

CORNERWAYS HOMES

Residential Care for Children

Statement of Purpose – Monkey Puzzle House

Ofsted URN: 2828642

Contents

Quality and Purpose of Care

1. Meeting the needs of the Children
2. Ethos and outcomes the home seeks to achieve for the children and its approach to achieving these
3. Accommodation offered by the home
4. Location of Home
5. Cultural, Linguistic & Religious Instruction / Observance
6. Complaints
7. Access to Child Protection (Safeguarding) Policy and Behavior Management policy

Views, Wishes ,and Feelings

8. Consultation with Children
9. Homes policy and approach to: Anti-discriminatory practice & children's rights

Education

10. Support for Children with Special Educational Needs and Disabilities
11. If the Home is registered as a school
12. Arrangements for educational achievement

Enjoyment and Achievement

13. Arrangements for activities that meet the needs of the Children

Health

14. Details of any healthcare or therapy provided, including:
 - (a) qualifications and supervision of staff delivering this
 - (b) effectiveness and evidence of interventions

Positive Relationships

15. Arrangements for contact

Protection of Children

16. Electronic monitoring and surveillance
17. Behavior management
Use of restraint & training of staff in the use of restraint

Leadership and management

18. Name and work address of:
 - (a) the registered provider
 - (b) the responsible individual
 - (c) the registered manager
19. Experience and qualifications of staff
20. Staffing structure and arrangements for supervision
21. Gender balances

Care Planning

22. Admission criteria

Management Information System

23. Homes Records

Quality and Purpose of Care

1. Meeting the needs of the Children

Cornerways Homes acknowledges the number of referrals where it is not clear if a child can be placed alongside other children or whether their needs are not clearly identified. Children placed on their own with several staff members should not be seen as a long-term plan unless this has been assessed and no other alternative is available to that child. As part of Cornerways Homes, Monkey Puzzle House will provide:

- Shared/Solo care provision for a minimum of 6-month placement.
- For up to three children with emotional and behavioural difficulties.
- Emergency planned and time-limited placement.
- For children from 5 – 17 years of age who are in Local Authority care.
- The home provides staffing levels that are tailored to the assessed needs and risks of the children placed. Our standard staffing model operates as follows:
 - 1:1 staffing for one child
 - 2:2 staffing for two children
 - 3:3 staffing for three children

This ensures that each child receives individualised care, consistent supervision, and support aligned with their care plans and identified needs. To maintain safety and continuity of care throughout the night, the home operates with a sleep in staff and a waking night, enabling appropriate monitoring, response capacity, and consistent safeguarding oversight.

- A home that is nurturing for children and young people and understanding emotional and behavioural needs using PACE (playfulness, acceptance, curiosity and empathy)
- A service that provides a therapeutic model using PRICE (attachment and trauma-informed behaviour support system).
- Assistance to children and young people to build on their resilience.
- Assistance to children and young people to become more independent as they move out of this placement.
- A plan of care that allows children reunification with their birth family or, in instances where this is not possible or appropriate, provide the tools necessary to support children to move on in the future and keep in touch with young people where it is appropriate to do so, helping them feel connected to us and our staff.

As part of Monkey Puzzle House ensuring there is safe and effective care for all the children residing here, there will be various internal and external formal governance arrangements, reports and audits completed. This will take into account the children's views/wishes/feelings, adequate education, positive enjoyment & achievement, health, positive relationships, protecting the children, leadership/management and care planning to the highest standard possible.

2. Ethos and outcomes the home seeks to achieve for the children and its approach to achieving these.

At Monkey Puzzle House we believe that every child should feel loved, listened to, happy, healthy, valued and kept safe from harm. Monkey Puzzle House strives to provide a homely environment in which our children can feel safe. This will help our children develop and fulfil their full potential.

