

Royal Borough of Kensington and Chelsea
St Quintin Centre for Disabled Children & Young People

STATEMENT OF PURPOSE



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Contents

- 1. Introduction**
- 2. St Quintin Centre**
- 3. List of Facilities available**
- 4. Vision and Philosophy**
- 5. Aims and Objectives**
- 6. Criteria for receiving a service**
- 7. The Care Model**
- 8. Services Provided**
- 9. Positive Outcomes**
- 10. Safeguarding**
- 11. Dealing with Complaints**
- 12.Children's Rights**
- 13.Religious and Cultural Observance**
- 14. Anti-Discriminatory Practice**
- 15. Privacy and Dignity**
- 16. Anti-Bullying Policy**
- 17. Behaviour Management**
- 18. Missing Child Procedure**
- 19. Location of St Quintin Centres**
- 20. Health & Safety**
- 21. Fire Safety Procedures.**
- 22.Staff Details**
- 23. Staff Training & Supervision**
- 24: Administration of Medication
Incidents / Observations / Accidents**
- 25: Moving & Handling/ Commutation with the children
Contact and Communication**

1.Introduction

St Quintin Centre is the main provider for short breaks in the London borough of Kensington and Chelsea.

We aspire to work in partnership with Health, schools and social services, to provide services for Children and young people with additional or complex health needs.

The purpose of a short break is to provide children and young disabled people with time away from their parents/carers and allow them access to a range of social and recreational opportunities and experiences.

2.St Quintin Centre

St Quintin Centre for Disabled children is a purpose built Centre for Disabled children and young people. The centre was opened in March 2011 and owned by the Local Authority, the Centre works in partnership with social services to provide a greater range of short breaks and resources to children & young people with disabilities.

The centre is open seven days a week apart from Bank Holidays and is the first port of call for families wanting to access services for Disabled Children. The nearest train station is Latimer Road or Ladbrooke Grove with regular services. There is a secure car park onsite with 6 spaces including disabled parking bays. The building can be accessed during the day by a lit entrance way. All exits and doors conform to fire safety regulations.

On entering through the main entrance of the building, the reception area is to the right and all visitors are required to sign in once they are at St Quintin Centre premises (this includes car parking areas). Beyond the reception area is the main office and to the left is activity room 1, toilets, changing room, store room and along the corridor is the kitchen, activity room 2, staff's room, meeting room, sensory room and a laundry room. The Centre has been built to emulate a 'free play' environment. At the rear of the building there is a garden with a large paved area, raised beds, trampoline, a shaded area and a securely fenced, soft floored area for swings and apparatus. The activity rooms have a sink in each, 6 ceiling track hoists around the building and 1 adjustable changing bench in the big changing room.

St Quintin offers two types of services:

Care Package which is accessed following an assessment from a Social worker/Social care worker or Shortbreaks Practitioner. St Quintin also offers Core offer for families who do not want a professional assessment. This centre only provides services accessed through a care package.

St Quintin centre has recently opened its satellite base in the South of the borough at Marlborough primary School. This comprises of a big outdoor area, changing facilities and a large room for activities. This provision is currently only open on Saturdays-term time only and school holidays.

In 2016, St Quintin took operational responsibility for the Inclusion service which provides support for children/young people who want to access a mainstream play provision. In 2018, St Quintin set up its Homecare service for families wanting support in their own home and the Centre is now registered with CQC. This involves supporting children & young people in their home and the community environment providing personal care.

St Quintin Centres offer support Afterschool/Holidays/weekends for children and Young people. It also provides Early Support through its Shortbreaks service and provides a variety of workshops for families and professionals. At St Quintin we believe that all children with disabilities and complex Health needs should receive the highest standards of care that will maximise their opportunity and choice in life and similar to their peers and siblings.

We believe that children with disabilities and complex Health needs should be treated with dignity, care, sensitivity and respect, that their individual worth and uniqueness is recognised and their needs are met in a manner which is non-discriminatory. The quality and standard of the services provided at St Quintin is defined by Ofsted and CQC. We aim to meet these standards and exceed whenever possible.

3: List of Facilities

Outside

Large secure back gardens comprising
Scooters and Bikes
Swing Bed
Trampoline
Ball pit
Climbing apparatus
Chalk Boards
Wall Mirrors
Sensory Garden
Large canopy
Outdoor play equipment's
Flower beds
Tactile wall equipment's

Inside

Sensory room
Changing room
Storage cupboards with Arts and Crafts, puzzles, paints
Computer room
Book shelf with a variety of books for all ages and abilities
2 x Activity rooms with projector/screen, toys, games & CD, s TV, DVDs and videos
Storage room
Kitchen
Laundry Room
Staff room
1 staff toilet
2 accessible toilets (including the changing room)
Main reception office
Book Corner
1 meeting room
Keyworker office

4: Vision and Philosophy

- 4.1. St. Quintin centres vision is to provide a short breaks service of the highest quality to children with disabilities. We believe in the worth and potential of all children and wish to help them in achieving their potential in all areas of their life.
- 4.2 The services provided by St Quintin Centres are designed to complement and support the child's existing care arrangements, working in partnership with the child's carers, schools/education, and other professional agencies. Our aim is to provide a stimulating primary care experience within a safe and secure environment.
- 4.3 In practice this means listening and responding to the needs of children with disabilities. This is achieved through clear planning, a committed and skilled staff group, and a belief in good practice. It also means doing everything within our power to keep children safe from harm and involves a commitment to regular training for all staff.
- 4.4 We believe in order for children with disabilities to achieve their potential, they need positive experiences, praise, encouragement, and consistency within a place where the boundaries and expectations are clear and reasonable. We will support children with disabilities in a way that shows respect to them and their families.
- 4.5 It is acknowledged that a child or young person with a disability can at times be challenging to care for and the demands placed on their parents/carers can be very high. They are disadvantaged by society and can be subject to prejudice and discrimination by often ill-informed and irrational views of their disability. St Quintin centres have an important role in challenging these stereotypes and ensuring that disabled children are provided with the appropriate level of care to support their development.

