HAZELDENE
Family Assessment Centre

Statement of Purpose

Part of Break
Registered Charity Number 286650
Ofsted Unique Reference Number SC399219
HAZELDENE FAMILY ASSESSMENT CENTRE

Statement of Purpose

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Appendix 1 - Information for Families

Appendix 2 - Staffing at Hazeldene
1.0 STATEMENT OF AIMS AND OBJECTIVES

Hazeldene opened as a Residential Assessment Centre in October 2009. Hazeldene provides a safe environment for parents who have had difficulties in caring for their children. We promote and assess parenting skills to ensure that children are safe and protected and offer families an opportunity for intensive support to help them recognise the needs of their children. Safeguarding vulnerable children is our prime focus and the clarity of our assessments inform the referrers whether a child’s needs can be adequately met by parents or carers, or whether there is a need for intervention and alternative care arrangements that will secure the longer term future for the child.

Our aim:

Our aim is to work with all those involved in the lives of children referred to the service, to provide and plan for their best possible care and the longer term future. We further aim to provide families with as pleasant an environment as possible, giving them the maximum opportunity to settle and focus on the care of their children without feeling overwhelmed.

Objectives:

- To work in an open, honest and sharing way with all parents and carers.

- To look at all the needs of children.

- To build on skills, strengths and abilities in parents/carers.

- To identify areas of concern which might prevent parents and carers from providing the care their children need.

- To model good care practice and provide advice or information to enable parents/carers to change their behaviour and responses in ways that would enable them to meet their children’s needs.

- To provide a comfortable, supportive and caring environment in which this work takes place.

- To provide high quality, clear, professional assessments, both verbally and in report form to referring workers, case conferences and courts.

- To assist professionals in the formulation of care plans for the children.
To supervise and monitor the care and welfare of children with minimum intrusion into family life, but with sufficient oversight to ensure their safety.

The Centre strives to offer an equal service to all family groups regardless of race, cultural background, religion, gender, sexual orientation, intellectual ability or family composition. However, given the layout of the building the Centre is not able to accommodate parents/carers who are unable to climb stairs.

We work with a maximum of four families at any one time. This small number allows staff to work intensively with each family and to produce thorough, balanced and clear assessments that help ensure good outcomes for children.

Although referred by Children’s Services Departments, families come by mutual agreement or are directed to do so by the court. We recognise that the assessment is stressful and we do everything possible to be supportive, fair and open in the way we work with families.

In order to complete a thorough assessment, placements generally last between eight to twelve weeks. The length of placement is subject to review; placements can be transferred to complete in the community with the agreement of all parties or terminated and returned to court if the wellbeing of the child is being compromised. In exceptional circumstances placements can be extended.

Some parenting assessments take place in the community and these families do not come to Hazeldene.

2.0 FACILITIES AND SERVICES AT HAZELDENE

Hazeldene is a three-storey property, located in a quiet residential street in Suffolk, close to the Norfolk border. There is easy access to shops, schools, health facilities and the beach, as well as good transport links. There is a large garden which provides play and relaxation opportunities for families staying at the Centre.

Ground floor accommodation:

- A large lounge/playroom.
- Four separate, fully equipped kitchen/diners (one for each family in residence).
- A laundry with washing machine and tumble drier for the use of families and staff.
- A toilet.
- A general office with kitchen/dining facilities for staff.
- Manager/admin office.

First Floor Accommodation:
- One suite consisting of two furnished bedrooms, the larger bedroom has en-suite facilities.
- Two furnished bedrooms each with en-suite facilities.
- One staff sleep-in room with en-suite.
- One communal bathroom.
- Meeting Room.

Second Floor Accommodation:
- One furnished bedroom with en-suite.
- One staff sleep-in room with en-suite.
- Staff office.
- Large attic storage facility.

The Centre has two cars to assist families with transport when necessary.

