

**Statement of Purpose**

**The Grove**

41 Walton Road

Aylesbury

Buckinghamshire

HP21 7SR

**Registered Manager:** Samantha Oliver

**Responsible Individual:** Kate Isham will be relinquishing the responsible individual role to Lucellta Wallace-Esnard

**Responsible Individual:** Lucellta Wallace-Esnard

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**Our Home**

The Grove is a residential short breaks service for young people aged 8-18 with moderate to severe learning disability. The Grove is commissioned to accommodate up to 5 young people on each night they are open.

We have 8 bedrooms 2 of which are on the ground floor and are fully adapted with tracking hoists, shower bed, Jacuzzi bath and adjustable beds.

We also have tracking hoists in the lounge and dining room.

The Grove has a large open plan living/dining space, a large kitchen, a sensory room and an activity room.

The Grove is set within a large garden with room to play ball games and go on the sunken trampoline and nest swing.

The Grove is in the town of Aylesbury and we are within walking distance of the town centre, cinema, library, theatre and numerous parks

The service operates six days a week, 24 hrs a day, we are currently closed on a Monday night.

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The number of nights offered to each child and young person reflects the needs identified in the children and families assessment completed by the placing authority. Staff are aware of the principles underpinning the Children’s Homes (England) Regulations 2015 and ensure that children and young people receiving in excess of 75 nights have all their needs met and understand that Regulation 52 does not apply to children and young people who have higher packages of care.

When a child or young person receives in excess of 75 nights the home will ensure:

* That there is evidence that contact is made and relationships built with local health, education and leisure services to ensure each child has an individualised plan to ensure their holistic needs are met
* Link workers will visit the young person’s school on a termly basis (more if required) to discuss progress and co-ordinated support
* Link workers (or delegated duty) will attend school reviews and incorporate the agreed targets into the young person’s support plans
* In the event of a young person who receives in excess of 75 nights and is excluded from education, the home will work with placing authority to ensure a range of experiences are accessed to promote flexible learning opportunities. These experiences will be recorded with due consideration given to achievements within the national curriculum key stages
* The home will  work with relevant agencies and actively support the reintroduction of young people into formal education
* The home will ensure that each child/young person is registered with a GP and a dentist (other health services as appropriate), and that appropriate level of engagement is achieved. Where required the manager will ensure that staff resources are released to support the young person in accessing relevant appointment
* The home only accepts referrals for Buckinghamshire County Council and as such the reporting systems are direct to the placing authority
* Link workers will work with placing authority to promote timely transition plans, Young people will be supported from the age of 16 years to identify their needs, wishes and aspirations for their adult life

**Action for Children Model of Care**

The overriding ethos of our home is to develop good quality relationships between children, staff and parents, as we firmly believe these relationships build skills to affect positive outcomes. This is based on research such as Care Matters *Time to Change* (2007) and The Care Inquiry *Making not Breaking* (2013) which highlights the importance of the quality of relationships and their ability to develop resilience.

*‘It is through secure attachments and positive experiences that children and young people develop the resilience that they need in life. Resilience refers to an individual’s capacity to adapt successfully to change and to stressful events in healthy and constructive ways.’* Care Matters *Time to Change* (2007).

*‘The aim must be to provide children with stability and security, help them develop resilience and the ability to form good and lasting relationships and, most importantly, encourage and support them to realise their potential’* The Care Inquiry *Making not Breaking* (2013)

We develop good quality relationships with young people and parents by listening, giving choice, effective communication (using diaries/phone calls), liaising with other professionals to ensure the needs of the young person are met, this includes schools, social workers, and community nurses as well as CAMHS (Child and Adolescent Mental Health Service). We attend CIN (Child in Need) reviews and education reviews and support the young person by striving to provide a stable environment whilst giving them new experiences.

**Who we care for**

The Grove is one of three residential short break services in Buckinghamshire and is part of an Action for Children integrated short break service available to disabled children and their families. This integrated service also includes Merryfields and The Vines residential services in High Wycombe and Bucks Activity Project which delivers group activities for disabled children during evenings, weekends, and all school holidays.

