MacIntyre
Providing support...your way

Statement of Purpose
Woodland View



Registered Charity Number: 250840
Registered in England: 894054 as a Company Limited by Guarantee

Introduction

Woodland View is run by MacIntyre Charity. MacIntyre charity was founded in 1966 by the parents of a child with a learning disability. 60 years on, MacIntyre are now a leading voluntary sector provider of support and education services to children, young people and adults with learning disabilities and autism, working across England and Wales and supporting people in a variety of settings.

Woodland View is a children's home which provides 24/7 support and care for children and young people with learning disabilities. The home can support young people with a range of additional needs, including ASC, ADHD, communication issues and associated behavioural needs. Each child/young person has a person centred Positive Placement Plan (PPP). These will highlight key areas of support for each child/young person, focussing on the sensory, auditory, emotional, and physical needs of each of the young people.

Our work is based on the model of Positive Behaviour Support (PBS) evolved through over 50 years of working with children and young people in a person centred way.

The purpose of Woodland View children's home is to support and teach the children to learn skills and improve their independence to help them be a part of their local area and life a life that makes sense to them. We want the children and young people we support to feel valued and be contributing members of society. We aim to stabilise the lives of young people that come to live with us and help them to reach their potential.

Woodland View offers a stable, secure, and supportive environment, in which the children we care for can develop the skills and confidence necessary to help them fulfil their potential. We provide individualised and child centred approaches, and work with each young person to build a bespoke package of care.

Care Planning

Admissions and profile of child/young people

Woodland View is registered with Ofsted to accommodate up to four children and young people, male or female on a permanent basis. Additionally, the home has an emergency placement provision which is housed in an annexed building on the site. This annex can provide short term support and accommodation to one child or young person.

The compatibility of the needs of the children and young people will be a crucial factor in all admission decisions, including admissions to the emergency placement provision.

A child/young person is eligible to be referred for assessment to Woodland View if they meet the following criteria:

- The child/young person is aged 10 – 18 years old. Referrals for children younger than 10 years may be considered on an individual basis.
- The child has a diagnosis of learning disabilities and is likely to have other complex needs such as autism spectrum disorder and/or behaviours of concern.

In addition to the above criteria, further assessment will consider the child/ young person's health, therapy, and residential needs. When a placement is being considered the child or young person must be able to live in the environment that the house provides without impacting negatively on the other children and young people, maintaining both their own well-being and happiness and that of others.

Following a referral from Hertfordshire, an assessment will take place to look at the needs of the child/young person and to inform the decision as to whether Woodland View can meet the required needs of the child/young person referred for admission. We will ask Hertfordshire for further information and then complete a full assessment by meeting with the family, any previous placements, education providers and if required, health professionals. We will consider whether the home is suitable and whether it is believed that the home can meet the requirements of the child/ young person. We will also consider the impact the child/young person will have on the existing children and young people with an extensive impact risk assessment.

If the decision that is made is that Woodland view can meet the needs of the referred child, we would then work with the child, their circle of support and the local authority to create a transition plan into the home. Transitions are person centred and are different for each young person, but they may include:

- Woodland view staff going to meet the referred child in their family home or current placement.
- The referred child being supported to visit Woodland view for activities, meals and to get to know staff and other young people.
- Overnight visits where appropriate.
- The referred child will be provided with a children's guide to Woodland view.

Dependent on the needs of the referred child, transitions can be lengthy, or they can be very quick and happen in a matter of days.

Staff are well trained experienced and knowledgeable in building relationships with young people who are trying to settle into an unfamiliar environment. All staff members are aware

of the procedures to complete upon the arrival of a new child or young person and there is always a senior member of staff on shift to ensure that the young person has a smooth transition and that any additional support needed, is provided.

All staff at Woodland View will be briefed and required to read the care plan inclusive of risk assessments, behavioural guidelines, and preferred communication methods. Staff will work collaboratively with Hertfordshire, LEA, and social workers to ensure that a school/college placement has been sought for the child/young person for an immediate start.

Woodland View will make it a priority to ensure the child/young person receives a warm welcome on arrival and will make all efforts to support them to settle in quickly, this could be by facilitating the young person to participate in a favoured activity or making the young person their favoured meal. On arrival the child/young person's link worker, who will be allocated prior to them arriving will spend time with them helping them to settle in.

Emergency Provision

The home has the capacity to offer an unplanned emergency place into the home. A clear protocol is in place that details out the criteria and process for this. An 'impact risk assessment' will be completed for all unplanned admissions to set out the key risks and ensure that this can be safely and appropriately managed and which limit any impact on the young people currently living there.

At point of referral the home will complete a fast tracked assessment, taking in to account the emergency nature of the young person's situation but also ensuring that due diligence is done and that the home will only accept children and young people who can be looked after safely in the home. Woodland View gather the most relevant and critical information to ensure that the home has the crucial information to keep the young person and others safe. This will include (but not exclusively) health, safeguarding, information on risky behaviours and any behaviours of concern, communication.

The emergency provision should be a short term placement for any child that moves in and is in place to keep the child safe whilst appropriate longer term planning can happen. The emergency provision should not be in use for the same child for more than 3 months.

- Work will be completed to identify those staff in the service that would require extra training in preparation for the young person arrival. Where practicable this would be complete at the earliest opportunity to ensure the staff team had the skills to support the young person coming into placement.
- Recruitment of relief staff will form part of the workforce plan to provide extra layers of staffing support at short notice.
- Draft rotas will be in place that includes staffing requirements for the emergency placement that can then immediately be implemented to support a young person into the home, and that will redeploy current staff as quickly as possible to provide the adequate support into the emergency placement.
- Active support from the Registered Manager, Deputy Manager, Team Leaders and Positive Behaviour support Specialist would take place to ensure smooth transition and observations were taking place during the initial transition of the young person.
- A robust initial placement plan would be implemented to ensure staff are clear on how to support the child/young person.

