

Statement of Purpose



SPRING 2024

“Home from home” residential care for children with complex neurodisabilities and health needs

www.chf.org.uk/childrens-residential

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Introduction

Chailey Heritage Foundation encompasses Chailey Heritage Residential, Chailey Heritage Futures (16–25-year-old transition provision), Chailey Heritage Hub and LSC (providing alternative learning and a thriving social network) and Chailey Heritage School, a non-maintained special school also located on our 18-acre site, set in the heart of the beautiful Sussex countryside. Chailey Heritage Residential is a nationally recognised registered children’s home designed for children and young people up to the age 19 with complex physical disabilities and health needs.

We are recognised as one of the UK’s leading provisions for children and young people with neurological motor impairment such as Cerebral Palsy and acquired brain injury. We have a renowned reputation for our dedication and work in supporting young people with their communication, sensory needs, and development of independence through powered mobility.

All the young people are in full-time education, on-site at Chailey Heritage School. We offer flexible residential provision ranging from termly, weekly to living with us all year, as well as short break packages. Short breaks and residential support packages can be arranged for young people who are not pupils at our school, either following referral from their Local Authority or from private funding.



Caring for Young People

Chailey Heritage Residential provides care and support for children and young people up to the age of 19 with complex physical disabilities; many young people have communication and sensory impairments combined with complex health needs, which are sometimes associated with learning difficulties. The young people's needs are met by a multidisciplinary team through an individual and bespoke, person-centred programme.

This may encompass:

- communication skills
- switch work (including environmental controls)
- ICT and technology skills
- mobility training (including powered mobility)
- 24-hour posture management programme
- sensory needs programmes and assessments
- specialist eating and drinking programmes
- medical and nursing cover
- personalised physiotherapy, speech therapy and occupational therapy with regular sessions with a trained therapist
- After School activities

Our aim is to provide a stimulating and inclusive environment where all young people are given every opportunity to make progress towards fulfilment and develop life skills in preparation for the transition to adulthood and the wider community.



Ethos and Approach; The Outcomes for Young People

Our vision is clear and simple:

We will never give up working with children, young people, and their families to empower them to make their own choices at every stage in life.

We will nurture and support the young people and their families to equip them with the essential life skills to take them through childhood, into adult life and beyond to a wider community.

Each young person has access to the following during their time with us.

- A broad, balanced, and relevant curriculum to meet individual needs
- A stimulating and enjoyable residential environment
- Recognition and development of their own individuality
- An environment where they can feel safe, confident, and well cared for
- Access to an independent advocate



Our Chailey Heritage Charter states that all children and young people have the following fundamental rights:

- ✓ To be safe
- ✓ To be listened to
- ✓ To be respected as an individual
- ✓ To feel good about themselves
- ✓ To be as fit and healthy as possible
- ✓ To be encouraged to develop

Enjoying & Achieving

The activities within the bungalow, or after school activities club, is carefully designed to support learning through play and experiences leading to a joined-up approach to learning across school and bungalows. The environment on the bungalow provides the opportunity to work more closely on areas such as Personal and Social Health Education (PSHE), independence, self-help, and the development of life skills.



Evening and weekend activities may include swimming in our hydro pool, bike riding on specially adapted bikes, wheelchair football, table cricket, independent driving using powered wheelchairs on our special track system, spending time in our sensory studio with interactive magic carpet and our award-winning Dream Centre.

After school activities are provided by the Activities Coordinator and are offered to all young people staying overnight on the bungalows.

Each summer the Scout group, which is run by 2nd Chailey Scout Group, goes away on an adventure holiday, which gives the young people the opportunity to try a wide range of new and exciting activities such as abseiling, rock climbing and canoeing.

The young people access the wider community on their many trips in our specially adapted minibuses. Outings are valuable in providing the young people with real experiences and promoting their interests and hobbies as well as enabling them to be a part of their communities.



Trips have included banger car racing, music concerts, clubbing, shopping trips, bowling, cinema, and theatre visits and eating out, as just a few examples.

Culture & Religion

All young people have the right for their religious and personal/cultural beliefs and preferences to be recognised and respected. During the admission process parents, families and young people are consulted about their religious beliefs and support is offered to enable a young person to attend services held in the local community should they wish to do so.

Contact with Family & Friends

Young people and their families and friends are encouraged to be in close contact throughout their stay, unless there are legal reasons why this is not permitted. All young people have access to a speaker telephone with a dedicated telephone line for friends and families to use.

