

ADMISSION, RECEPTION AND DEPARTURE OF CHILDREN/ YOUNG PEOPLE Policy No E1

The following policy is in line with:-

Q House Statement of Purpose

The Children's Homes Regulations including the Quality Standards. April 2015.

Trafford MBC Policy on the use of physical interventions with children and young people

Trafford LSCB Child Protection Procedures

The Children's Act 1989

Q House Information Booklet for children

The above documents are available for staff reference. Any member of staff wishing to raise any matter of concern about the reference materials or to this policy document should do so with their line manager without delay.

AUTISM IMPACT

Due to a lack of flexibility of thought, people with autism find it difficult to anticipate what comes next and often struggle with changes and transition. This policy aims to ensure staff provide a supportive and accessible service throughout times of admission to or departure from our services.

The purpose of this policy document

Is to give staff at Q House clear guidance on our policy and procedure for ensuring that children are able to move into and leave Q House in a planned and sensitive manner.

OUR AIM IS TO ENSURE THAT:

Young people have a positive experience of admission and transition processes.

(2) In particular, the standard in paragraph (1) requires the registered person to ensure—

(α) that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care, as set out in the home’s statement of purpose;

(β) that arrangements are in place to—

- (i) ensure the effective induction of children into the home;
- (ii) manage and review the placement of children in the home; and
- (iii) plan for, and support, each child to prepare to leave the home or to move into adult care, in a way that is consistent with arrangements agreed with his or her placing authority;

(γ) that each child’s relevant plans are followed;

(δ) that, subject to regulation 22 (contact and access to communications), contact between each child and his or her parents, relatives and friends, is promoted in accordance with the child’s relevant plans;

(ε) that the child’s placing authority is contacted, and a review of that child’s relevant plans is requested, when—

- (i) the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet his or her needs;
- (ii) the child is, or has been, persistently absent from the home without permission; or
- (iii) the child requests a review of his or her relevant plans; and
- (f) that staff help each child to access and contribute to the records kept by the registered person in relation to the child.

Registered persons have a key role in seeking to develop the home's effective working relationships with each child's placing authority and with other relevant persons which may include services, individuals (including parents), agencies, organisations and establishments that work with children in the local community, e.g. police, schools, health and youth offending teams (regulation 5 – engaging with the wider system to ensure children's needs are met). These working relationships will also be key to success in delivering the care planning standard (regulation 14).

Also :

- Children are provided with practical support for constructive contact with parents and carer, family and other significant people, and are encouraged to maintain contact.
- There are procedures for introducing children to Q House, the staff and the children living there, which cover planned admissions.

Our statement of purpose document does not include any arrangements for emergency admissions. All admissions to Q House will be facilitated in a planned and sensitive manner. Q House offer full time Residential care service (Section 20 Accommodated), Shared Care and Short Breaks we will ensure that children, their parents and the placing authority are fully involved in planning and agreeing the procedure for admitting a child or young person to Q House and when appropriate the procedure for a child leaving the care of Q House.

In planning the introduction of a child to Q House staff will be mindful of the following: -

- For children or young people, moving to a new care environment can be both an exciting adventure and a traumatic experience. At all times, staff at all Q House will seek to minimise any potential distress which the child may experience in becoming a member of the Q House's family, through a total awareness of the child's individual needs, feelings and apprehensions and careful planning of the admission procedure for each child.
- For the parents and carers of a child embarking on a full time residential care arrangement, it can also be a worrying and apprehensive time. Staff at Q House will seek to ensure that all stages of the planning and admissions process, parents, carers and other significant people in the child's life are as involved as possible in the process in order to make appropriate contributions to the transition to a shared care arrangement.

Earlier if there are any legislation, regulation or operational changes

- The placing authority and other agencies such as health and education will be fully involved in assessing the child's needs and contributing to the development of the child's CARE PLAN. The placing authority will also initiate the development of a PLACEMENT AGREEMENT between the authority and Q House's
- At all stages of the process Q House staff will seek to ensure that the feelings, wishes and needs experienced by the child or young person are taken into account in the planning and admission process.
- Q House is a specialist provision for children and young people with Autistic Spectrum Disorders. From the age of 8yrs to under 18 yrs.', individuals will be offered a comprehensive residential care package that will encompass Social, Educational and Health needs.
- Q House also work with connexions services to highlight appropriate future plans ie; educational, employment or identifying accommodation for young people who are approaching adult services. Connexions will assist with transitional services that Q House will offer at some point in the future.

