

# **SES KITE**

***Tower Hill (Supported)***

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## ***BROCHURE and STATEMENT of PURPOSE***

*SES Kite Ltd (12634002) is a subsidiary company of  
Specialist Education Services Topco Ltd (13159680)*

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## INTRODUCTION

Tower Hill (Supported) is part of SES Kite Ltd and is located in Beccles, Suffolk, accommodating three vulnerable young people with complex needs such that they need the mentoring support of adult professionals, to live a safe, fulfilling and independent life. Tower Hill provides *'supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers'* (Regulation 2). The young people can be aged between 16 & 17 year olds; and of any gender. SES Kite Ltd is the latest part of SES, who have over 15 years of outstanding practice in caring for and educating looked after children with complex social, emotional and mental health difficulties, firstly through Avocet House (Est. 2005) and subsequently with Turnstone House (Est. 2012). SES Kite Ltd also has a provision for young adults with social, emotional and mental health complexities. The company has vast experience of working with vulnerable and traumatised Looked After Children with associated mental health issues, self-harming and sexualised behaviours.

SES Kite Ltd has been created to facilitate the development and extension of our services for young people/adults who have been in the care of local authorities, and who need ongoing professional support as they continue their journey into adulthood. Tower Hill (Supported) provides the additional step down for young people to be able to access mentoring sessions with adults to guide and support them towards developing their life skills to lead to independent living.

At Tower Hill (Supported) we believe that regardless of past difficulties and traumas every person, given appropriate support, has the internal resources, however fragmented, to manage a continued journey of development, learning and achievement.

We adopt a "no limits" philosophy. This means that everyone working in our establishments has a passionate conviction that all our young adults are able to achieve; we are optimistic about success and accept no restriction on what is possible with the young adults in our care, and whose development and learning is in our hands.

- ✓ *we believe in a 'no limits' approach to helping children and young adults*
- ✓ *we believe in children's and young adults' abilities and potential*
- ✓ *we believe in unconditional positive regard*
- ✓ *we believe our young adults deserve fun and happiness in life*
- ✓ *we believe in a 'can do' philosophy*
- ✓ *we believe in success and learning from mistakes*
- ✓ *we believe intelligence is multifaceted*
- ✓ *we believe learning is a lifelong process*
- ✓ *we believe creativity and imagination are the keys to developing passions and talents, and preparing for life in a rapidly changing world*
- ✓ *we believe assessment of progress is based on improvements on 'previous best'*
- ✓ *we are future orientated*

Bespoke, personalised community based support and development are hallmarks of our operation, based on a positive psychology perspective that underpins our values.

We strongly believe that there cannot be a prescribed timescale for a person's 'journey' through life. Our philosophy of personalised futures, embedded in the operation of the establishment, accepts that each person will be at their own stage of development. Timescales around length of stay at Tower Hill will therefore be individually negotiated.

## OUR ETHOS

Our guiding community beliefs are captured in our SES Way ethos statement that drives our daily culture:

### Be Curious, Show Love, Build Connections

#### **Be Curious (Learning without limits)**

- **Ask Lots of Questions:** It's great to be curious! We all ask questions to learn more.
- **Explore New Things:** We help each other to try new activities and discover exciting things.
- **Find Your Own Answers:** It's fun to figure things out by ourselves, we always have people around to help us all explore.
- **Keep Wondering:** We all keep wondering about the world and never stop learning.
- **Enjoy the Journey:** Learning is like an adventure. We are always excited to see where our curiosity will take us.

#### **Show Love (Unconditional positive regard)**

- **Be Kind to Others:** We share kindness and go out of our way to make others feel happy.
- **Help When You Can:** We encourage each other to help each other and show we care.
- **Show Appreciation:** We all show gratitude; it promotes love and makes everyone feel valued.
- **Listen and Care:** We all listen to and help each other; random acts of kindness are great!
- **Spread Love Everywhere:** We all spread love by being caring and understanding to everyone around us.

#### **Build Connections (Every interaction is an intervention)**

- **Make Friends:** We all reach out and develop strong enabling relationships and friendships, building strong connections with others.
- **Work Together:** We all work together, because teamwork helps us all grow.
- **Share and Listen:** We share our thoughts and listen to others, creating understanding and trust.

- **Help Each Other:** We believe in helping each other, because that's how we build a caring and connected community.
- **Stay Connected:** We stay connected by checking in and supporting each other every day.

## AIMS AND OBJECTIVES

The purpose of Tower Hill (Supported) is to provide a holistic therapeutic community based facility that offers a safe, nurturing, caring, positive and protective homely environment that promotes personal growth, development and learning.

- To create and maintain appropriate caring boundaries for each young people that supports and enables their continuing transition from dependence to autonomy.
- To develop an individualised mentoring programme which looks to preferred futures, enhances self-esteem, develops strengths to maximise their personal potential, produces opportunities to succeed and moves our young people to appropriate levels of self-determination.
- To provide the platform for future permanence for each young person.
- To enable responsible, respectful, active citizens who contribute positively to society.
- To achieve the highest possible standard of development and learning measured by:
  - ✓ Improvements in approach conducive to education, training and employment
  - ✓ Developing social skills, hobbies and interest in activities
  - ✓ A growing enthusiasm for learning and development
  - ✓ Specific and generalised achievements
  - ✓ Tangible accredited outcomes; vocational and leisure
  - ✓ Lifelong improvements in wellbeing and mental health
  - ✓ Extending life skills to continue successful transition towards independent adulthood

## OUR THERAPEUTIC APPROACH – THE SES WAY

All young people coming to Tower Hill (Supported) are seen firstly as individuals, therefore their needs are unique and as such a carefully planned, individually constructed approach leads to long term therapeutic outcomes from the initial point of entry. These outcomes

are planned and tracked through mentoring structure. This carefully planned, personalised response can be summarised as the 'SES Way'.

