



The Lighthouse Surbiton Children's Home



Our Statement of Purpose

December 2024

"Caring for children in a warm family environment"

Company Registration Number: SC423606



The Lighthouse Children's home is a great place to live. We are one big family. The children feel like they are my family. We share things, play together, eat together, relax together. We are very happy here because the staff look after us very well. We have lots of nice food, they give us lots of treats, we do lots of activities and although sometimes they are strict on us, it is usually because we have done something silly. We love the Lighthouse and we are happy that we live here. We are listened to and the staff really care about us. The Lighthouse Children's Home is our Home!

Please continue to read to find out more about the home.

Love the young people at The Lighthouse Children's Home

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2. Introduction



The Lighthouse is a provider of residential care for young people up to 18 years old. We specialise in working with individuals who have Autism, Learning Disabilities and associated challenging behaviour.

Established in 2011 and expanded in 2015 to open a second specially adapted home in South West London. Our experienced, dedicated and fully trained team of support workers and managers staff each home.

We combine our professional experience with a family perspective, creating a dynamic service that strives to offer young people with learning disabilities outstanding outcomes and expanded horizons.

Our Statement of Purpose is written in line with Regulation 16; Schedule 1 of The Children's Home Regulations (England) 2015 and the Quality Standards.

Our Statement of Purpose has been designed to accurately reflect and describe how we, The Lighthouse Surbiton Children's Home, set out to provide individualised care to meet the quality standards for young people. Our Statement of Purpose is periodically

reviewed or as/when necessary to ensure it continues to accurately reflect best practice in young people's residential care.

3. Our Ethos

Our ethos is to provide quality care in a family home. We ensure young people have positive childhood memories which are filled with warmth, care, friendship, laughter, adventure, fulfilment and more. This is provided in a nurturing family modelled environment. The views, wishes, aspirations and feelings of young people are central to everything we do. The team is here to support and promote growth in all areas of their lives; this includes identifying their strengths, supporting them to reach their potential and celebrating their individual achievements.

4. Our Aims, Outcomes and Methods

Our Aims:

At The Lighthouse we pride ourselves on providing a safe and caring environment similar to that of a family home for all of our young people. This is facilitated by the affection and commitment of the staff which is delivered in a professional, respectful and caring manner. Support focuses on meeting the holistic needs of the young people in a nurturing and honest way.

Our Outcomes:

- We provide high quality individualised care that supports young people to make significant progress that enables them to reach their full potential to attain successful outcomes as described in the Quality Standards.
- We develop individualised care plans based on a young person's views, wishes, choices and needs. This care plan details their care and support package as well as setting goals that build on positive relationships, enjoyment and achievement, and their health and well-being.
- We institute and practise robust safeguarding procedures which protect the young people from harm both at home and in their community. It is central to everything we do.
- We set and monitor progress using our independence targets. These are developed based on the identified progression needs of a young person. They prepare individuals for their transition to adulthood and ensure they are able to succeed in their progression to adulthood.
- We have an uncompromising stand on the active recognition of young people's rights in all aspects of their lives.
- We are committed to comprehensive and person centred transition planning for all young people to enable smooth and successful transitions both into adult life and other services e.g. education, work etc. We work in partnership with parents, carers and professionals to develop bespoke transition plans for individuals in all aspects of their lives.
- We establish effective working relationships with young people's school/college placements to ensure they are able to attend, are ready to learn, and reach their educational outcomes.

- Our home has an unwavering stance on both promoting and practising policies of Equal Opportunities, valuing Diversity and Anti-discriminatory practices.
- We provide a home in which every young person feels they have stability and security. We are committed to supporting individuals in the development of their practical, social and emotional skills which enable them to develop self-confidence and build positive relationships in and out of the home.

Our Methods:

The Lighthouse’s approach to achieving these outcomes is varied and based on the young person's needs, preferences and aspirations. We treat each young person as an individual and the care that they receive is tailored to meet their needs.

We use a positive behaviour support model which promotes the use of positive reinforcement and recognition as a tool for developing self-regulation and management skills for each young person. We take a developmental approach to learning life skills and managing health and nutrition.



Young people are involved in the development of the service through tailored communication approaches. The home has a total communication approach which is used to ensure individuals are kept up to date with changes in the home. The home has access to a wide variety of communication tools which can be adapted based on the assessed needs of a young person for example The Picture Exchange Communication System (PECS),

photograph exchange, objects of reference, body language and verbal communication.

We recognise that some young people display behaviours which are challenging to others. The home sees behaviour as a form of communication and utilises positive behaviour support approaches to enable individuals to develop self-regulation skills and implement de-escalation techniques. The team works with young people and professionals to develop robust and proactive behaviour management strategies which are encapsulated in a personalised behaviour support plan. The home staff are Team Teach trained which enables them, as a last resort, to use physical interventions to make a situation safe.

The team adopts an inclusive approach to assessment and intervention, which includes using a key worker system, observation and participation. We consistently consult with young people, their families, professionals and other agencies in implementing, monitoring and reviewing care plans.

Staff are employed using a safer recruitment process, they are fully inducted, trained and supported to develop their skills to provide a high quality team.

The organisational structure is designed to ensure all levels of staff from management to maintenance are supported and monitored to facilitate outstanding outcomes for the young people. Communication systems in place within the organisation at all levels ensure that operations are highly efficient and effective across the organisation.

Efficient monitoring systems are in place to maintain a high quality service, these include regulation 44 and 45 visits/reports. Regularly reviewed development plans are implemented to ensure the home continually focuses on improvement and developing the specialist services we provide.

5. Admissions

Description of the accommodation offered:

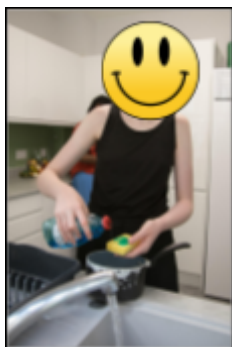
Our home provides care services and accommodation for up to **six** children up to the age of 18. We accommodate children and young people who have a diagnosis of autism, learning disabilities, and associated challenging behaviour. Additionally can provide accommodation for children and young people who have mild physical disabilities, this is however dependent upon the assessment of their needs to ensure we can provide adequate facilities to meet such needs.



Location:

The Lighthouse Children's Home is situated in Surbiton, Surrey. We are a detached property within close proximity to local amenities, services and facilities, such as buses and trains, libraries and schools, shops and cinemas, leisure centres and youth clubs. A 500-yard-walk leads to our local health services – Surbiton Health Centre, where we register our children and young people and it boasts excellent facilities and service. Additionally, Kingston Hospital A&E is only 2 miles away. Public transport in the area enables easy access to all parts of London and the South East.