- A link worker will be allocated to ensure that the young person has positive transition to the home.

Whilst the Registered Manager has overall responsibility for the home, a member of the senior support team will have specific responsibility for the emergency placement and in ensuring readiness and coordination of staffing and will include ensuring the room remains in a state of readiness.

Whilst the home appreciates that a transition for a young person coming into the home must happen quickly as soon as the placement is deemed appropriate, it must be done safely, and the person must have the essentials needed to enable the home to safely provide care. This includes:

- At least four weeks' worth of medication where appropriate
- Adequate clothing provisions, at least 5 days' worth of different outfits in appropriate luggage, as well as a coat.
- Bedding (duvet covers, pillowcases)
- Basic toiletries.
- Any items that are important to the young person to support them to settle into the home happily.
- Pocket money for activities/hobbies.

If the above cannot be provided, the home will request a 'placement starting fund' from the local authority and will source the items that the young person needs before they move in.

Reviews

The needs and plans for all the children/young people will be regularly reviewed. This involves consultation with all relevant parties and the gathering of information on an on-going basis. The process is co-ordinated by the Registered Manager.

The homes manager and other supporting agencies will regularly review the support plans and risk assessment throughout the initial transition. Should the stay be extended then a behaviour plan and support plan will be created.

A child/young person may request a meeting with the Registered Manager or their link worker, or any other person associated with the home at any time to discuss and/or review their situation. Regular informal discussions are held with each young person and his/her views noted.

Full statutory reviews are held by the placing authority and other relevant persons for children that are Looked After. They are attended by all relevant parties, including the child/young person (subject to his/her understanding and welfare). The children's home will be represented by the Registered Manager and/or Team Leader(s), and the child/young person's link worker. A report is provided containing significant information on the progress of the placement and the child/ young person. External professionals will also be involved in these reviews if appropriate.

Engaging with the wider system to ensure children's needs are met

The Registered Manager at Woodland View will ensure that the children's placing authority are effectively involved in the children's care in accordance with all relevant plans relating to the young person including care plans, behaviour support plans, and Education and Health Care Plans (EHCP). Additional services will be sought to meet the children's needs including CAMHS, PALMS and any therapy input needed. Where a placement is made in an emergency, the Registered Manager will promptly engage with all relevant parties to provide the best immediate care and support.

The Registered Manager and staff team at Woodland View will establish and maintain strong working relationships with the child/young person's social worker, the local authority and any other specialists or organisation involved with the young person to ensure we are meeting their needs effectively.

The home will actively seek external support through several therapeutic providers to ensure that complex and individual needs of those who accesses will be met. The Registered Manager, Responsible Individual, PBS specialist and Team Leaders will play an active part in compiling assessments to identify the areas of support required and the expertise of external professionals needed to support the young people.

Quality and Purpose of Care

Led by the Registered Manager, Woodland View provides a safe environment designed for children and young people who have a learning disability to live, learn and flourish in. The home will provide dedicated, understanding, and knowledgeable care staff and meet each child's needs through creating an ethos of person-centred support rooted in MacIntyre's DNA and our commitment to a culture of excellence.

Our aim is to help children develop the ability to create and sustain meaningful and trusting relationships with others; providing them with interpersonal skills which can be transferred onto other relationships in their next placement and later in their lives. It recognises the difficulties that children and their families face in being away from each other. It will create a homely and warm environment for the children to thrive in and in which the families of the children will continue to feel very much at the heart of their child's life and remain connected and involved in all aspects of this.

In addition, our facilities present a warm, creative, extended family home environment. Our overall purpose is therefore, to provide a safe, warm, nurturing, and empowering environment for young people to live in and to move appropriately on from, when they are ready.

Dependant on identified needs, a young person may stay at Woodland View beyond their 18th birthday to complete their education. This will always be done in line with the children's homes regulations and where the young person has a clear transition plan for moving into independence.

The home has an Extended curriculum co-ordinator in place who is responsible for ensuring that the children have a programme of activities planned both in the home and in the local community.

Location of Woodland View

Woodland View is a detached property in a residential area of St. Albans (Hertfordshire). The property blends in with adjacent properties while providing a homely environment in which all the resources needed to provide for children and young people with learning difficulties and autism have been incorporated.

The home has immediate neighbours, whom the Registered Manager and staff team at the home have excellent relationship with. The home has an ethos of being ‘good neighbours’ and will help and support the local community as they can.

The home is 5-minute drive or 20-minute walk to a main line train station which has links to central London in 20 minutes.

There is a regular bus service throughout the local area and is a short walk from the home.

The home has an in-depth Location Risk Assessment. Woodland View is within walking distance of the town centre which provides a good range of leisure facilities, entertainment venues and other amenities.

Accommodation

On the ground floor at Woodland View there is a spacious lounge incorporating comfortable seating and a range of entertainment facilities, WIFI and home laptops. The children and young people have access to wireless handsets on which they can make and receive private telephone calls. There are several iPads for the young people to access should they wish to do so, these have safety restrictions on them to ensure online safety.

There is also a large dining room providing seating for 8-10 people and there are additional tables and chairs elsewhere in the home to cater for children and young people who may choose to eat in a quieter environment.

The kitchen is well equipped and spacious. While taking account of safety and the need for staff supervision, the home will encourage children and young people to use the kitchen facilities for the preparation of snacks and light meals. The home will also cater for special dietary needs as required.

On the first floor there are 5 double bedrooms, all with en-suite shower facilities and an additional bathroom fitted with a bath. The laundry room is also located on the first floor.

On the other side of the home, on the first floor there is a room that can be used as a bedroom when needed (if a young person's room is out of action or being decorated) there is also a sensory room and another lounge. This helps children always to have somewhere to relax when other areas of the home may be busy.

To the front of the property there is a large space for parking, the home sits off a quiet residential street. At the rear, the property has a large and secure garden. There is an office and separate kitchen to cater for the needs of the staff team.