The philosophy of St Quintin Centre is of 'children first' – a philosophy advocated in the Children Act 1989.

To facilitate this, we aim to offer the following:

CHOICE

We are committed to offering children and families choice in aspects of the service. We can implement this by maintaining good communication with families, keeping them informed of all issues and valuing their contribution to the Unit. On a day to day basis, the children are actively encouraged to be involved in all areas of choice and decision making during their time at the Centre.

RIGHTS

We are committed to working in a non-discriminatory way and to challenge any situations which might impede this process.

FULFILLMENT

We aim to provide a service which enables the young people using it to reach their potential and achieve attainable goals which are individual to them and which will promote self-esteem.

INDEPENDENCE

We encourage children to be as independent as they can within a safe environment. This will mean different things for different children and their individuality should not be compromised.

PRIVACY

We will ensure that children's privacy and confidentiality is respected at all times. Personal care issues will be handled in a sensitive and safe way.

DIGNITY

We respect the children in our care for their individuality and ensure that they are valued for who they are and not for what they can achieve

5: Aims and Objectives

5.1 The purpose of the Service is to provide high quality short breaks for Disabled children and Young people from birth up to their 18th Birthday. The primary task is to ensure that children with disabilities enjoy their stay at St Quintin, have opportunity to spend time with their peers while their Parents/Carers have a break from looking after their child and enjoy and experience new activities. Staff at St Quintin provide close supervision often on a 1:1,1:2 or 1:3 basis depending on the child's needs and the activity they are attending.

5.2 St Quintin staff aim to work using the following principles of good practice:

- Respect for the rights of children as individuals.
- Respect for children's privacy and confidentiality.
- Focus on their safeguarding needs.
- The child's welfare and safety are the most important in terms of decision-making.
- That we work in partnership with the child and their family.
- That we work with other agencies (such as school and other professionals) that are involved with the child.
- That the Service uses resources efficiently.
- That we recognise that children have needs in relation to their race, culture, language, religion, gender, sexuality, ability, and disability and we will endeavour to meet these needs.

<p style="text-align: center;"><u>AIMS</u> What we aspire to do</p>	<p style="text-align: center;"><u>OBJECTIVES</u> How we will achieve these aims</p>
<p>To provide quality short breaks services for children with disabilities and their families which is welcoming and tailored to individual needs.</p>	<p>We will have a clear referral and admission procedure. Each child and young person will have an individualised Care Plan constructed in conjunction with parents and other professionals. There will be clear service procedures which will ensure privacy, dignity and respect for children and young people at all times.</p>
<p>To provide high standards of physical and emotional care in a safe environment where the welfare of children is paramount.</p>	<p>Our practice will reflect the diverse needs of the children and young people in order to promote and celebrate difference and provide good opportunities for all.</p>
<p>To ensure staff are trained to meet the needs of the diverse group of children and young people with a wide range of disability.</p>	<p>Staff will be trained to National Minimum Standards and to Diploma level 3 in caring for children and young people. Ongoing training and development will be consistent.</p>
<p>To provide an enabling environment where children and young people can have a fun time and can grow and develop aided by clear boundaries and a consistent approach.</p>	<p>We will provide a range of social and recreational opportunities which promote fun, engagement and peer friendships within a safe and secure environment.</p>
<p>To provide opportunities where children can voice their opinions, express their needs and exercise their rights.</p>	<p>We will ensure children and young people are encouraged to exercise choice throughout their time and take part in regular consultation and participation activities through a variety of means.</p>
<p>To ensure that families who use our service have a clear understanding of responsibilities and expectations on both sides and know the process for communicating, celebrating and complaining.</p>	<p>We will communicate with families through reviews, annual service feedback evaluations and by daily engagement to ensure that all processes are clearly known and understood.</p>

6: Criteria for Receiving a Service

The criteria for selection to St Quintin Centre is that the child or young person has a disability; they may also have associated physical, learning, mental impairment or health problems. They may be either male or female and aged between 0 and 18 years. All children accessing the service attend specialised educational provisions. Referrals to the St Quintin are made by the child's or young person's Social Worker, social care worker or shortbreaks Practitioner. Once a decision is made that the child can be referred to St Quintin Centre, the family is invited to visit and see the Centre for themselves. Thereafter a planned period of introduction takes place when full information is collected and an assessment of the child's needs is obtained.

6.1 All services are available to residents of RBKC and are for Children and Young People from 0 up to the age of 18 years with a disability who are substantially and adversely affected in their ability to carry out normal day to day activities by a physical or mental impairment.

6.2 This may include one or more of the following:

- Global developmental delay
- A learning disability
- A sensory impairment
- A physical impairment
- Chronic ill health or medical problems
- A serious life limiting or terminal illness.
- A severe communication or language disorder
- An Autistic Spectrum disorder and who is not able to access other services.

Referrals

Can be made directly by the family or by professionals involved with the family.

Referrals from families can be made by phone, email or visiting the centre.

Referrals by professionals are made by completing a referral form available from St Quintin Centre.