Adaptations of our accommodation to meet the needs of young people:



The property has been sympathetically adapted in accordance with our *ethos*. The home has been adapted to meet the health and safety needs of young people as well as be suitable for young people with Autism and Learning disabilities. All adaptations are intended to safeguard young people accommodated in the home. Any adaptations or limitations placed on young people's privacy and access to areas of the home will be regularly reviewed to ensure it is deemed necessary and proportionate. Our home is equipped with robust furniture in our communal areas and bedrooms, where appropriate. Window restrictors are in place throughout the home as needed to ensure young people are safe. The front door is fitted with a double lock and electronic fire door release which may be used in exceptional circumstances to protect and safeguard young people.

Description of our home:

Our home is a three-storey building, comprising six single bedrooms (four on the first floor and 2 on the second floor), thus enabling each young person to have their own bedroom. Young people are given the opportunity to furnish and decorate their bedroom according to their wishes and unique styles.



Facilities available:

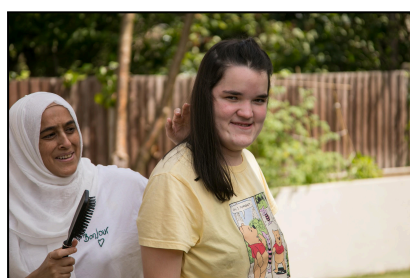


There are two shared bath/shower rooms, a fitted kitchen, a large extended lounge, a dining room, a small office/1:1 space, a sensory/breakout space/room, a functional garden with a raised flower bed, and a sunken trampoline. The garden can be used to learn how to grow and nurture plants, play tennis, play football and as a general relaxation area. There is also a garden office which is a purpose built wooden cabin and store room. The office provides a large multi-purpose room to be used by staff and young people for staff and YP meetings, as a quiet study area, for family contact and staff supervision.

Young people have access to a variety of age appropriate toys and games including a switch, xbox and Netflix, all of which are used via supervised internet access. The home utilises our 9 seater vehicle to access a variety of venues, we do however try, where possible, to encourage the use of public transport to promote independence. We often enjoy trips to such places as Chessington World of Adventures, Hampton Court, swimming, London Zoo, nature walks and Richmond Park.



6. Referrals



We have and always will give priority to ensuring young people referred for a placement meet the criteria for admission and that we will be able to meet their needs. Consideration will always be given to the appropriateness of the intended placement in relation to how this affects the needs of the existing young people placed in the home. Placement matching is used to ensure that all placements are suitable.

In order to facilitate this process, we have an admission procedure, which ensures that sufficient information is obtained and disseminated prior to and during the induction period of a young person. The procedure sets out the criteria for the admission of young people and the service provision set up to meet their needs.

The procedure also ensures that appropriate and adequate information is supplied to young people and their families/interested parties, such as: The Lighthouse's Statement of Purpose, Complaints Procedure, Individual Care Plan and Conditions of Care in line

with current legislation. A simplified version of this has been produced for young people.

7. Assessment

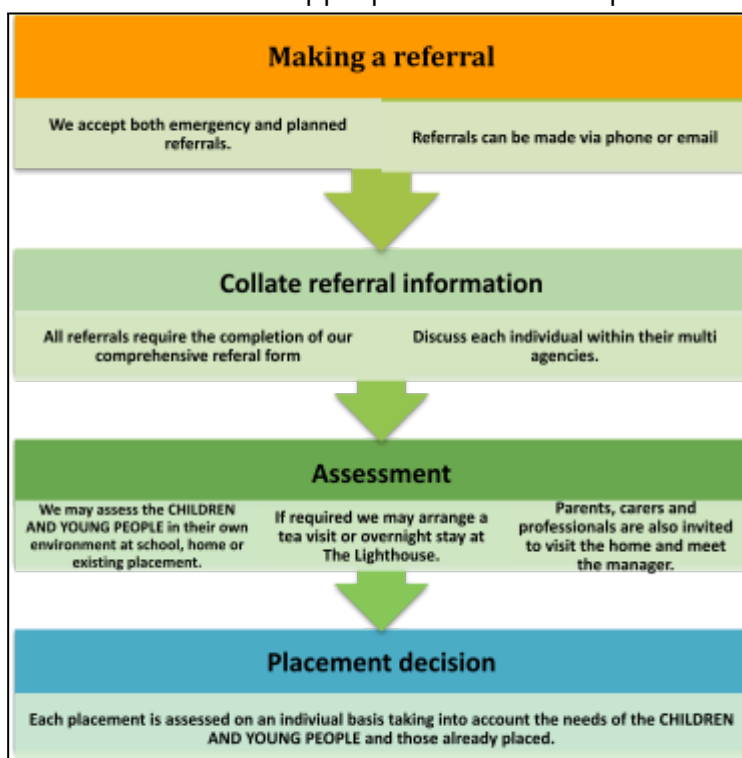
The Lighthouse Children's Home is registered to accommodate six young people on a full-time basis.

Senior staff will aim to visit the young person in their current placement in order to further assess their needs, gain information about the young person's needs and behaviour and to discuss subsequent admission/transition procedures. Visits to the home and overnight stays with us by the prospective young person and their family are encouraged prior to placement agreement being made.

The quality of information at this stage is vital to the future well-being of the children and young people and the period of settling into the home. Often a transition meeting is arranged at this stage to finalise paperwork, complete LAC and/or other paperwork.

The home will not operate a crisis intervention service which could be detrimental to the other young people in the home. However we will consider emergency referrals where there is a need to accommodate a young person at short notice for a longer term placement. We will aim to minimise possible disruption to young people already placed with us at The Lighthouse. Where possible the full admission policy will be followed for emergency placements. However in some instances there may not be an opportunity to assess the young person. In this event attempts are made to establish as much information as possible about the young person and the reason for the referral from the referring authority. This information should be shared with the home via email.

Based on the information provided, using our placement matching procedure, the management team will decide on the appropriateness of the placement.



8. Confidentiality & Privacy

All information and records about young people, their families and relevant others are kept confidential and securely stored. All young people living at The Lighthouse are informed about this when they move in. Information is only shared if young people/parents/carers give permission or if there is/appears to be a safeguarding concern. All records are kept in a manner that makes them easily accessible for OFSTED inspections.