The young people have access to the internet to send and receive emails with computers available for their use. The young person's keyworker is responsible for keeping in touch with parents/carers and coordinating communication between the young person and their family by their home diary and via email.

We have Skype or FaceTime set up for the young people as a means of keeping in touch with their family and friends. Each bungalow has an iPad, to enable this.



We have a dedicated family room on-site for parents/carers and friends to spend time with the young people away from the bungalows that is accessible in the evenings and weekends. Friends and families are very much encouraged to visit in the evenings, weekends and during the holidays. Parents/carers may wish to join Chailey Heritage Information Parent/Carer Support (CHIPS) a group created by parents for parents offering support, encouragement and information sharing.

Should visiting families wish to stay overnight, there is a Premier Inn a short drive from Chailey Heritage.

Consulting with Young People about their Care

Each young person is given support to maximise their independence, maintain their privacy and is consistent with their personal beliefs, preferences, and support plan. The degree of support required is agreed with the young person and they are encouraged to be as self-managing as possible.

The young people are encouraged to express themselves in a wide variety of ways and to a range of different people. Complaints or concerns can be made through their keyworker, young people meetings, or by way of an independent advocate. Matters are then addressed and fed back to the young person and kept in their support plan.

Advocacy

Chailey Heritage Residential employs an Independent Advocate from an outside agency who visits the bungalows regularly. The service provides support to all young people covering a wide range of issues that young people may wish to raise whilst supported by their keyworker.

Communication

The residential teamwork with the speech and language therapists to ensure the young people have access to communication systems such as Sign-along, VOCAs, Chailey Communication System books, etc. Support staff receive training for Sign-along, where appropriate, from our own qualified Sign-along Tutors. Staff also have training by qualified speech and language therapists in how to access and input new words and information for the young person's VOCAs, specially designed communication devices such as TELUS, and Eye Gaze.

Keyworkers

Each young person has an identified keyworker who is responsible for liaising with his or her parents/carers, social worker, clinicians, therapists, and their school.

The keyworker maintains the young person's support plan and attends clinics and reviews as part of the multidisciplinary team. They will also write a residential report for reviews and ensure any actions are followed through.



The residential keyworker will also work closely with school, sharing key information to ensure consistency of care and support. Each young person has a home/school/bungalow diary and information is shared, if appropriate, with parents/carers.

Questionnaires

Seeking the opinions and views of the young people, parents/carers/families and Local Authorities is an important part of the work we do. Questions for the young people are presented in an appropriate format to meet a young person's needs. Support is given from staff and/or an independent advocate to best support a young person to answer the questions. The parents' questionnaire covers all aspects of Chailey Heritage Residential including those linked to Ofsted's Self Evaluation Form.

The Social Care Operations and Development Director and Ofsted Registered Manager review all responses and comments made by the young people. In the event a concern is highlighted, we will investigate the issue and resolve the concern as soon as possible.

Reviews

A young person's keyworker will liaise closely with them and their family to ensure they are given the opportunity to participate fully at any of their reviews. These will include multidisciplinary reviews, local authority or LAC reviews and annual school reviews. A copy of the minutes will be sent to the parents/carers who will be fully involved in the outcomes, when appropriate. Copies of all the minutes will be held in the young person's support plan.



Young People's Guide



A Young Person's Guide is given to each young person when they come to stay at Chailey Heritage Residential. This guide gives general information and describes the bungalows and activities offered.

guide

Promoting Rights, Equality and Anti-Discriminatory Practice

All young people are treated with respect, dignity, asked for their views, listened to, included in decisions about how they are supported and cared for, and involved in decisions about their future. All staff are encouraged to develop trusting relationships and should strive to make Chailey Heritage Residential a positive experience for all the young people.

We will pursue equality of opportunities for young people through:

- ✓ sensitivity towards individual needs, characteristics, backgrounds, and aspirations
- ✓ provide support for each person's right to control his or her own life
- ✓ fair and even application of policies and procedures
- ✓ access to information through advocacy and training, leading to empowerment and informed choices
- ✓ opportunities for full participation in decision-making throughout the organisation
- ✓ constant monitoring and reinforcement of this policy

Accommodation – Brambles, Camelia & Chestnut



Our accommodation is provided in three purpose-built bungalows, Brambles, Camelia, and Chestnut, which are designed to meet the needs of the young people. We promote a caring '*home from home*' environment essential to a young person's feelings of security, happiness, and well-being. All the bungalows are fully wheelchair accessible with specialist overhead tracking and hoisting system.