SES has a broad view of what constitutes "therapy". The therapeutic milieu is grounded in the overall eclectic approach to promoting positive change in the people in its care. No single therapeutic orientation is adopted, with our "no limits thinking" we are open to any approach that promotes positive emotional well-being. All aspects of a person's life at SES are potentially capable of having therapeutic impact.

The therapeutic approach of SES is influenced and has strong connections with Planned Environment Therapy, the Secure Base Model and Neuroscience.

**Planned Environment Therapy** is terminology created by early pioneer workers with children with SEBD. Arguments may still remain about the absolute definition of this terminology but the following key factors are from the writings of David Wills. His descriptions can be seen in the ethos, atmosphere and practice of Tower Hill.

*"SES have created a holistic therapeutic milieu available through the total care given to the young people by all the staff in the team, bringing the work of Dr Marjorie Franklin and David Wills with Planned Environment Therapy, into the 21st century."*

- In Planned Environment Therapy the most important part of the environment is the worker. The type of person should be someone who:
  - a) has feeling as well as intellect
  - b) is a person with integrity
  - c) shows empathy and care
  - d) shows respect for others
  - e) as a role model enlarges and enriches others who associate with them
  - f) has firm (but not rigid) moral principles
  - g) is courteous and gentle in dealings with others
  - h) is a social person
- The relationships are between person and person first and client and worker second
- The environment releases the young person to be themselves - their real self – thus revealing issues
- People are responded to in a warm and welcoming way at all times even when negative transference is taking place
- Positive transference can be particularly effective in building relationships and helping people progress
- It is the environment therapy that is planned not just the environment
- The worker is not left alone to identify or plan responses to the client's needs but is surrounded by others who support identification, interpretation and planning
- Workers should be supported to deal with the impact of the behaviours on themselves to lessen the chance of their judgement being clouded or their attitude warped
- Where a person seeks maternal or paternal care or support it is given unconditionally whatever their age. Wills uses the following quote to illustrate the thinking:

*“Make children feel that they are loved, but make them understand also that the love of parents is very different from that of friends. Convince them that parental affection will always be there waiting for them, whatever their faults, because the tender affection of parents withstands every test. But make them recognize that the affection of friends is the result of esteem, confidence and choice. Children must learn that friendship is based on merit and that it is won or lost according as they are strong or weak, devoted to others or egotistically centred on self.”*

**The Secure Base model**, created by Beek and Schofield, provides a positive framework for therapeutic caregiving which helps people to move towards greater security and builds resilience. The model focuses on the interactions that occur between caregivers and people on a day to day, minute by minute basis within the caregiving environment. But it also considers how those relationships can enable the people to develop competence in the outside world of school, peer group and community.

**Neuroscience** and our understanding of the brain has already influenced our thinking about how important “parenting” is. There is a growing wealth of evidence about the brain science of human relationships that points to how critical parent-child relationships are.

*“The more healthy relationships a child has, the more likely he will be to recover from trauma and thrive. Relationships are the agents of change and the most powerful therapy is human love.” (Bruce Perry 2007)*

Positive human interaction for our young adult’s create the conditions of safety needed for activation of the social engagement system that:

- promotes good physiological regulation
- integrates brain systems by developing the connections between right and left hemispheres, and between the frontal cortex and lower brain structures
- buffers the negative effects of stress on the nervous system
- supports the immune system
- significantly reduces the impact of Adverse Childhood Experiences

*(See also The SES Way-An Exploration of our Therapeutic Model Policy and Practice document).*

## PROFESSIONAL SERVICES

On commission from the placing authority, Tower Hill (Supported) will identify through appropriate assessment procedures whatever additional specialist therapeutic input is required. This will be provided either from within the staff team and/or will be procured from outside the staff team on an individual basis and for an intensity and duration prescribed by such assessment. To support the assessment and response process Tower Hill (Supported) has access through SES employing Educational Psychology, Child and Adolescent Therapy and Psychiatric support on a consultancy basis. Systemic family

therapy is an integral part of our service. A range of other bespoke therapies may be used in support of our young people and adults.

Tower Hill (Supported) ensures that our young people are registered with a local doctor and have access to the full range of health care services as required.

## **CONSULTANTS WORKING WITH THE SES TEAM IN SUPPORTING HOLISTIC THERAPEUTIC INPUT**

Consultants work at both person specific, team development and strategic levels with SES. If required, their influence can be carefully integrated into all aspects of the work with our young people from admissions, casework planning, bespoke individual interventions, training, and systemic family therapy to extending our "no limits" thinking and energising our innovation.

Individual therapeutic work with people is based on a belief that there is a dynamic process operating in which they explore at their own pace those issues, past and current, conscious and unconscious, that are affecting their lives in the present. Their inner resources are then enabled by the therapeutic process to bring about positive growth and change.

All planned therapeutic interventions need to have a focus on developing trusting relationships within the context of our SES environments. At SES we understand that a regular and reliable relationship with the adult staff within our establishments is a far bigger priority than meeting a therapist once a fortnight in a remote clinic environment. Developing psychological formulations with a network of care professionals in the person's system offers a much more appropriate understanding of them and appropriate intervention; alongside the provision of regular supervision and support for the staff.