In addition to the main house there is a separate building, which has been refurbished into a standalone apartment to deliver the emergency placement provision. Having separation

between the permanent children and young people and the children who move in on a short-term basis helps to minimise the impact all children and young people.

Woodland View endeavours to ensure that the children and young people that live together are matched in terms of their compatibility. At the initial assessment, the home will assess the child/ young person's needs and requirements and ensure that as far as possible these are matched with the other children and young people, they will share the house with.

The children and young people are encouraged and supported to access appropriate community-based leisure facilities such as shopping, cinema, bowling, and swimming.

Woodland View has all necessary fire precaution equipment - smoke and heat detectors, alarm bells and call points, emergency lights, and appropriate fire extinguishers. Woodland View's fire risk assessment is reviewed on a three yearly basis. The property also benefits from CCTV monitoring devices that cover the grounds and front car park to aid security and safety of the children and young people living there

A full risk assessment has been completed for the children's home. This includes, fire, flood, loss of heat and light and significant staffing issues re adverse weather, illness etc. Plans and responses are in place should these occur.

Woodland View's Ethos

Our primary aim is to support each child with the necessary tools and support needed to aid their transition back into foster care, independent living or return to their family home. The cycle of assessment - monitoring, evaluation, and review, will identify the support and provision required to ensure the child is able to build on areas of strength and make progress in all areas of need.

As an ethos within the home, it is encouraged to look at each young person as an individual first and the diagnosis second. This allows the young people to express their individuality in a safe and nurturing environment.

We offer support to the children/ young people by giving them a reliable base for them to safely explore and grow during their time with us. Our support plans reflect the need for the young people to have a consistent care, giving them security in the predictability of response and the role modelling that they see.

Routines and responsive boundaries are delivered to the young people, through methods including structured routine, fulfilling the individuals' therapeutic needs as detailed in their person-centred placement plans.

The home staff team ensure that all the young people are treated respectfully and with nurturing care offering the young people a feeling of family membership within the home and encouraging a sense of belonging.

It is the belief at Woodland View that the well-being of all the children and young people is given paramount consideration. All members of staff share in the responsibility for protecting

the children and young people and keeping them safe from harm. Children and young people have the right to protection from all forms of neglect and abuse.

At Woodland View we recognise and promote individual ability, together with providing learning opportunities in a variety of environments. We teach skills and attitudes that lead to greater independence and challenge the creativity of both young people and staff. Woodland View provides high quality care in a warm, homely environment and children are encouraged to have fun.

Positive Behaviour Support (PBS)

PBS is a person-centred approach that focuses on reinforcing the positive behaviours that the child or young person may show and teaching skills to meet their needs without having to display behaviours of concern.

PBS is evidence based, we work closely with those that know the person well to try and understand the reason why they are displaying the behaviours they do and then to find ways to teach them appropriate ways to get their needs met.
PBS is not just managing behaviours; it is the entire way that we support the child or young person. We want to build strong, positive relationships with the children and work with them to achieve their best possible outcomes.

Woodlands View is committed to adopting the Positive Behaviour Support approach. Ensuring that our approach is positive, person centred, ethical and values based to enable children and young people to learn other ways of communicating and having their needs met. As with any therapeutic approach, PBS aims to improve the quality of life of the young people we support and offer them opportunities to learn lifelong skills such as communication, daily living, and coping strategies to name a few. Through improving quality of life and increasing access to positive opportunities, behaviour of concern will decrease as they assert their choices, feel better in themselves, and communicate more effectively.

PBS uses scientific behavioural principles focusing on understanding behaviour, including behaviours of concern, as communication. For this purpose, PBS employs functional behaviour analysis (identifying reasons behind the behaviour) in different form such as interviews, observation, and behaviour data analysis.

The staff will be supported with this approach by given training and ongoing active support from the Positive Behaviour support Specialist and the therapists themselves.

Communication

The children and young people who live at Woodland View are very likely to have problems communicating. it is therefore essential that we provide a range of communication methods, which are appropriate to meet the individual needs and skills of each young person.

At Woodland View we utilise many alternative and augmentative communication systems including PECS (Picture Exchange Communication System), Voice Output Communication Aids and objects of reference, signing (Makaton), communications devices such as Grids and PECS app and symbols.

Overall Aims and Outcomes

For all young people living at Woodland View we aim to achieve the following positive outcomes and to fulfil all the Ofsted Quality Standards by:

- Providing a structured yet challenging environment, in which children and young people are presented with opportunities to improve upon daily living skills, self-care and social skills for living.

- Using the model of Positive Behaviour Support and Individual Care Plans to support the children and young people to increase their resilience and develop coping skills to everyday situations that may previously have caused high levels of anxiety.

- Maintaining full, ongoing consultation with each child including the preparation of care plans, Behaviour Support Plans, and assessments.

- Always respecting the dignity and privacy of the children/young people.

- Providing individual support in a friendly, caring, and open manner to create an environment of trust, inclusion, positivity, and respect.

- Ensuring that children and young people in our care will be safe and free from harm in a nurturing and happy, warm, and homely environment where they know staff care about them.

- Making certain that children and young people feel valued and cared for in our care where achievements, personal attributes are celebrated and built on to support self-confidence and self-esteem.

- Supporting children and young people living at Woodland View to understand and learn about the world around them, and to provide a variety of activities and opportunities to engage with the local and wider community.

- Meet the sensory needs of the children and young people in our care.

- Providing an extended curriculum for children and young people living at Woodland View that compliments and supports their education at school/college and is delivered in way that is right for them.

- Meet the emotional and physical needs of all children, through offering choice and promoting independence.

- Ensuring the families of the children remain key people in the children's lives and will be involved in decision making and informed of children's progress. Families will receive regular reports, both informally and formally, photographs documenting their child's progress, as well as being supported by staff on visits to the family home or in the community where appropriate.
- Preparing and supporting the children and young people at Woodland View for adulthood and ensure that they are ready for this transition, together with leaving Woodland View with sustainable opportunities and experiences ahead of them.