Accessing the centre is achieved by completing a St Quintin Application with supporting evidence (Provision of ID, Evidence of being on Joint Disability Register (if available), and Evidence of DLA)

The decision about accessing the service is made by the Manager of St Quintin.

7: The Care Model

- 7.1 The Service provides child centred care for children with disabilities. Staff have a responsibility for creating an atmosphere of warmth and respect where children can feel safe and secure.
- 7.2 The model of care used in the Service is that clear care planning is essential. This must consider the individual child's needs, their parent's views and how they might be met whilst using the Service. Staff will use such methods as goal setting, praise and reward, empowerment and positive reinforcement as seems to benefit the individual child. We use plans in the following areas.
- Behaviour Plans
 - Risk assessments
 - Moving & Handling plans
 - Epilepsy Plans
 - Medical Plans
 - Communication Plans
 - PEEP
- 7.3 Family members are encouraged to be fully involved in making all our care plans. It is acknowledged that families will have a strong view of what appears best for their children and regular contact between parents and staff is the cornerstone of good practice within St Quintin Centre.
- 7.4 The staff team are expected to provide positive role models around acceptable behaviour. In this way children get indirect advice on how to positively handle situations of disagreement, unhappiness, anger, restlessness, boredom, etc. The staff team are expected to be constantly providing children with alternative positive responses to unacceptable behaviour.
- 7.5 Where it is practicable and possible to do so, children with disabilities are consulted and involved in the day-to-day decisions, which affects their lives.
- 7.6 St Quintin Centres do not encourage Children and young people to bring toys/IT equipment from home. If they bring this with them, it is usually kept in a safe place and returned to the child at the end of the session.
- 7.7 Where speech is difficult, staff will look to find non-verbal ways of communicating with a child. These strategies may include Makaton, PECS, and Objects of Reference etc.

8. Services Provided St Quintin - North

- 8.1. The building is of a high standard. It is a single story purpose built building with 2 large play rooms, Kitchen area, a garden, multi-sensory and IT facilities throughout the building.
- 8.2 The Centre is fully equipped to cater for the needs of children with disabilities, including the provision of overhead ceiling hoists in all of the rooms, plus a fully equipped changing area. The building is fully wheelchair accessible throughout.
- 8.3 All children have an allocated Play worker who has an interest in the child and ensures that their needs are met, depending on the child's need, the play worker may be on a 1 to 1, 1 to 2 or 1 to 3 basis. If a child is attending the centres on a regular basis, then we try and keep the worker for consistency where possible.

8. St Quintin- South

- 8.4 The building is of a high standard and has a large play room, accessible changing facility and an outdoor playground.

St Quintin North offers Core Offer and Care package, whilst St Quintin South only offers Care package for weekends and school holidays only.

8.5. Core Offer is:

- Access to a Key worker service for parents who need help in accessing services for their children aged 0-9yrs.
- Signposting for higher support packages or further support.
- Access to Sensory Toy Library. Free of charge.
- Access to Family Fun day weekends and in the holidays. Activities for the whole family to do together.
- Access to Stay & Play Monday- Friday from 10-12pm and Sunday from 11am-3pm.
- Access to the centre in the school holidays for Stay & Plays, days and times as advertised. Free of charge.
- Access to any Afterschool activity. One activity per family per term. These are charged at £10 per term and booked in advance. These are for children over 5yrs-12yrs, activities such as: Swimming, cooking, Dance, Arts & Craft, Sensory storytelling, yoga etc.
- Access to any Afterschool Youth activity. One activity per family per term. These are charged at £10 per term and booked in advance. These are for children over 12yrs 17yrs, activities such as Out & About in the community,

Cooking, Dance, Art projects, travel training, integration into local youth facilities.

- Access to Siblings Group. Free of charge to attend sessions. Trips out is chargeable at £5 per trip. Child has to be over 7yrs of age.
- Family Days Out in school Holidays. Charge of £10 per family.
- Access to Activity days/sessions in school holidays such as, yoga sessions, swimming, arts sessions. Charge of £2.50/£5 depending on the activity per session. These are for children over 5yrs. Times vary.
- Access to Sunday Activity one Sunday a month - Charge of £2.50 per session. These are for children over 5yrs. Time: 10-3pm
- Holiday Project opportunities for young people to go away on an independent holiday. £80 per child.
- Parents training on courses such as Triple P, Autism Awareness, Makaton, First Aid and Early Bird. These can be booked via the RBKC training website or contact the centre.
- Access to Parenting workshops such as Sensory and communication workshops. Free of charge.
- Support to access mainstream Youth Clubs, including travel training, work experience, community based activities.
- Support to access Inclusion Mainstream Community Learning settings.
- Access to join our Parents Committee run by our parents.
- Day-Time Programmes & Workshops for Parents/ Carers- Free of charge

8.6 **Care package** is a range of

- Afterschool Club
- Saturday Club
- Holiday Club
- Homecare support
- Early Intervention support for time limited response

8.7. **Inclusion support**

Inclusion is where a disabled child can access a mainstream provider with or without support. This can be part of the Disabled child's care package for afterschool/Holiday Support. This could be at an Early years setting such as playgroup/Nursery.

St Quintin centre works closely with all the providers in Kensington & Chelsea to ensure that any setting can be chosen by a family for their child to access.

St Quintin can provide a 1 to 1 worker if needed who will support the disabled child in the main stream setting. It can work with the provider to train up their own staff and offer help such as sensory bags/schedules if needed. There will be an Inclusion Officer who will oversee the management of the Inclusion Service.