9. Transitions & Discharge From the Home

Although this could be a period of mixed emotions for both us and our young people, whether they are transitioning into or out of the home, we take great care to plan and support individuals to manage their emotions and well-being. We aim for all transitions and discharges from the home to be completed as smoothly as possible to enable success for the individual. We ensure that young people are fully involved in the process with their wishes and feelings being a priority.

10. Cultural, Linguistic and Religious Needs of the Young People

We work closely with families/carers of young people to ensure that all young people's cultural, linguistic and religious needs are recognised and met while they live with us. We celebrate various religious festivals throughout the year in a manner which meets the understanding needs of young people living in the home, these are based on their individual choices, wishes and cultural backgrounds.

Menus are adapted accordingly and young people will be supported to explore multi-cultural celebrations including objects and decorations. These will be provided accordingly and the ethnic, cultural, religious and spiritual needs of young people will be met as is practicable. Prior to the admission of a young person to the home their religious, cultural or linguistic needs will be identified and appropriate arrangements made to ensure that these needs are met. All information regarding young people's religious, cultural and linguistic needs are specified in their individual care plan.



We provide a range of reading and educational materials in a variety of formats to aid young people in their understanding of religion, culture, equality and diversity. With the support of young people we may display visuals throughout the home which may include photos, pictures and items associated with religious and cultural festivals.

11. Comments, Complaints and Compliments Policy

We have a comprehensive complaint procedure which is provided to young people upon their admission to the home (in the form of a Children's Guide). The complaints procedure is also shared with young people in young people meetings. Young people are aware of how to make a suggestion or complaint in the home using the home's suggestions box located in the dining room.

There are a number of adults to whom young people are able to voice their concerns.

These include:

Key Workers:



Every young person is assigned a lead keyworker and keyworking team. Where possible, in a way that is appropriate to an individual's age and level of understanding, young people's wishes are sought and play a part in the allocation of their keywork team. These members of staff build and maintain a professional and friendly relationship with their allocated young person. Keywork sessions are both planned and ad-hoc and led by the individual as well as

planned focus on specific topics relevant to their personal development and relationships. Keyworkers will adapt methods of communication to ensure the young person's wishes and feelings are identified, listened to and acted upon. This is documented creatively in their monthly keyworking sessions and is used to coincide with a monthly report reviewing progress, achievements and to discuss areas of development. These reports can be sent on request to professionals and family/carers to keep them informed of the young person's monthly activities, education, behaviour, emotional well-being and to track progress.

Staff Team (Support Workers, Seniors and Managers):

Young people are able to speak to any member of our staff team regarding any concerns or complaints they may have. We practise an open door policy for young people and ensure that discussions are recorded in the keywork folder which is kept in the house office. Young people are able to speak to the manager and are encouraged to use a variety of communication tools to express themselves including drawing, writing and mind mapping.

Others:

Young people are also made aware that, should they wish, they can speak with the Registered Manager, Director or External Consultant about any issues they may not feel they can discuss with other staff.

External:

If a young person feels they cannot talk to any of the staff in the home they are encouraged and supported to contact the following services/people for support:

- Their parents/carers/relatives and/or other significant people
- Their Social Worker
- The Local Police (101/999)
- ChildLine
- Children and Young People's Legal Centre
- NSPCC
- Ofsted

Young people may use the office telephone to contact any of the above persons as needed. If a young person does not know the necessary telephone number we will provide them with the details and provide the support they need.

If the complaint is about a member of our staff working in the home they will not be present during initial discussions. The complaint will be recorded as a complaint in the complaint records for the home and, if required, a member of staff will write the complaint on behalf of the young person. Our Managers will then be notified and they will, as soon as possible, undertake an investigation and take appropriate action accordingly whilst keeping the complainant informed.

The outcome of the investigation will also be recorded and should seek to satisfy all parties concerned with the complaint. As a team we value comments or compliments about the services we offer and will take seriously any comments or actions that may arise and ensure these are recorded accordingly.

Furthermore, these comments, compliments and complaints will be used for Quality Assurance purposes.

12. Review of Young People's Quality of Care

All of our young people deserve to have their say on the quality of their care and we make this an integral part of our Care Package. We consider these views as fundamental to the improvement of our services and the development of our home. We seek young people's views, wishes and feelings from the start of their placement by adopting an inclusive approach (in their Placement Planning Meeting, Care Plan Meetings, Reviews and Assessments) and encouraging young people to express their views and wishes regarding their care.

Young people's views and wishes are gathered and transferred into their respective individual care plans to improve their quality of care. We treat and value each young person as an individual and consequently we adapt our support style to each young person's ability, age, needs and understanding by using a wide range of communication aids and tools. This ensures that young people's right to have their views, wishes and preferences heard, acknowledged and, where appropriate, catered too are met.

We consult with the young people by:

- **Listening and Observing:** We take every opportunity to listen to and observe young people with the aim of developing positive relationships that enable them to give us their feedback and express their emotions.
- **Total Communication:** We practise total communication to enable young people to express their views, wishes and feelings.
- **Keyword sessions:** These are used to consult with young people to understand their needs, views and any concerns.
- **Young People's Meetings:** Young people have a monthly young people's meeting where they are encouraged to set the agenda and discuss things as a group relating to the home's progression and changes.
- **Questionnaires and Quality Assurance:** We regularly seek the views of our young people by asking them to complete an anonymous questionnaire at least once a year.
- **Consultation:** We enable 1:1 discussions and Management Consultations with young people.
- **Independent Visitors:** These unbiased individuals come to the home on a monthly basis to spend time with young people and gain their feedback regarding the home.

Personalised Young People's Guides are provided for each young person where information regarding our home, staff, their keyworkers, peers, facilities, privacy, confidentiality, safeguarding, bullying, money, meetings and complaints is included.

Where appropriate we are able to support individuals to access Advocacy Support Services which enable young people to express themselves to an independent person and have their voice heard. This service can take place in a variety of ways which the team will support individuals to understand. Each local authority has access to an advocacy service for young people which we can support them to contact either via their social worker or by making an online referral.

We have a detailed Anti-Bullying Policy which all staff and young people are aware of as it is embedded in the work we do with them promoting and encouraging the development and maintenance of healthy and positive relationships both in and outside of the home. As a service we are always working to ensure the prevention and 'stamping out' of bullying or bullying type behaviours using proactive strategies and positive action to effectively deal with concerns. A copy of the anti-bullying policy is available on request from the manager or any other member of the homes team.