Each of our bungalows can accommodate up to seven young people in bedrooms with specially adapted en-suite facilities. The main living area and bedrooms all have air conditioning. We aim to create a stimulating residential environment and all bungalows are equipped with SKY®, iPads, computers, and touch screen computers for the young people to use.

Young people are encouraged to make choices and decisions about all aspects of their lives whether this is with their personal appearance or how they wish to spend their leisure time. Young people are also given opportunities to help with various aspects of running a home, such as planning and preparing meals, keeping their rooms tidy and making their beds.

Young people are encouraged to personalise their rooms, such as posters, photos, and treasured possessions such as DVDs, CDs, favourite toys, etc.



We know how important it is for each young person to be allocated the bedroom and bungalow that bestmeets their needs. To facilitate this, we complete an impact assessment that considers the needs of the person moving in as well as those already using the bungalow.

We will then liaise with the young person and their families to provide the best possible placement.

Short breaks can be offered to young people who are not pupils at the school on receipt of a referral from a Local Authority or by private funding.

Placements/Assessments

Placements and referrals may take place throughout the year by way of a multidisciplinary team assessment to include post-operative care, for young people who already access the residential service. Assessments are carried out with the young person and their families in conjunction with our partners Sussex Community NHS Foundation Trust to ensure the young person's needs can be effectively met by the service and resources available.

We aim for assessments to take place on the relevant bungalow so the young people and parents can meet Home Managers and get a feel for the bungalow. We do what we can to meet a young person's peer group needs within a relevant bungalow. Some young people start their package initially with taster sessions so they can get to know the bungalow staff and other young people residing in their bungalow. All young people have a bespoke transition in to the service.

Assessments cover the educational and clinical needs as well as any behavioural needs there may be, if assessed to be suitable, a place will be offered. Should a young person be assessed as needing behavioural support, a behavioural support plan and staff training will be provided in-house by our Positive Behaviour Support experts to ensure all the young people in our care are always safe.

Emergency Provision

If circumstances require, we can accommodate young people for emergency stays. The criteria would be if there were a safeguarding concern, emergency at home, etc. Our partners, Sussex Community NHS Foundation Trust would be informed of the situation and joint funding would have to be agreed and in place prior to the start of the placement.



Location of Chailey Heritage Residential

Chailey Heritage Residential is set in 18 acres of beautiful countryside, located in a rural part of East Sussex between the towns of Haywards Heath to the north and Uckfield to the south.

The site is located on the A272 with Chailey Common to the front and rear of the site. The nearest villages are Scaynes Hill to the north, approximately 2 miles distant and North Chailey to the south, approximately 0.7 miles distant. Both villages have garages, public houses, and local shops.

Safeguarding: Preventing Bullying

Chailey Heritage Residential works in partnership with Chailey Clinical Services (part of Sussex Community NHS Foundation Trust) to provide a safe environment for all the young people. Each organisation has designated safeguarding leads who will liaise with local authority as the lead agency with any concerns.

All staff are trained in safeguarding the young people and whistle blowing. This enables all staff to be accountable for their own working practices. The staff are supported to discuss any concerns and we actively encourage openness in this area. The Safeguarding Team for Chailey Heritage Residential/Chailey Heritage Foundation are aware of Statutory Notifications under Regulation 40 of the 'The Children's Homes Regulations and Quality Standards'. The staff team are aware of how to contact Ofsted should the Registered Manager not be available. There is also a system in place to notify Ofsted within 24 hours of any significant events that includes weekends and holiday periods.

Our Safeguarding Policies are available to read on our website: www.chf.org.uk. There are also posters across the entire site with information and contact details for the Senior Safeguarding Team for anyone with a concern and how to contact one of the team.

Any young person who discloses abuse will be listened to and fully supported. Chailey Heritage Residential actively works in partnership with families and has consideration for anti-oppressive practice, young people's rights, equality, and valuing diversity.

Preventing Bullying

Chailey Heritage Residential is committed to providing a caring, friendly, and safe environment for all young people so they can achieve their full potential in a relaxed and secure atmosphere. As young people are always supervised, it is unlikely that bullying would go unnoticed.

Staff and children understand that bullying is unacceptable. If bullying occurs, young people are encouraged to use their means of communication to convey specific incidents to a trusted member of staff.

The young people are aware that bullying will not be tolerated and will be dealt with promptly and effectively.