## **LEARNING**

Most, if not all, the young people admitted to Tower Hill (Supported) will have experienced learning difficulties within a variety of settings and will have an Educational Health and Care Plan (EHCP). There may well be a complicated picture of learning dysfunction categorised as:

- Generalised Learning Difficulties
- Complex Emotional and Social Difficulties
- Mental Health Problems
- Attachment Difficulties
- General Learning Difficulties

- Specific Learning Difficulties
- Developmental Delay
- Attentional Problems

All of these require targeted individualised support. The SES Kite team provide highly personalised development packages as part of their mentoring structures.

## **LEARNING AND “NO LIMITS” THINKING**

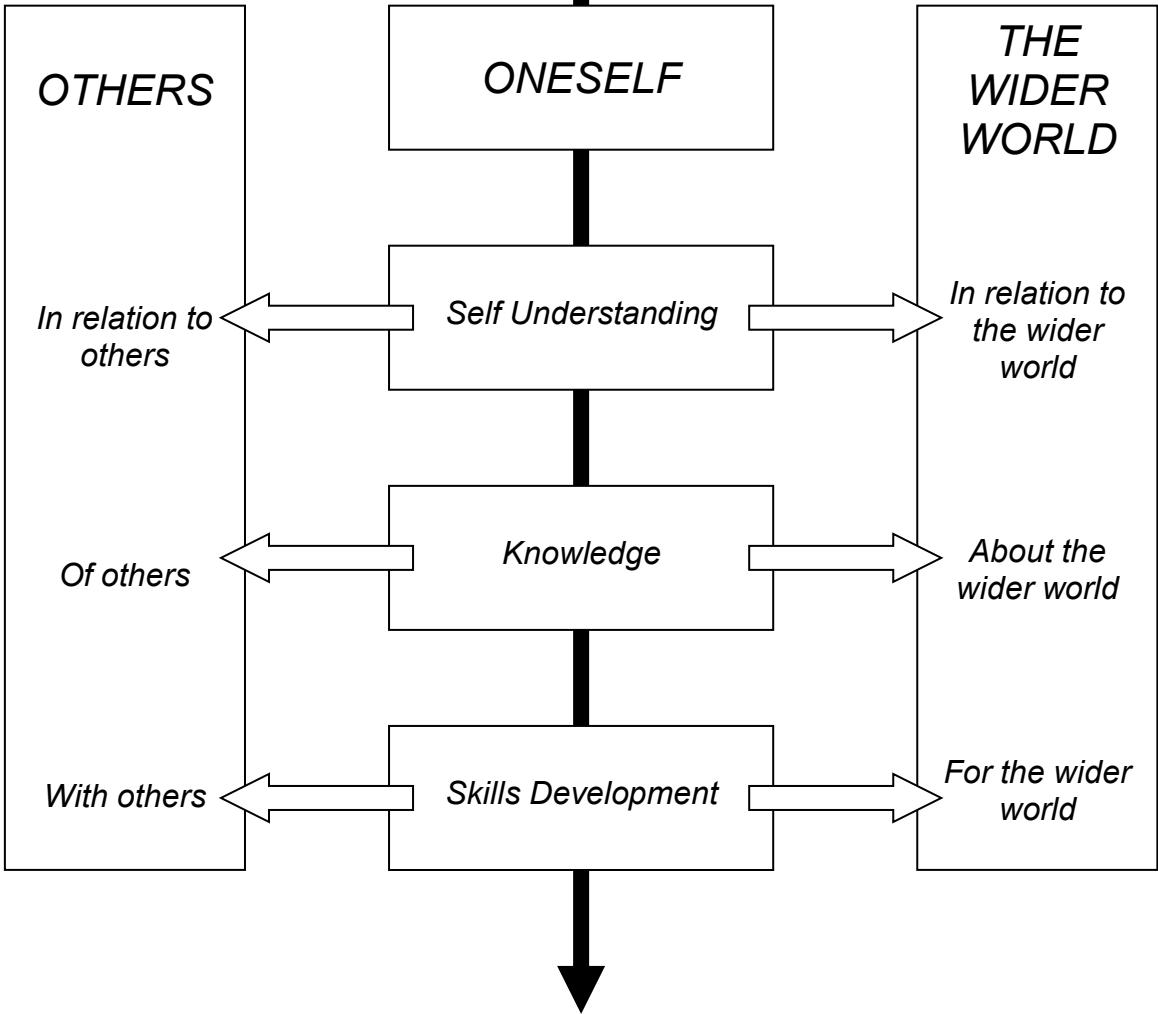
At Tower Hill (Supported) our vision is to deliver a high quality, holistic, personalised support and learning package for young people. This is combined with our “No Limits” approach to what is possible for all our young people.

Learning is a life-long process. It is therefore unsurprising that at Tower Hill (Supported) we take advantage of all opportunities open to us for extending learning across the 24 hour cycle.

This means that all staff are the ‘tutors’ and ‘teachers’ in the broadest sense and that all experiences relating to individuals can be planned, implemented and monitored through the mentoring structures.

Everything within the planned and unplanned framework of experiences are learning experiences (see diagram overleaf).

# LEARNING



## PORTFOLIO OF ACHIEVEMENT AND NEEDS (PAN) PROCESS AN OUTCOME FOCUSED APPROACH

Portfolio of Achievement and Need refers to the process of overall planning that support an individual's development and learning at Tower Hill (Supported). The PAN process and planning structures are what we use to draw together social, health and learning development. It commences as part of the admissions process, identifying long-term aspirations for our young people in partnership with the placing authority, and where appropriate, their family. **We actively seek to start with a person's strengths, gifts, passions and talents and expand from there.**

Our My Journey Model summaries the persons achievements and needs in six dimensions:

- **My Learning** – Education, Training and Employment
- **My People** – Family and Relationships
- **Who I am** – Identity
- **My Opportunities** – Experience and Leisure
- **My Health** – Health
- **My Future** - Transition

This is all underpinned by our ethos of learning without limits.