- Monkey Puzzle House will be attentive to the hidden behaviours that our young people may present. Whilst also supporting the emotional, physical and mental health needs. This will include combating feelings of shame, damage to self-esteem and encouraging positive and healthy relationships.
- This home is tailored towards children who are in crisis and need support to help them learn to overcome or accept their past traumas and experiences so that they can be the best they can be. The staff within the home will be well-trained and easily accessible to them within the home, on a highly supported basis.
- Education for our young people is paramount and is encouraged and prioritised for our young people. For young people who are not in education, we have strong working relationships with virtual schools and will be able to provide education to best suit their needs. Due to being a high structure-high nurture environment, routines will be in place at this home.
- Throughout their time living within the home, we will ensure to make sure that the young person is actively involved in their care. This will be achieved by the young people having input into their placement plans and individual support plans so that they always know what is going on and can always have input into their care.
- Monkey Puzzle House wants the children to have an enjoyable experience whilst they live here, by experiencing a range of activities, implementing, and developing life skills, making memories, and helping them grow as individuals. This will be achieved through education within all settings and embracing as much culture and diversity as possible.
- The home will promote life skills and independence work with the young people, to develop their interests and identity, with added understanding of culture and diversity.
- With the high structure-high nurture approach within the home, the staff will promote a positive approach to all aspects of the young people's lives. Through positive behaviour mirroring and a "get up and go" mentality, this will enable our young people to learn how to deal with a process of resilience, emotions, and the ability to let go and process shame. The staff will be resilient and well-trained in all aspects of care.
- At Monkey Puzzle House we want the young people to be as involved as possible with every aspect of their care and the home. We believe in giving young people a platform to provide their views, wishes and feelings. This is achieved through key work sessions, complaints and grumbles, House meetings and opportunities to speak to an independent visitor (regulation 44). An advocate will always be offered and encouraged to our young people.
- +Proactive approaches do also cover a physical restraint aspect within its ethos, however, this is recognised as a last resort and only put in place to prevent harm.
- Monkey Puzzle House will provide a safe, warm and nurturing environment, with spaces within the home that support nurture and allow privacy as well as communal areas for enjoyable experiences.
- As a home we will foster positive relationships between the young person, staff, parents and other professionals.
- The home works strongly with a multi-agency approach and will strive to have the best links with various agencies to get the best support for our children.

3. Accommodation offered by the home



KEY	B	Boiler	wm	Washing machine space	td	Tumble dryer space
	ST	Store	f/f	Fridge/freezer space	◀▶	Dimension location
	CYL	Cylinder	dw	Dishwasher space		

The home is a brand new four-bedroom detached house. It comprises of a kitchen/diner onto the rear courtyard garden, lounge and an internal garage. There is also a separate downstairs WC and utility room. The first floor of the property comprises of four double rooms, one of which has an en-suite shower, this is used as a staff room. There is also a bathroom which is fully fitted with a three-piece bathroom suit and shower over bath.

The front of the property has a property parking space and multiple visitor spaces as well as two parking spaces on the driveway of Monkey Puzzle House.

Monkey Puzzle house will be registered with OFSTED as a home for up to three young people of any gender, aged between 5 and 17 years.

There are not sufficient facilities for Monkey Puzzle house to provide care to young people who are severely physically disabled or have some specific special needs. The ground floor is, however, all one level and there is a downstairs toilet to cater for the needs of visitors.

4. Location of Home

Wixams, Bedfordshire

REDACTED

Monkey Puzzle House is on a new development which was built in 2017 and the particular village being built in 2024. This has become home to many younger families and people working locally. There are detached, semi-detached, terraced houses and flats on the development which are all based within the village.

5. Cultural, Linguistic & Religious Instruction / Observance

We consider the cultural, religious, and spiritual needs of young people as being central to their identity and welfare and are proactive in supporting them in these areas. We support young people to explore their religion and culture and work towards increasing young people's understanding and acceptance of different faiths.

At the time the young person is admitted to Monkey Puzzle house the team will talk to them, the social worker and their family, if possible, to identify areas of need in relation to culture, language and religious observance. Where needs are identified they will become an intrinsic part of the young person's Placement Plan.

We will support a young person to attend a service or receive instruction in the faith to which they belong. We will provide for dietary requirements related to an individual's religion and would encourage dress that reflected their beliefs. Bedford is under 4 miles away from Monkey Puzzle House and is the closest large town. Bedford is a diverse and multi-cultural area, and this is reflected in the staff team that works for Cornerways Homes. The town of Bedford contains a multitude of places of worship, restaurants, shops, cinemas, theatres and organisations that cater for people of different faiths and cultures.

At Monkey Puzzle house we actively encourage young people to experience a variety of activities and pursue different interests. We support them to develop existing and new hobbies, we acknowledge the importance of sport in developing an appropriate level of competition, teamwork, physical and mental health and so actively promote participation in a range of sporting activities. We also understand the importance of peer relationships during adolescence and that belonging to groups can help a young person to find their own identity. We encourage young people to integrate with clubs in the local area. We are aware that some activities require qualified instructors or leaders for safety and insurance purposes.