Anti-bullying activities are put in place if and when needed and will contain elements of:

- ✓ What bullying is
- ✓ How bullying feels
- ✓ Why people bully
- ✓ How can bullying be prevented
- ✓ How bullying will be responded to
- ✓ How young people can use their social, emotional and behaviour skills to tackle bullying



Missing Young People

In the event of a missing young person from one of the bungalows, the shift leader is responsible for an initial search of the bungalow and adjoining areas. The shift leader will designate another member of staff to phone the managers of other bungalows who will undertake a search of their areas. Between 9am and 4pm term-time the senior person will also phone the educational department the young person is based and the school office so that a search can be made of the educational buildings. Chailey Clinical Services will also be phoned to ensure the young person is not attending a health or clinical appointment.

If the young person is not found after 10 minutes:

- ✓ A search should be undertaken of local surrounding areas and grounds including Chailey Clinical Services
- ✓ The Registered Manager or in his/her absence a Home Manager or if out of hours the Senior Manager on-call should be phoned
- ✓ The Registered Manager or Home Manager or, if out of hours, the most senior member of staff on-site should ensure that they are co-ordinating the search and that they have telephone/mobile phone and administration support from another member of staff
- ✓ All staff should be confident that they have sufficient information to conduct the search

If the young person is not found after 20 minutes:

- ✓ The Senior Manager will telephone the police
- ✓ Senior Manager will inform the young person's parents and all other relevant people including the young person's placement authority

Once the young person has been found and is safe a full investigation would be instigated by the Registered Manager to prevent a recurrence. This will include regular liaison and communication between the police and referring/involved agencies and the young person's parents/carers, if applicable.

Written records will be kept when a young person goes missing:

1. detail of action taken by staff
2. the circumstances of the young person's return
3. any reasons given by the young person for being missing from the home
4. any action taken in the light of those reasons.

Information will be shared with the police, responsible authority and where appropriate, their parents.

Dealing with a Complaint

When complaints are made, we will respond speedily and in a way that illustrates our wish to offer parents/carers and young people the best service possible with the highest quality of care. Formal complaints are not common at Chailey Heritage Residential and most arise from a misunderstanding, which can be cleared up through informal discussion and will be noted.

Chailey Heritage Foundation has a policy with clear guidelines and timescales for responses to formal complaints. All such instances will be thoroughly investigated with the outcomes fed back to the complainant. The policy covers procedures for any instances where the complainant is not satisfied and wishes to seek resolution from an independent person. Should any complaint highlight an issue or a procedure that could be improved upon, Chailey Heritage Foundation has a Lessons Learned process to ensure positive changes are made. This policy is available to read on our website www.chf.org.uk.

Complaints or concerns can be made through the young person's keyworker, the Home Manager, or the independent advocate; matters once addressed are then fed back to the young people. Our Foundation Complaints Coordinator is responsible for organising our response to complaints and the Registered Manager may also be contacted in the event of raising a complaint.

Positive Behaviour

Surveillance and Monitoring of Young People

Cameras

The use of cameras connected to CCTV may be used for the purpose of safeguarding and promoting the welfare of a young person if an assessment indicates a high level of risk. This is done to ensure their continued safety. Parental permission is always sought and kept in the young person's support plan. Where applicable consent is also sought from the placing authority. CCTV does not substitute the regular half hourly, or in some cases quarter hourly checks that take place throughout the night. The system is to aid monitoring purposes only and does not have a recording facility.

Behavioural Support and Use of Restraints

The safety and well-being of all staff, children and young people is paramount. The promotion of mental health and development of all young people is central to the work of all staff at Chailey Heritage Residential. Positive behaviour management is crucial and is the responsibility of all staff at Chailey Heritage.

Joint multidisciplinary working, teamwork, mutual support, consistency, and communication are essential across Education, Care and Chailey Clinical Services. Communication with and involvement of the young person and their families is essential.

Our Aims

- To promote and support best practice.
- To establish a safe and positive environment throughout the school and residences where young people can learn and develop social awareness.
- To promote high expectations of positive behaviour from the young person.
- To ensure measures taken to respond to unacceptable behaviour are appropriate to the age, understanding and individual needs of each young person.
- To ensure that staff are trained and can understand and appropriately use individual positive behaviour support plans.
- To ensure that staff are kept safe and that their rights are respected.
- To ensure that any necessary physical intervention or sanction is used safely and appropriately and recorded and followed up correctly.
- To fulfil the National Minimum Standards for Children's Homes — Standard 3 and Regulation 17, 17A & 17B.
- Work in partnership with parents/carers and other agencies.