**We regard the person as a resource (rather than a problem) in the process of seeking solutions in their lives**

**We encourage young people to make choices, state preferences and define outcomes for themselves, and we respect these choices and preferences.**

The ultimate goal for our young people is **maximising achievement**, academically, vocationally and socially, and we accept no limits to what their learning package and / or journey might look like. This might mean attending a Further Education placement, a vocational placement, bespoke training packages or employment. In some cases, they may be supported, coached or taught by adults from Tower Hill, the broader SES team, or by specialist consultants or instructors bought in to enrich development and learning opportunities. In most circumstance it will be a combination of these.

At the heart of the aim for SES Kite supported accommodation is developing the young people's skills in independent living, towards the goal of becoming functioning and valued citizens within broader society.

## CREATING LEARNING OPPORTUNITIES

There are regular meetings between staff, balancing the promotion of multi-disciplinary working and consistent approaches to care, support and learning development, balanced with the respect for autonomy and domestic living.

The starting points for our young people are almost inevitably extremely low relative to the vast majority of their peers of the same age. Their previous journeys may well have been repeated failure situations both in many ordinary and specialist settings. Equally, despite this they might well be coming to us as part of their next step following a more recent upward curve of success where they have responded well to and taken positive advantage of the provision provided.

Tower Hill (Supported) provides a framework of high quality care, support and learning development embedded in a highly personalised experience. This has therapeutic benefits and is further enhanced by the work of trained child and adolescent therapists working alongside the staff team and being available to work directly with our young people in exploring aspects of their feelings, emotions and life history if commissioned.

Everything about Tower Hill (Supported) responds in a high-quality way to each young person's individual starting points, needs and aspirations. **We accept no barriers to innovation, creativity and response in order to maximise their opportunity to achieve independent living.**

## MENTORING SESSIONS

All activities and occasions Tower Hill (Supported) are considered as potential learning situations. Whether these are formal, informal or opportunistic they will vary with the situation and the individual concerned. Formal activities and learning situations require a level of structure relating to the objectives that the adult and young person are aiming to achieve in that activity.

This structure is formally supported through focused mentor sessions, that may link to the young person's Learning Model (My Journey). Regular mentor sessions support the young people in understanding and identifying their key entitlements as specified in the Supported Accommodation Regulations 2023:

- *I feel safe and secure where I live and in my wider environment.*
- *My voice is respected, heard and advocated for, so I can influence the support I receive.*
- *I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.*

- *I have my own space that I feel proud of and live in a comfortable, well- maintained, and stable accommodation.*
- *I receive high-quality, tailored support that sustains my health and wellbeing.*
- *I have strong, trusting, and meaningful relationships in my support system and can rely on the adults around me.*
- *I feel supported to learn and apply skills for independent adult living.*
- *I feel positive about my future and opportunities as a result of the support I receive.*

## REVIEWS OF PROGRESS

Every young child attending Tower Hill (Supported) is likely to have an EHCP and a Care Plan that has involved a range of professionals and possibly their family in its preparation (an EHCP may cease once a young person is no longer in education or training). These are the starting points for drawing up the individual programme for the young person. This is what the review meeting 'reviews'. It marks the progress the young person has made against the description of special educational needs in the EHCP and against targets in the Care Plan.

It is the policy at Tower Hill (Supported) to review progress through reviews at the following intervals:

- Initial review 6 weeks from admission.
- Subsequent reviews at 3 months and 6 months from admission.
- Reviews every year thereafter.
- The statutory requirement is to formally review the EHCP annually. These reviews are timed to coincide with the Care review cycle.

If there is any information or evidence that suggests that circumstances have changed in a way that may affect the efficacy, appropriateness or content of the care plan, then the local authority or SES Kite staff should immediately request and conduct a review to ascertain whether the plan requires revision.

Monitoring of progress is, of course, continuous and the Review Meeting is only a marking post in this process.

The young person's Portfolio of Achievements and Needs (My Journey Model), and their outcomes, are thoroughly examined at each review and these are also discussed and developed within the mentoring sessions.

## OUTCOME AND EFFECTIVENESS MEASURES

Outcome and effectiveness measures apply over the short, medium and longer term. With complex young people they are invariably not linear. They are very often organic and circuitous.

To offer best value for each placement, as well as ensuring each young person makes progress, outcomes over the most significant areas of their lives are measured on a regular basis. This is a process that involves not only the key professionals, but also the young person and their families/carers (where appropriate). Our My Journey Model provides a mechanism for capturing both qualitative and quantitative measures within each of the six dimensions.

Here are some illustrations of where outcome measures can be found:

- universal improving family relationships, including the duration and quality of visits and meetings
- long term progression in relation to unhelpful behaviours, providing a greater range of options for transition to independence and autonomy
- reviews and scrutiny by external partners
- positive improvements in risk assessments
- downward trends in risk taking and / or serious incidents
- engagement in planned mentoring sessions to aid personal development
- integration into community based activities
- national awards, accreditation and recognition
- the PAN process and increased aspirations for future
- Mentoring session record
- greater emotional resilience
- improvements in pro-social behaviour
- files and file notes recording key issues
- individual and bespoke therapy sessions, if commissioned
- reports on systemic working with the family and family visits
- team meeting minutes reflecting therapeutic progress for young people

We undertake longitudinal studies on all people placed at Tower Hill (Supported).

Further detailed illustrations and information on outcomes, effectiveness and value for money measures can be obtained via the Manager.