8.8. Home care support

1. Introduction

The St Quintin Centre for Disabled children and young people is the main provider for short breaks in the Royal Borough of Kensington and Chelsea. The homecare service will be part of a care package provision for children within the borough. Care packages are accessed following an assessment from a social worker, social care worker and/or a shortbreaks practitioner. St Quintin provides homecare support to children and young people with disability and complex health needs in their home and in the community. In particular, those who are under 5 and cannot access some of the primary services within the borough. This will provide 1:1 care in the home environment and help children and young people learn through play at home. Some of the children we will be supporting maybe too ill to attend school so therefore having a worker to come in their home and stimulate them through play will help improve their development.

2. Criteria

To access a homecare provision, children and young people will need to be in a position where other services are not accessible to them due to their disability and complex health needs.

- The level of the child's disability
- The impact of the child's disability not being able to care for themselves and keep safe, taking into account the child's age.
- The impact of the child's disability on family life, taking account of the child's age.
- The circumstances of the parent's needs
- The child being too ill to access services in the community

3. Aims and objectives of care

The aims and objectives are as follows:

- To encourage children and young people or their representatives to participate as in depth as possible in providing us with personal information to formulate care plans.
- To provide fun and exciting activities that are child focused.
- To enhance and stimulate children and young people's educational, social and sensory needs.
- All information provided to us in the course of carrying out our care is treated with utmost confidentiality and is not passed on to any unauthorised persons.

- To ensure that children and young people or their representatives are provided with information regarding the services provided and any changes to the services that could affect them.
- To support clients where possible to maintain their independence
- To meet our children and young people's physical, emotional and wellbeing in a dignified manner.
- To recognise the young person's diversity, ensuring that their religious, cultural, racial and gender identities are respected.
- To understand the young person's communicative needs and aim to use methods of communication best suited for them.
- To ensure that all young people are treated with respect and that they are safeguarded from any risks of abuse.
- Health and safety procedures are followed at all times.
- To ensure that the quality of our service provided is to the highest standards possible and to use suitable methods to do so.

4. Nature of the services provided:

St Quintins home care services offer the highest standards of care, reliability and customer service focussed to children and young people from the ages of 0-18 who have learning and physical disabilities, and require extra help and support in everyday tasks and when out in the community.

Our registration with the Quality Care Commission enables us to provide care under the Health and Social Care Act 2008.

Our care for children and young people include:

- Personal care (dressing, changing, feeding, toileting, assisting in and out of bed. Etc.)
- Preparing light snacks or heating up meals.
- Stimulating the children and young people in play, communication and social development.
- Accessing the community and other social activities.
- Encouraging independence and life skills.
- Developing person centred approaches to individuals.
- Following plans made through the child EHC plan.

Part of the care that we provide will be considered as specialist tasks that all staff will be trained for. And that all the appropriate risk assessments are followed before being able to complete these tasks. Our specialist tasks may include:

- Peg feeding and flushing.
- Tracheotomy care (oral suctioning)
- Administering medication (including eye drops, ear drops and nebulizers)

- Asthma drugs administration
- Diabetic monitoring
- Epilepsy drugs administration (including emergency medication)
- Oxygen monitoring

5. Quality Assurance

Visits are arranged before any home care will commence for that child or young person in order to make sure that all the information given to us is agreed and that risk assessments and care plans are suitable for the needs of the child or young person.

Feedback forms are completed following all sessions and signed by the parents to ensure they are happy with the care that their child has received, the feedback forms are also checked by the management.

Random spot checks are completed on all linked workers.

Monthly supervisions are completed with all workers.

Visits will also be carried out by St Quintins home care service on an annual basis to ensure that the services continue to provide safe and appropriate care and that the care meets the child or young person's needs and that the care protects their rights.

Home care services will carry out an annual user satisfaction survey which with information from Care Quality Commission will be taken into account in order to promote continual service improvement.

6. Registered Provider

Mariama Jallow (Centre Manager)

2a Wallingford Avenue

London

W10 6QB

Mariama.Jallow@rbkc.gov.uk

7. Staff Qualifications

St Quintin's Home care places a major importance on hiring people who are suitable for the role of a home care provider. They have to have a satisfactory level of qualifications, experience and skills to ensure that the child or young person's needs are met. All staff will have a 2-part interview and a full DBS check and satisfactory references to succeed in the process of being a home care provider. They will be properly trained and have to have completed at least all of our mandatory trainings which are:

- Moving and Handling
- Personal care
- First Aid
- Makaton
- Autism Awareness
- Challenging Behaviour

We also offer NVQ level 3 and level 5 for all St Quintin staff. Additional training will be provided for our workers regularly which they will be required to do.

8. Complaints

We pride ourselves on following the correct policies and procedures at all times and any comments or complaints given to St Quintin's Home care will be listened to and acted on affectively, and the complaints policy will be followed in order to deal with any comments or complaints given to us. If the person conducting a complaint does not feel that, the complaint is not dealt with in the correct manner they can refer to RBKC complaints procedure.