3.0 REFERRAL CRITERIA
- Families where the children are at risk of significant harm and an assessment would be in the best interests of the child/children.
- Single-parent or two-parent families where there is a history of inability to cope and decisions need to be made about the future care of the child/children.
- Pregnant women with or without other children with arrangements for admission being made before the birth of the child where the concerns are as above.
• Parents of any age; children must be under eight years of age, ensuring that the child’s needs are within the scope of the Centre.

• We give consideration to those families who are actively and seriously engaged in rehabilitation/therapy programmes providing that there is a clear treatment programme and a partnership approach between the parents, the specialist services and Hazeldene.

Hazeldene is not suitable for:

• Parents/carers who are unable to climb stairs.

• Parents who exhibit extremes of frequent violence/aggression to adults or children.

• Frequent and persistent solvent/drug abusers.

• Frequent and persistent alcohol abusers.

• Schedule 1 Offenders.

The Manager has the final decision on the suitability of referrals, taking account of the needs of other adults and children in the house. The Manager consults with Break’s Operations Manager where a second opinion is required.

4.0 MAKING A REFERRAL/TERMS AND CONDITIONS

We have a Service Level Agreement with Norfolk County Council for three family placements at the Centre. The fourth placement is currently being spot purchased.

Referrals are made initially to the Manager who will discuss the suitability of a placement with the social worker, recording information supplied. The Manager provides the social worker with an essential information pack for completion prior to placement. Parents do not incur any financial cost to themselves whilst at Hazeldene.

The Clinical Commissioning Team from Norfolk Children’s Services prioritise and approve placements from Norfolk in consultation with the Manager.

In some circumstances same day placements can be accepted, as long as the admissions criteria are met. This is usually when the Court orders an assessment.
The Statement of Purpose is available upon request or can be viewed on Break’s website.

5.0 THE ASSESSMENT

We prefer that placements are planned. Moving to a new placement is often unsettling so where possible we advocate a pre-placement visit to Hazeldene for families to meet their case manager and other staff members, ask questions and look round the Centre. This also provides the opportunity for the Family Placement Plan and issues for assessment to be discussed and agreed, as well an individual Risk Assessment for the family. The Family Placement Plan and Risk Assessment are signed by the parents, social worker and relevant staff from Hazeldene. If a pre-placement visit is not possible, the Family Placement Meeting takes place on the day the family moves into Hazeldene.

The Family Placement Plan sets out the expectations and guidelines for the assessment to the interested parties; parents, Hazeldene staff and Children’s Services. The specific issues for assessment form the basis of the work undertaken with the family whilst they are at Hazeldene. Each family has a Case Manager and two allocated key workers to co-ordinate their work plan.

During the parenting assessment, parents are supported and observed by staff trained in working with families and child protection. They undertake session work that is guided by a case manager and the individual needs of the family. This may include practical demonstration and modelling by staff as well as group sessions. We work with Children’s Services to support families to attend groups and sessions in their local community when possible.

Our work is inclusive of families and their participation is encouraged throughout the placement, in every aspect of the process. Parents have access to their family file and are able to comment about recordings made. We use a Signs of Safety approach to the assessment which is strengths based, promoting individuality and respects the family as the people best able to understand their situation.

Staff are available 24 hours a day, 7 days a week to ensure the safety and care of families accommodated at the Centre. We have four waking night staff, working a rota pattern, to monitor and support families at night. This may be done by way of a visual monitor, which is located above a baby/child’s cot, to ensure that parents respond to
their baby’s needs at night and are not co-sleeping. The camera does not pan around the room.

Each parenting assessment is reviewed weekly with parents and key working staff, using the Signs of Safety approach. Reviews with parents, staff and professionals working with the family take place every 4-6 weeks depending on the placement plan. Review meetings provide an update about progress and enable parents to have a voice in the assessment process. All professionals working with the family, including the Child’s guardian, if applicable, are invited to attend. The Review meeting serves as a forum to identify further work needed and/or future plans for the family. LAC reviews and CPCC meetings can be held at Hazeldene.