Physical Interventions (restraints)

Many of our young people require physical prompts to enable them to experience and learn new skills and concepts. All our young people need physical assistance from staff. Staff, parents/carers, and young people accept these needs and work within clear boundaries. Physical intervention, mean actions taken by staff to:

1. keep a young person safe from their own behaviours/actions
2. keep others safe from a young person's behaviours/actions
3. defuse or prevent a potentially escalating or dangerous incident
4. avert immediate danger or injury or serious damage to property.

An Accident and Incident Review group meet regularly to analyse every event, review the risk, and harm levels, and to make any further recommendations if required. The group consists of senior managers from across The Foundation and meet to review potential trends in terms of types of events, days/time of events, people involved and any common factors that need further investigation. This will include records of physical interventions and injuries to individuals caused by behaviours of concern as well as manual handling errors and injuries. The Foundation's PBS leads are part of any investigations and resolutions to support the staff and young people.

Staff Training

All relevant staff complete training in Positive Behaviour Support (PBS), a British Institute of Learning Disabilities (BILD) accredited practice. Positive Behaviour Support focusses on proactive and positive strategies to best support young people's emotional well-being and behaviour with an encouraging and integrated approach.

All young people have a PBS plan as an integral part of their support plan and our PBS advocates work closely with the Clinical Psychologist from Chailey Clinical Services, our NHS partners.

When a young person needs more structured systematic, intensive support for their mental health needs, a referral for an assessment may be required.

Contact Details

Registered Provider Details

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
Lewes
East Sussex
BN8 4EF

Chailey Heritage Foundation is a Registered Charity
Registered charity (number 1075837)

Responsible Individual – Gareth Germer, Chief Executive

Registered Manager – Sarah Leddy, Interim Registered Manager – Children’s Home

Key Staff Contact Details

Job Title	Name	Telephone Number
Director of Social Care	Dee Anand	01825 724444 ext. c/o 302
Responsible Individual	Gareth Germer	01825 724444 ext. c/o 102
Interim Registered Manager Children’s Home	Sarah Leddy	01825 724444 ext. c/o 305
Home Manager Brambles Bungalow	Hannah Johansen	01825 724444 ext. 380
Home Manager Camelia Bungalow	Jess Mitchell	01825 724444 ext. 350
Home Manager Chestnut Bungalow	Louise Russell	01825 2724444 ext. 320
Night Team Manager	Alana Woodward	01825 724444 ext. 306
Quality Improvement Manager (Clinical)	Claire Bailey	01825 724444 ext. 304
Referrals and Placement Manager	Susan Duke	01825 724444 ext. 308

Education

Supporting Special Educational Needs

Any time spent on the residences provides opportunities for learning to take place. Each young person has a set of targets called 'My Next Steps,' which are set by school and linked to their EHCP and which the residencies support through experiences and play. Keyworkers and Home Managers work closely with education staff to discuss progress and the young person's experiences. Copies of My Next Steps targets are kept in the bungalows so that staff have an awareness of the young people's targets, opportunities for learning and progression. Targets are set with the young person, their families, carers, and school teaching team and are monitored regularly by the teacher. Each young person has a scrapbook which they update with their Keyworker, and which acts as a valuable keepsake for them and their families. All the bungalows have a dedicated computer for the young people to use for educational activities and games.

School Attendance and Promoting Educational Attainment

The young people who reside on the bungalows attend Chailey Heritage School. Classes are grouped according to age and ability where a broad, balanced and stimulating curriculum is offered.

Chailey Heritage School has developed its own curriculum, driven by the individual learner's needs called Chailey Heritage Individual Learner Driven (CHILD) Curriculum. This means every learner has their own curriculum, built specifically for them based on their skills and desired outcomes. The CHILD Curriculum consists of personalised learner profiles detailing aspirations, strengths, needs, skills, long-term outcomes, and next steps.

The profiles are:

- Engagement and Sensory Support
- Communication
- Physical
- Access Technology
- Social and Emotional Well-being
- Functional Skills
- Powered Mobility
- Specific Learning



Intrinsic to the curriculum is the development of independence and social skills using ICT and assistive technologies. Staff from Chailey Heritage Residential occasionally spend time in class with students from their bungalow, in order to be able to support the young person with their educational targets on the bungalows. Enjoyment and engagement with learning are central to the ethos and vision of Chailey Heritage School, in addition to working towards each learner's potential at every stage of their education.