Supporting Religious, Cultural and Linguistic needs of Young People

For many people their faith and culture are of utmost importance and a central part of their life and identity. Staff will do all that they can to support a young person in their faith and culture whilst taking account of any specific requirements, such as diet, and specific practices. They will enable them to participate within their own local faith community, and the culture and first language of their home life.

Our policy regarding Equality of Care for children and young people ensures that every child and young person's linguistic or religious background is considered. When applicable, religious observances, dietary considerations, festivals, etc are fully recognised, facilitated and catered for. Prejudice in any form will not be tolerated in the home.

Complaints

We will listen to the children/ young people, their families and the professionals who work with them to ensure that we meet their needs and respond to their concerns. By doing so, we would hope to work in such a way that no one has reason to complain.

Unfortunately, however, there is always the possibility that we fail in fulfilling these aspirations and that people do feel that they have reason to complain. It is important in such circumstances that there is a clear, accessible process by which complaints will be addressed and resolved. Not only is this important for the well-being of the child/ young person and the reassurance of those involved in their care, but it is also important for the staff and management to know when something is not right for our children and young people.

Complaints can be made by the child/ young person concerned, any family member or professional who can demonstrate that they are acting in the interests of that young person, or from anybody who wishes to make a complaint. Whenever a complaint is made on behalf of a child/young person, a check is always made with the individual (subject to his/her understanding) that the complaint reflects his/her views and that he/she wishes the person submitting the complaint to act on his/her behalf.

A copy of Woodland View's complaint policy is made available to all parents and significant others. An accessible version of this policy, in a talking book format called "Problem?" is also available for children and young people as well as an easy read complaints folder. As part of weekly link worker sessions, time will be spent trying to teach the young person about where to find the resources and how to use them. All young people and their staff are reminded of the complaints policy whenever unhappiness or dissatisfaction is mentioned regarding any aspect of the service. In the first instance the Registered Manager of Woodlands View can be contacted, and the complaint raised with them, however if for any reason this is not possible, or if the complaint centres around them then the following people can also be contacted;

Alternatively in the event of a complaint, any of the following may be contacted:

Name	Role	email	Phone
Liam Dutnall	Registered Manager Woodland View	Liam.dutnall@macintyrecharity.org	01727 567090 07824 095991
Luke Vaughan	Regional lead for Children's homes – Nominated Responsible Individual for Woodland View	Luke.vaughan@macintyrecharity.org	01296 681274 07557 746943
Yvonne Nugent	Assistant Director for Children and Young People	Yvonne.Nugent@macintyrecharity.org	07577435936
Sarah Burslem	CEO	Sarah.burslem@macintyrecharity.org	01908 230100
Hertfordshire Complaints Team		Cs.complaints@hertfordshire.gov.uk	01992 588542
Ofsted		enquiries@ofsted.gov.uk whistleblowing@ofsted.gov.uk	0300 123 1231 0300 123 3155
Childline			0800 111
Help at Hand		Help.team@childrencommissioner.gov.uk	0800 852 0731

Children's Views, wishes and feelings

The views, wishes and feeling of the children and young people living at Woodland View will be vitally important in ensuring that the service fits their needs. Staff will use every opportunity to elicit these and use a range of methods of communication to facilitate it. Some of the ways in which we approach it are as follows:

- One to one sessions between the young person and staff members
- Residential child/young people meetings
- Questionnaires
- Consultations as part of reviews
- Informal conversations
- Comments from others who know the young person
- Ensuring that we have the appropriate communication aids to support the young people to tell us their views (pictures, PEC's, or verbal)
- Feedback from our Regulation 44 visits

Feedback and opinions of the service as expressed and communicated by the children/young people will form the key areas of development for the home, consistent with our value-set. It will be achieved by appointing a link worker to each child/young person. One of the important roles of a link worker is to listen to the young person and advocate on their

behalf in relation to the service being provided to them at Woodland View. Link workers will be encouraged to become familiar with the young person's needs and act as a champion for those needs to be met holistically by the service.

The link worker also recognises that they have a role in the multi-disciplinary team and that this team exists to bring any young person the specialism and expertise of a variety of professionals and helpers.

It is essential that the link worker has a role to play in making the care offered coherent, by creating opportunities for contact between teams to ensure effective communication and coordination of the team approach. This includes regular communication with parents/guardians and other professional bodies involved in the child/young person's welfare. An important part of the role the link worker is to encourage each young person to make and maintain regular contact with their parents and significant others.

The children and young people will be consulted routinely for their input into decisions in regular child/young people's meetings. This includes making choices regarding food, creating a weekly menu, and choosing activities to ensure their own wishes are incorporated into what happens. Children and young people are also encouraged to make decisions relating to the décor of the house, purchasing equipment, and are also encouraged to personalise their bedrooms.

We know that the children and young people at Woodland View can make a particularly valuable contribution to the recruitment of staff. The home, where possible, involves young people in the recruitment process and their views are especially important.

Children's Rights and Anti-Discriminatory Practices

Woodland View will ensure that the principles of anti-discriminatory practice are embedded in every aspect of the home from recruitment and training, through relationships between staff and management, to the way we work with, and on behalf of our children and young people.

The provider organisation MacIntyre has clear policies on Equality, Diversity and Anti-Discrimination and believes that all people should be treated fairly and equally, with no form of discrimination on any grounds. The role of staff is to provide the additional support necessary to ensure that this is the case for children and young people living in at Woodland View.