The Case Manager is responsible for producing written review reports as required by the placing social worker. Timing of reports are agreed for each individual family, according to their situation, and may include an initial two week check, monthly review reports or a midway review report and a final report. Review reports are shared with families prior to the meetings and their written comments invited. Minutes are prepared and circulated to interested parties. The Family Placement Plan, review reports and minutes are attached as appendices to any final court report. The Case Manager will attend court to give evidence as required.

A planning meeting is held to support the family’s transition back to the community when appropriate and encourages the views and feelings of parents, children, staff and other professionals involved with the family to agree future support needed.

We encourage feedback from families and hold regular Families’ Forum meetings to share ideas, plan activities, inform about any new resources and community groups and discuss any group issues that are of concern. There is a robust complaints procedure and we ask for feedback from parents and placing workers to consider any improvements we can make as a team.

6.0 VALUES, STRUCTURE AND PHILOSOPHY

We believe that:

- The welfare and needs of children are paramount.
- Children have the right to grow up in a stable family environment where they are loved, nurtured and protected.

- Wherever possible the needs of children are best met within their own family.

- Parents and carers who come to the service will have their worth, dignity and privacy respected.

- Every person has strengths, skills and knowledge that are important for children.

- All people, whatever their background, history and difficulties, can, with support, encouragement and information, change their behaviour and responses.

- Even where it is felt that parents/carers cannot safely meet the needs of their children, such decisions should be shared sensitively and every effort be made to enable them to make a positive contribution to their children’s futures.

The main assessment tool used for families at Hazeldene is the Department of Health’s Framework for the Assessment of Children in Need and their Families focussing on parenting capacity (the Assessment Framework). We focus our attention on “parenting capacity” and assess parents’ ability to provide basic care, safety, emotional warmth, stimulation, guidance and boundaries, and stability for their children. We also assess whether parents are able to recognise their children’s developmental needs and comment on family and environmental issues.

The parenting capacity of the majority of parents who come to Hazeldene has been limited or adversely affected for a variety of reasons. We use a range of different techniques and work to individual preferred learning styles to reinforce and test the ability of families to retain and use advice given. Apart from the practical aspects of parenting, families will take part in structured individual sessions, craft and group activities and receive advice and information on a wide range of subjects such as healthy eating, child development and relationships. During the assessment we make use of Attachment Theory and The Solihull Approach. We are able to provide PAMs assessments (Dr Sue McGaw) as a tool to assess parenting ability and also offer The Freedom Programme.

Developing positive relationships with families is at the core of our work with them. We aim to engage families by sharing information,
offering regular feedback and encouraging them to comment on their assessment, both verbally and in writing. We work in an inclusive manner with parents where English is not their first language or have additional learning needs. We take into account preferred learning styles and abilities and adapt our resources/communications accordingly.

We place as much emphasis on what parents do well, and build on that, as we place on what they are not doing “well enough”. We aim to treat families with respect at all times and to balance their rights to family life, as stated in the Human Rights Act 1998, with our need to gain information to assess their parenting and to ensure children’s safety. In seeking to work with families in this way we are embracing both the notion of partnership, that is central to the Children Act 1989, and the principle of participation found within the United Nations’ Convention on the Rights of the Child.

7.0 GUIDELINES AND CONDITIONS FOR FAMILIES

These are set out in the Family Placement Plan as well as the Information for Families leaflet which is available for parents prior to placement. The Information for Families leaflet is also provided in a folder in each family’s bedroom.

A copy of this guide is attached in Appendix 1 to this Statement.

8.0 SAFEGUARDING ARRANGEMENTS

Children and Young People under 18

All those staying at Hazeldene are entitled to the best quality care and protection from harm. Sadly abuse does arise and may even occur within the families being assessed. As part of their duty of care, staff must be equipped to deal with such instances. Abuse can arise in a variety of settings: in the family, in the community, in education or care settings.

As part of their induction all staff receive training organised by the Local Safeguarding Children Board. This is designed to ensure that they have a basic awareness and understanding of safeguarding, as well as knowledge of how to respond when abuse may be suspected.