ADMISSION PROCEDURE

1. Children have their needs assessed effectively and comprehensively. The placing authority will be responsible for ensuring that a comprehensive assessment of the child's needs is carried out and that a plan for the child is prepared. The registered person will, in the first instance, be responsible for agreeing that Q House is an appropriate placement for meeting the needs of the child as authorized in the care plan. Senior staff from Q House may visit the child in various settings prior to placement to assist in assessing the appropriateness of the provision for the child or young person and assist in attaining information for the Children's care plan.
2. A placement plan for each child will be initiated by the placing authority and agreed by the registered person on behalf of Q House. The child or young person, parents or carers and other parties with a significant interest in the child's care will contribute to the development of the placement plan. The placement plan will cover the following major elements:
 - Health needs and health promotion.
 - Care needs including safeguarding and promoting welfare.
 - Physical and emotional needs.
 - Education needs and attainment targets.
 - Cultural, religious, language and racial needs and how they will be met.
 - Leisure needs.

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- Contact arrangements with family, friends and significant others.
 - Child's own communication needs.
3. From the placement plan, Q House in liaison with the child, Family or carers will draw up a personal care plan for each child. This will include the daily care needs of the child and how these will be met. The daily care plan will be available to all staff members on duty and will include the daily routines, necessary to meet the needs outlined in the placement plan. Referred to in 2 above.
 4. Q House will designate a key worker to ensure that the requirements of the plan are implemented in the day-to-day care of the child. The key worker will also make time available to provide individual guidance and support to the child and ensure the overall wellbeing of the child during his/her stay at Q House. The key worker, along with other staff, will play a significant role in welcoming a child to Q House and ensuring as smooth a transition to shared care as possible. The key worker will also ensure that all members of staff use communication methods, which take appropriate account of the child's disability and communication abilities taking account of the autistic needs.
 5. Each child will be given an information book compiled with appropriate pictures and words, telling the child about Q House, What the child can expect of staff and Q House's expectations of the child. The content of the information book will be explained to each child using appropriate methods of communication and prior to the child being admitted to Q House.
 6. Parents or carers of children considering using Q House facilities will be given a copy of our statement of purpose and will have access to all of the homes policy and procedure documents upon request.
 7. During the planning process prior to admission, children and their parents or carers will be encouraged to visit Q House, view the facilities, meet the staff and the other resident in the home and discuss the child's needs.
 8. As part of the care planning process described in 2,3,and 4 above, any potential behavioral issue and planned interventions including any proposed methods of physical intervention or likely sanctions which may be used, will be discussed, agreed and incorporated in the daily care plan for the child. Any physical interventions or proposed sanctions will be strictly in accordance with our policy documents numbers 2, 5 and 6. A managing behaviour plan may need to be drawn up prior to admission and if the child is expected to require physical interventions a positive handling plan may also be put in place prior to admission through consultancy with the child, parents or carers, professionals, school and placing authority.

9. Children coming to Q House will be encouraged to bring favorite and cherished possessions with them. Careful consideration will be given on an individual basis, to the possibility of children bringing their pets.

10. It is usually the Local Authority who places the child has the responsibility to notify Hammersmith & Fulham Social Care if a particular child is placed in our area. However Q House will ensure that the notification will be done and by means of good practice Q House will submit a notification also. Q House will request written confirmation from the Local Authority that this has taken place. If this has not occurred the Registered Manager or designated other will ensure this is carried out.

Overview and responsibilities on Admissions into Q House.

Admissions into Q House irrespective of whether it is Short Break (1 night per month), Fully Residential (52 weeks per year) or anything in between will be required to follow our Admissions Policy and Procedure.