We do however recognise that some of our young people have behaviours of concern which can be directed at others and could be interpreted as "bullying." Our young

people's needs can sometimes mean they do not fully understand the concept of bullying or have control over their actions. For this reason we ensure the team are skilled at adapting their approach to challenge and manage these behaviours and support young people to reflect on their actions towards their peers.

We do not tolerate bullying in any shape or form and instances of such behaviour are responded to in a positive and developmental manner. We are a PBS provision and focus on monitoring behaviour patterns which may indicate there is any bullying taking place and will act swiftly to deal with this in a professional and sensitive manner.

Discrimination will always be actively challenged in our home. We ensure consistent monitoring of care practises to ensure that high quality care is being provided in a non-discriminatory environment so that all our young people and their families feel they are valued as individuals. Our practice is directed by the equal opportunities policy which all staff are aware of and trained on as needed.

Children's Rights are at the core of how our home is run and the quality of care we provide. We work diligently to ensure that individuals rights are respected and protected in all aspects of their care in and out of the home. The home operates in the knowledge that all young people's rights are protected by law, regulations and Policies and Procedures.

In our home, we believe each young person has the right to:

- be treated as an equal and as an individual
- be cared for by people who understand their needs
- be respected and have their opinion heard as well as be free to express themselves and their identity
- privacy including of his/her belongings
- confidentiality
- Have their healthcare needs addressed promptly
- receive an education which enhances their prospects for the future
- protected from violence, exploitation, abuse, neglect and maltreatment
- receive respect and understanding in relation to their cultural, religious and spiritual beliefs
- have the opportunity to think independently and make their own choices
- complain about anything that is felt to be unfair or unjust and to have that complaint listened and responded to
- develop and nurture lasting friendships and contacts both in and outside the home
- be informed about all important decisions that affects the residents and to have their say in relation to them
- be treated with dignity

13. Enjoyment and Achievement

At The Lighthouse we promote young people's right to pursue their interests and leisure activities. We understand these activities help them to develop confidence and independence skills for social interaction as well as developing their creative and intellectual capabilities.



School holiday and weekend activities are organised in consultation with the young people to ensure their preferences and choices are taken into account. We actively encourage and support participation for individuals as we believe that it results in greater enjoyment and consequently achievement for our young people.



Activities being chosen by young people vary greatly and can be local or further away, such as visiting Birmingham for a sensory/movement activity or Bognor for a house holiday. Our activity programme is regularly reviewed to ensure that it reflects individuals needs and preferences as well as taking into account their developmental age. All activities are appropriately supervised and risk assessed prior to commencing and

records are made in young people's handovers, monthly reports and individual care plans.

Young people have access to a variety of activities inside the home which includes electronics like the house switch, xbox and internet. The home also has lots of games which are used to encourage young people to play together which promotes positive relationships as well as other life skills. The home has a variety of art and craft equipment which contains various materials that encourage young people to show off their creative skills and express themselves in a variety of mediums. The home also has a range of sensory toys, many of which are personal to the individual, which are available for those that need or like them. Examples of these are sensory poppers, fidget toys, playdough, water, sensory sand, messy play, a bubble tube and other sensory equipment. Young people are also encouraged to take part in baking and cooking regularly to develop their independence skills and to learn about ingredients, measuring and healthy eating. Young people are encouraged to try new things and get creative and messy. Specific cultural needs are identified in the young people's care plan. Cultural activities and celebrations are always facilitated and celebrated in line with these needs.



14. Education



We are committed to ensuring young people reach their full educational potential and work to maximise all possible opportunities to achieve their educational targets which are set out in their Individual Education Plans (IEP).

We support young people to value their education and training by providing support to enable them to progress in their learning outcomes. This includes; improving independent study skills, completing homework, access to a quiet and private space. We support and guide young people through the barriers they may face in relation to receiving their education. This may include raising the need for assessment for specialist provisions, reviewing EHCP outcomes and advocating on their behalf for suitable learning environments.

All young people are actively encouraged to attend their educational placements, this can include support to manage transition to and from school, in placement and as a last resort the facilitation of home schooling if necessary. We encourage and support attendance of any extracurricular activities and participation in school trips to promote learning outside of the formal education/training provision.

Young people are supported to work on meaningful targets and goals in the home which both embed their educational placement targets as well as developing independence in all aspects of life skills.



15. Health and Medication

The health needs and wellbeing of young people are incredibly important and every effort is made to ensure they are provided with everything they need to meet these. Personal hygiene and health are dealt with sensitively and in a manner that promotes young people's dignity.

We offer all staff the opportunity to be First Aid trained and on each shift there will be a minimum of one member of staff who is First Aid trained. All staff who have medication responsibilities are required to complete training in the handling and administration of medication as well as being observed and signed off as competent by suitably qualified managers.

There is no specific healthcare or therapies provided in our home however any referrals to therapies or specific medical services are sourced externally through the young

person's GP with whom we have an excellent working relationship. If any young people require specific therapeutic interventions or treatments (as recommended by health professionals) then our staff would be expected to complete relevant training prior to undertaking this work.

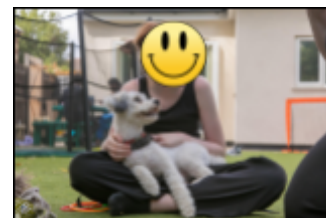
We have a notice board in the dining room where health and wellbeing information may be displayed as well as information on food menus and other relevant health information. This board is regularly reviewed and updated based on young people's needs at the time. The home's menu is young person led and reviewed every 3 months to ensure individuals feel their food preferences and nutritional needs are being met. All meals are served with salad and/or vegetables and young people are encouraged to have healthy snacks and take part in physical activities.

If young people are referred to the home with a pre-diagnosed condition which requires on-going medication it is the responsibility of the Registered Manager to consult with the appropriate agencies to identify the correct procedures. These will be clearly recorded in the young person's records and in the medication records.

A detailed health record is kept for each young person accommodated in our home. It is the responsibility of the keywork team to ensure that up to date information is recorded in the case file. This includes information on any illnesses, operations, immunisations and appointments with their GP and/or specialist medical services. A young person aged 16 or over is able to give consent for medical treatments however, in some cases, there may need to be a mental capacity assessment/professional discussion if it is felt someone is not able to understand the decision they are being asked to make. Young people under the age of 16 may also give consent depending on their ability to understand the nature of the treatment. In any case written consent to emergency medical treatment will be sought from the person with parental responsibility for the young person, this will be retained on their health file.

16. Positive Relationships

The home actively promotes contact between young people, their family and their friends as far as reasonably practicable. This is managed following guidance from Social Services in relation to any care or supervision orders that may be in place. The home will attempt to facilitate contact where possible while taking into account the needs of the home and other young people.