Break has formal policies on this subject which are based upon, and compatible with, the Local Safeguarding Children Board Procedures. Copies of these documents are held within the Centre. The Manager is
responsible for vulnerable adult and child protection matters, with senior staff taking responsibility in her absence.

As the geographical location of Hazeldene is in Suffolk, cross county protocol arrangements have been put in place. As the placing authority, Norfolk Children’s Services will investigate safeguarding referrals but Suffolk Children’s Services will be notified. Details of the protocol are held in the Child Protection folder in the Manager’s office.

A factor in ensuring the protection of children and adults whilst at Hazeldene is the maintenance of rigorous recruitment procedures to ensure that only staff who are suitable will be employed in the service.

**Adults**

Sometimes adults can be the victims of abuse. Break has formal policies and procedures to give staff guidance on the recognition of such abuse and how to respond. These are drawn from Norfolk’s multi-agency protocol on working with vulnerable adults.

The Manager is responsible for these matters, with the Deputy Manager covering in her absence.

**9.0 PRIVACY, DIGNITY AND INDEPENDENCE OF FAMILIES**

**Privacy**

Children come to Hazeldene with their parents because there are concerns about their welfare and safety. Many will have been deemed “at risk of significant harm”. As a result the privacy afforded the parents and children at Hazeldene must necessarily be balanced against any harm they are at risk of suffering.

It is recognised that privacy is a fundamental human right. Every effort is made to respect and preserve this in a way that does not place children at risk. Rooms will be checked as part of our monthly Health and Safety Inspection and room searches will only be undertaken as a safeguarding precaution to promote the safety and welfare of families.

Families are provided with private spaces: they have their own bedrooms, washing facilities and kitchens. In most of these areas they cannot be observed without agreement and staff will only enter with permission or if there is reason to believe a family member is at risk or in an emergency. Staff will support families at meal times if this is an area of concern. The lounge, which is shared with other families, does
not always provide opportunity for privacy; therefore we have a meeting room available for families to use if required.

It is recognised that families need to be alone at times. The staff do their utmost to exercise sensitivity when handling personal matters and give families every opportunity to discuss any problems they may have in private.

Individual attention for families is a priority and is reflected in the number of staff on shift at any given time.

Whilst it is recognised that many parents choose to have mobile phones, the Centre phone is available for families to use when contacting professionals such as Solicitors, Social Workers or Government Agencies.

The right to privacy will be over-ruled if staff have reason to believe that a criminal offence may have been committed or that a family member may suffer serious harm unless action is taken.

**Dignity**

Dignity recognises the value of people regardless of circumstances. It requires that families are treated with respect and that there is recognition of their uniqueness and personal needs. Our approach aims to:

- Recognise the right of all its families to be treated with respect and to live in a dignified manner.

- Respect the wishes of families, their relatives and advisers (where appropriate) especially regarding their care and treatment.

- Wherever possible, subject to the duty rota, parents/carers will be able to choose which member of staff cares for their child/children if they have appointments or court attendance and are unable to provide care themselves.

- Take account of cultural, religious and other needs and seeks to understand its families in terms of their situation and life experience.

- Encourage families to voice their preferences

- Provide an environment in which families' skills, abilities and customs are respected.

**Independence**
Independence is the opportunity to think and act without reference to another person. Our approach includes a willingness by staff to incur a degree of calculated risk. Whenever possible, we help and encourage families to make decisions about their parenting.

We aim to:

- Encourage families to express their views and wishes about their preferences.
- Provide a physical environment which enables families to do as much as possible for themselves without having to rely on staff.
- Ensure that a reasonable balance is achieved between independence and risk taking.
- Justify any limitations on a family’s scope to act independently.

**Religious Belief**

Hazeldene is part of Break which is a non-religious organisation. There is no religious or faith aspect inherent in day to day life. However, it is recognised that for many people their faith is important and a central part of their life and identity. Staff will support families in their faith, taking account of any special requirements or specific practices where possible.