Within the home staff offer a range of structured and non-structured activities such as arts and crafts, computer games consoles and board/card games. Activities involving risk will be carefully checked and a risk assessment will be completed where necessary before they are undertaken. The social worker/parent or carer's signed permission will be gained before a young person becomes involved in high-risk recreational activities.

6. Complaints

Young people living at Cornerways Homes are made aware of how to make a complaint if they are unhappy with any aspect of living in the home, and what the procedure entails. They are made to feel able to make a complaint and are supported throughout the process. Any complaint is addressed seriously and without delay and the complainant kept informed of progress.

Cornerways Homes has a comprehensive complaints procedure that is detailed in our policies and procedures manual. The complaints policy is available in the office, accessible by all staff and can be provided on request. The policy, which covers all young people and external parties involved with Cornerways Homes may be used to:

- Challenge decisions made at Cornerways Homes.
- Raise issues about the standards of care.
- Ensure action is taken about alleged infringement of rights, abuse or ill treatment (including bullying).

We also have complaints guide for young people, this is included in our Young Person's Handbook. Key workers make sure that young people fully understand the complaints process. Young People are also supported in being able to raise complaints through social services, Ofsted and the Children's Rights Director.

Complaints can be directed to:

Home Manager: REDACTED
Email: REDACTED @cornerwayshomes.co.uk
Telephone: REDACTED

If there is a complaint about the service or the manager contact:

Senior Manager/Responsible Individual: REDACTED
Email: REDACTED@CornerwaysHomes.co.uk
Telephone: REDACTED

Alternatively you can contact Ofsted on 08456 404040.

7. Access to Child Protection (Safeguarding) Policy and Behavior Management policy

At Monkey Puzzle house we are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying, or any activity intended to hurt, harm or offend another. They will closely supervise young people and act swiftly to safeguard them, the welfare of young people living with us is paramount. All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk.

Parents, Social Workers, Commissioners and other Multi-Agency Partners can access our Policies and Procedures relating to the care or protection of children residing in Monkey Puzzle house by contacting the Registered Manager.

Views, Wishes and Feelings

8. Consultation with Children

We encourage young people to take an active part in making decisions that affect their lives. Consultation with young people is viewed as an essential part of their care and development, and takes numerous forms: key work sessions, 1:1 time with team members or social worker, young people's meetings, involvement in Care Planning and Statutory Reviews, visits to the Home from the advocacy/independent visitor service, Regulation 44 visits and inspections carried out by OFSTED.

Young People's Meetings

These take place on a monthly basis or more often, dependent on the young person's preferences and their purpose is to encourage and support young people to speak out and listen. Young people can express their views and be involved in decisions about living at Monkey Puzzle house. They are also encouraged to express their views about the day-to-day running of the Home. They are offered opportunities to make decisions concerning their physical environment, as well as choice of food and leisure activities. Behavioral boundaries are also set through discussion at these meetings, all young people's meetings are attended and supported by staff on duty. The young people will be helped to set the meeting agenda and will be supported to either chair the meeting or take the minutes.

Care Team Meetings

The care team meets monthly. Prior to each meeting the young people are informed of the planned meeting and given the opportunity to add items to the agenda for discussion or request that their key worker discuss any issues they wish to be raised on their behalf. All aspects of the young person's care are discussed during each meeting and minutes are taken. The outcome of the meeting is then discussed with the young person and a record is kept by the home.

Young people are encouraged to attend all Statutory Reviews.

OFSTED Inspections

OFSTED inspects Monkey Puzzle house once each year. The Home is reviewed each month by an independent Regulation 44 inspector. The Responsible Individual also audits the home on a monthly basis. At every visit young people are given the opportunity to talk privately to the visiting individual.

Social workers, families and key stakeholders are contacted for their views in the running and operation of the home and have opportunity to engage and shape the service also. Advocacy services are positively and widely acknowledged within the home as another avenue children could use to promote their feelings.

9. Homes policy and approach to: Anti-discriminatory practice & children's rights

Staff are committed to anti-discriminatory practices. They celebrate cultural expression, individualism and the unique differences of children and our staff. Training and development of staff ensures that they are equipped with the skills and knowledge to challenge discriminatory practice and children's rights.