At a practice level the children and young people are accepted and respected as individuals who have wishes, feelings, hopes, aspirations and rights. The role of staff providing care for them is to work with them, and communicate with them, in ways which:

- Assist the child/young person to identify and communicate those wishes in a way that suits their needs
- Ensure that care plans and similar documents reflect those wishes and work towards the fulfilment of them
- Encourage other professionals also to work to this plan

The children and young people who will live at Woodlands View are vulnerable and may have communication difficulties. Staff will not only ensure that they are listened to within the

children's home but also where they find that the children/young people encounter disregard for their rights and wishes, they will, where possible, empower the children/ young people and assist them to challenge this. Where the child/ young person cannot act for themselves, staff will act on their behalf.

Some children and young people may have significant disabilities which mean that they require assistance with basic personal care needs. Staff will carry out these duties with care and respect, acting in accord with both the needs and the wishes of the child/ young person.

Education

Woodland View will support children and young people to attend a local school or college if appropriate. We aim to encourage the child/young person to walk to the nearest school if possible and staff will facilitate this. If a school is not within walking distance staff will work with the local authority to ensure that suitable transport is arranged. Woodland View are not responsible for transporting children and young people to school unless this has been agreed prior to the young person's placement as part of their care package.

We aim to maximise the achievements of all our children and young people. Life and Social skills, which are seen as being of paramount importance, are developed through real life learning experiences (especially for those moving towards transition into their adult lives). This will involve 'learning in context' where young people are supported to access the community resources that are local to them and where they will be living in their adult life. These are designed to prepare the children and young people to be as independent as possible and to enable them to access community life. There is a varied programme of regular out of school activities, which extend into the local neighbourhood and the wider community.

Links with school are particularly important and it will be the responsibility of the Team Leader/link worker to provide that link and obtain all relevant information in respect of a child's/young person's education. Representatives from school will be invited to participate in reviews and the Team Leader/link workers are expected to attend school-organised meetings, reviews of statements / EHCP, PEP's etc.

For all new residents, the home requests information from the social worker regarding the child or young person's special educational needs. Information requested includes: a copy of the EHCP statement, including all annual reviews, the child or young person's IEP (Individual Education Plan) and the child or young person's PEP (Personal Education Plan) where applicable. The child or young person's link worker will attend all SEN reviews, parent's evenings and any other meeting or occasions that require 'parental' support such as sports day, school plays etc.

For all new residents, the home request information from the social worker and the previous school surrounding the child or young person's educational needs and this will also identify if there are any educational barriers, which need to be discussed and how these needs will be met. Information requested includes whether they are statemented, their current attainment levels, their educational needs and their future short- and long-term targets. This is done via e-mails, phone calls and meetings.

Enjoyment and Achievement

Woodland View will aim to provide a broad range of opportunities for all the children/young people to participate in leisure and recreational activities. Our objective will be to maximise their potential through opportunities for personal growth and to provide fun and enjoyment, whilst also creating experiences and memories. Leisure and recreational activities will be as inclusive as possible through participation in activities and at venues accessed by other children living in the community.

The staff at Woodland View are committed to supporting the children and young people to enjoy and achieve with their own choice and control. The staff team use many ways to support the children and young people to communicate what they would like to do, both in house and within the community. Children and young people are encouraged to try new experiences and help with the planning of activities. The children and young people are supported with choosing activities after school/college and weekends. The young people at Woodland View will be consulted weekly regarding their preferences for attending activities. Staff will review previous activities enjoyed or historic activities when compiling the activities each young person's wishes will be acknowledged and we will ensure that each young person can access their chosen activity / hobby.

There is an emphasis on supporting children to have opportunities to pursue existing hobbies or to develop new interest. The children and young people will be encouraged to spend time with other young people from their communities and to engage in activities of interest to them e.g. dance, music, drama, sport clubs, scouts, guide groups etc. These activities are to support greater integration and allow for extensive opportunities to spend time with other young people from outside the children's home and within their community.

Woodland View will ensure that suitable provision is made for a child/ young person wishing to attend and participate in their own cultures' activities and celebrations. Staff will do all that they can to support a child/young person in participating in and being involved in their own cultures' identity, taking account of any specific requirements, such as diet and specific practices.

In consultation with the child/young person and their family we will establish how best to support the child/young person to be part of their own culture and where necessary seek other community services that they may wish to attend as part of connecting to their cultural identity. Staff awareness and training in these areas will also be sought and delivered, as necessary.

Health

The aim of staff within the children's home is to promote a healthy lifestyle by providing a healthy diet and opportunities for physical activities. We ensure that a well-balanced, nutritious, and appropriate menu is provided for the children and young people. Staff prepare excellent quality, healthy and nutritionally balanced meals for the young people and any specific dietary needs can be met. Parents are also invited to discuss this within the context of a child/ young person's preadmission meeting.

The health and well-being of children and young people looked after is of prime importance. We will work alongside parents, community nurses, social workers, behavioural therapists, teachers, and other professionals involved with the health and welfare of the child or young

person to ensure that children and young people live in a healthy environment, their health needs are identified, and services are provided to meet them.
Good personal hygiene will be always encouraged. The facilities within the home are designed to encourage this and allow the children and young people maximum independence and privacy.

In line with our duty of care, all aspects of the children and young people's health will be monitored by staff. Routine and specialist medical treatment will be sought and followed up by staff in close liaison with the young person's family and other professionals involved in their care.

All children/young people will be registered with a local GP and dental care will be provided by local practitioners or through referral to a dentist who specialises in treating people who have learning disabilities. Eyesight will be monitored by regular eye tests again at a local optician if appropriate or through a specialist service if required and, where relevant, treatment will be sought. Each young person will have health action plan, alongside this, records are kept of all medical appointments attended and agreed actions logged. Minor first aid will be administered by members of support staff. There is always an emergency first aid at work qualified member of staff in the home.

Where medication can be safely self-administered by a child/young person, this will be supported. In all other circumstances staff will be trained to administer a range of routinely prescribed medication. This will be stored in locked cabinets which are only accessed by staff for the purposes of stock checking and administration. There are strict procedures in place to govern the process of administration and recording of medication.