Many of the faiths are celebrated within the area and should it be appropriate, staff will assist families in attending places of worship.

**Anti-Discriminatory Practice**

Break has clear policies on Equality, Diversity and Anti-Discriminatory practice to ensure that the principles of anti-discriminatory practice are embedded in every aspect of the organisation: from recruitment and training, through relationships between staff and management, the way we work with and on behalf of the families who stay at Hazeldene.

Regular monthly family forums are held within Hazeldene where families views are noted, staff are also always available for informal discussions if required.

**10.0 MONITORING AND SURVEILLANCE**

Families can be monitored at night by use of a baby monitor. Waking night staff will enter the room as necessary (as agreed in the Family
Placement Meeting). Use of night monitoring will be reviewed throughout the assessment. In some cases, with the agreement of Children’s Services, a visual monitor will be used. This is focused on the baby’s cot and will not be used to observe any other part of the room. Families can come and look at what staff can see on the screen and they will be informed when the camera is on.

11.0 CONFIDENTIALITY

General

Confidentiality is central to any professional code of ethics. In the same way that financial, legal and personal records are expected to be secure, family members are entitled to the same standards.

Records

All staff are responsible for ensuring that records are kept securely, either electronically or written. Information contained in case files must only be used for the purpose for which it was obtained unless a child protection concern or other serious threat to life or safety, necessitates its sharing.

Disclosure of Information

Information will not be disclosed to any outside agency even if its disclosure appears to be in the interest of the family member unless its use has been determined and agreed.

Only in exceptional circumstances will staff disclose information to a third party without the agreement of the provider of that information. In any event, information will not be handed over to anyone unless staff are satisfied that:

a) The person/agency has a bona fide entitlement to that information.

b) The identity of the person/agency can be established without any doubt.

c) The person/agency will maintain an appropriate ethical approach to the confidentiality of the information provided.

The 'Information for Families' leaflet explains for families the circumstances and manner in which information about them will be shared. This leaflet also explains the policy of encouraging families to
read and make comments on all records that are kept about them and reports written about them, to which they have open access.

**The Family’s Access to Information**

Under the Data Protection Act 1988, family members will only have access to parts of the case file and to specific information which relates directly to them. However, in addition, there are some types of information which, although relating directly to the family member, must remain “classified” or “closed”.

In general, reasons for keeping information from each family will be:

a) The protection of information received from a third party, unless that party consents to it being shared.

b) The protection of information received about a third party, unless that party consents to it being shared.

c) The protection of the person from information which may harm them.

**12.0 DRUGS, ALCOHOL AND SUBSTANCE MISUSE**

At Hazeldene we are aware of the significant part that drug, alcohol and substance misuse can play in creating problems within families, placing children at risk of significant harm as well as limiting parents’ ability to promote their children’s development. Many families that come to Hazeldene may have struggled with, or be struggling to overcome, difficulties in this area. Our first priority is the welfare of children followed by the promotion of good parenting.

To this end:

- The use of drugs other than those prescribed by a doctor is not permitted. However it should be noted that any misuse of prescribed medication may result in families being asked to leave, subject to discussion with the family, Children’s Services and the Centre manager.

- The misuse of solvents and other substances is strictly forbidden.

- Alcohol is not allowed on the premises. Breaching this condition or use of alcohol may result in families being asked to leave, subject to discussions between all interested parties.
• Under some circumstances parents on a Methadone prescription (or similar) will be allowed to come to the Centre for an assessment. This will require the safe storage and administering of the controlled drug and the parent being part of a recognised rehabilitation programme with ongoing testing for illicit drugs if agreed as part of the placement plan.

• Controlled medication is kept in the Manager's office in a double locked container and medication recorded in an individual log book - example procedure below.

METHADONE MEDICATION LOG BOOK

NAME:

Please ensure all Methadone brought into Hazeldene Family Assessment Centre from the pharmacy is recorded into this log book.