Through positive and empowering practice, children are aware of their rights and responsibilities to support each other. The Children's Handbook contains information about how the home will respond to any incidents of discrimination from or toward other children and how these will be responded to. The handbook will also contain contact details for a range of advocacy services and we will ensure that this service is understood and utilised as appropriate by our children. Cornerways Homes complaints process will be clear and available to all staff and children; it is robust and fully supports the message and ethos of integration and anti-discriminatory practice.

All practice, policies and procedures will promote children's understanding and acceptance of others in order to live together harmoniously.

Education

10. Support for children with Special Educational Needs and Disabilities

Monkey Puzzle house will ensure that all young people with an EHCP have an IEP, a PEP, and up to date EHCP on their personal files. It is not the responsibility of Monkey Puzzle house to maintain these, but the home will ensure that the relevant multi-agencies complete these tasks as and when required.

These plans are reviewed regularly and at each young person review, a school representative will always be expected to attend the meetings to discuss all areas of the young person's education. It is paramount that the communication between the home and school(s) is robust and consistent. This will ensure that no important information is missed and that both the school education team and the homes residential teamwork as a cohesive unit.

Regular feedback is sourced from all educational provisions on the progress and achievements that the young people are making. Concerns will also be raised concerning the young people, and action plans will be put together by all professionals to ensure that we continue to support the young people in their education. Parent's evenings are attended by keyworkers.

11. Arrangements for educational achievement

We place great emphasis on education and on supporting young people to achieve in this vitally important area. The majority of young people coming to Monkey Puzzle House have had a disrupted educational history, this lack of regular schooling is often due to family problems or a number of different placements.

Monkey Puzzle house has strong links in the community to educational provisions as well as the local Pupil Referral Unit. All young people resident will all attend local schools, colleges, training centers or sixth form. The team at Monkey Puzzle house will support the young people in gaining these placements and liaise on a regular basis with the provisions to ensure information is shared, progress is understood, and any additional support required can be identified. Staff at the home will transport the young people as required but will also promote independence and the young people will be supported to use the local public transport if appropriate.

Enjoyment and Achievement

12. Arrangements for activities that meet the needs of the Children.

Monkey Puzzle house staff understand the importance of leisure and recreation in a child's development. These experiences help children to develop core life skills to take into adult life, improving their self-esteem, social interactions and problem solving skills – whilst fostering a more active, healthy lifestyle.

For those interested in arts and drama, there are two local theatres, one of which has shows running four days of the week and the other which provides performance training to children aged 11 plus. For those who like a little more structure, there is the Ambulance Cadets and the Army Cadets. There are football and cricket clubs for those team players; and a local swimming pool. For those creative residents, there is horse riding lessons and music lessons are all part of the package at Monkey Puzzle House.

Children will be encouraged to try as many of the local activities as possible and staff will attend with them and take part in all the activities unless otherwise agreed within the child's placement plan. Individually or as a group, children will be able to enjoy trips to the seaside, theme parks, and the zoo as well as bowling and adventure parks. In addition, there will be at least one UK holiday per year. Children will be encouraged to try as many of the local activities as possible and staff will

attend with them and take part in all the activities unless otherwise agreed within the child's Placement Plan.

There will be a timetable for activities which will be devised with each child as they move into the home which staff will facilitate while on shift.

Health

14. Details of any healthcare or therapy provided, including:

- (a) qualifications and supervision of staff delivering this
- (b) effectiveness and evidence of interventions

When young people come to live at Monkey Puzzle house, we request that they have a medical check-up. Young people are registered with, and encouraged to attend, a local GP and dentist who will deal with both routine and emergency treatments. Each young person will receive a:

- 6-monthly dental check
- Annual eye test
- Annual statutory medical assessment

We actively promote good health care, we will support young people to remain healthy through the provision of information and guidance on health issues, including diet, sexual health, smoking and substance abuse. Smoking is not permitted within Monkey Puzzle house and smoking cessation will be proactively encouraged by staff.

- We monitor and record details related to the overall health and wellbeing of each young person and are mindful of the following:
 - Health history (past illness, operations, vaccinations, immunisations, allergies, developmental milestones, prescribed medication, current treatments)
 - Diet including cooking and menu planning.
 - Exercise and keeping fit
 - Dental care
 - Optical care
 - Sexual health
 - Side effects of any medication

All staff are trained in First Aid as part of the mandatory training and the home has fully stocked First Aid boxes which are checked weekly. This means that if children and young people have minor injuries that we can actively administer First Aid promptly which limits the need to attend a surgery.