Where a child/young person is of sufficient understanding, medical treatment is only given with his/her consent. Where a child/young person is not of sufficient understanding, guidance will be sought in line with the Mental Capacity Act. An up-to-date health record will be kept in respect of each young person. The record gives details of health needs and development, illnesses, operations, immunisations, allergies, medications administered, dates of appointments with GPs and specialists.

Access to Emergency Health Care will be through the 999 Call systems and the NHS Direct (111) service.

Where more specialist therapeutic support is required, for example SALT, OT, Physio then Woodlands View will work in collaboration with Hertfordshire Local Authority to ensure that this is in place and that all agreed therapeutic plans, and protocols are followed through by the staff team at the home

Positive Relationships

Establishing and maintaining contact relationships with a young person's family and friends is a high priority at Woodland View. We encourage and welcome families to visit, with an open-door policy wherever in-accordance to our visitors' policy. This communication is central to providing good care. The aim is to have strong, positive, professional relationships with the family.

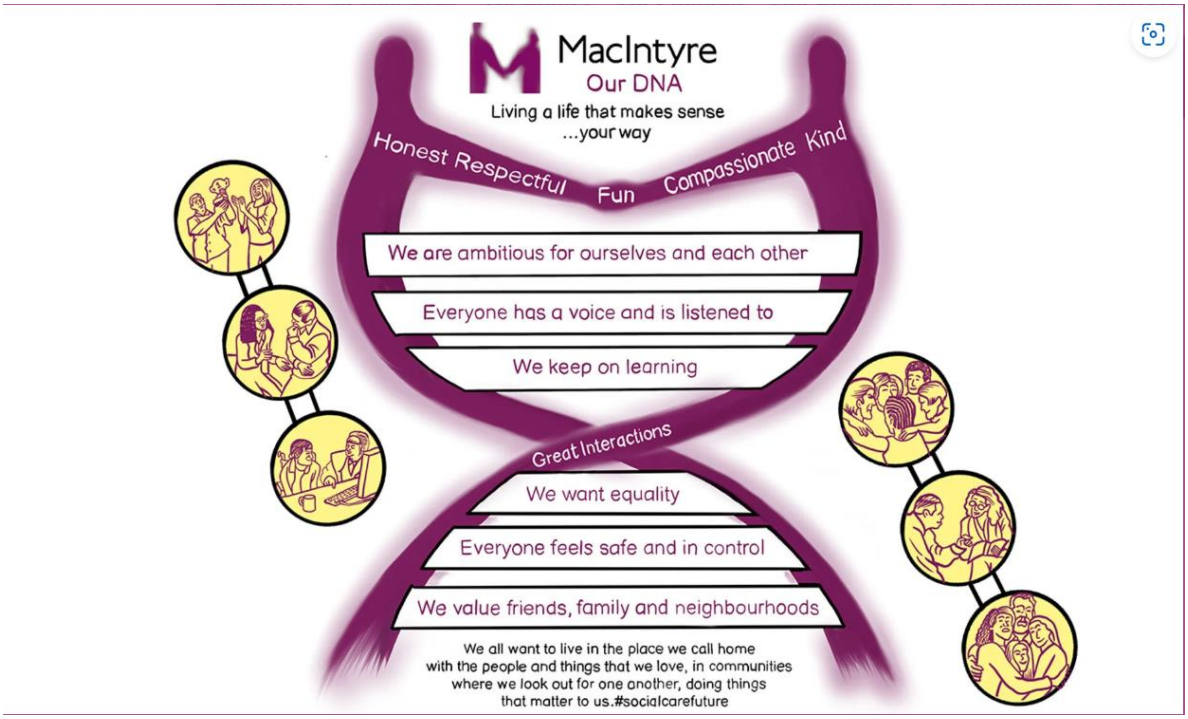
Regular telephone calls are made from the children's home to parents and the opportunity for the children and young people to video call to communicate with their family is available. Wi-Fi is also available to use in the home to support email and internet use.

Where it may be difficult for parents to have their son or daughter at home, with agreement from all involved in their care, staff can support the children and young people to spend time in the family home and support the family with holidays or weekends away. This enables the opportunity for positive regular contact between the young person and their family and includes siblings and other relatives. Our aim is to ensure that the child or young person remains connected and involved with their family. Parents and families will be invited to attend formal meetings in relation to their child and are given the opportunity to contribute to all aspects of their care.

Woodland View recognises the importance of attachment related issues for our children and young people in a care environment and the subsequent separation from their families. Continuity of relationships is important, and attachments will be respected, sustained where possible, and developed. Partnerships with parents and relatives are crucial to ensuring that children and young people retain and build their identity.

The MacIntyre DNA

MacIntyre's DNA is at the heart of what we do every day. It underpins all service delivery across the home and promotes positive relationships with the children and young people. Our DNA is below:



Our DNA applies not just to the children and young people that we support but to our staff as well. We keep the DNA 'live' by discussing it team meetings, supervisions, and referring to it in trainings, reflection sessions and our daily practice.

Protection of Children

Safeguarding

All children and young people living at Woodland View children's home deserve the best quality care and protection from harm.

Safeguarding is firmly embedded to ensure that the home, its activities, staffing, and procedures are focused at providing an environment in which children and young people feel safe, secure, and happy and in which their individual needs are met.

Woodland Views policy and related guidelines on safeguarding and on anti-bullying are regularly updated and form part of each new member of staff's induction programme. The policy and related guidelines are available on request

All staff, regardless of their role at the home will receive training in safeguarding as part of their induction and then on-going. This is through both face-to-face training and E- learning modules. This is designed to ensure that they have an awareness and understanding of the subject, as well as knowledge of how to respond when abuse may be suspected. Alongside this further training is given to all staff in the areas of PREVENT, CSE (Child Sexual Exploitation), safeguarding children and young people.