9. Safeguarding

St Quintin Home care will provide a copy of the safeguarding policy to the child or our team carries out young person or their representative before any care. All workers at St Quintin, attend Safeguarding training to RBKC level 3 and they have a clear understanding of how to respect safeguarding concerns Including contacting out of hours – EDT team

9: Positive Outcomes

- 9.1 It is important that the time a child spends at St Quintin Centres benefit them. We strive to offer the children we support a wide range of activities either at the centre or out in the community.
- 9.2 The best way of achieving this is for the staff team to be confident and supported in their work with children. To ensure staff have the necessary skills they are expected to be involved in staff training, supervision, and team development.
- 9.3 Practice is independently examined in the following ways:
- Inspections by Ofsted.
 - Visits by local councillors.
 - Child Care Reviews/Planning/ networks Meetings with the DCT team. BFST team
 - Children with Disabilities/Carer/Social Worker Service or shortbreaks practitioner's visits
 - Complaints Procedure.
 - Visits from professionals such as Health and Education
 - Practice placements/visits for students
 - Volunteers
 - Visits from other agencies such as other Boroughs/SW teams from other countries

10: Safeguarding

- 10.1. Staff at St. Quintin Centre follow guidelines set out by the Royal Borough of Kensington & Chelsea drawn up under the London Child Protection Procedures (5th edition 2016). Any sign of harm or abuse will be recorded and reported to the Senior Management or shift leader in the first instance.

This information will then be passed on to the Disabled children's social work team. If the safeguarding concerns Involves a staff member then the information is passed onto the Local Authority Designated Officer (LADO).

- 10.2. All staff at St Quintin have Safeguarding training as part of their induction and ongoing as part of their personal development.

- 10.3 St Quintin staff also have training in

- Domestic Violence
- Harmful Cultural Practises
- Child exploitation
- Drug and Alcohol Abuse
- FGM

- 10.4. All St Quintin staff are recruited under the RBKC safer recruitment policy and are subject to enhanced DBS.

- 10.5. All staff have a clear responsibility to observe and take action, where necessary, in ensuring the safety and wellbeing of the children in our care.

11. Dealing with Complaints

The Directorate has a clear complaints procedure for parents/carers and the centre also operates a complaints process for children. This recognises the broad range of capabilities of children using this service and aims to facilitate the process to achieve satisfactory outcomes.

11.1. Complaints from parents are usually dealt with locally by the Team Leaders or Manager. If the matter is not resolved Locally the parents are advised to use the Borough complaints procedures.

11.2 In relation to complaints and representation, the following principles of “best practice” apply:

- Children/parents who make complaints will be supported and listened to. Complaints made to staff, whether formal or informal, will be recorded in the complaints file and the Manager notified as soon as possible. The Manager/Team leaders are responsible for monitoring complaints.
- Under normal circumstances the child’s play worker, if appropriate, will help resolve the complaint. If the complaint is about the play worker, then the senior member of staff on duty will assume this role.
- Complaints are dealt with through the Department’s Complaint.
- All complaints are treated seriously and there will be a timely response to the child/parent whether a resolution has been found.
- If the complaint/concern is an allegation of physical assault or abuse, then immediate action is taken under the Child Protection Procedures.

12. Children's Right

12.1. Children with disabilities have the right to:

- Protection from abuse and exploitation.
- Be cared for in a way that meets their needs.
- Opportunities to develop their skills, abilities, and interests.
- Can explore their heritage, gender, and sexuality without fear of discrimination.
- Be permitted to experiment, and take responsible risks as part of the natural process of "growing up".
- Be consulted on an age-appropriate basis on decisions affecting their lives.

12.2. To safeguard these rights, the Borough has a complaints and representations procedure and operates a Children's Rights Service.

12.3. Staff ensure that carers of children with disabilities are aware of their children's rights and of the relevant procedures. There is information available at St Quintin regarding the complaints procedure.

13. Religious and Cultural Observance

- 13.1. St Quintin centres serves a community that is culturally, ethnically, and religiously diverse. It is the fundamental aim of the Service to provide services to all children with disabilities equally and with due regard to their ethnicity, culture, or religious background, and to gender, sexuality, and ability.
- 13.2. The diversity of the community, the staff and children with disabilities using the Service is celebrated with people of different faiths and cultural backgrounds can offer unique perspectives and experiences that can enrich the lives of all.
- 13.3. Particular dietary or dress requirements will always be respected. The staff will seek to encourage a broad awareness of different faiths, customs, and cultures. This is achieved through discussion with children with disabilities by staff and by the celebration of a range of religious and cultural events throughout the year.
- 13.4. Anti-racist practice is a part of the ethos of the Service. Staff and management challenge discriminatory attitudes and practices vigorously.

14. Anti-Discriminatory Practice

The Families and Social Care Directorate is committed to promoting equality and diversity issues in several areas;

Age, Disability, Faith, Gender, Race/Ethnicity, Sexuality, Social Inclusion.

We promote equality of opportunity for the individuals in our care and encourage anti-discriminatory practice by recognising rights, choices and beliefs of the children and their families.

Any issues of difference should be included in all care planning, to ensure individual needs are recognised and met. This includes any necessary arrangements for the child's religious instruction and observance.

All staff are encouraged to challenge any discriminatory practice they may witness

14.1 Equality and diversity are important concepts at St. Quintin centres. Children with disabilities and staff originate from wide variety of ethnic, cultural, and religious backgrounds. Therefore, the work done at the centre, understand and appreciates different perspectives and life experience and how these define your identity. Staff are expected to role model anti-discriminatory behaviour for children with disabilities by responding to difference positively (both verbally and non-verbally) and making others aware if their opinions/behaviour are prejudiced.

14.2. St Quintin centres considers that any type of discrimination. Is damaging and goes against the philosophy of the service. To ensure that children with disabilities, staff and visitors feel, Safe and protected, the service will challenge any language or behaviour from children with disabilities, staff, visitors, parents, or other parties that it considers discriminatory.

14.3. Practice is to be carried out in accordance with RBKC Corporate policies in relation to equalities; Racism; Sexual Harassment and Violent conduct.