We have a written policy that clearly states our responsibilities and the procedures for dispensing and storing medication.

Therapeutic Model

Meadows Psychology Service (MPS) is a clinical psychology led service that specialise in supporting organisations to develop trauma informed practice. MPS provide psychological and therapeutic support to Cornerways Homes.

MPS support Cornerways Homes to embed a trauma informed, therapeutic, residential service. This work is informed by a comprehensive understanding of the impact of developmental trauma.

Developmental trauma describes the impact of early experiences of abuse, neglect, and disrupted attachments on children’s functioning across all domains. Children who experience developmental trauma have been exposed to an environment marked by multiple and chronic stressors, frequently within a caregiving system that is intended to be the child’s primary source of safety. The impact of these early traumatic experiences are seen on immediate and long-term outcomes for young people including behavioural difficulties, difficulties in engaging in typical activities, and mental health outcomes.

The research tells us that early trauma result in several vulnerabilities in children and young people across a number of areas, including cognitive functioning, emotional state, behavioural difficulties, physiological changes, difficulties in relating to others, and poor self-esteem.

While, in the course of development, most children have the chance to invest their energies in developing various skills and abilities children who have experienced developmental trauma must focus on survival.

Cornerways Homes have embedded the Attachment, Regulation and Competency (ARC) model across their homes. The ARC Framework is a flexible, components-based intervention developed for children and adolescents who have experienced developmental trauma, along with their caregiving systems.