The amount of Methadone received needs to be recorded and the total amount held in the safe needs to be recorded.

Record each dose taken and deduct the amount from the total.

Check the amount in this log tallies with the amount held in the safe.

Please sign and date each entry in the log.

13.0 FIRE SAFETY

The Role of the Fire Safety Officer

There are members of staff who take the role of Fire Safety Officer at Hazeldene. The Fire Safety Officer is responsible for making weekly checks on all fire alarm bells, all fire doors, including automatic closing mechanisms and all fire extinguishers and that these checks are recorded in the Fire File. Any fault in the smoke detectors and emergency lighting system must be reported to the contracted company, Kings and Barnham, on 01328 863254.

The Fire Safety Officer also carries out the fire safety element of induction for new staff and families.

Each shift has 2 Shift Fire Officers to take responsibility in the event of a fire or drill.

Break’s Health and Safety Officer arranges the Fire Risk Assessment in accordance with the Regulatory Reform (Fire Safety) Order 2005.
Fire Procedures

Break’s Emergency Procedures for Fire are detailed in Supplement 6 to its Statement of Health and Safety at Work Policy which can be supplied on request.

The recording of all activities relating to Fire Precautions must be carried out fully and in a timely manner. To this end, Hazeldene has a Fire File and it is the responsibility of the Manager to ensure that the proper procedures, set out below, are carried out.

Tests and Inspections

All fire alarms and emergency lights are tested weekly and the result of the tests noted in the Fire File.

All fire equipment is inspected and serviced by the retained Service Engineer at six-monthly intervals (12-monthly for fire extinguishers), or otherwise when required. The results of these external inspections are recorded in the Fire File by Centre staff, who also ensure that during these visits, the inspection records affixed to appliances such as fire extinguishers are annotated by the contractor.

All fire doors are examined weekly to ensure that they close fully. Any faulty fire doors discovered at any time are reported to the Manager who is responsible for initiating repairs.

Drills

Four Fire Evacuation Drills are facilitated per annum, in a form agreed with the Fire Officer. These will incorporate both announced and unannounced drills as thought appropriate. Drills will take place at differing times of the day, including after dark, to assist both staff and families in managing this occurrence.

General

Whenever new members of staff, including volunteers, are inducted, their names are recorded in the Fire File as having had a proper introduction to fire procedures within the Centre. The member of staff carrying out that part of the induction signs and dates the note, as does the inductee.

Fire Files are subject to periodic, unannounced checks by the Chief Executive, the Fire Officer, the Homes Inspector (Ofsted) and Break's Appointed Visitor.
Fire procedure notices are displayed on all floors.

**Documentation**

The following forms will be required in the above procedures:

a) Fire Equipment Check.

b) Fire Equipment Maintenance Record.

c) Fire drills record.

d) Instruction of Fire Equipment and Drill Procedures.

These are kept in the fire file in the admin office.

**14.0 REPRESENTATIONS AND COMPLAINTS**

**Introduction**

It is hoped that all families who stay at Hazeldene will find no cause for complaint about the service. However, we recognise that difficulties do sometimes occur, particularly due to the nature of the work at Hazeldene. It is the right of any parent or child to make a complaint should they feel unhappy about any aspect of the work. Parents may make suggestions and compliments and Family Forums are also an opportunity to discuss such issues as appropriate.

Break takes all complaints seriously. Every family is issued with a summary of the complaints procedure on arrival, which includes a form with which to make a complaint or suggestion; this is reinforced verbally at the time. Should a visitor to the Centre have cause to make a complaint, the procedure will also be explained to them and appropriate information given. In the event that an individual has a disability that restricts their ability to understand and make use of either the summary or the full procedure, every effort will be made to enable that person to access and make use of the policy. When a child or parent makes a complaint or expresses a wish to make a complaint, staff will take every opportunity to talk and listen to them, if necessary in private, and will respond sympathetically to their distress and concerns. Every effort will be made to help solve the problem(s) discussed. Staff will record any complaints made in the Centre’s Complaints Record and will inform the Manager.