## REFERRAL AND ADMISSIONS PROCESS

Initial enquiries should be through the RSM, Operational Director, Managing Director; informal visits by social worker and Local Authority representatives are welcome by appointment. Formal applications for placement are made through the young person's Local Authority. Applications should be accompanied by the Education, Health and Care Plan (Where applicable) along with educational and social reports and any other professional reports, particularly the existing Care Plan and Personal Education Plan. Final decisions on placement will be made jointly with a placement authority after a rigorous and detailed referral process.

### Key Factors Influencing an Admission Decision

Factors under consideration will be:

- the match of the referral to the existing resident(s)
- the range of learning and social needs
- any assessed healthcare needs
- risk assessments
- the degree of care and learning development support required in relation to identified needs
- family circumstances and any implications for continued support from Tower Hill staff

Tower Hill (Supported) does not accept emergency admissions.

The Admission Panel considers applications. If initial assessment documentation indicates that Tower Hill (Supported) may be able to meet the needs of the individual then an initial planning meeting will be held. This affords the parent/carer, Social Worker, Psychologist and Local Authority representatives a formal opportunity to visit. If all parties agree on the appropriateness of the placement then an agreement will be reached as to how to involve the young person and their significant family members in the process. The assessment and admissions process will in every case be tailored to meet individual needs.

Both the needs of any new young person concerned, and the likely effects of their admission upon the existing resident(s) are fully considered and recorded when making decisions in respect of all admissions. This is to ensure 'best fit' matching for all young adults and to ensure, as far as possible, no person presents a significant or disproportionate risk to the safety or developmental opportunities of any other.

Initial Reviews will be staged throughout the initial assessment period following a young person's admission. Further reviews will take place at required timescales.

## ACCOMMODATION

Tower Hill (Supported) comprises of a four bedroom, end - terrace house, situated in the market town of Beccles, Suffolk, which provides a high quality community based living experience within a warm and welcoming domestic home setting. The young people have access to shared communal areas such as kitchen, lounge and bathrooms and outdoor space. Each young person has their own private bedroom that can be locked for security purposes. A hands free telephone that is available for private calls, as well as fibre broadband. All young people are supported to develop their independent skills, however, where required they will be provided with basic items such as bedding, towels, kitchen equipment and personal hygiene products.

The expectations for living are set in the Young Person's Supported Accommodation Agreement, signed by both parties at admission. The purpose of this agreement is to achieve a balance between nurture and structure, helping young people learn standards of living that enable positive health to flourish. Breaches of the Accommodation Agreement are responded to on a continuum, from low level informal discussions with their mentor, through to formal meetings where warnings can be issued. Full details of the procedures are within the SES Kite Supported Accommodation Promoting Health Policy and Practice document.

All SES Kite homes are assessed on an annual basis for their appropriateness and suitability of location.

## CONTACT BETWEEN YOUNG PEOPLE, FAMILIES, RELATIVES AND FRIENDS

Tower Hill (Supported) is committed to working in partnership with our young people, parents/carers, social workers/Personal advisors and placing authorities to best meet the needs of its clients. We maintain an optimistic view and high expectations of people's ability to develop given the right circumstances, rooted in a belief of resilience over risk, (Rutter 1985 '*Resilience in the Face of Adversity*'), and 'Resilience Theory', which itself holds to the principle that:

*"The individual has a combination of personal characteristics and skills that allow them to function beyond what would be expected in the light of that person's vulnerability or exposure to adversities."*

In liaison with placing authorities, young people accommodated at Tower Hill (Supported) will be guided in maintaining and improving, contact with parents, family and other

significant people. More importantly in collaboration with the placement authority the development and growth of positive family contact will be explored, and where agreed family work undertaken. Such support will be detailed as part of the young person's mentoring structures. In addition to direct contact, telephone, letter and emails are encouraged as part of any contact arrangements with and for young people.

We are creative and innovative in ensuring that visits feel warm domestic and natural. The facilities at Tower Hill (Supported) afford us opportunities such as a young person having the opportunity to cook for and share a meal with visiting family members, or friends from the community.

Despite past circumstances we accept no limits to what might be possible in terms of improved family contact and family reunification.

## CARE AND PROTECTION OF YOUNG PEOPLE

Specialist Education Services is committed to safeguarding and promoting the welfare of children, young people and vulnerable young adults in its care and expects all staff and volunteers to share this commitment.

Tower Hill (Supported) makes every possible effort to maintain a safe and caring environment where our young people can prosper, build friendships, develop social skills, grow in self-confidence and achieve their full potential in preparation for later adult life.

Various support systems have been developed to maintain this. For example, the safety of the building and garden is maintained with regular safety checks, risk assessments and maintenance support.

Our young people are actively encouraged to express their views both individually and within the community. We provide opportunities for our young people to express any concerns or fears they may have.

SES and Tower Hill (Supported) has a Safeguarding Policy and training programme, which all staff are familiar with and participate in (*The SES Kite Safeguarding Policy and Practice document is available as a download on the SES website*).

The Registered Service Manager of Tower Hill (Supported) is the Lead Designated Person for Safeguarding. However, any member of staff may make a referral directly to the SES Principal, or to Social Services if this is considered appropriate.

Tower Hill (Supported) is committed to promoting the health and welfare of the young people. We follow procedures laid down by the Suffolk Safeguarding Partnership if we see signs that suggest that one of our young people may have been a victim of abuse either in or out of the establishment. Use of the procedures in this way is an obligation placed on Tower Hill (Supported) by legislation and in no way infers that any person/parent/carer is

being accused of wrong doing. The Lead Designated Person for Safeguarding will be informed and engagement will be sought from Child Protection Team and social services prior to any action being taken.