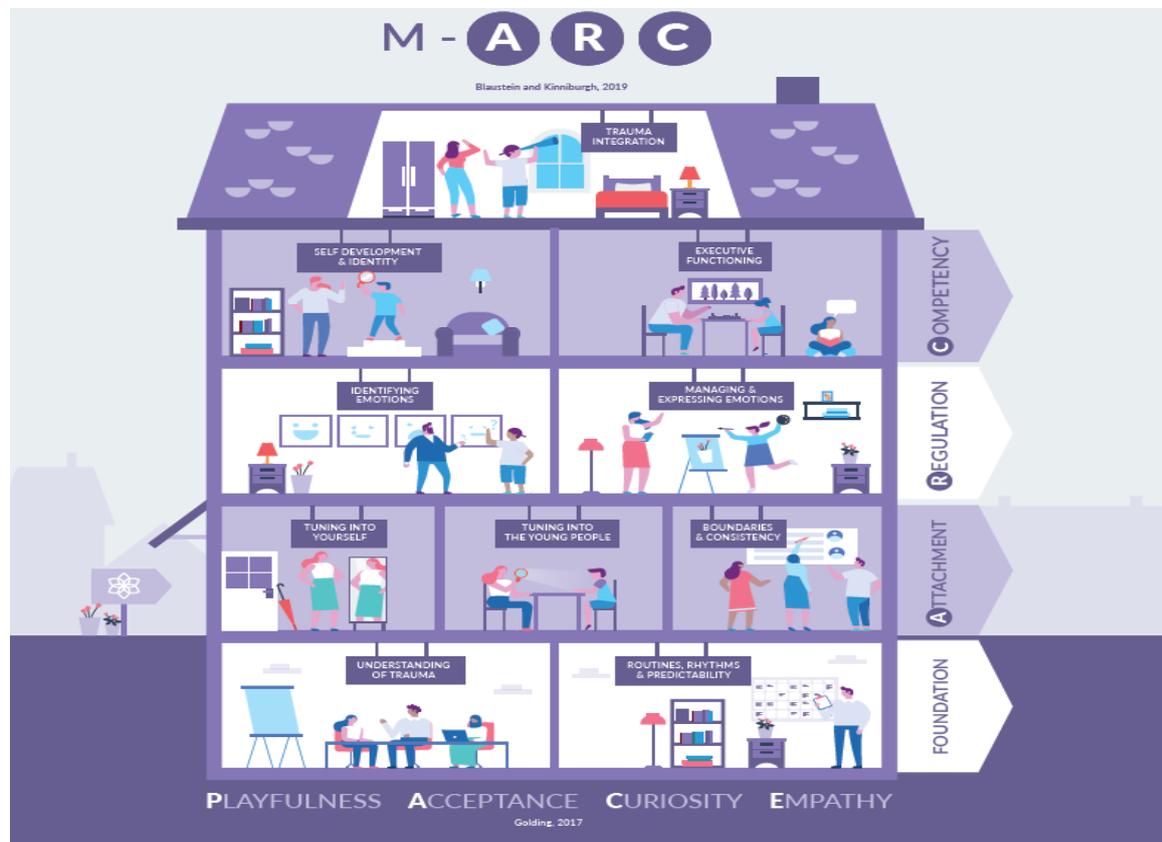


Fig 1: Attachment, Regulation and Competency framework.

The ARC is an evidence-based model that has specifically been designed for residential services. ARC's foundation is built upon four key areas of study: normative childhood development, traumatic stress, attachment, and risk and resilience. Drawing from these areas, ARC identifies important childhood skills and competencies which are routinely shown to be negatively affected by traumatic stress and by attachment disruptions, and which – when addressed – predict resilient and positive outcomes.

Therapeutic Input for the home

Staff across Cornerways Homes have received a comprehensive training package developing their therapeutic skills. This has included: Child Development, Attachment, Developmental Trauma and the Neurobiological Impact of Trauma on the Brain; Therapeutic Work which focuses on supporting staff to undertake therapeutic keywork sessions; and Therapeutic Reparenting using Playfulness, Acceptance, Curiosity and Empathy (PACE), a specialist course based on Kim Golding's work designed specifically for residential care.

The work with Cornerways Homes is supported by accredited psychological practitioners. Their role is to support the home and the residential staff team. This involves monthly psychological consultations and weekly team support and contact. Through this input MPS supports Cornerways Homes to embed the ARC model and reflect with the team on current difficulties experienced within the home. MPS work with Cornerways Homes staff to develop a psychological understanding of young people in placement leading to the creation of therapeutic strategies to support a young person's needs. During sessions a psychological formulation of the young person and their needs is developed and regulation curves are reviewed which provide strategies to work proactively with young people experiencing emotional and behavioural dysregulation.

Cornerways Homes utilise the ARC model to provide a safe, secure foundation for a young person offering predictability, routine and consistency. A young person is supported to experience safety in the child/caregiver relationship and to develop healthy new attachments to adult caregivers, to consider what a healthy relationship looks like, how to regulate their emotions effectively and how to develop their self-concept and identity. Comprehensive psychological assessments can be completed if indicated and direct therapeutic input can be facilitated if there is clinical need.

The psychological therapist supports the development of reflective practice in the home, using the Gibbs Model to support staff to emotionally connect to young people and the work and to develop resilience in working therapeutically with young people who have experienced significant trauma.

Therapeutic Input for Children & Young People

Each young person that joins the home will receive input from the psychological therapist. A psychological assessment and therapeutic care plan will be completed initially. This will then be reviewed and updated at least 6 monthly, in line with child looked after reviews. A psychological assessment provides a comprehensive understanding of a person's presentation. An assessment includes: direct assessment sessions; completion of both standardised psychometric measures and idiosyncratic measures; a review of the person's family, service and health history; and consultation with the person's professional and caregiver system. An assessment report is completed which includes a full psychological formulation and is accompanied by a therapeutic care plan. This therapeutic care plan makes recommendations for the person's needs from the system and individual therapeutic needs.

Attachment and developmental trauma informed therapeutic models like the ARC focus on support offered to the system of care as the evidence suggests that trauma is processed through relationships

with carers, as it is through relationships that trauma is experienced. Therefore, the focus of consultation and support is on the system and supporting staff to develop therapeutic parenting strategies as these have the greatest impact on repairing relational trauma. We will also offer direct therapeutic input to each young person in the home, informed by the psychological assessment and therapeutic care plan.

Therapy for young people who have experienced trauma is often offered on a long-term basis as we know children and young people who have experienced trauma often have a fear of intersubjective relationships. Therefore, when we begin working with a young person, we initially spend time informally with the young person developing a therapeutic rapport and supporting them to feel comfortable. We place significant importance on co-creating therapeutic goals with the young person, ensuring that they are invested in the therapeutic relationship and that goals are meaningful for them. We know that therapy can be difficult for young people and at times throughout the therapeutic process young people may disengage from the therapeutic process. During these times we will work indirectly through the staff team, supporting them with indirect therapeutic strategies.