The highlights are as follows:-

- All referrals will require a referral form to be completed by both the LA – generally the social worker and also a separate one by the Parent / Carer
- All Local Authority documents where appropriate will need to be shared with Q House such as Placement Plans, Care Plans, Parent Consent etc
- All Education documents where appropriate need to be shared with Q House such as Behaviour Support Plans, Risk assessments, Pen Portraits / Communication Passport
- All Residential / Short Break provision documents where appropriate need to be shared with Q House such as Behaviour Support Plans, Risk assessments, Pen Portraits / Communication Passport
- We expect all parties to be as transparent when sharing documentation and verbalising in order that the right assessment outcomes can be made. Any placement made where this is not adhered too may lead to immediate closure of placement especially if it may lead to safeguarding issues or concerns.
- Q House aim to match appropriately with the young people currently accessing or in residence.
- Based on the information we gain, if we feel we could potentially meet the needs of the young person we will be able to provide Pre Assessment Costs of Placement. This will allow the Local Authority to go to Panel to agree funding for the placement if offered.

Earlier if there are any legislation, regulation or operational changes

Initial assessments

- all services requested will require initial assessments to take place.
- all initial assessments are non chargeable.
- the number of assessments required during the referral process would be discussed and agreed prior to carrying them out.
- as a minimum Q House would need to meet the child in all settings they access on a regular basis (where appropriate) i.e. Home, Residential Setting and School.
- should further assessments be required they would be charged at the above rates – to be agreed prior to carrying out.
- Written feedback will be given to the person that requested the service i.e. social worker.

Tea Time Transition Visits

- All potential services irrespective of number of days accessing will require tea time transitions prior to formal confirmation of placement.
- We will only undertake tea time visits if we feel we can meet the child's needs following the initial assessments.
- The tea time transitions will enable us to further assess the child within the setting in terms of matching with the other young people already in placement.
- We will be able to observe the young person to ensure they are enjoying the experience whilst here.
- Tea Time transitions can range from 2-4 hours depending on the child's individual needs. The times will be agreed prior to accessing.
- Following each tea time visit we will give feedback to the appropriate persons (generally the person who referred) regarding moving forward.

1st Transition visit as a meet and greet –

- For approx 1 hour in order to familiarise the child to Q House. We would expect the child to be accompanied by someone familiar to them such as parent, carer, family support worker or school.
- This is to ensure they are comfortable – however the Q House Keyworker would be there as the front facing person
- The young person will have the opportunity to explore the home and all of the facilities it has to offer.

2nd & 3rd Transition would be a full visit.

- for the allocated times as agreed prior (2-4hrs)
- the young person would be supported by the potential key worker from Q House, whoever facilitates the transport to / from Q House would take a step back to observe or be offered an area to sit in out of sight if they felt this more appropriate.

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- The young person will be encouraged to further explore the facilities, look at their bedroom, interact with the other young people, join in with the activities as appropriate and also have tea.
- We would request that we are informed as to what their favourite meals are in order that we can provide accordingly – or tea is brought with them if this is preferred due to specific health or cultural needs (those coming for short breaks).
- Full written feedback would be provided following the visits to the referring person and parents if appropriate.
- Thereafter confirmation of placements, costs etc would be sent to be formally agreed.

The 1st, 2nd and 3rd Transitions detailed above are not chargeable. However any further visits agreed would be charged at the above rates per staff member.

Post Assessment Agreement.

Once all of the above has been carried out we will:-

- send out the Post Assessment Cost of Placement this will detail all aspects of the costs relating to the placement including:-
 - staff ratios
 - times of support
 - any agreements in relation to contact visits outside of the 1 per month (fully residential placements only)
 - any additional costs relating to young person specific needs i.e. sensory equipment, safety equipment that would be specifically for that child.
 - Any additional costs in relation to any agreed actions during the planning meetings.

Send out an agreement to placement to the Local Authority that will need to be completed prior to the young person accessing the service, this outlines:-

- Total cost of placement
- All additional costs that have been agreed for placement.
- Name and signature of who has approved the request within the Local Authority – this would need to be Team Manager and above level with the authority to approve such requests.
- The PO number for the child regarding funding agreement.
- Details of who we would invoice to including names, addresses, emails and telephone numbers.
- Signature to agree to the terms of placement which will outline timescales for notice or closure of placement, payment timescales and penalties, non attendance to service with and without notice.