15. Privacy and Dignity

15.1. As a means of ensuring that the principles of privacy and dignity are made a reality for the children with disabilities in the Service, the following standards are upheld:

15.2. Privacy:

- Staff members will knock on a child whilst using the toilet/changing room before entering.
- Children have access to quiet areas and the right to be alone, with appropriate staff supervision dependent upon individual need.
- Children can have access to have private space
- The centre operates a clear “access to files” policy and proper safeguards are maintained to ensure that a child’s personal and private information is kept safe and only passed to those on a need-to-know basis.
- Children have the right not to participate in, or to withdraw from, group activities.
- Children’s personal information is not shared between staff in a casual way or in the presence of other children with disabilities.

15.3. Dignity:

There are no circumstances at all whereby the centre will ever accept the children being:

- Shouted at when it is unwarranted by their behaviour.
- Humiliated by word or action.
- Bullied or intimidated.
- Scorned/laughed at because of illness, disability, life style and/or personal characteristics.
- Any behaviour, which denies a person’s self-esteem, contentment, and dignity.

15.4. It is expected that staff demonstrating in their words and behaviours that children with disabilities are respected and valued will promote dignity. This means:

- Not making personal or hurtful comments about a child's physical characteristics, speech, clothes, and family or previous/current life style.
- Being approachable and speaking in a courteous and friendly manner.
- Respecting that the children have different social, political, religious, and cultural beliefs and have the right to pursue (and be actively assisted to pursue) these when accessing the Centre.
- Treating children in the way a staff member would wish to be treated if the roles were reversed.
- Maintaining privacy and confidentiality of the children always.
- Not talking about a child in his/her presence as if she/he did not actually exist.

16. Anti-Bullying Policy

We take the subject of bullying seriously and have a policy outlining how we would deal with these issues, should they occur. These include strategies for the child who is bullied and for the child who has exhibited the bullying behaviour.

We aim to create an environment where staff and children treat each other with mutual respect. Children's Meetings and Team Meetings are forums to discuss these issues and Care Plans and Risk Assessments will reflect decisions about actions taken.

Bullying is recognised as potentially a very serious problem within group care environments, and therefore we will do everything we can to prevent and challenge any form of bullying within the centre. It is recognised that the most effective way to prevent bullying is to create a warm, safe environment where children with disabilities feel free to express their opinions and fears freely.

When situations of bullying do occur the Centre anti-bullying procedure is applied which seeks to address the bullying at the earliest stage.

17. Arrangements for Behaviour Management

We operate within the Price framework and have clear guidelines to ensure matters of discipline are handled with sensitivity and care. Staff will seek to promote positive behaviour by providing appropriate engagement and support in activities and by consistently adopting the strategies identified in each child's or young person's behavioural Plan.

Sanctions can be imposed for some behaviours and as a last resort, when physical intervention may be necessary, staff adopt methods in line with 'Price' which is an accredited method of behaviour management.

17.1. The staff at St Quintin's help in supporting children to understand that there are acceptable and unacceptable behaviours. This is done through role modelling and having consistent boundaries that use a variety of preventative de-escalation and defusing strategies.

These techniques allow engagement in dialogue, diversion and distraction, all of which are directed at teaching more socially acceptable ways to communicate.

It is imperative that consequences and sanctions are introduced to avoid learnt behaviour becoming habitual and in order to do that we are providing a coherent and consistent approach.

There are times when as a last resort (emergencies) Physical intervention is used to avoid potentially serious harm to the service users, members of the public and damage to property etc.

It is not used in isolation rather it serves as a coping mechanism when young person's arousal level is at a heightened state of anxiety. Our methods conform to the department of health guidance on reducing Restrictive Physical intervention 2014, as well as the legislative framework of England, Wales and Scotland.

It is a holistic and practical ethos that encourages the management of behavioural challenges that we are faced with on a day to day basis.

17.2. It is not acceptable for staff to:

- Use any form of corporal punishment.
- Cause a child humiliation
- Shout in anger at a child (with exception of raised voices for
- Safety awareness.

17.3. Staff should use the following ways of working:

Work closely with parents and carers, discussing their views and Expectations of their child behaviour.

Keep parents informed of daily events, methods and procedures, creating a consistent approach for the child.

- Realise that children need to express emotion, giving them time and space. Talk to the children about their feelings and demonstrate other ways of communicating their feelings.
- Recognise the importance of listening to the children, giving praise and encouragement for acceptable behaviour and their achievements. Remember to be consistent in setting achievable goals, limits and boundaries.

17.4. Good practice includes:

- Staff should be at child level when communicating with them.
- Staff should be aware of their tone, proximity or space, body language and how they communicate with children. Be clear and remember the child's age and level of understanding.

17.5. A few Strategies:

- If a child needs to be away from the group (time out), this should not be far (in distance) from the adult (not out of adult's sight).
- If a child demonstrates aggressive behaviour, staff should try to calm the child down through communication and leading them away. Staff should remove all furniture and equipment that could cause the child injury. Staff should also ask the other children to move away if the child does not respond.
- Staff should not forcefully restrain the child but place them in a safe, area away from the other children. Staff should make sure that the child does not cause injury (where possible) to themselves or others by sitting with the child and clearly communicating with them until they are calm.
- Staff is responsible for the safety of all the children and should always intervene if there is a risk to a child's safety or well-being.

17.6. St Quintin staff adopts the following procedures when managing a child's behaviour.

- All children have Child Profiles, which need to be read every time you work with that child.
- Some children have Individual Risk assessments and these should also be read.
- If the Risk assessment states high, then the child will also have a behaviour plan in place.