Tower Hill (Supported) seeks to provide a safe and secure environment for the young people who live there. However, as in all group living experiences, there is always the potential for bullying of one kind or another. Therefore at Tower Hill (Supported) bullying is taken very seriously, and a number of measures have been introduced to manage this. Staff are trained in recognising the signs of bullying, there is a complaints procedure for young people, Tower Hill (Supported) has a Bullying Policy which is known and understood by staff and young people, there are regular ongoing and planned opportunities for young people and staff to discuss bullying in all its forms, and the policy and its implementation is monitored by senior staff.

It is important that all young people and carers have access to information regarding routine health surveillance.

Tower Hill (Supported) assist in developing young people's understanding of the importance of a well-balanced and nutritious diet. Medical health, physical, cultural, religious and dietary needs are outlined within their care plan. All young people are registered with the local GP service at Beccles Medical Centre. Supporting young people with specific medication and the handling of medicines is outlined in the SES Kite Health and Safety Policy and Practice document.

Young people will have responsibility for food shopping, preparation, serving and clearing up after meals. Exercise and healthy eating fit naturally together and form part of discussion with all young people, which automatically links with their 24 hr learning in order that an appropriate balance is found.

As with all matters discussed as part of each young person's Portfolio of Achievement and Needs, other specialist services will be engaged as required.

*(See also SES Kite Promoting Positive Health Policy and Practice, and SES Kite Health and Safety Policy and Practice)*

## **LISTENING TO YOUNG PEOPLE**

We have already clearly expressed throughout this document how Tower Hill (Supported) respects and nurtures a personalised response to individual needs. We use a variety of formal and informal means of consulting with, and drawing feedback from, the young people about their life. Our 'no limits' thinking is a key part of this as we encourage them to take an active and leading role in making decisions that influence their lives. More than this our culture is about bringing to life the 'the young person at the centre' of what happens.

Here are just some illustrations (large and small) of the range of formal and informal

'consultations' with our young person:

- ✓ Conversations at mealtimes
- ✓ House meetings
- ✓ Statutory reviews
- ✓ Quality of support review young person feedback
- ✓ Social worker/Personal Advisor visits and feedback
- ✓ Involvement in the day to day running of the house
- ✓ Involvement in the décor of the house
- ✓ Longitudinal research with leavers about their experience
- ✓ Mentor Sessions

Tower Hill (Supported) strives to provide support that promotes young people as follows.

### **Personal Development and Learning:**

- developing Independent Living Skills
- support contact arrangements, liaison with family
- developing independence in the community
- enabling access to community based services and advocacy related services
- aiding engagement in community based recreation and Leisure
- ensuring a healthy engagement in physical activity and exercise
- support in planning, cooking and maintaining a healthy nutritious diet
- further development and consolidation of life skills through the SES structured program and syllabus that covers:
  - Finance
  - Home Management
  - Self-Care, Health and Food
  - Social Skills and Relationships
  - Travel

### **Education, employment and training:**

- accessing local further education college provision, specialist vocational training, or specialist learning difficulty vocational placements
- support of SES trained Careers, Information, Guidance Advisors to advise the Support Workers for mentoring sessions.
- personalised my journey model, closely supported by the young person's mentor.
- 24 hr learning provision where SES model extends to utilising all the waking day as learning opportunities (SES staff have access to consultant Psychiatrists, Educational Psychologists and Psychotherapists as well as access to professionally trained teachers if these are commissioned)

### **Monitoring, Reporting and Evaluating**

- beyond all the regulatory standards, placing authority will receive monthly update reports

- full six month progress review reports that have an outcome based and evaluative quality, explaining why particular approaches work and learnings from those that don't appear to.
- notification of any significant developments or incidents

## STAFF TRAINING AND SUPERVISION

To facilitate the provision of high quality work with our people all staff employed at Tower Hill (Supported) participate in the Specialist Education Services Staff Support and Development Programme. This formalises a system of staff supervision, support, development and training.

Specialist Education Services believes that staff support and development is a continuous process for all staff, whatever their role and responsibilities, from appointment to leaving. It is a reciprocal process of mutual benefit to individuals, groups of adults and the establishment as a whole and involves both formal and informal processes.

All staff receive support development sessions on a monthly basis, these sessions are recorded and inform the individual's Professional Development Plan.

All staff also have an entitlement to ongoing training and development and as such all have a minimum of six days annual training with pay. Importantly, training and development is not viewed as a process separate from the individual's day to day professional practice, indeed learning is most effective when individuals can identify a clear connection between theory and practice. As such the learning which occurs both informally and formally through day to day observation and feedback is as important as more traditionally based training.

There is a mandatory and comprehensive induction package for all staff appointed to Tower Hill (Supported). All staff will be required to hold a Level 3 Residential Care diploma (or equivalent) or will be required to begin working towards this once their induction period is completed.

At Registered Service Manager level the expectation is to hold a Level 3 Health or Social Care Diploma or equivalent.

*(For more information see: SES Kite Staff Support and Development Programme)*

## ORGANISATIONAL STRUCTURE

Specialist Education Services is owned by one director/proprietor.