Meadows Psychology Service are not clinically responsible for children placed with Cornerways Homes. Clinical risk is managed by the home staff team.

Therapeutic Delivery Staff

Jasmin Madhan is a Senior Assistant Psychologist who has completed a Bachelor's degree in psychology and a Master's degree in Early Child Development and Clinical Applications. She has extensive experience working with children and adolescents across both general CAMHS and Looked After Children services. In these settings, Jasmin developed experience supporting young people with a range of neurodivergent presentations such as ADHD and ASC, as well as mental health difficulties such as anxiety, depression, PTSD and trauma-related difficulties. Jasmin has adapted complex psychological concepts into accessible psychoeducational materials for young people and staff, enabling a deeper understanding of mental health and emotional wellbeing. Jasmin is skilled in building therapeutic relationships and tailoring interventions to meet the individual needs of each young person. She also works systematically, engaging the wider professional network to ensure consistency in the delivery of trauma-informed care.

This work is supervised and supported by REDACTED, Senior Psychological Therapist & Strategic Lead for MPS and Dr Nicola Curran (BSc (Hons), MSc, MSc, ClinPsyD), Consultant Clinical Psychologist and Managing Director at MPS.

Positive Relationships

15. Arrangements for contact

The team at Monkey Puzzle house will support young people to maintain quality contact with family, friends and other people who play a significant role in their lives. Staff will work with local authorities to plan, review and implement appropriate links and this will be documented in an agreed contact plan with the young person's placing authority.

Decisions about contact will feature on the agenda of the care team and in statutory review meetings. Young people will be involved in these decisions and will be able to express their views and wishes. Staff will do all they can to meet requests about contact.

They will explain any contact restrictions arising as a result of safeguarding concerns and the necessity to keep a young person safe.

Contact between young people and their families may take various forms. Access to a telephone and writing materials form the normal day-to-day contact. The young people have access to a house telephone to maintain verbal contact with family and friends. Visits by family are set at the level discussed and agreed at statutory review meetings. Special occasions, such as birthdays and Christmas, are celebrated and it is hoped that family members will be able to visit and take part.

Transport is available to take young people to contact that is away from the home. Any contact is supervised at the level agreed in the contact plan with observation reports completed and shared as needed.

Protection of Children

16. Electronic monitoring and surveillance

Monkey Puzzle house uses CCTV to monitor the external areas of the property at both the front door and rear garden/exit of the property. The front doorbell has a video camera attached to it which is called the Nest doorbell system. The front doorbell camera shows the immediate area of the outside of the front door and the public road leading up to this point. The camera showing the front of the house, shows the side of the house driveway area, the public footpath that crosses the front driveway and the immediate road to the front of the property. There is no surveillance within the interior of the property.

The CCTV is for domestic use and to protect the property. It is activated by a sensor which comes on when anyone approached the front door including people who leave the property. This activates automatic video recording footage. There is a policy on Nest Doorbell System which can be provided by the Manager upon request.

The system records on a 7-day rolling basis with recordings automatically deleted after this point. Access to the recordings is password protected inputted through the Nest Application for SMART devices, only senior management will have access via an App.

The use of door alarms in the bedrooms of young people can be considered based on a comprehensive risk assessment that considers the young person's needs and potential risks, and with the agreement of relevant parties such as social workers and parents. The home prioritises creating a welcoming and homely atmosphere and only implements security measures when necessary to protect the privacy and safety of the young people in its care.

In cases where additional supervision is required at night, staff undertake 'waking night duties with any additional carers being utilised as necessary.

17. Behaviour Management

Use of Restraint & Training of Staff in the use of Restraint

First and foremost, we have a duty to protect the young people in our care, we are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying or any activity intended to hurt, harm or offend another. They will closely supervise young people and act swiftly to safeguard them.

Safeguarding

All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk. Safeguarding procedures are detailed in our policy and procedures which can be accessed in the homes office and are available on request to those not employed in the home.

Monkey Puzzle house is committed to living and working in an environment that encourages positive growth through a respectful approach. Abuse can constitute physical, emotional, sexual and neglect and where there was evidence to suggest that abuse had occurred, we would:

- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences.
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future
- When appropriate, support the perpetrator of the abuse to understand and change their behaviour.