- This plan states clearly what measures should be used for that Child or young person.
- They are all Individual and child specific.

If the child is in grave danger of being run over or seriously injured or all the Behaviour plan advice is not working, then as a last resort the staff would use the following techniques below.

17.7. Restraining and Intervention (safety aspects)

All staffs at St Quintin under takes the Challenging and Managing Behaviour training delivered by PRICE TRAINING. The techniques used are based on bio- mechanical principles and maintain the ergonomics of the body structure.

Price training promotes dignity, choice, and reasonable force and reinforces our duty of care to our service users. Risk assessments are carried out to ensure the health and safety of every technique being applied.

All physical interventions are based on a person centred approach. All strategies are recorded in the children's Individual Behaviour Support Plan.

Any risk related to the intervention is accounted for beforehand. There is no pressure applied on or across the joints. The methods do not impede the breathing process. The applications do not inflict any pain.

There is a reduced risk of torsion and bruising. All attempts are made to avoid vulnerable parts of the body

Restraining a child is always a last resort and only used in emergency situations.

- If this should happen, then relevant paper work needs to be filled in and reflections through
- supervision and Team meetings to check if it was the correct procedure to use at that time.

18. Missing Child Procedures

18.1. Children's health and safety must be the prime consideration in all planning and preparation of children's activities. All St Quintin staff have a duty of care to the children, their co-workers and themselves at all times. All groups should carry a list of the children's names for their group together with the telephone contact numbers/ consent forms for emergencies. The group will have a designated leader who will have a mobile phone and hold the offsite folder holding this information.

Unauthorised absence (absconson from the centre) will be reported to the Police, recorded and notified to Ofsted and the local authority.

The security of the centre and the practice of close supervision by staff, mean these absences rarely occur.

18.2. Preventative Measures before the children leave to attend an activity the staff must:

- Be briefed with regard to the nature of the activity, their role and them responsibilities.
- Read and sign the relevant risk assessment for the intended activity.
- Fill in the offsite tracking form to ensure someone back at the centre is tracking your whereabouts including expected return time.
- The group leader retains overall responsibility for the safety and well-being of the group at all times
- Group leader delegates this responsibility to play workers when they split into smaller groups.

18.3 As good practise staff should encourage the following:

- Show a PEC schedule indicating where they are going and what they are doing.
- Be briefed with regard to the importance of behaving sensibly and responsibly
- Wear a St Quintin centre High visibility clothing whilst on the OSA if needed.
- Before leaving the venue the leader should ensure they have a register check to ensure all the children have been accounted for. They are checked once again, either on the bus or before getting on the transport.
- Children must have been to the toilet before they leave.

18.4 If a child does become disengaged from the group,

- Check all areas thoroughly if at the centres.
- If off site check all the surrounding areas
- The senior worker **MUST** be informed immediately and kept updated. S/he will:
- Inform the local Police including description of the child and the child's disability

- Be in constant contact with St Quintin centre until the issue has been resolved
- Inform the parent/carer and keep them updated
- Inform the Children with Disabilities team duty or EDT if out of normal working hours
- In the event of the child being found, update the senior worker who will inform all parties concerned.
- The group will then return to St Quintin Centre as planned.
- If the child is not found, the other children will return to St Quintin centre and at least one member of staff will remain with the Police at the venue until the child has been found and / or one of St Quintin centre Management Team has arrived to help locate the missing child.
- Upon returning to St Quintin, then the relevant staff will fill in the Boroughs Tri- Airs reporting accident and incident system.

19. Location of St Quintin Centres

19.1. St Quintin North is located in North Kensington in a Residential area. It is close to St Marks Park and Little Wormwood scrubs playing fields and outdoor play centre.

The nearest Underground is Latimer Road or Ladbroke Grove with a short walk from both stations. The following buses 52,452 and 7 pass nearby.

19.2. St Quintin South is based at Marlborough Primary school which is near Sloane square station. It is a walking distance from the station and takes about 10-15mins.

20. Quality Assurance & Health and Safety

Inspections of the Centre are carried out using a set of universal standards. Unannounced inspections are conducted regularly by Ofsted & CQC, and the findings are published along with any recommendations. Copies of the inspections report are available for parents/carers to read.

In order to provide an effective service where good practice prevails, we adhere to the following recognised policies and procedures.

We maintain high standards of physical care and operate within the framework of Health and Safety at work Act 1974 and other associated regulations.

Regular Health and Safety Audits are undertaken to ensure and monitor standards.

We have a number of staff who are qualified in First Aid and regular updated training is undertaken.

The Centre is regularly inspected by Fire Officers and we operate regular fire drills. Fire Safety Equipment checks are carried out in line with the Fire Safety Risk Assessment.

We maintain documented Risk Assessments on individual children as well as in specific activities. All of these are regularly reviewed and updated within their PEEP.

20.1 St. Quintin understands the importance of Health & Safety and demonstrates in its daily practice the importance of children's health and safety. This means ensuring the following:

- The physical environment is safe from hazards and meets the requirements of Health and Safety, Fire, and Environmental Health legislation.
- There is an up to date Risk Assessment available for inspection.
- There are regular fire drills and tests that are appropriately logged.
- Water testing is carried to test for legionnaires
- A record is maintained to demonstrate that all portable electrical appliances have been annually inspected and passed as safe.
- Every member of staff is made aware of emergency arrangements for evacuation of the building and their roles and responsibilities in such circumstances.
- Children are not exposed to unnecessary harm or risk inappropriate to their age and gender.