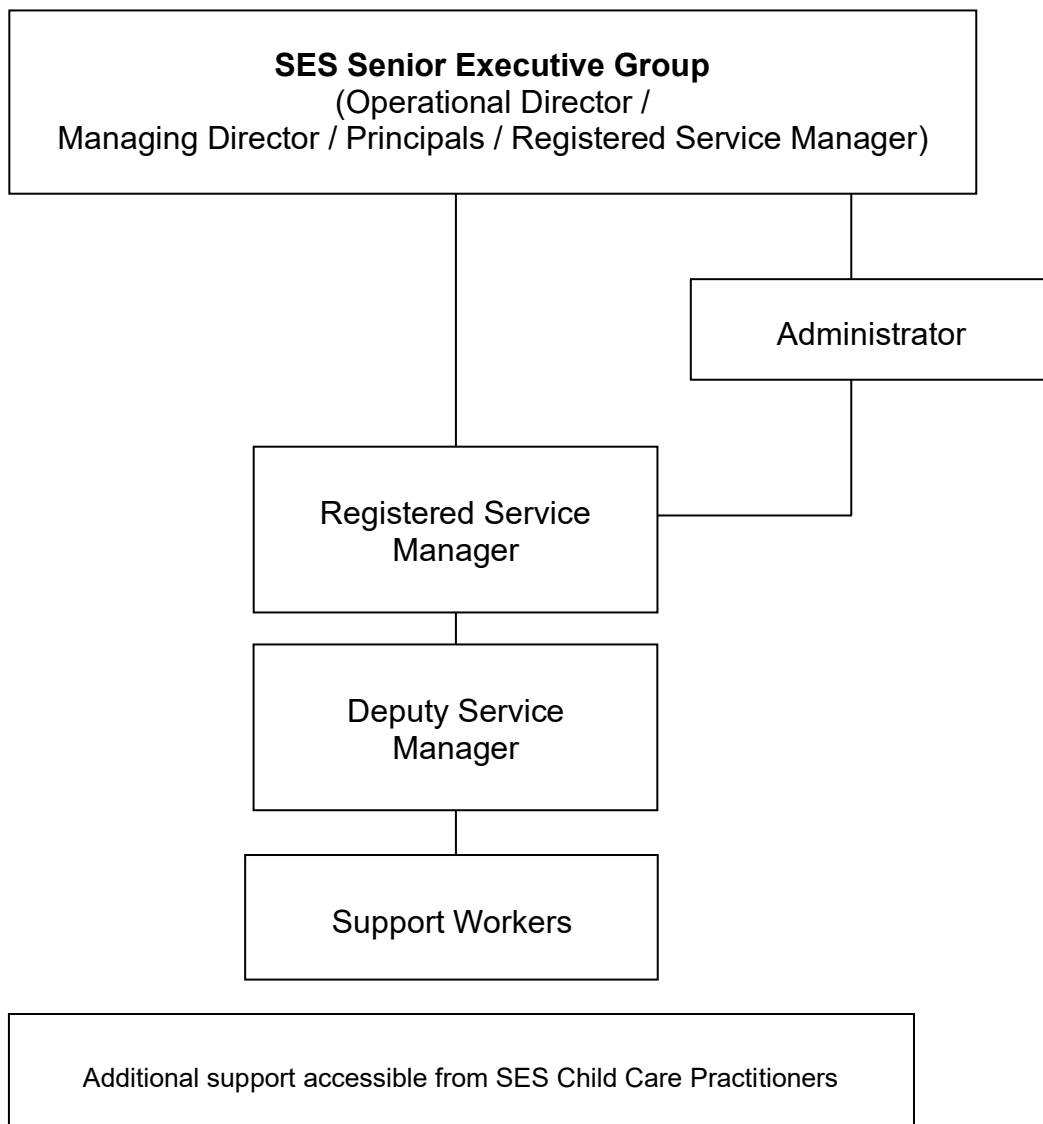
SES Kite Supported Accommodation: Brochure 0226

The Directors provide leadership and management support and advice to the RSM, and underpins the drive for a high quality of education and care for the children placed there.

The Registered Service Manager of Tower Hill (Supported) is in overall charge of the day to day operation and reports to the Operational Director.

There are five Support Workers who work under the direction of the RSM to provide, care, learning development and advocacy for the resident young people at Tower Hill (Supported). Additional support can be sourced from a larger group of Child Care Practitioners employed across SES Children’s Homes.

Beneath the basic visual of this structure and in practice, lies a high quality and sophisticated blend of care, health and learning development which are so seamless in operation and which create the holistic approach.



## **LEARNING FROM MISTAKES, CONFLICT RESOLUTION AND RESTORATIVE PRACTICES**

A major aim of Tower Hill (Supported) is to help young people to continue to develop personal controls from within. To this end positive behaviour patterns are encouraged and rewarded. To assist this development, an environment has been established which gives both support and security for our vulnerable young people, whilst allowing sufficient flexibility for the encouragement of individual development and respect for the individual. Staff are role models of considered conflict resolution. Management techniques involve a range of strategies including the use of positive reinforcement and counselling, contracts, rewards, incentives and detailed positive interventions and programmes.

Staff receive training and guidance in respect of creating a positive environment where relationships are based upon mutual trust and respect. It is important for all concerned, for the young people and staff alike, that there are agreed expectations regarding how to behave positively in a shared living environment. All people have a right to be treated as individuals. At Tower Hill (Supported), we have an agreed code of conduct and approach of which our young people have been at the heart of constructing.

There is an overriding emphasis on the use of restorative approaches as part of individual and group responsibilities within the Tower Hill (Supported) 'family'.

In instances, and on rare occasions, where a discharge is as a result of an immediate action, we will ensure that clear plans are available for staff indicating clearly the areas that would constitute an emergency move and the actions to be taken. At no point will a young child be discharged as an emergency measure unless there are clear agreements that this is the best form of action to take.

The discharge of a young person in a planned way is the most appropriate, means of helping a young person move on successfully. Due regard will be paid to the needs of the young person and best practice will be applied at all times.

## **MISSING FROM CARE**

We fundamentally believe that if a person's needs are being met and they feel happy, secure and appropriately challenged by those who are caring for them then there is absolutely no incentive to leave or absent themselves.