Parents will be consulted in regards to any decisions being made which relate to the care of their young person, this will however depend on care orders or instructions given by Social Services. The planning and review of young people's care provides the basis of a partnership between the home, parents and the young person. Parental

involvement with young people and parental responsibility will be based on guidance provided by social care.

Memory books, pictures, letters, drawings, paintings and postcards can be sent to relatives or taken to meetings to show progress and activities. Young people are able to use the telephone and email, where this is appropriate, to maintain positive relationships.

Young people are encouraged to invite friends over to join in with birthday parties and other celebrations. Young people are supported, where it is age appropriate and they have capacity to go on dates and have opportunities to form 'special' bonds.



We support young people to develop relationships based on honesty, mutual respect and understanding. We ensure staff work with young people to develop clear professional and personal boundaries which are effective for both parties.

One of our main aims is to ensure that the home provides young people with warmth and comfort. It is expected that staff will form caring relationships with young people, becoming fond of those they are caring for. We are a family home and as such want the children to feel we are part of our family. These feelings are natural and should not be considered as inappropriate, we do however work with young people to understand the meanings of professional relationships.

We are committed to:

- helping young people to develop socially aware behaviour and de-escalate confrontations with or between young people with potentially violent behaviour
- meeting young people's behavioural and emotional needs as set out in the young people's relevant plans
- encouraging young people to take responsibility for their behaviour, in accordance with the young people's age and understanding, so they can develop skills needed to communicate to other young people that bullying is unacceptable. They will also be supported to develop the skills needed to recognise incidents or indications of bullying and how to deal with them
- helping young people to develop and practise skills to resolve conflicts positively and without harm to anyone
- communicating to young people our expectations about their behaviour and ensure that they understand those expectations in accordance with the young people's age and understanding

- helping young people to understand, in a way that is appropriate according to the young people's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful
- helping young people to develop the understanding and skills to recognise or withdraw from damaging, exploitative or harmful relationship
- striving to gain young people's trust and respect
- endeavouring to learn and understand how young people's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these to develop positive relationships with young people
- making certain that all our staff are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of young people as well as helping young people do the same

17. Protection of our Young People

Young people are assessed prior to admission on their required level of support. The home operates with a minimum 1:2 staff ratio for all young people although the majority of placements require 1:1 support at all times. Young people are supported at night by either 2 waking nights or 1 waking night and 1 sleep-in if there are 3 young people or less accommodated. During the night young people are checked on regularly depending on their individual needs and the wishes of their parents/guardians.

The Lighthouse Children's Home may use devices or apps for the monitoring or surveillance of the young people if necessary for the purpose of safeguarding the young people and promoting their welfare. In these circumstances the home will ensure that they receive consent in writing (or verbally in keywork sessions/meetings) from each individual's placing authority and/or the young person depending on their capacity to understand the risks associated with the identified technology or activity. In these situations the home will, where reasonably practicable, taking into consideration the young person's age and level of understanding, inform the young person in advance of any intention for monitoring or surveillance taking place. In all cases the home will ensure that any monitoring or surveillance is no more intrusive than necessary having regard to the young people's need for privacy.

The home may use CCTV and/or video doorbell systems for surveillance purposes on the front door, backgate and external buildings of the home. If in place this will be primarily for security and is an additional measure to help safeguard and promote the welfare of young people.

18. Safeguarding of our Young People

Our detailed Safeguarding Policy, which correlates with our Child Protection Procedure, combines national and local guidelines and regulations. The effectiveness of the policies are monitored regularly and amended accordingly. A copy of our home's safeguarding policy is available on request.

We work closely with the Designated Safeguarding Officer (DSO) to ensure the prevention and resolution of young people's protection issues. All serious incidents involving the protection of young people within the home are notified to Ofsted in accordance with the Children's Home Regulations (2015). Incidents or concerns are conducted in line with the home's policies including our Behaviour Management and Missing Person's Policies.

It is a key principle that young people are protected from abuse and exploitation and as part of this we ensure:

- Young people have their views, wishes and choices listened to, and their views are taken seriously.
- Young people are made to feel valued and staff encourage individuals to build on their self-esteem.
- A complaints procedure which is clear, effective and user friendly is readily accessible to all young people.
- That there is a comprehensive record of complaints which record; any representation/complaint, addresses any actions and details the outcome.
- Recruitment and selection procedures for members of staff are rigorous and follow the safer recruitment guidelines.
- There is a clear procedure in place for employees to express any legitimate concerns and encourage the use of the "Whistle blowing" policy without any prejudice on their own position.
- There is an open respect for diversity and sensitivity to the race, culture, religion, gender, sexual orientation and impairments of all individuals.

Staff receive appropriate and up-to-date child protection and safeguarding training. This includes information on how to look for possible signs of abuse, what to do if anyone suspects abuse and what to do if abuse is disclosed to any member of staff. The home has detailed guidance in place on how to respond when a young person reports an allegation of abuse. The home's DSO is Gail Lumber, who has completed advanced Safeguarding Training.

At The Lighthouse we understand how the development of technology and the internet is a fundamental tool to support the growth of young people, we are however aware of

the safeguarding implications this may have. There is always a consideration for the games, television programmes, films and internet sites that young people access. This is always based on the individual's age and appropriateness of the technology.

Young people's safety is paramount and we are more than happy to respond to any request for an additional care review if a young person persistently goes missing from our home or is thought to be at risk of harm. We may seek to review a young people's care plan with their local authority and other professional agencies in order to further safeguard a young person's well-being and ensure that they are being kept safe from any potential harm.

19. Missing Young People from The Lighthouse Children's Home

The home has a comprehensive Missing Children's Policy which provides guidance on how to ensure the risk of young people going missing is minimised, if not eliminated. This policy highlights procedures to be followed, and the roles and responsibilities of every staff member if a young person is missing from care or away from the home without permission. It also details how staff should support the young person upon their return to placement. A copy of this policy is available upon request.

We pride ourselves on respecting the rights of young people, and this includes their right to leave The Lighthouse. Notwithstanding we have a duty of care and our priority is ensuring young people are safeguarded at all times. We therefore remain vigilant at all times with regards to the whereabouts of young people.

The home's joint protocol with London Child Protection Procedures refers to situations when young people, who are looked after by a local authority, go missing from the home and it provides guidance to all staff.