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- Request that any LA documentation outstanding is forwarded to Q House such as care plans, placement plans etc within an agreed timescale.
- Request that any specialist support services (either with Q House or another professional body) that has been agreed to be commissioned by the Local Authority has funding agreement in place.
- Written confirmation that the above is in place and contact details of who it will be with. This is to be signed by the relevant person authorised to commission such services.
- That all Q House Parent Consent forms are completed and returned prior to placement commencing.

Please note this is just an outline of the Policy, each young person that accesses is an individual and as such there may be further criteria that needs to be met by all parties prior to admission taking place.

PROCEDURE FOR CHILDREN LEAVING Q HOUSES

Children and young people will leave Q House either in a planned and expected manner or in an emergency situation, the following guidelines are aimed at minimizing any distress the child may feel and ensuring a smooth transition to the child's new surroundings.

Where it is known in advance that a child's care provision at Q House is likely to end, then adequate pre-planning will take place to ensure that the child is ready for the change and any likely distress is minimised. The pre-planning considerations will include: -

- What information the child needs to be given about the proposed change, how that information will be communicated to the child and when the child will be given that information.
- Who will be involved in preparing the child for the proposed move and an action plan for the sequence and timing of events?
- In what ways the child will be encouraged and supported to feel positive about the change and feel involved in the decision making process.
- What Life story work will be completed with the child in respect of their time spent at Q House, including any memory books or special reminders of Q House.
- How the child's time spent at Q House will be celebrated e.g. leaving party, photographs etc.
- Who will be involved in the actual departure of the child and what are the arrangements in order to ensure minimum distress to the child.
- Where possible a full transition plan will be completed prior to the child moving which will allow for a smooth transition.

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It is usually the Local Authority who places the child has the responsibility to notify Hammersmith & Fulham Social Care if a particular child is discharged from our area. Q House will request written confirmation from the Local Authority that this has taken place. If this has not occurred the Registered Manager or designated other will ensure this is carried out.

See example of a transition plan below :

Transition Plan for ?

This is a working document and will be reviewed regularly.

From X date To X Date

Managers involved Q House

House Senior – Q House

Support Workers / Key Worker Q House

Parents

Social Worker

Education Representative.

Health Representative

Background Information

It is proposed that ? has a familiar team of support workers when moving to ? with him. He has been supported by the team over the last 2 years within Q House.

As part of the transition he will carry out visits to enable continued familiarity with both the premises and also with the other service user who is known to him already.

It is felt that he enjoys his time with the other housemate and they have been out on activities together and spent time together previously and attended joint events together. They appear very relaxed with each other.

It is felt that ? will cope well with the move, due to familiar staff and the presence of his special items and objects in the house. However, the move ultimately will be dictated by ? and how he himself adapts to the process. It is believed that due to the familiarity of the staff to aid reassurance and the interaction between him and his proposed new housemate ? will enjoy the calm, relaxed nature of the new home.

? will be transitioning to another setting. This is the same area as Q House which allows for him to maintain the familiarity of where places are located and still access the amenities and activities in this area.

In order that the final part of the transition can go forward just as smooth is vital that all parties play their role effectively by completing tasks set in order that there will be minimal upheaval when moving.