Supporting Challenging behaviour

MacIntyre's Positive Behaviour Support (PBS) Framework guides a pathway which always starts with building trust and rapport with the person, their family, and their support team. MacIntyre's DNA (our values in practice) is a key element of this Framework and supporting 'in the MacIntyre way' significantly increases wellbeing and reduces the need to communicate using behaviours of concern.

Once relationships have been built, we work with the person and their circle of support to understand what is being communicated by a behaviour of concern and to train and coach the team to support in the most person-centred and least-restrictive way possible. We aim to support people proactively, rather than in response to crises, with a long-term focus on supporting every person to live 'a life that makes sense to (them)' and to be able to communicate their needs safely.

There is no one size fits all approach to PBS in MacIntyre. Everything we do depends on the wishes, needs of the person, and considers the people and environment around that person. We have a vast range of expertise and resources within MacIntyre and through partnerships with families and experts by experience. We draw on this expertise and work with local professionals, to help us find the right way forwards for each person.

Bullying

Due to the nature of our young people and of their disabilities, it is important to note that an individual's behaviour towards another young person may be rooted in their disability rather than with intent to bully. However, bullying can occur in any setting and so all staff at Woodland View, needs to be alert to the possibility. The consequences can be devastating for the individual concerned and consequently will be taken very seriously.

The staff are supported in identifying behaviours displayed by the young people that we support and how we support the young people to engage positively, and the young people are supported to feel safe, and the staff will advocate for them.

To that end we will ensure that the home's organisation, its activities, staffing, and procedures are aimed at providing an environment in which children and young people feel secure and happy and in which their individual needs are met. The full policy on anti-bullying is available on request. There is formal guidance for staff both to assist them in addressing bullying when it occurs as well as to help prevent it occurring.

Unauthorised absence/Missing Persons

All children and young people at Woodland View are supervised throughout the day and night. Children or young people who are at risk of absconding are supervised more closely. Details of this supervision are recorded in their individual behaviour support plans together with the completion of a risk assessment. All staff are aware of the missing person's policy and procedure to follow should a child or young person goes missing.

All plans to support the children and young people who may try and leave the home unsupervised will be shared with all relevant agencies ensuring that robust plans are in place to support them and reduce the level of risk should they leave site.

Fire Precautions & Procedures

When an outbreak of fire occurs or is seen staff should sound the alarm, evacuate the building, and summon the fire brigade. All children, young people and staff should assemble at the designated meeting point in the car park where a role call will be carried out.

Regular fire drills take place to ensure that everybody is aware of the procedures to follow. The drills enable staff to predict where they may be issues with children/young people evacuating. All people residing at Woodlands View will have an individual PEEP (Personal Emergency Evacuation Plan) which will identify their specific needs in the event of an emergency evacuation and which all staff are made aware of.

All staff at Woodland View are expected to carry out regular risk assessments which include maintenance and safety checks on all buildings, regular checks that first aid boxes and any other emergency aids and equipment are in full working order. Staff are taken through the procedure during their induction programme and ongoing training.

Weekly fire alarm tests are also carried out to ensure that alarms and other associated equipment is in full working order.

The home also has in place full business continuity plans in the event of the home not being able to be used due to fire, flood, use of utilities etc.

Premises

The home has in place coded magnet locks on all external doors exiting the home and emergency suite to the gardens. The home also has padlocks on the two gates in the garden

which secures the homes back garden. All members of staff know the codes to the gates and the doors. There are internal coded doors which prevents children from exiting the main home and entering the office area where

Leadership and Management

Management and Staffing Structure of the Children's Home

The management of the children's home is carried out on a day-to-day basis by the Registered Manager. The manager reports to Jennifer Marshall (MacIntyre's Regional lead for children's home and Responsible Individual for Woodland View)

The number of staff in the home will reflect the needs of the individual children and young people. We recognise that consistency, security, and opportunities to build meaningful positive relationships with staff are particularly important to all the children & young people.

- 1 Registered Manager
- 1 Deputy Manager
- 2 Team Leaders
- 15 day time Support Workers (FTE)
- 5 waking night Support Workers (FTE)
- 1 Extended Curriculum Co-ordinator (Part time)
- Relief Support Workers for both days and nights limited to appropriate funding for children needing additional support
- The home will also be supported by a Positive Behaviour Support specialist who rotates between Woodland View and the other MacIntyre Children's homes and school.
- Staff may complete a sleep in when required

There is usually a minimum of five staff on a day shift (early/late)
Three staff on a waking night shift
There is a handover time between each shift for staff to pass on essential information.

The manager will maintain a rota to provide 24-hour staffing cover. The pattern of shifts, and therefore the number of staff on duty at any one time, will be arranged according to the needs of the children and young people within the home and the different daily routines.

The team works one weekend off and one weekend on, there is a team leader on every weekend for two shifts, unless on annual leave.

The home is covered by two on call lines. First line on call is always manned by a Team Leader and can provide on shift advice. Second line on call is always manned by a Designated Safeguarding Officer and would manage serious incidents, safeguarding concerns and emergencies. If necessary, the Senior Manager would in turn consult with any of the MacIntyre Directors for further support and guidance.

Woodland View will be visited monthly, unannounced, by a Regulation 44 Independent Visitor who will make a report, in writing, to the Registered Manager, who in turn will share with the Responsible Individual. The independent visitor will send a copy of the report to Ofsted.

The Registered Manager will complete their own Regulation 45 monitoring reports which will be shared with Ofsted. All of this will inform and support the overall monitoring and quality assurance process for the home.

Staff Qualifications and Experience

Registered Manager: Liam Dutnall

Liam Dutnall is the homes Registered Manager and came in to post in May 2022. Liam was previously a Team Leader within the home and more recently was Woodland View's Lead Positive Behaviour Support Coach.

Liam has worked for Macintyre since 2014 and has gained experience working in all MacIntyre's children's homes as well as their school. Liam has worked in several roles within MacIntyre such as: Learning support assistant, Support worker, Senior Support Worker, Team Leader, Lead Positive Behaviour Support Coach and now Registered Manager at Woodland View.