Residential staff keep a scrapbook for each child, of all the activities that they have been involved in. This will include after-school clubs, events such as parties and any off-site visits. This may be paper or on a tablet. The child's key worker will meet with the child's teacher periodically to discuss each of the child's My Next Steps, and work out where there is any evidence of progress towards any of them from the scrapbook and diary.

Health and Wellbeing



Each young person has a support plan and health record maintained by their keyworker and nursing staff. These are reviewed and updated constantly.

The support plans are written with parents/carers when the young person joins Chailey Heritage Residential and are monitored and reviewed regularly. The young person will attend various clinics provided by Chailey Clinical Services (Sussex Community NHS Foundation Trust) and their keyworker attends to support their individual needs.

Partnership with Chailey Clinical Services

Chailey Heritage Foundation works in close partnership with Chailey Clinical Services (CCS), part of Sussex Community NHS Foundation Trust (SCFT). The Trust is responsible for the health governance, including the clinical training of Chailey Heritage Residential staff. The Trust provides a full range of therapists, as well as nurses and paediatric consultants. The young person's funding authority funds clinical fees separately to residential funding.

All professionally registered clinical staff are checked by SCFT to confirm they are registered with their professional body, and they maintain their professional requirements to be competent and registered as per our Partnership Working Agreement. Paediatric consultants work in conjunction with us to oversee a child's clinical needs. Other visiting consultants who have outpatient clinics on-site support their work. Each young person has an allocated nurse and nursing support is available on-site at all times.

The consultants work closely with the therapists and the rehabilitation engineers of Chailey Clinical Services who have particular skills in posture management, equipment adaptations and development of tailor-made solutions. The Rehabilitation Engineering Service also support the work of our own technicians in the production of bespoke assistive devices and technology relating to mobility and communication.

The young people are allocated a physiotherapist, a speech and language therapist and an occupational therapist, who work closely with the staff and family to create individualised programmes of support both in-group sessions and on an individual basis.

Chailey Clinical Services also provide a Pharmacist, Dentist, Optician and Dietician.

Clinical staff are recruited if they meet the individual needs of the role and service for which they are supporting.

Training is provided to ensure that clinical staff can keep their registration current and delivered in a variety of ways with staff accessing national conferences, national working groups, research, and university training.

Quality Assurance and Service Development

As an organisation, we are committed on delivering the best quality service, and we are always looking to continually improve what we do. We have a Quality and Compliance Manager as part of the senior management team, whose role involves monitoring the service, evaluating, and learning from concerns, mistakes and complaints and developing the quality of the service.

As a team, we use Action and Improvement Plans to strategically develop and grow. We listen to and really value input from the young people we support, from families, staff, and external professionals to help us improve what we do, and use a variety of tools to collate this information.

Staffing Matters

We aim to develop staff to their full potential, by doing so optimising their contribution to the success of the Foundation and therefore, providing the best care and support for the children and young people staying with us.

Chailey Heritage Residential accesses the Workforce Diplomas externally to provide care qualifications for staff. School staff supporting the young people are qualified or working towards the SEA Standards. All support staff are expected to complete the Care Certificate within their first three months.

All new staff (0–3 months) follow a comprehensive Induction Programme and may include Inset Training that is shared between our social care and education staff where appropriate.



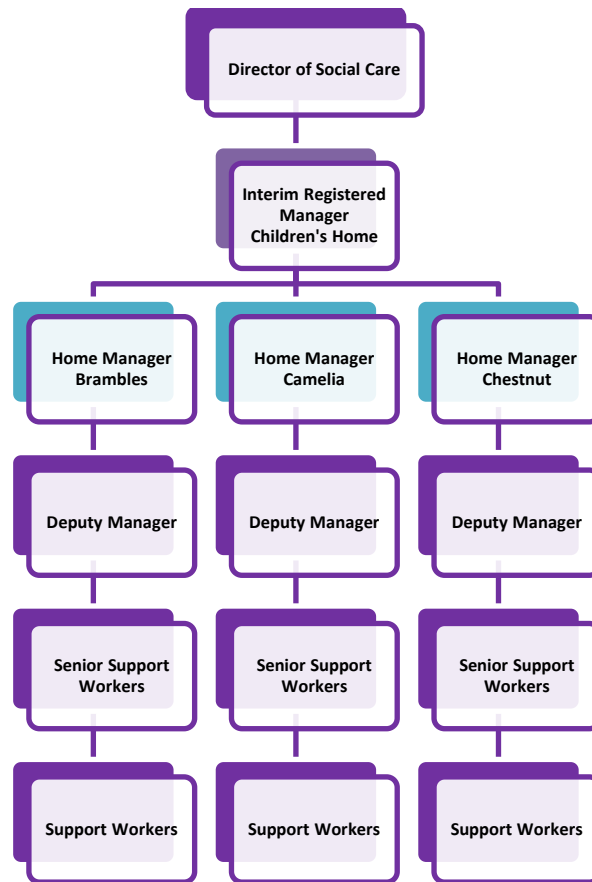
Additional training is required but must be by approval of the line manager who will decide (along with other senior staff and the nursing team, where appropriate) when the member of staff shows that they are ready and able to undertake specific training.