The Grove works with young people with a diverse range of needs from moderate to severe learning disability, and associated physical and sensory impairments or complex multiple needs. The Grove is registered to cater for a maximum of eight young people at any one time aged 8-18.

The young people have a regular pattern of care, which supports the child and the family, and promotes consistent relationships between young people and staff.

All care packages and patterns are regularly reviewed in partnership with social care and families to ensure our services continue to meet the needs of children and families. This may result in changes to care packages and patterns such as a change of nights, or an increase or decrease in the number of nights offered.

The nature of each young person’s disability, level of dependence, social needs and staffing ratio required may mean that not all commissioned beds are used all the time.

Following an initial referral, the needs of the child and family are assessed by a social worker. The social worker will take into account both assessed need and parental and child’s choice of short break when deciding what short break service should be recommended.

Following an initial assessment, this recommendation will be presented to the Referral Panel, which is held regularly, and decides upon the appropriate service for a particular child. The Registered manager of the Grove sits on this panel

If the Referral Panel decides The Grove is the preferred service, then a member of the Grove management team and another team member will meet the child and their family, with a view to confirming that the Grove best meets the needs of the child and can accommodate the child within the existing groups.

Once this has been agreed and a place becomes available, all necessary information and consents are completed and the child will begin tea visits, moving into overnights following the first review.

In situations where Child Protection Procedures are implemented or other urgent circumstances emerge, requests for emergency admissions will be considered if the child or young person is known to the local authority and the social worker is able to provide the home with adequate information to enable a safe decision about the impact on the child and resident children in placing the emergency admission. The young person will then be retrospectively presented at referral panel.

Admissions are subject to the availability of an appropriate place and adequate staffing, and is offered with the agreement of the Chair of the Referral Panel.

* Action for Children use the ASPIRE model to provide a structured, consistent approach to service delivery. ASPIRE stands for Assessment, Plan, Intervention and Review. Each phase of our service delivery model is clearly defined from the point of initial contact and referral, through to assessment, planning, the provision of service and a review. The process also provides a structured framework for the systematic recording of Action for Children's involvement with a service user and their family through each stage of the process. Action for Children has an Outcomes Framework of 20 Indicators. We record against this framework in e-ASPIRE, to help to evidence the impact of our services.

All the young people will be working towards outcomes; these are individualised and set in discussions with the young people and families. We promote achievement by setting small achievable outcomes which then lead to larger outcomes over time. We present and monitor these by using an outcomes arrow which records each small step of the outcome and demonstrates each child’s journey of achievement .

At The Grove we work towards the following outcomes:

* Relationships
* Communication
* Financial/Practical life skills
* Engaging safely in leisure activities
* Exercising choice/future ambitions
* Improving emotional/mental wellbeing
* Maintain/improve physical health
* Sustaining maximum independence.

**What we do**

The Grove staff plan activities by asking each young person what they would like to do on their next visit, and what they have enjoyed/not enjoyed on this visit. Staff use pictures and symbols to enable all young people to make a choice.

The young people have access to recreational items such as an I-Pad, a music-centre, a Wii, and a variety of cd’s, DVD's and games to go with each of these. The Grove also has a large stock of puzzles, board games, art equipment and outdoor games and equipment including a sunken trampoline nest swing, spin seat to name a few. All recreational resources are freely available for the young people to access during their leisure time. The Grove has a multi sensory room, with many different pieces of equipment which children can access under the supervision of staff.

The Grove have a wheelchair accessible minibus, which is used for outings and allows staff to respond to transport needs as necessary. This is maintained by Action for Children fleet transport.

Various activities offered outside the building often include cinema outings, bowling trips, country walks (weather permitting) visits to parks and occasional trips to pantomimes or other theatre shows. Young people are consulted and encouraged to make suggestions as to the outings and activities they wish to participate in. Wherever possible we support young people to engage in the identified activities with consideration given to the risk assessments and expense, as well as the level of interest and engagement of the young people who are resident at that time.