The Lighthouse Children's Home also has additional safety measures in place to ensure young people are safe and protected at all times:

- all young people's risk assessments have an agreed level of support and supervision for each young person when in and out of the home
- correct staffing levels are observed
- staff give young people their full attention
- extra vigilance is observed in busy places
- staff wear sensible footwear so that they can quickly follow a young person as needed
- staff will carry assigned mobile phones when working with vulnerable young people to ensure that they communicate any concerns

- facilities and outdoor venues visited are well known to staff, and have been visited in advance as necessary where an elevated risk has been identified
- front doors are closed and locked at all times when not in use as in a normal family home
- each young person has a Missing Person Plan which is kept up to date and reviewed regularly
- a daily handover is completed detailing what young people are wearing to ensure staff and other professionals can easily identify them

20. Behaviour Management, including restraints, sanctions and consequences

The aim of our Behaviour Management Policy is to ensure that appropriate behaviour is promoted at The Lighthouse and that any measures of control, discipline and restraint used are necessary, reasonable and proportionate.

We provide care and accommodation for young people who have autism and learning disabilities and who may have a variety of needs. This includes those who may display behaviours of concern. These could include self-injury/harm, injury to others by kicking, hitting, punching, biting or being destructive to property.



Our principle with regards to behaviour management is to aid young people in developing socially acceptable behaviour through the recognition and encouragement of positive behaviours (positive behaviour support) through the use of positive reinforcement. We believe in the principles of gentle teaching, positive reinforcement and reward strategies/systems.

In order to promote positive behaviour we have an established framework of general routines. Individual boundaries of behaviour are well defined and we have realistic expectations of behaviour for individuals which incorporate the use of consistent and sensitive methods of intervention. Clear behaviour management Strategies, positive behaviour support plans and behaviour reflections are some of the strategies we use. We also ensure that staff are trained in proactive strategies, de-escalation, diversion, communication and positive reinforcement.

In addition to this we realise the importance for young people to have clear boundaries and, in some cases, consequences for their behaviour. Nevertheless young people are, where appropriate, expected to reflect on and account for their behaviour and actions.

In doing so we are supporting them to develop an understanding of the consequences of their own actions.

'No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child' in accordance with 19 (1) of the Children's Home Regulations 2015.

In line with these regulations we practise restraint only as a last resort and staff are expected to do a dynamic risk assessment and use their professional judgement to safeguard young people. In accordance with Regulation 20 of the Children's Home Regulations (2015) restraint is only to be used if a young person is in danger of injuring any person (including themselves), causing serious damage to property or as a last resort. Restraint must always be necessary and proportionate.

21. Health and Safety of our Young People and our Staff

Our Health and Safety Policies and Procedures ensure the safety of the home and protect young people from avoidable hazards. This includes robust weekly, monthly and annual checks which are completed in line with national guidelines.

In addition staff receive training on health and safety at work and, where possible, we work with young people in the home to encourage them to learn safety aspects of a home environment thus helping them to build their independence and take pride in their environment. We also operate a structured maintenance system to ensure that all repairs are undertaken promptly.

22. Young Adults Living in the Home After They Turn 18

At times it may be appropriate for a young person to remain living in the home after their 18th birthday. The Lighthouse will ensure that where this is requested or identified to be necessary there will be an assessment to ensure that their needs remain in keeping with the home's statement of purpose.

We will also complete a review of their matching risk assessment alongside the impact of their remaining in the home on other young people placed here to identify and, where necessary, implement risk reduction actions. We will work alongside relevant external agencies with regards to safeguarding and transition planning such as the London Adult Safeguarding Board.

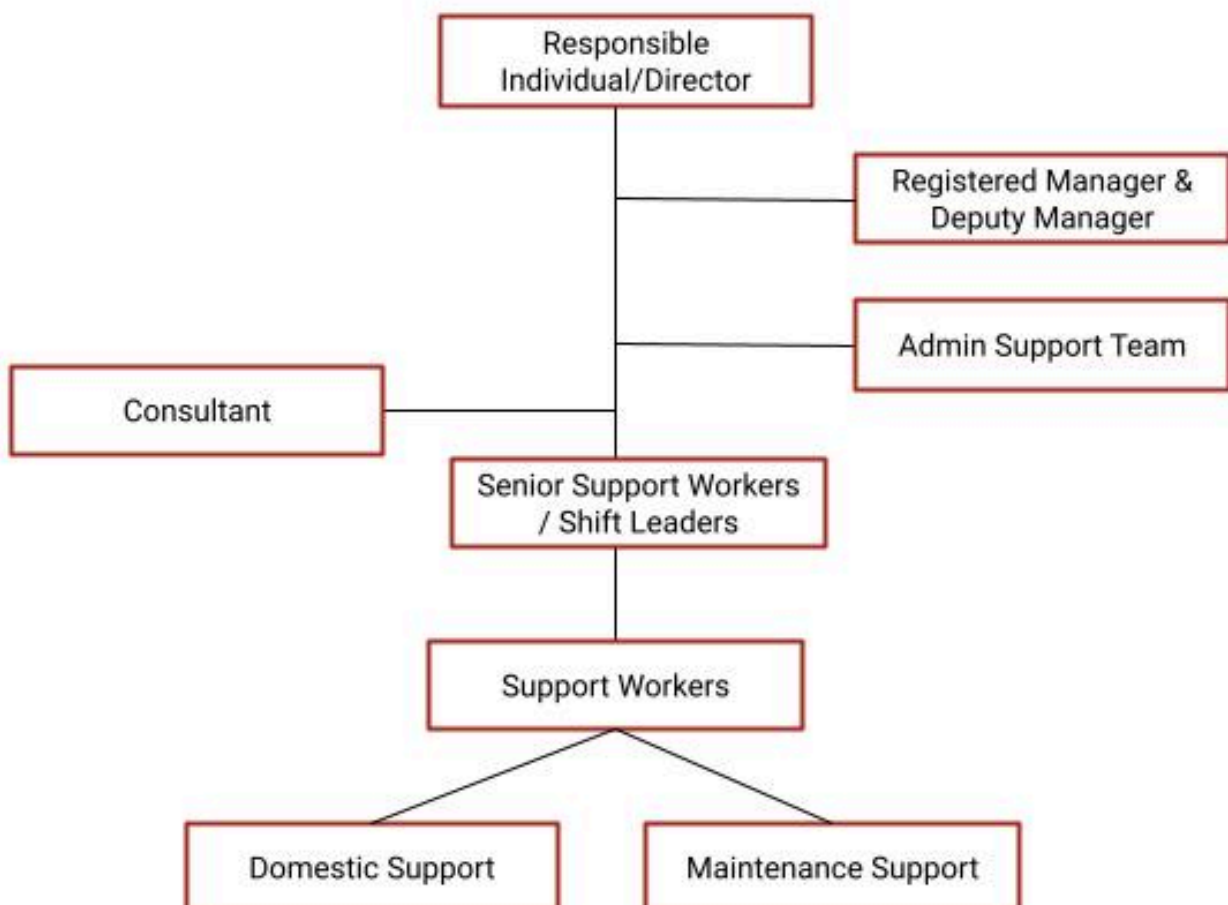
23. Young People Moving into the Home Before Age 8

There may be times where the home gets a referral, especially emergency referrals for a young person younger than 8. The home will ensure it completes a suitability risk assessment to ensure the home can meet the young person's needs and that they match with the current young people in the home.