Any complaint that cannot be resolved by informal measures will need to be put in writing by the complainant and will be dealt with, using the
stages set out in the summary of the complaints procedure, until a satisfactory outcome can be reached. Assistance will be given to those who need it. Any child or parent who has put their complaint in writing will have it signed by the Manager and will be provided with a copy of their statement. The original copy will be filed in the Complaints Record and monitored by the Regulation 25 Visitor and the Operations Manager. The Centre Manager will ensure that all complaints are fully responded to within a maximum of 28 days and parents or children are kept informed of the progress and outcome of their complaint.

When a complaint has been fully investigated the parent or child, if appropriate, should read and sign the record in the Complaints Record to show whether they are satisfied with the outcome of the investigation. If a parent or child requires assistance to do this staff will ensure that they are provided with appropriate support.

If a parent or child is not happy with the outcome of their complaint they can take the matter further using Break’s formal Complaints Procedure. If necessary, staff will help them to do this.

Under the formal Complaints Procedure, a person independent of Hazeldene is appointed to investigate the complaint and to report back to the complainant within 28 days.

In the event that a complaint is received from agencies such as Health, Education or the Police, with whom we have professional communication, the Centre’s Manager will again strive to resolve these under these procedures. If this is not possible they will be dealt with through the relevant channels within the Local Safeguarding Children Board.

In addition to talking to members of staff at Hazeldene, families may choose to discuss their complaint with the Centre’s Regulation 25 Visitor.

Parents and children can have access to the Centre’s telephone if necessary where they are able to make calls in private.

A parent or child making a complaint has the right to take their complaint to an independent agency, such as the Children’s Services Department, Ofsted or the Regulation 25 Visitor if they wish to do so. Details of these independent agencies are also provided in the families’ Summary of Complaints.
15.0 RESPONSIBLE BODY

Break was established in 1968. It began as a charity providing holidays for children and adults with learning disabilities. Over the years a broader range of services has been developed along with expertise in working with children and families.

In order to meet legal requirements, Break is a Registered Charity No 286650 and a Company Limited by Guarantee Registration No 1699685 England. VAT Reg. No 595 3666 89.

Break’s Head Office is at:

Schofield House
Spar Road
NORWICH
Norfolk
NR6 6BX
Telephone: 01603 670100
Email: office@Break-charity.org

Break operates the following services:

- Seven mainstream children’s homes.
- Two residential children’s home for young people with learning disabilities.
• One Children with Disabilities’ Short Breaks facility.
• One Residential Family Assessment Centre.
• Break Family Centre – therapeutic support for families and children.
• Mentoring for young people in care and transition support for young people leaving care.
• A Therapeutic fostering service.

Many of these services are registered and inspected.

16.0 RESPONSIBLE INDIVIDUAL AND MANAGER

The Manager of Hazeldene is (pending Ofsted approval):

Name: Lesley Harker
Telephone: 01502 560344

The Manager is responsible to:

Name: Paul Corina
Position: Operations Manager
Address: Break Schofield House Spar Road Norwich Norfolk NR6 6BX
Telephone: 01603 670100

The Responsible Individual is Anriette Mynhardt (registered as Anna Mynhardt):

Name: Anriette Mynhardt
Position: Head of Service Delivery
Address: Break Schofield House Spar Road Norwich Norfolk NR6 6BX
Telephone: 01603 670100

Qualifications:
• BA Hons (Social Work)
• Post Qualifying Child Care Award
• Management Diploma (Level 5)
• NVQ (Level 4) Management
• Currently undertaking Management Diploma (Level 7)

Experience:
• 2002 – 2004: Senior practitioner (residential children’s home)
• 2004 – 2010: Manager, The Willows Family Centre (therapeutic work with children, parenting assessments, family support, young carers, children with disabilities activity groups, young parents, parenting programmes)
• 2010: Consultant social worker (self-employed)
• 2010 – 2013: Operations manager, Break Charity (overseeing a range of services including children’s homes, family assessments, short breaks services)
• 2016 – Current: Operations manager, Break Charity (overseeing children’s homes, children with disabilities short breaks provision and children with disabilities holiday activities)
• As from June 2019: Head of service delivery, Break Charity

Registration:
• Currently in the process of re-registering with HCPC.