Additional training relates to more specialised areas of duties such as Gastrostomy, Epilepsy, Preparation of Medications and becoming a driver of the minibuses. These practises involve a greater level of knowledge and understanding, and staff are supported to undertake these courses when they are ready.

The Human Resources Department leads training proactively. A rolling evaluation of all required training is carried out and the relevant number of sessions booked to support those needs as highlighted by the Learning and Development Coordinator. Line managers have full access to their team's training records via People XD, our online Human Resources database. All staff have access to their human resources records also via our online system, People XD.

Supervision is part of the appraisal process where line managers can support staff members by developing their knowledge and competence. This enables staff to assume responsibility for their own work practices. During supervision, staff are encouraged to reflect on their work practice to learn from experience and to improve their competence. All staff who have successfully completed their probation will receive an annual appraisal to help them progress within their role.

Management and Workforce Structure



Senior Roles and Qualifications

The Home Managers will have achieved, or be working towards, a Level 5 Diploma in Health and Social Care and/or Leadership and Management for Residential Care. With the introduction into the management structure of deputies, the Deputy Managers are working towards their Level 5 qualification to ensure effective and consistent leadership across the residential provision.

All Senior Support Workers hold a Level 3 Diploma in Health and Social Care and have the option to complete a higher level qualification in Health and Social Care.



Promoting Positive Role Models

At Chailey Heritage Residential, we have a policy of promoting equality, and will endeavour to have a mix of staff genders working with the young people.



Onboarding Training	Care Certificate Modules
<ul style="list-style-type: none"> Chief Executive's Welcome - Values & Behaviours HR - Important Information ICT Awareness, Data Protection and E-Safety Fire Safety Training Safeguarding Recognise, Respond & Prevent Handwashing training 	<ul style="list-style-type: none"> Understand your role Your personal development Duty of Care Equality and Diversity Work in a Person-Centred way
Induction Training	<ul style="list-style-type: none"> Communication Privacy and Dignity Fluids and Nutrition Awareness of Mental Health conditions, Dementia and Learning Disability Safeguarding Adults Safeguarding Children Basic Life Support Health and Safety Handling Information Infection Prevention and Control
<ul style="list-style-type: none"> Clinical Services Induction Eating and Drinking PMLD (Profound & Multiple Learning Disabilities) Awareness Multi-Sensory Impairments Awareness Swimming Pool Hygiene & Safety Hydrotherapy Training Mental Capacity, DOLS & Consent Good Practice is Safe Practice Creams and Lotions Clinical Skills Awareness Basic Life Support Principles of Giving Medication Manual Handling Practical Child Curriculum Fire Precautions & Actions Assessment for Powered Chairs 	
E-Learning Courses	
<ul style="list-style-type: none"> Manual Handling Theory Care Certificate COSHH Food Hygiene Awareness ELFH - NHS GDPR Training 	
Post Induction and Further Training	
<ul style="list-style-type: none"> Positive Behaviour Support (approx. three months after start date) NVQ Level 3 Diploma NVQ Level 5 Diploma Driver Theory Epilepsy Underpinning Training Gastrostomy Underpinning Knowledge Medicine Theory Training Minibus Transport & Safety Driver Assessment 	