- St Quintin Centre IS kept clean, in good decorative order and with adequate furnishings that conform to the required standards in relation to fire safety.
- Staff are trained in First Aid and the administration of medicine.
- Each child has an individual Risk Assessment completed that includes ways to promote their health and well-being.

21. Fire Procedures

21.1. A fire risk assessment has been undertaken on both premises and will be available for inspection.

In the event of the fire alarm being activated, the staff on duty ensures that the children with disabilities, visitors and staff evacuate Centre immediately and assemble outside at the designated assembly point.

21.2. St Quintin Centre North has a weekly fire system check carried out by the designated fire officers, and a Holiday unannounced fire drill. All instances are recorded into the appropriate fire logbook, including dates and times, which took part, and the length of time it took to evacuate the building.

21.3. In the event of an actual fire, the fire alarm system in St Quintin North automatically informs the local fire brigade

21.4. St Quintin North is equipped with very sophisticated fire/smoke detection systems, flashing beacons which are regularly serviced. There are also fire extinguishers located at points

21.5. St Quintin South uses the same procedures that Marlborough school operate.

21.6. All children with Moving and Handling needs have PEEP (Personal Emergency Evacuation plan)

22. Staffing Details

22.1. St Quintin Centre is committed to the development retention of all members of staff. Each individual member of staff is issued with a training card identifying skills and knowledge gained to date, the outstanding learning needs and how these are to be met. The continuing professional development of all staff is supported by the provision of high quality internal and external training. All staff have the opportunity to undertake NVQ level 3 in Health and Social care. Currently 90 per cent of the staff have a relevant qualification

22.2 Management development is also given a high priority. All team leaders have a qualification up to or beyond Level 5 in Health and Social care.

22.3. All staff have monthly /termly/holiday supervision depending in their Contracts.

22.4. All staff have yearly appraisals and target settings.

23. Staff Training and Supervision

The Centre Manager holds an NVQ 5 Management and Leadership. All of the Children's Workers are required to undertake Level 3 Workforce Diploma Children and Young People or have attained a minimum Level 3 equivalent qualification.

Training is available throughout the year for these qualifications. In addition, the Centre has its own Shortbreaks training programmes provided by specialists in areas such as Manual Handling, Child Protection, Health and Safety, Behaviour Management and Medication Administration, Autism awareness, Personal Care.

Training is an ongoing process and, as well as accessing courses available within the Learning Centre, the Centre closes to children for 1 week in the summer to undertake and update on specialist areas.

Supervision of Staff

Once appointed, staff follow an Induction Programme and thereafter are allocated a supervisor to monitor, review and develop their performance. This ensures good, consistent childcare practice and also allows staff to develop both themselves and the service.

Team Meetings

Team meetings are held once a month where many issues relating to the operation of the Centre are discussed. The focus of the meeting is related to Child Care and staff issues. This ensures good communication and sharing of information for the whole staff group. The management team also holds a monthly meeting to discuss any issue any developments.

24.Administering of Medication/ Incidents/ Observations & Accidents

Standard Operating Procedures for the Administration of Medication

Within the requirements of Ofsted & CQC, we have specific responsibilities. Additionally, we adhere to guidelines set out in our Policy regarding administration of medication.

We keep a Medicines Administration record for each child and young person, regardless of whether or not they are on current medication. This information must comply with all medication packaging supplied to us.

Parents / carers are required to provide us with written information from the GP or Consultant regarding their child's medical needs, including clear instructions for medication and administration.

Staff designated to the task of undertaking administration of medication will be trained and competent in this role. When administering medication there is always 2 people present as one being a witness.

Incidents / Observations / Accidents

We have a procedure to note or record any accidents or incidents which may occur while the child or young person is in our care.

Health and Safety Regulations require that specific documentation is completed at the time of any such occurrence. We complete an online Accident and Incident form(AIRS), which has to be completed within 48hours after an incident or accident has taken place.

On admission staff seek information from parents regarding any incidents or accidents which may have happened prior to the child's arrival but which might be relevant for us to know.

Observations regarding behaviour and general demeanour are also noted as they may be significant. It may be necessary to notify others of any issues as appropriate.

24.Moving & Handling/ Consultation with the children/ contact and communication

Moving and Handling

The Centre operates with the framework of Health and Safety and the Moving and Handling regulations 1992. Regular training and supervision of staff ensures good practice and consistent standards of care are maintained in the physical moving and handling of children. We have Train the Trainers with the team to ensure training is continuous and that practice is safe.

Consultation with Children

It is important that we maintain good communication and feedback with children and their families. Children's views are sought on a day to day basis and by the relationships they form with the staff.

Wherever possible, we encourage children to attend meetings, although often their parents/carers will choose to act as their advocate.

We have staff trained in a variety of communication systems such as Makaton and PECS and utilise children's own communication systems where possible.

We have a programme of consultation in place, which includes a service survey questionnaire to parents and as well as feedback forms for children and monthly participation consultations. We allow and encourage our children to make their own choices on activities they would like to do. We give the opportunity to devise their shortbreaks activity programmes for all sessions.

Contact and Communication

St Quintin Centre is committed to maintaining honest and effective communication and contact arrangements with families, schools, social workers and any other appropriate agency.

We aim to achieve this by; -

- creating a friendly and welcoming environment.
- maintaining on-going communication via direct contact, letter, newsletter or phone call.
- attending and contributing to the annual review process along with families, school and social services.
- encouraging parents to maintain contact with the Centre.
- sharing concerns and achievements with families
- ensuring complaints and suggestions are listened to and acted on in accordance with guidelines.

If you require any further information or guidance regarding anything contained in these documents, please contact the Centre.

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