All young people are provided with a private area in the form of their own bedroom and have other areas they can access should they require privacy or time alone.

These rooms are monitored at night with the use of a “nurse-call” system to alert staff should there be an accident or incident (e.g. a young person requiring the support of a staff member, or having a seizure during their sleep.)

Where possible, and in agreement with parents/carers and with the young person’s level of skills taken into consideration, the staff at The Grove endeavour to promote independence at all times. Young people who are able and wish to do so are offered the opportunity to practice their basic cookery skills under the guidance and supervision of staff, in addition to improving their independent living skills and budgetary skills. Staff at The Grove can manage or assist with the safekeeping of small amounts of pocket money on a young person’s behalf, whilst they stay at The Grove. The young people are also involved in day to day household tasks such as stripping and making their beds, clearing away after tea, hoovering etc.

Staff observe all cultural needs by liaising with the young people and their families and preferences are clearly written into their placement plans, The Grove has a festival board which changes according to religious festivals and gives everyone information about the festival.

Although Action for Children is a Christian based organisation it recognises and values the multiplicity of faiths and spiritual beliefs, which co-exist in our multi-cultural society. It is the responsibility of staff to discuss arrangements for religious observance with the individual child and those who have parental responsibility, and to establish the most appropriate way of meeting the ethnic, cultural, religious, and broader spiritual needs of the child.

Every consideration will be given to demonstrate respect for a child’s religion. All children are encouraged and assisted to follow their own/their family’s religion within the project – including dress, diet, food preparation, privacy for prayer etc. If the child/family wishes and resources allow, staff will plan for the child to be accompanied by an appropriate and responsible adult to suitable places of worship or arrange visits by church elders to the project.

# Staff are trained in using Makaton and how to use objects of reference to aid communication. At the Grove we also have widget installed on the computers so we also use symbols to further support communication.

The young people we work with live at home with their families and The Grove provides a fun place for the young people whilst families recharge their batteries and spend time with siblings, this enhances family life. The Grove is often the only place where the young people see their friends outside of school, we aim to enhance and support existing friendships and encourage new friendships through the careful planning of groups.

**Our staff**

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| --- | --- |
| Samantha Oliver  Appointed manager | ILM (Institute of Leadership and Management) Level 5 Diploma in Management  NVQ level 4 in Health and Social Care- Children and Young people  NVQ Level 3 Caring for Children and Young People |
| Judith Cooper- Team Leader- | NVQ 3 health and social care(children’s pathway) |
| Elizabeth Serradimigni- Team Leader | NVQ 4 health and social care(children’s pathway) |
| Gail Tanner-Team Leader | NVQ 3 health and social care(children’s pathway) |
| Christine Clooney-Residential Worker | NVQ 3 health and social care(children’s pathway) |
| Stella Mambo  Residential Worker | NVQ 3 health and social care(children’s pathway) |
| Francesca Argenio  Residential Worker | NVQ 3 health and social care(children’s pathway) |
| Olga Petriv  Residential Worker | QCF 3 in working with children health and social care. |
| Paula Davies  Residential Worker | NVQ 3 health and social care(children’s pathway) |
| Michelle Goodair  Residential Worker | QCF 3 in working with children health and social care. |
| Susan Bailey  Assistant Residential Worker | BA honours in Childhood and Youth Studies  L3 Diploma in Residential Childcare |
| Tamara Carroll  Residential Worker | L3 Diploma in Residential Childcare |
| Tracy Morland  Residential Worker- Nights | NVQ 3 health and social care(children’s pathway) |
| Karen Pennell  Residential Worker- Nights | NVQ 3 health and social care(children’s pathway) |
| Natalie Ward  Residential Worker-Nights | NVQ 3 health and social care(children’s pathway) |
| Umara Khalid  Residential Worker-Nights | L3 Diploma in Children and Young Peoples Workforce: Social Care Pathway |
| Joy Gadzikwa  Assistant Residential Worker-Nights | L3 Diploma in Residential Childcare |
| Lisa Jones  Casual Residential Worker | L3 Diploma in Children and Young Peoples Workforce: Social Care Pathway |
| Amy Luscombe  Casual Residential Worker | QCF Level 3 Children and Young People |
| Kim Pile - BSO |  |