Liam has attained his Level 3 diploma in residential childcare in October 2016 and has completed his Level 5 diploma in Leadership and Management in February 2024.

Liam has a degree in Psychology and Criminology

Liam is a trainer in Positive Behaviour Support and RPI and has completed the CPD accredited Redstone PBS coaching in Practice course.

Qualifications:
Level 5 Diploma Leadership and Management in Residential Childcare
Level 3 Diploma in Children and Young People in Residential Workforce
BA Hons Psychology and Criminology

Responsible Individual/Regional Lead (In post awaiting registration): Luke Vaughan

Luke Vaughan has over 15 years of experience working in residential children's services, holding a range of roles within MacIntyre Charity, children's homes. Throughout his career, he has demonstrated a strong commitment to improving outcomes for young people with learning disabilities, autism, and complex behavioural needs, ensuring that each individual is supported to grow, develop, and reach their full potential.

Luke has progressed into senior leadership positions and most recent previous position, as a Registered Manager for one of the children's homes for the past six years. In this role, he has successfully led a large staff team, maintaining a clear focus on delivering safe, high-quality, and person-centred care. Under his leadership, the home has consistently achieved 'Good' Ofsted ratings, reflecting his dedication to maintaining high standards and continuous improvement.

He is particularly passionate about building and sustaining a stable, skilled staff team, recognising the importance of consistency in delivering effective care. Luke actively promotes a positive and inclusive culture within his teams, encouraging reflective practice and collaborative working. He believes that open communication, ongoing learning, and shared accountability are key to achieving the best possible outcomes for the young people in his care.

Qualifications:

Level 5 Diploma Leadership and Management in Residential Childcare
Level 3 Diploma in Children and Young People in Residential Workforce.
BA Hons Physical Education

Contact:

MacIntyre School Children's Home, Leighton Road, Wingrave, Bucks, HP22 4RT

t: 01296 681274

m: 07557 746943

e: luke.vaughan@macintyrecharity.org

Deputy Manager: Paul Cox

Paul has worked at Woodland View since March 2022, he has previous experience in adult support. He completed his level 3 diploma in residential childcare and was successful in applying for the team leader role before stepping up again to Deputy Manager in August 2026.

Paul is due to begin work on his Level 5 in Leadership and Management within the next couple of months.

The Registered Manager will continue to source training for Paul to attend in order to continue his professional development and upskilling in his role.

Team Leaders

The Registered Manager and Deputy are supported by one Team Leader with one position currently vacant and being actively recruited for.

Lucy Cockcroft: Lucy has worked at Woodland View since July 2023. During this time Lucy completed her Level 3 diploma and then stepped up to therapeutic support worker. Lucy has been in post as Team Leader since May 2026.

Support Workers

All support workers either have or are working towards their Diploma in Children and Young People (level 3) once completed six-month probation. This information can be found in Woodland View Workforce development plan.

FTE 15 day time Support Workers
FTE 5 Waking Night support workers.

Recruitment

All staff at Woodland View will be subjected to a rigorous recruitment vetting procedure in line with Schedule 2 of the Children's Homes Regulations (2015)

All applicants will attend a formal panel interview, including the involvement of the children and young people living at the children's home where appropriate.

Woodland View uses a values-based competency interview to help to show the personal characteristics and behaviours of a candidate to see if they are a good fit for the role at Woodland View

Staff training, supervision, and development

Within the first six months of coming into post all staff go through our induction process and complete mandatory training:

This will include:

- Safeguarding
- Positive Behaviour Support
- Restrictive Physical Intervention
- Moving and handling
- First Aid
- Sensory processing
- Intensive interactions
- Epilepsy
- Infection Control
- Fire Training
- Food hygiene
- Oliver McGowan mandatory training

If a child or young person is moving into the home with an existing diagnosis, the home will source specific training to ensure that the staff team are able to safely support that person. This will be discussed with the local authority when consideration of placements is discussed to ensure that all staff are skilled the relevant areas of support for the children or young people.

For the first six months of employment all staff are in a probation period and during this time they will complete MacIntyre's Professional Development Portfolio alongside their training.

At the beginning of the fourth month of probation all support staff are enrolled to complete their Diploma in Children and Young People level 3. Further and ongoing training is then undertaken by all staff.

All staff will have regular supervision to oversee and manage performance, assist personal development, provide professional support, and maintain a good level of morale. Supervision within the home can be formal and informal sessions, planned and ad hoc sessions, as well as group and individual sessions. All staff will be supervised by the manager or Team Leader and are trained accordingly. MacIntyre has developed a comprehensive supervision and appraisal framework, and formal annual appraisals are carried out to review performance and progress against clearly identified objectives and competencies.

All staff at Woodland View receive supervision regularly, with an annual appraisal forming the basis of the objectives and targets they are working towards.

The development of staff is facilitated through:

- Planned induction
- Regular supervision (all employees have the opportunity for regular supervision with an identified individual within the houses: Registered Manager, Deputy Manager or Team Leader). Records are kept of any agreed actions).
- Mentoring and role modelling from an experienced member of staff
- Team meetings and group supervision
- Development of reflective practice
- Annual appraisal
- Internal and external training

The Registered Manager is line managed by the Responsible Individual who will ensure they receive regular support and supervision sessions and an annual performance review and appraisal. They will also be supported to undertake MacIntyre's full in-house leadership training and development programme which will help them to develop their leadership skill, approach, and style in all areas of their leadership.

Inspections

Woodland View is subject to unannounced inspections by Ofsted. The information on the lead inspector can be obtained by contacting Ofsted at the following:

Ofsted, Clive House, 70 Petty Street, London, SW1H 9EX

- **0300 123 4666** if you want to make a complaint or have a concern about any service Ofsted inspects or regulates (8.00am to 6.00pm)
- **0300 123 1231** about children's services or any other aspect of our work