Any risks will be minimised and any actions will be put in place. The home will work with all professionals involved and notify the home's local MASH team that they have a new young person who is younger than 8.

24. Management and Staffing

The Lighthouse Children's Home is privately owned and managed. Below is the staffing structure:



25. Meet the Team



Director & Responsible Individual

Rayman Jeetoo

I am the Director of Reamcare Ltd which is a small organisation supported by over 25 years' experience in residential care.

We set up The Lighthouse Surbiton in 2011 as the organisation's first home for young people with autism and learning disabilities. Our aim is to continuously provide high quality professional care within a family environment. I work directly with our managers to ensure that we achieve the outcomes outlined in our ethos, aims, outcomes and methods. Here at the Lighthouse we are passionate about the constant improvement of our services. Our success is measured by the achievements of the young people in our care and we work passionately to ensure they are given every opportunity possible.

Registered Manager & Designated Safeguarding Officer

Gail Lumber



I'm the registered manager of the Lighthouse Surbiton, a home for young people aged up to 18. I have been working with people with disabilities for over 20 years in a variety of roles including teaching, social care and managing a variety of services.

I started working at the Lighthouse in September 2020 and worked directly with the young people, staff team, families and professionals to provide an environment that facilitates independence and progression for individuals with Autism and other learning disabilities/difficulties. I am passionate about empowering young people to use their voice and express their needs and wishes, preparing them for adulthood across all areas of their lives.

I am an experienced Designated Safeguarding Lead and am committed to supporting young people to feel safe, secure and valued. I place significant importance on young people feeling happy and cared for in their home and my focus is on supporting them to develop across all areas of their lives.

26. Our Qualifications and Experience

Managers			
Name	Designation	Qualifications	Experience
Gail	Registered Manager	<ul style="list-style-type: none"> - Diploma Level 5 in Positive Behaviour Support Practise Leadership - NVQ level 4 Registered Managers Award - Diploma in Teaching in the Lifelong Learning Sector (DTLLS) Level 5 - Intermediate Team Teach Trainer - BILD PBS Coach - First Aider - Safeguarding and & DSL training - Trainer the Trainer Qualified - Epilepsy and Auto-injector trainer - Child Protection Level 3 - Medication administration trainer 	<p>Over 25 years experience working with children, young people and adults with ASD, complex needs, behaviours of concern and learning disabilities in educational, social care, day and residential provision.</p> <p>17 years experience in managerial roles in various settings.</p> <p>Over 17 years experience of safeguarding management, delivering training and managing teams.</p>
Catia	Deputy Manager	<ul style="list-style-type: none"> - LAWC level 3 	<p>Over 5 years experience working in care settings with young adults with complex needs and ASD as a support worker, senior and deputy manager.</p>
Administrative Assistant			
Name	Designation	Qualifications	Experience
Billie	Administrator		<p>Over 8 years working in a variety of support roles with young people with ASD and behaviours of concern as well as administration roles in a variety of settings.</p>

Senior Support Workers/Shift Leaders			
Name	Designation	Qualifications	Experience
Alex	Grade 2 Senior Support Worker	Team Teach Fire safety First Aid Level 4 diploma in residential childcare	Over 8 years experience working with young people and adults with support needs in a youth worker, healthcare and play assistant role
Elle	Deputy Manager (on Maternity leave)	Diploma Level 3 in Residential Child Care Diploma in Residential Children's Care. Team Teach Intermediate Trainer	Seven plus years' experience working with Children and young people with Autism, learning difficulties and challenging behaviour.
Kassall	Senior Support Worker	Team Teach First Aid Medication training Diploma level 3 in process	Over 9 years experience working in both adult and children's residential homes for people with ASD, complex needs and challenging behaviours
Shabila	Full Time Support Worker/Shift Leader	Safer Handling of Medication Level 2 Safeguarding SPELL framework Food Hygiene First Aid Fire Safety CSE Training PBS 2 day course Diploma Level 3 in Health and Social Care (children and young people Teambuilding Team Teach Medication training	Over 13 years working with children and young people in different settings aged between 4 months to 19 years old
Renea	Full Time Support Worker/Shift Leader	Level 3 diploma in Residential Childcare Team Teach ASD training Paediatric first aid Level 3 Diploma for Children and Young People	Over 10 years experience working with children & young people with ASD and learning disabilities in education and care setting

		Workforce: Early Learning and Childcare Level 2 Award in Employment Responsibilities and Right in Health and Social Care or Children and Young People's Children and Young People NVQ Level 2 Childcare Settings	
Anson	Bank Support Worker/Shift Leader	FA soccer Parent Qualification Diploma sports science Team Teach First Aid	Over 9 years teaching PE in a specialist school for young people with ASD and behaviours of concern
Support Workers			
Name	Designation	Qualifications	Experience
Dusanka	Part-time Support Worker	Team Teach (12 hour) Level 3 counselling skills Teaching qualification	Over 9 years experience working and managing in mental health, social care and training settings with young people and adults
Queensley	Part-time Support Worker	Masters degree in social work Sociology Masters degree in health science Health and social care related courses	Over 8 years experience working in a variety of settings with young people and adults with mental health and learning disabilities in a variety of support, health and care roles
Abu	Full Time Support Worker	Diploma Level 3 in Residential Child Care-Health and Social Care Team Teach PBS 2 day	Over 5 years experience in a residential setting supporting young people and adults with Autism, Challenging behaviour and learning disabilities.
Prince	Full Time Support Worker	Team Teach PBS 2 day Level 3 Diploma in Residential Childcare Safeguarding	Over 5 years experience in care settings working with vulnerable young people.