The service is supported by Action for Children’s organisational line management structure with the Registered Manager line managed by the Area Manager of Residential for Buckinghamshire Short Breaks Services. Higher management support is provided by the Operational Director of Children’s Services and Director of Children Services ~~.~~The work of the service is further supported through a range of support services and teams such as HR, finance, properties and a people advice team

All staff members have regular supervisions. This is in a formal 1:1 setting and is recorded.

Casual and Agency staff have supervision in line with the hours that they work

All supervision files are kept in a locked cabinet and are confidential to the staff member and their manager; however Ofsted Inspectors, Registered Provider Visitors and auditors have the right to access these files as appropriate and required.

Each member of staff has an annual appraisal to review achievements and set performance outcomes in line with the business plan and identify training needs for the forthcoming year.

The manager and team leaders and some Residential Workers are responsible for the supervision of the staff team. The manager is responsible for the supervision and appraisals of the team leaders.

Supervision and support also occurs on a daily basis informally across all sections of the team.

The Grove seeks to recruit a diverse staff team but currently only has female members of staff. We promote positive male role models by visiting public community venues such as bowling where there are male staff.

**Our policies**

Action for Children has an intranet where all policies are stored, reviewed and updated in line with new legislation and guidance. Our homes policies and procedures are based on these.

**Safeguarding Policy**

Action for Children has a Safeguarding Framework which contains all the policies, procedures, forms and guidance that relate to safeguarding and child protection. These are regularly reviewed and updated by the Head of Safeguarding.

The Grove has its own Safeguarding children policy, which is in line with Action for Children and Bucks Safeguarding Policies. The manager ensures that all staff are supported to understand and implement Action for Children’s safeguarding framework.

Any staff member can contact the LADO with a concern by ringing 01296 382070 or e mailing secure-LADO@buckinghamshire.gov.uk

The role of supervision is central in safeguarding practice and all members of staff are required to familiarise themselves with the Action for Children Safeguarding Framework and the local authority safeguarding procedures. All staff receive base-line training in safeguarding and additional learning opportunities are offered through various forums such as advanced training levels, workshops and discussion groups.

**Whistle Blowing**

Both Managers and Employees have a responsibility to ensure that concerns are raised at the appropriate level, as outlined in the whistleblowing Policy.

* Action For Children have a responsibility to ensure that any concern raised under this policy is taken seriously and investigated through the appropriate channels.
* All staff members that raise a genuine concern are protected by The Public Interest Disclosure Act 1998.
* If a member of staff is concerned about a risk, malpractice or wrongdoing at work, this should initially be raised with their line manager. It is important that the employee gives the details of the time, place and people involved in the incident for future reference. The line manager will then investigate the matter and decide on any appropriate action to be taken to remedy the situation as well as notifying the relevant Operational Director (or National Director if more appropriate). The employee who raised the concern should be communicated throughout the process of investigation.
* If an individual is unable to raise the matter with their line manager they should raise it with their manager's manager.
* If an individual is unable to raise the matter with the above managers, they may raise it with one of the Action for Children Whistleblowing Champions

**Anti- Bullying Policy**

Our service has a clear understanding amongst staff, children and young people, parents and carers as to what bullying is and how we deal with it. We define bullying as something which happens in a relationship which involves some form of hurtful abuse of power and occurs on several occasions. Bullying can be persistent. One person or a group can bully others and there is a deliberate intention to hurt or humiliate another person. We address bullying by ensuring:

* Project staff take steps which encourage the reporting of bullying
* Staff are not tolerant of bullying in the project and early signs of minor bullying are acted on.
* Young people are encouraged and enabled to work together to identify their own problems, causes and solutions.
* Staff recognise when a child or young person may need protection as a result of bullying and take action to ensure appropriate safeguards are put in place
* Staff reassure children and young people subjected to bullying that they are not to blame and ensure they receive support

**Children who run away or go missing from care**

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| --- | --- | --- |
|  | All staff are aware of the risk indicators for the possibility for children and young people to run away or go missing from home or placement. The identification of risk of running away or going missing is addressed in safeguarding assessments and plans. | |
|  | All vulnerable children and young people are offered advice and support to alert them to the dangers of running away and going missing and alternative strategies are discussed to help the child or young person to seek alternatives to running away |
|  | Our staff and volunteers remain vigilant to the cause of the distress that is resulting in running away or going missing, and resources should be used to address the distress to avert further episodes of running away or going missing. |
|  | Our staff and volunteers are aware of the increased risk of running away or going missing for children and young people living away from their families. We recognise that Looked after Children have a significantly higher incident rate of running away and this is considered in care planning.  An unauthorised absence is very unlikely to occur. The main entry door operates on the swipe panel system and staff keep swipe discs on their person. The back gardens are all fenced in, and gates are locked. If any child accommodated at The Grove were to leave the building unaccompanied at any time their individual safety would be endangered, hence the level of security. Any child with a tendency to climb fences or abscond will have an individual risk assessment completed to this effect so that staff are aware of measures to take to prevent this from happening.  However, if a child were to be absent without permission, or fails to return when expected and staff are satisfied that this is unusual and bearing in mind the child’s age, level of understanding and the time of day, the following will be set in motion:   1. The premises will be searched and enquiries made with the child’s last known contact and immediate family and friends. 2. If the child has not been located: 3. The police will be informed: 4. The child’s Social Worker or, if out of office hours, the emergency duty team, and persons with parental responsibility for the child will be informed. 5. The Action for Children line manager will be informed in all cases at the first opportunity or immediately if the situation is considered an emergency. 6. A record of the absence will be noted on the child’s personal file. 7. Upon the child’s return special time will be set aside to discuss the absence with the child and to resolve any related issues or problems. 8. Ofsted will be notified in accordance with Schedule 5   If a child absconds/runs off from an outing they: -   * Must be followed by a member of staff. * If a child is missed, an immediate thorough search of the area must be conducted. * If necessary and practical the remainder of the party return to The Grove, leaving a staff member at the scene where it was noted that the child had disappeared. * Enlist assistance of staff/On Call/passers-by/Police as appropriate emphasising the vulnerability of the child. |

**Anti discriminatory policy**

We are committed to promoting equality, valuing diversity, and working inclusively with children, families, our staff, and other agencies. We uphold these principles in everything that we do, and this helps to define our actions, behaviours, and practices. We promote an inclusive organisational culture, built on fairness, respect and dignity for all children, families, and colleagues. We do this by challenging and addressing inequalities, discrimination and celebrating and embracing the diversity that exists. We take a zero-tolerance approach to discriminatory practices.

At The Grove:

Staff are culturally aware and receive Action for Children Equality & Diversity training to meet the needs of children from all backgrounds.

We endeavour to recruit a mix of staff from different cultures that reflects the local community.

Where staff are unable to communicate with a child/ family due to language differences, a translator may be accessed and arranged through the social work department.

Specific training is given to staff on issues relating to disabled children and different types of disability. This includes understanding challenging behaviour and Autistic Spectrum Disorder.

We also endeavour to provide pictures, toys and games that reflect differing cultures and diversity, and appreciate families input in telling us what is important to them.

Staff are trained in the use of sign language, Makaton and the TEACH approach, to facilitate communication and ensure equality of opportunity.

**Children’s Rights Policy**

Our approach to Children’s Rights is based on the UN Convention of the Rights of Children.

Action for Children is committed to the safer care of children, young people, their families and staff. This means that everything we do is designed to promote the safety and well-being of the children and young people we work with, as well as that of children and young people in general.