Earlier if there are any legislation, regulation or operational changes

SCHEDULE OF TRANSITION

DATE	LOCATION	PERSONS ATTENDING	TIMES	Events of visit	NOTES
21 st February	?		11.30 - 12.30	Look around the garden area, bounced on the trampoline, sat on sofa, looked at fish tank, had a drink, looked around upstairs and used the toilet.	This was a successful 1 st visit and ? responded to staff prompts and was settled.
24 th February	?		11.30 - 12.00	Drove to ? with staff. Chose to sit the car for a while looking. ? chose not to get out of the car.	He then went for his hair cut and was in a lovely mood.
Throughout March	?		Various times	? goes for daily walks to the shops and staff walk passed ? regularly to get him used to the area.	Once the other resident moves from ? on the 2 nd April 17, regular visits to the house will take place at varied times.
3 rd April	?			Drove to ?, chose to sit on the sofa, looked at his bedroom, used the toilet, had a drink	? went to ? at 1pm with staff and returned back to Q House at 3pm. ? walked back to Q House.
10 th April	?			Took items of personal belongings over	? drove to ? and helped to take his things into his bedroom. Had a drink and played on the swing in the garden.
18 th April	?			Walked to ?. ? went to the shops and bought lunch then walked back to ? and ate it there.	? helped to unpack some things in his bedroom and staff set up his bedding so he could familiarise himself.
WB 24 th April	?			Regular visits to ?	? continues to familiarise himself with his new home.
WB 8 th May	?			Daily visits to ?	? continues to familiarise himself with his new home. ? enjoys relaxing and using the garden space.
WB 15 th May	?			3 overnight stays on 16 th , 17 th and 18 th May.	Very good feedback from staff. ? settling from 21.30 and sleeping through. Appears to enjoy his new home, when staff asked did he want to come to Q House to help pack his clothes he said NO.
May 19 th	?			? officially moved into ?.	

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TASKS TO BE COMPLETED

Items needing addressing	To be completed when	Person Responsible
Personalising Bedroom	Ongoing during transitions	Q House Staff
Familiar toys/ inanimate objects to go to ?	Every visit	Q House staff
Identifying personal needs / items required by ?	A list has been completed and items have been purchased. They have been delivered to Q House on 30.03.	Staff team
Take pictures of outside of ?	Beginning March	Staff team
Doctors, dentist, optician register at new address	Soon as move in date has been confirmed.	Staff team / Manager
Research local area for amenities	Ongoing during transitions.	Staff team
Trip to local shops / supermarket	Ongoing daily.	Staff team
Pack ? personal clothing to take to ?	April/May move date 19.05	staff team
Risk Assessments regarding any concerns that may present themselves during transition	Ongoing	Manager Q House
Personal Files to be taken to ?	WB 15 th may 17	Manager
Updates to be given to all parties during transition visits.	Frequency- weekly To Mum & Social Worker,	Managers
Updates following overnight stays	Next morning To Mum, Social Worker,	Managers

Following the transition period will naturally do a step back approach if a young person is moving to another provider.

The reason that we do step back from young people when they move on to their next placement is because we do want to ensure that boundaries are not being crossed, we would assume that the placement they have moved on to are very competent within their roles, Therefore as a professional organisation Q House do a step back approach to let the next team take the young person forward appropriately.

Once the child has fully settled and all parties agree – if the child requests to do a return visit for tea or something this is discussed and agreed as appropriate.

EMERGENCY DEPARTURES e.g. Placement Breakdowns

From time to time, children may leave Q House in unplanned or emergency situations. The following guidelines are aimed at minimising any distress to the child or to other residents at Q House.

- Children must not be removed from Q House for any reason without the knowledge and agreement of the registered person.
- When a situation arises where a child's placement must be terminated, maximum efforts must be made by all staff concerned, to minimise any distress felt by the child.
- In any emergency situation likely to result in the child being removed from Q House, the registered person will have full responsibility and control of the actions of Q House staff.
- At no time, will Q House staff seek to place blame for the ending of the placement or direct any recriminations towards the child.
- Whatever the circumstances, the child's best interests are paramount, and all efforts will be made to seek positive outcomes that best meet the needs of the child.

At all stages of an emergency situations, likely to result in the placement ending, the placing authority must be kept fully informed by the registered person of any proposed actions.

A comprehensive record will be kept in Q House's log of the events leading up to and the actions taken, to end a child's placement at Q House.

As soon as practicable, following the termination of a placement in an emergency situation, the registered person will conduct an inquiry into all of the circumstances leading to the ending of the placement and the actions of the staff at Q House.

A full report will be produced and a copy made available to the placing authority. The report will contain in addition to the circumstances and events, lessons to be learned and any recommendations to avoid similar occurrences in the future.

Notification to Ofsted may be necessary, dependant on the cause of the placement breakdown.

The address of Ofsted is as follows:

Ofsted National Business Unit
Ofsted
Piccadilly Gate Store Street
Manchester M1 2WD
Telephone Number: 0300 123 1231