quality Improvement Authority.

If you are unhappy with how you are treated you can make a complaint, verbally or in writing, to us, your family, your Social Worker, The Northern Ireland Commission for Young people and Young People (NICCY) or the Children's Home Inspector.

RQIA's contact details are:

Children's Inspector
Regulation & Quality Improvement Authority
9th Floor Riverdale Tower
Lanyon Place
Belfast
BT1 3BT
Tel 028 90 517500
Web www.rqia.uk

NICCY's contact details are:

Northern Ireland Commission for Children and Young People (NICCY)
Equality House
7-9 Shaftesbury Square
Belfast BT2 7DP
Tel 028 90 311616
Web www.niccy.org

24. Arrangements for Review of Placements:

It is the statutory duty of the Responsible Authority (Health & Social Care Trust in which the young people resides) to review a young people who is Looked After or accommodated.

The named Social Worker is responsible for the completion of all Looked After Children forms, including ensuring pre placement planning forms are completed and that reviews take place consistently every 6 months. They are also required to undertake a statutory visit to see the young person in placement at least once every six months. Each young people resident in Willow Lodge will have an extensive residential care plan. This plan will be developed by the key worker in partnership with the young person, parent/carer, schools and community staff. The plan is regularly reviewed at a minimum on a 6 monthly basis.

Young people's views are sought in a variety of ways to try to have a meaningful contribution to the review process. In partnership with carers and community staff it is hoped that young people can attend or alternatively contribute to reviews in a meaningful way.

25. Specific Therapeutic Techniques

Willow Lodge is not a therapeutic community but staff use a range of approaches and resources to enhance young people's experiences during their short breaks placement, including Person Centred Thinking, Positive Behaviour Support, Multi-Sensory therapies, play activities and MAPA. Young people may be known to a Consultant Psychiatrist or

Psychologist or to Children's Therapeutic Services (CTS) team / Therapeutic Support Services for LAC (TSS) and Willow Lodge staff will facilitate visits/appointments.

26. Anti -discriminatory Practice

The staff team will not judge or treat young people at Somerton Road or their family unfairly or discriminate against them through their written, verbal or non-verbal communication. Working in an anti-discriminatory, anti-oppressive manner is a founding principle in the Person Centred Thinking approach to caring for people with Learning Disability. This ensures children and their carers, are central to the care we provide, are respected for who they are, are treated with dignity, and are involved in the decisions that affect the care.

27. Statement in relation to Mental Capacity Act

The Mental Capacity Act (NI) 2016 comes into partial implementation in Dec 2019.

“Depriving a person of his or her liberty is one of the most serious infringements on a person's human rights. The Act therefore treats detention amounting to deprivation of liberty (“DoL”) as one of the most serious interventions that can be done to a person who lacks capacity”

What this means is that a person can only ever be deprived of his or her liberty in this care home if he or she is deemed to be of unsound mind.

A deprivation of liberty is when:

The person is being cared for in this home and

The person is not free to leave and

The person is under continuous supervision and control

To enable us to provide care for a person who has been assessed as lacking capacity in this home, where we are depriving them of their liberty as detailed above - the following conditions must be met:

There must be an assessment of capacity which determines that the resident does not have the capacity to make decisions about the deprivation of liberty

There must be a best interest decision which states that it is in the resident's best interest to receive care in this home with the deprivation of liberty care plan in place

The nominated person, which is normally a family member has been consulted with in relation to the deprivation of liberty

There is a need to prevent serious harm to the resident or other

There is authorisation from a Trust Panel stating that it is legal to care for the resident in this care home with the deprivation of liberty care plan in place

Updated by Trish Stitt PSW 21.6.21