We believe that staff who, after thorough selection processes, are valued, trained, encouraged and appropriately managed and supported in the work they do best promotes care and good practice.

**Your rights at The Grove**

* Staff at The Grove respect your likes, dislikes and beliefs and promotes them wherever possible.
* Staff at The Grove don’t mind if you have a different diet and will ensure you are offered food that meets your needs and wishes.
* Staff always listen to your choices and will meet them wherever possible.
* We want you to help us make important decisions about your life.
* If there is anything you want to know just ASK.
* The staff at The Grove always want you to be happy and have fun, as long as it is safe.
* If you are unhappy at The Grove the staff will listen to your problems and will help you.

**How we consult**

Action for Children's Corporate Participation Strategy aims for children and young people to become involved in initiatives across all levels and departments and where appropriate, across the organisation. Participation is key to the daily work of projects, and we provide a framework for young people who use our services to contribute beyond Action for Children, e.g. with local authorities, in local government initiatives, and in national participation events.

At The Grove we consult with the young people each time they visit. This is done via the “My Visit” form where each young person says what they enjoyed/didn’t enjoy about their visit, what they would like to do next time, and say how they are feeling by choosing from different ‘emotion’ faces.

We consult formally with parents and children twice a year at the CIN reviews and the manager addresses issues and plans how to move forward. An advocacy service is available through NYAS who visit on a bi-monthly basis, ensuring the visit on different nights to meet the needs of all the young people.

The daily menu is chosen by young people, taking into account food likes, dislikes, allergies, intolerances and religious needs of all children staying during that time.

We actively encourage the participation of a young person in the review process, by spending time with the young person on a regular basis to discuss likes, dislikes, ambitions, events etc and also go through the review report with the young person asking for their ideas, suggestions and views about all aspects of the care they receive. We are working with schools to provide joint care and education reviews, as this provides one meeting enabling more people to commit to it and if the review is at school then the child is already present.

**How we help children manage their behaviour**

Behaviours that present risk or are inappropriate have a purpose and a function and are often a form of communication for those who are not able to get their needs met in more acceptable ways. By being a calm and safe role model, staff and carers can help them to learn these skills, or they may be supporting their families and carers to help them do this.

Restraints/restrictive practices of any kind are only ever used as a last resort – that is where there is no alternative and there is immediate danger or risk of harm to the child or others. Action for Children is committed to Positive Behaviour Support and is proactively working towards eliminating the use of restraint. This means carefully monitoring methods of behaviour support and working together with children, young people and their families to help them develop skills and increase the potential for a future filled with positive opportunities.

The wellbeing of children and young people is a priority and services actively work to lower the risk of dangerous or harmful behaviours. All harmful behaviours have a risk assessment which identifies any interim safety strategies and is part of a personalised behaviour support plan (My Plan). My Plan sets out how children and young people are to be encouraged to get their needs met in less harmful ways and how staff will support them to do this. Young people their family, social worker or advocates contribute to content of their My Plan.

The Grove uses an electronic door monitor and sound sensor system within the building to maintain the safety of the young people during their stay.

At The Grove all the permanent staff are trained in Team Teach which is updated every 2 years. One of the staff is a qualified trainer and they receive yearly training. In addition to the planned updates staff can regularly discuss and seek advice on specific needs of young people and the strategies contained in individual My Plan forms with the trainer.

**How we support children’s education**

Whilst a young person is staying at The Grove every effort will be made by staff to assist them with any homework the school may have set them. The young person’s link worker will, with the agreement of parents and young person, attend their school review, in order to maintain communication between school and The Grove and also to enable staff at The Grove to reinforce any aspects of individual learning, found to work effectively for a child in the school environment, which could likewise be implemented at The Grove.

Staff endeavour to have good links with the various schools that are attended by the young people in our care and work closely with them to ensure that we are working in the same way.

**How we support children’s health needs**

Our home ensures that children and young people have access to universal specialist healthcare whilst receiving a service. We believe in empowering and supporting them to take responsibility for their own health and wellbeing wherever possible. We ensure children and young people have the right medicine; clinical procedures are safely administered and appropriate therapy is carried out by staff and carers who are trained and competent.