		First Aid Fire Safety NAS sex & relationship NAS Autism training	
Grace	Full Time Support Worker	First Aid Team Teach 2021 Certified Nursing Assistant HND Mass Communications	Over 3 years experience working in healthcare and support services for people with learning disabilities and additional needs
Montana	Full time Support Worker		Over 4 years working with mainstream and SEN children in educational and care settings
Waking Night Support Workers			
Name	Designation	Qualifications	Experience
Nana	Part-Time Night Support Worker	NVQ Level 3 in Health and Social Care Team Teach PBS 2 day course First Aid Enrolled on residential diploma level 3	Over 15 years working with adults and young people with learning disabilities in care and residential settings
Kenya	Full Time Night Support Worker	To be enrolled on level 3 diploma once probation passed First Aid Record keeping and Reporting	Over 2 years working in a specialist children's home and previous experience working in an adult care home for people with dementia and learning disabilities
Carmelo	Full Time Night & Day Support Worker	Masters degree economics and management Counselling level 2 Health and social care training Team teach (12 hour)	Over 8 years experience working with adults and young people in a support worker and waking night role.
Victoria	Part-time Night Support Worker	Level 3 diploma in early years practise NVQ 2 health & social care	Over 9 years experience working with individuals with support needs in care and education settings.

Bank Support Worker			
Name	Designation	Qualifications	Experience
Damaine	Bank Support Worker	Team Teach (12 hour) First Aid Record Keeping and Reporting	4 years working in a home for young people with ASD and learning disabilities in agency capacity
Elisha	Bank Support Worker	Team Teach First Aid NAS Sex & Relationships Completing Level 3 diploma PBS 2 day course Team Teach First Aid Medication training	Over 6 years experience of working with children and vulnerable adults.
Holly	Bank Support Worker	Health and social care level 2 Team Teach Fire safety Completing social worker degree	Over 2 years experience working as a support worker in children's home including a home which was part of an SEN school provision
Mohamed	Bank Support Worker	Level 3 in Residential Care PBS 2 day course Safeguarding Level 2 Food Hygiene First Aid Team Teach Medication training	Over 10 years experience working with children and vulnerable adults with complex needs. Previous experience of residential care.
Danielle	Bank Support Worker/Shift Leader	Completing Level 3 diploma Safeguarding Team Teach 2 day PBS Medication NAS Sex & Relationships First Aid Child protection Level 3	Over 8 years experience working with children and young people with ASD, challenging behaviour and complex needs in residential and education
Salma	Bank Support Worker	Level 3 BTEC diploma in health & social care	4 years experience working with people with care and

			support needs as well as ASD and learning disabilities
Fatuma	Bank Support Worker	Health and Social Care level 2 To be enrolled on residential diploma level 3 Team Teach First Aid	Over 4 Years Experience working with vulnerable adults and children.
Hemin	Bank Support Worker	BSc (Hons) Media, communications and sociology level 4 degree	Over 4 years experience working as an agency support worker in a variety of adult and young people's settings.
Corey	Bank Support Worker	BSc (Hons) Media, communications and sociology level 4 degree	Over 2 years experience working as agency staff in specialist residential services for young people with Autism. Experience mentoring and supporting children in a primary setting as a teaching assistant.

The Lighthouse Children's Home considers their staff team as paramount to the working of the home and strives to provide an environment where staff can work comfortably, safely and securely with minimal risk.

The aim of reflective supervision is to promote reflection and critical thinking of our practices, methods and service development. Supervision aims to establish a culture of learning through reflective supervisions which has a positive impact on the team's performance and practice. It is also focused on encouraging and embedding a culture where staff take ownership of their actions and work to provide the best support possible for young people. Reflective supervisions also, as needed, aim to offer emotional support alongside individuals' own emotional intelligence.

The Registered Manager is responsible for ensuring that all staff working in the home (including bank) receive at least one hour of one to one supervision from a senior member of staff regularly (based on the hours they work).

New staff receive a six month induction during which they will have a mentor and a line manager who carry out one to one supervision/meetings on a weekly basis in the first six months of their employment.

The Registered Manager is responsible for ensuring a written record is kept in the home detailing the time, date and length of supervision for each member of staff, including the registered person. The record is signed by the supervisor and the member of staff

at the end of the supervision. Prior to supervision the registered manager is responsible for ensuring there is a signed supervision agreement which highlights the terms of agreement for the supervision.

Staff have individualised online personal development folders which contain their training records and personal development plans. Training records are updated regularly and training is provided as set out in the workforce development plan.

The Workforce Development Plan (WFDP) is in place to ensure that staff are given the correct induction and training to develop skills to provide the care set out in this document.

As per Regulation 32 all staff that do not already hold an appropriate qualification will be enrolled into the Level 3 Diploma for Residential childcare.

The WFDP also sets out our guidelines for deferring the relevant date by which a member of staff must complete their qualification.

27. Other People Who Work at the Lighthouse Children’s Home

The home has many other people who help ensure the operations of the home are completed to the highest standard and to ensure it runs as effectively and successfully. There is a maintenance and domestic team who support the maintenance of the home. Each member of the maintenance team is fully DBS checked. The maintenance team has been with the company since opening in August 2011. They have taken time to build relationships with staff and young people to ensure that the young people’s home is maintained sensitively.

Name	Designation	Qualifications	Experience
Gary	Maintenance Engineer	City & Guild Carpentry Domestic Energy Assessor NVQ 3	Over 10 Years of experience working as a maintenance engineer in a care home setting. (Working at Acorn Lodge since 04/08/2008) Prior to that he provided handyman services for over 18 years
Wanchai	Maintenance / Handyman	Over 30 years experience in maintenance and building works	Builder for 30 years and maintenance staff for a Restaurant for 5 years

Harry	Maintenance / Handyman		Harry has worked as a self-employed handyman from 2020. His experience includes decorating, labouring, networking and CCTV.
Mike	Independent Care Consultant	Certificate in Social Services – CSS Former senior Inspector with Surrey C.C Certificate in Management – CMC Diploma in Management studies – DMS.	Over 30 years experience working in the care sector.
Maria	Independent Visitor for Regulation 44 visits.	Level 4 in Health and social care NVQ caring for children and young people Level 3 Level 4 NVQ in Leadership and management	Maria worked for a Primary School as a Teaching Assistant. Maria was also employed by Kent Police in the role of a Special Constable. Maria has worked in Residential homes and has a wealth of knowledge
Maria	Domestic Cleaner	Many years' experience working as a cleaner.	Working through DB Services domestic services before joining the Lighthouse team on a permanent basis