17.0 STAFF QUALIFICATIONS, EXPERIENCE, STAFF SUPPORT AND DEVELOPMENT

Staffing

Details of the staff team and their qualifications are contained in Appendix 2.
**Staff Appointments**

All staff at the Centre are subject to a rigorous vetting procedure in accordance with the Warner Code of Practice. This includes:

- A personal or preliminary interview.
- A formal panel interview including the involvement of parents who have been at Hazeldene.
- Satisfactory references.
- DBS check.
- Local Authority Check (Disqualification for Caring for Children Regulations 1991).
- Declaration of any pending prosecutions for a criminal offence.
- Medical report.
- Department of Health, Children's Division Register check.
- Probationary period of a minimum of six months.

Mandatory training for staff includes Child Protection, Professional Boundaries, Food Hygiene, First Aid, Fire Safety and Risk Assessment.

**Staff Development**

All staff have regular supervision to oversee and manage performance, assist personal development, provide professional support and maintain a good level of morale. One and a half hours are allocated for formal monthly supervision sessions. Staff on probation have fortnightly supervision. Staff can request informal discussions or extra supervision regarding issues that are affecting them. Supervision within the Centre can be formal and informal sessions, planned and ad-hoc sessions, and group and individual sessions. Supervision is undertaken by the Manager, Deputy Manager and Senior Members of staff. Annual appraisals are carried out to review performance and progress against clearly identified competencies.

Break has a formal induction programme for all staff and subsequently provides a range of training to develop skills and knowledge of staff as appropriate to their area of work. Training needs are identified as part of the appraisal and the information from them is used to develop an
annual Training Programme. Break promotes continuous professional development.

Assessment Practitioners will be qualified in NVQ 3 or equivalent. Senior staff will be qualified in NVQ 4, social work or similar. The whole team is trained in the Solihull approach and Signs of Safety. There is expertise in the team regarding PAMs assessments, The Freedom Programme, learning disability and mental health issues.

On a day to day basis staff are offered advice and guidance on the work with families by members of the Senior team at the Centre. All staff have access to an out of hours on call Manager or Senior from Hazeldene for support and guidance.

The team are able access group supervision with a Social Work Manager employed by Break who has extensive experience of providing therapeutic support and group supervision. Break is committed to providing a workplace environment which supports and develops the staff team in their role, enabling them to cope with the demands of the job. Break offers a self-referral confidential counselling service for all staff through Norwich Centre Projects (01603 613515).

18.0 ORGANISATIONAL STRUCTURE

Hazeldene has a Manager, 1 Deputy Manager, 4 Social Workers (Assessment)/Senior Assessment Practitioners, 7 full-time and 2 part-time Assessment Practitioners, 4 part-time Assessment Practitioners (Waking Night), a number of relief staff, one part-time Administrator and one part-time House-Keeper. The management structure is as follows:
Staff rotas are arranged on a two week rolling basis to ensure that the Centre is staffed 24 hours a day while families are in residence.

The Centre operates an on-call system to ensure that a senior member of staff (Manager, Deputy or Social Worker/Senior Assessment Practitioner) is available at all times to provide advice, undertake urgent decisions or attend the Centre if needed. If necessary the Manager would in turn consult with or advise the Operations Manager, or Break’s Head of Service Delivery, as appropriate.

The Manager is available to all staff for discussion over any concerns to do with the well-being of Hazeldene.

The Manager makes a regular written report to Break's Executive Committee and Council of Management covering all aspects of Hazeldene’s function.

Hazeldene is visited monthly, unannounced, by a Regulation 25 Visitor (Care Standards Act 2000) who makes a report, in writing, to the Council of Break (Responsible Authority).