The Grove provides health care in accordance with Action for Children policy and procedures. Trained and competent support workers also undertake medication administration and clinical procedures in line with the authorisations given within the organisational policy

The Grove delivers a short break service to disabled children, some of whom have complex health needs. The staff strive to meet the following outcomes for children who have significant health needs

* The child or young person maintains or improves physical health and/or meets individual development milestones
* A child or young person with complex health needs sustains maximum independence

Where appropriate these outcomes will be discussed, agreed and evaluated at the child’s care review.

The Grove follows strict protocols on the receipt, storage and administration of medications. Children who require medication during their short break have written details and consents recorded on file. The procedures require that all prescribed medication is received in its original packaging with the pharmacy label and expiry date clearly visible. Any request to changes to the prescription can only be authorised and administered with written consent from the child’s GP or consultant.

The home will also accept over the counter medication in its original packaging with the patient information leaflet as long as other relevant information is presented by the parent/carer.

The full requirements of the medication policy consents, presentation of the medication and records are discussed with parents during the assessment and introductory period. The home reserves the right to seek medical or pharmaceutical advice if unsure of any issue relating to medication whether prescribed or brought over the counter.

The home operates a similar response to a child’s attendance for a short break service when unwell as school’s do. The general principle is that a child will not usually be admitted if they are already unwell and especially not if they have a contagious infection. If a child becomes unwell during the course of their stay a decision will be made regarding action to be taken.

Factors which will influence this decision include:

* How poorly and/or distressed the child is
* Whether the condition is contagious – and how unwell might other children become if they contract the infection
* The risk of increased stress in the family home/the risk of family breakdown if the child returns home
* The time of the day or night, and whether the child can be cared for and the risk of infection spreading minimised until a more suitable time for the child moving can be organised
* Whether the home has the staffing resources to provide the additional support needed to the child during the time of illness
* In the event of a child needing to be admitted to hospital, The Grove will endeavour to send a member of staff to accompany the child in the ambulance and remain with them at hospital until the parents/carers arrive. There may be occasions where staffing levels do not allow this to happen, as it will leave the other children without sufficient support – we would not delay the admission to hospital in these circumstances but seek to provide the emergency service personnel with as much detail as possible.
* Parent/carers are notified of any emerging or sudden onset of medical emergencies and the decisions of the home regarding the immediate management of the situation
* Routine appointments such as eye-tests and dental checks remain the responsibility of the parents. However, if appropriate and staffing resources allow staff will accompany families to health appointments in a supporting role

**How to Complain**

We are committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve. The context for our complaints procedures is effective customer care, with service standards and service level agreements where appropriate, and with regular dialogue and review with customers of the service provided. Leaflets regarding how to complain are available in several languages.

Complaints should be addressed in the first instance to Samantha Oliver the Registered Manager so they can be responded to promptly.

Any complaints about the Registered Manger can be addressed in the first instance to her line manager- Lucellta Wallace Esnard

Complaints can also be made directly to:

**Action for Children Complaints Manager**

Georgia Dickson

Action for Children

3 The Boulevard

Ascot Road

Watford

WD18 8AG

[Georgia.Dickson@actionforchildren.org.uk](mailto:ruth.baldwin@actionforchildren.org.uk)

**Ofsted**

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

0300 123 1231

[Enquiries@ofsted.gov.uk](mailto:Enquiries@ofsted.gov.uk)

**Contact details**

**Registered Manager**

Samantha Oliver

The Grove

41 Walton Road

Aylesbury

Bucks

HP21 7SR

**Responsible Individual**

Lucellta Wallace-Esnard

Action For Children

3 The Boulevard

Ascot Road

Watford

Herts

WD18 8AG

**The home is owned by:**

Action for Children

3 The Boulevard

Ascot Road

Watford

WD18 8AG

Registered Manager:



Responsible Individual