Job Title	Qualification
Interim Registered Manager – Children’s Home –SL	<ul style="list-style-type: none"> • NVQ Level 3 in Health and Social Care • ILM Level 7 in Strategic Leadership and Management • A Level Psychology
Quality Improvement Manager (Clinical) – CB	<ul style="list-style-type: none"> • Level 5 Leadership for Health and Social Care and Children and Young People’s Service Children and Young People’s Residential Management Pathway • NVQ 3 Caring for Children and Young People • Child Bereavement UK • Bereavement Training (CBUK) • Safeguarding Vulnerable Adults in Health Services • Safeguarding Adults – Under the Care Act • Safeguarding and the Care Act • Great Interactions • Health and Safety • Key Skills 2 • Safer Recruitment and e-learning • Key Manual Handling • Positive Behaviour Support
Brambles Home Manager – HJ	<ul style="list-style-type: none"> • Diploma Level 5 (in progress) • Diploma Level 4 • Diploma Level 3 • Manual Handling Assessor Training • Positive Behaviour Support • Safeguarding, Recognise, Respond & Prevent • Fire Safety & Evacuation • Mental Capacity, DoLS & Consent • Epilepsy • Long Term Ventilation • Medicine Theory • Intervener Training • Gastro/jej/blended diet • Catheterisation • Safeguarding Children (advanced) • Safeguarding vulnerable Adults (advanced)

Camelia Home Manager – JM	<ul style="list-style-type: none"> • NVQ Level 3 in Health and Social Care • Suctioning – Oral • Long Term Ventilation (LTV) • Minibus Transport and Safety • Colostomy Care • Gastrostomy and Jejunostomy • Epilepsy Control • Fire Safety and Evacuation • Manual Handling Theory and Practical • Driver Assessment • Safeguarding Recognise, Respond and Prevent • Safeguarding Children • Safeguarding Vulnerable Adults
Chestnut Home Manager - LR	<ul style="list-style-type: none"> • Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services • NVQ Level 3 in Health and Social Care • Advocacy Training (Triangle) • Medicine Theory • Gastro/jej • Epilepsy • Manual Handling Assessor • Intervener Training • Catheterisation • Fire Safety & Evacuation • Oxygen Administration • Basic Life Support • Safer Recruitment • Fire Marshall • Meds Prep and Administration • Suction • Safeguarding • PBS • Minibus Driving
Brambles Deputy Manager -KS	<ul style="list-style-type: none"> • Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services • Safeguarding Recognise, Respond and Prevent • Suctioning Oral • Oxygen Administration • Epilepsy Control • Nasogastric Feeds/Fluids and Medication • Positive Behaviour Support • Manual Handling Competency Assessor • Fire Safety and Fire Evacuation • First Aider at Work • Long Term Ventilation (LVT) • Safer Recruitment • Fire Marshall • Advocacy Training • Gastrostomy and Jejunostomy • Intervenor • Sleep Right – accredited certificate • Safeguarding DSL • Sleep right training • Level 3 NVQ in social care

Job Title	Qualification
Camelia Deputy Manager – LS	<ul style="list-style-type: none"> • Level 2 health & social care & level 3 childcare • Care Certificate • Gastrostomy, Jejunostomy and blended diet • Suctioning – Oral • NEB • Eyes, ears, nose, mouth training • NIV – Non-invasive ventilation (BIPAP) • Medicine Preparation and administration • Safeguarding • PBS • Driver assessment • Epilepsy • Intervenor training and Oxygen training • Long term ventilation.
Chestnut Deputy Manager - AR	<ul style="list-style-type: none"> • Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services • NVQ Level 4 Adult Care • NVQ Level 3 Residential Childcare • Care Certificate • Gastrostomy, Jejunostomy and blended diet • Suctioning – Oral • NEB • Eyes, ears, nose, mouth training • NIV – Non-invasive ventilation (BIPAP) • Medicine Preparation and administration • Safeguarding • PBS • Driver assessment • Epilepsy
Night Team Manager - AW	<ul style="list-style-type: none"> • Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services • Manual Handling Competency Assessor • Long Term Ventilation (LTV) • First Aider at Work • Safer Recruitment • Suctioning Nasal and Oral • Bereavement Training • Advocacy Training • Positive Behaviour Support • Fire Marshall and Fire Safety & Evacuation • Managing Difficult People Effectively • Emergency First Aid • Safeguarding Recognise, Respond and Prevent • Epilepsy Control and Oxygen administration • Mental Capacity, DoLS and Consent • Training for Supervisors • Gastrostomy and Jejunostomy

Job Title	Qualification
Night Team Deputy Manager - CB	<ul style="list-style-type: none"> • Level 4 Diploma Adult Social Care • Suctioning • Oxygen Administration • Epilepsy Control • Positive Behaviour Support • Long Term Ventilation (LVT) • Fire Marshall • Gastrostomy and Jejunostomy • Intervenor • Basic life support • Preparation of Medication • Positive Support for People with Challenging Behaviour (Foundation) • Fundamentals of Food Hygiene • NVQ 2 and 3 Children's' Care, Learning and Development



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