However we recognise that, there may be circumstances in which our young people feel compelled to, or opt to absent themselves. Naturally, as we are caring for complex young people, all have a formal risk assessment, within which the risk of absenting themselves

and / or going missing is recorded. If there is a perceived risk then our risk assessments outline the risks and triggers together with the proactive and active management measures that can be employed to reduce the risk. Furthermore, all staff are trained in understanding the importance of dynamic risk assessment and they would naturally be calling upon all their skills of persuasion and intervention to avert such an event. Clearly as we are caring for complex young people, if it is certain that a young person has left the home and hasn't returned as expected, there are clear and rigorous procedures which will be followed, involving searching the immediate vicinity and alerting the appropriate authorities and parents/carers. This should be dealt with efficiently but in a low-key fashion following SES internal procedures and Suffolk Police Missing From Care Protocols.

On return to the home the young person will be offered food and a hot drink if they have missed a meal or been absent for a number of hours. Adults will attempt to establish with the young person the reason for their absence and will record all facts associated with the absence. The young person's social worker will be contacted and invited to visit the young person to discuss the absence with someone independent from the home.

Our team would not hesitate to draw upon support from emergency services should that be deemed necessary.

Where there is a risk that a young person may go missing, staff should do everything they can to help them understand the risks and dangers involved and make them aware of how to seek help if they do go missing. This will form part of formal mentoring sessions, with all young people provided with details of the "Missing People Safe Care Service".

*(For more detailed information see SES Kite Supported Accommodation Missing From Care Policy and Practice document).*

## **EMERGENCY PROCEDURES**

Tower Hill (Supported) is suitably fitted with smoke alarm / carbon monoxide systems and there is an agreed domestic escape plan that is rehearsed twice a year.

*(For more details see SES Kite Supported Accommodation Health and Safety Policy and Practice document).*

## **RELIGIOUS AND CULTURAL ETHOS**

Our young people are supported in following a form of worship of their choice should they express it and / or if it is already an established part of their life pre admission. A secular approach or position is equally respected and supported.

## EQUAL OPPORTUNITIES AND INDIVIDUAL RIGHTS

The Company and implicit in that the home has policies on discrimination, equality and diversity, which aim to ensure that no job applicant, employee, young person (or prospective admission) or their family is discriminated against whether directly or indirectly on the grounds of age, gender identity, sex, attainment, special educational needs, ethnicity, or cultural background.

Responding to the rights of individuals is interwoven throughout practice, procedures and policy at SES. Our work embodies and brings to life the Human Rights Act.

Specific advice to our young people about their rights is available from any member of staff and from external sources.

*(For more detailed information see SES Equality and Diversity Policy and Practice Document and SES Equality Duty document).*

## MAKING A COMPLAINT

Most concerns or worries that young people, parents/carers or staff may have can usually be resolved by discussing issues with the individuals concerned. In the case of complaints coming from external sources, the RSM should be notified immediately, who will also inform the SES Principal.

If a formal complaint is made which cannot be resolved by informal procedures then the home has a formal complaints procedure that should be used.

We recognise at times that our young people may experience situations or circumstances which they consider to be unfair, threatening, or an infringement of their rights. At such times our young people may feel angry, anxious, frightened, confused or miserable, and they should be enabled to communicate or challenge such situations and circumstances.

However, it is essential therefore that any young person or a representative / advocate of / for the young person wishing to make a complaint is treated with respect and that their complaint is taken seriously.

Our young people may choose to complain to any staff adult on the premises, peer, parents/carers, social workers, etc. There is a clear structure of responsibility for ensuring that all complaints are followed up correctly and that all parties involved remain informed about the progress and outcome of the complaint.

Tower Hill (Supported) will endeavour to appoint an independent complaints panel that will investigate any complaint referred to them through the complaints process, that is unresolved through internal procedures.

For a complete explanation of the process and procedures please see the Complaints and Representations Policy and Practice document which can be obtained as described below. An abbreviated version is also available for parents/carers should they prefer it.

## AVAILABILITY AND ACCESSIBILITY OF DOCUMENTS

Key documentation (hard copies) are made available to parents/carers, social workers and local authority representatives as part of the admission process for our young people. These will always be renewed upon request or when there is a change of social worker. Access to other hard copies of documents is available by application to the SES Turnstone office during the normal working day.

Virtually all our documentation is available as a download from our website.

We are particularly required to bring the availability of certain documentation to your notice:

Policies relating to:

1. Adult Safeguarding
2. Child Safeguarding and Child Protection
3. Health and Safety
4. Mental Capacity Act
5. Deprivation of Liberty Safeguards
6. Consent Policy
7. Equality and Diversity
8. Freedom to Speak Up
9. Promoting Positive Health
10. Person Centred Care Planning
11. Initial Assessment and admission
12. Complaints Procedures and Data
13. Missing Persons
14. Reporting Incidents and Notification of Significant Events
15. Contingency Plan

The list of our documentation is a lengthy one. In an organisation as complex as SES and with the demands of external scrutiny and regulatory guidance it is of no surprise that we hold extensive policy, practice and procedural documents. These are, on the whole, written for a professional audience. Where accessibility issues arise whether that is for a young person or adult we will take time to explain and clarify their contents. Should it be necessary we will create a bespoke simplified written version.

Should you have concerns or enquiries about any aspect of our policy and practice please contact the RSM who will provide you with the appropriate documents and/or discuss any feature of them with you.

**Registered Provider: Contact Details**

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**Specialist Education Services Website** can be found at:  
[www.specialisteducation.co.uk](http://www.specialisteducation.co.uk)