Bullying

We recognise the unhappiness and huge damage that can be caused by any form of bullying behaviour. Bullying will not be tolerated and it is discussed at every young person's meeting, it will always be challenged. Our opposition to bullying is underpinned by a clear company policy that is rigorously enforced.

Children need to experience consistent, nurturing care to develop healthy relationships. Some children who are looked after will not have experienced this and will test the boundaries set for them to see how far they can be pushed. Many children will have experienced chaotic family lifestyles where expectations of personal conduct and behaviour constantly change. We do not seek to stop the expression of a child's anger, which may be justified and even helpful. Support will be offered to help channel their anger and encourage each child to learn how to express their feelings in suitable and constructive ways.

The following consequences/reparations may be implemented to help the children develop an understanding of their actions and if necessary how to repair the situation:

- Reparation – repairing the situation, tidying a broken bookcase, writing a sorry letter
- Restitution – replacing an item that has been broken or household chores
- Restorative justice – discussing why they behaved in a negative manner and saying sorry

- Different leisure activities if behaviour is unsafe.
- Supervision of pocket money
- Time out with an adult to try to understand the reason behind the behaviour.

This is a therapeutic approach to consequences and begins with adults trying to understand the communication behind the behaviour, we understand that often the presented behaviour has been relied on to keep the child safe when they have been in danger, consequences help the child to understand why they no longer need those behaviours and help them to understand that situations can be put right. Through using reparation and rewarding positive choice the child will develop the ability to communicate their difficult feelings without having to rely on behaviour that protected them in the past. However, there are times when adults need to manage children's challenging behaviour, children cannot be allowed to put themselves or others at serious risk of physical harm or to damage property.

In these situations, a range of non-physical intervention behaviour management techniques will be employed (Proactive approaches) and it is anticipated that this will be effective in the majority of cases. However, in a small minority of cases physical intervention will be employed.

Physical intervention will only be used as a last resort to protect the young person or to protect others, this includes preventing significant damage to property. This would be for the minimum period necessary to allow de-escalation and the return to a controlled state. Staff are trained to recognise the elevated risks associated with physical intervention. The scale and nature of their actions is always proportionate to both the behaviour of the individual to be controlled and the nature of the harm they might cause.

Physical intervention is never used as a punishment or to force compliance with staff instructions when there is no immediate danger or risk. Whenever possible other staff or a senior must be called before the intervention takes place. This type of situation is never easy for the child or the member of staff, we make sure that every support is given to all concerned so that we reinforce our culture of care and learn from the experience.

All staff working within the home are trained on the 2-day PRICE Training course (Protecting Rights in a Caring Environment) as part of their Induction training, the course will be refreshed annually. The behaviour management incidents are evaluated by the Registered Manager and any issues that may arise are addressed via team meetings and supervision as and when required. The recording and outcome of any incidents of restraint is monitored by the Responsible Individual and the Independent Visitor during monthly auditing visits. The local authority social worker is also informed of all incidents and copies of reports are forwarded once quality assured.

Leadership and management

18. Name and work address of:

(a) The registered Provider

Cornerways Homes
34 Bancroft
Hitchin

SG5 1LA

(b)The Responsible Individual - REDACTED

C/O Cornerways Homes
34 Bancroft
Hitchin
SG5 1LA

REDACTED has twenty nine years' experience of working within Children's residential social care and has held positions of registered manager, responsible individual and head of care. REDACTED has worked with children who have experienced trauma are at risk of CSE and who display harmful sexual behaviour. REDACTED has held the position of Head of Care working with children within the Autistic spectrum and Learning Difficulties. REDACTED holds the qualifications pertinent to the position of responsible individual. Previously REDACTED was a registered manager for a 5 bedded home and was successful in gaining the Ofsted grading of 'Outstanding' for three consecutive years. REDACTED more recently held the position of Regional Operations Manager in Compass Childrens Homes overseeing a cluster of homes in the West Midlands. REDACTED currently is the RI of an independent home in the West Midlands that has recently been graded as 'Good'

(c) The Registered Manager –

REDACTED has over 14 years of experience working within regulated children's residential care, including 10 years as a Registered Manager responsible for leading services in line with the Children's Homes (England) Regulations 2015 and the Quality Standards. Her experience includes supporting young people aged 10 to 20 who present with a wide range of emotional and behavioural difficulties, autistic spectrum conditions, and complex mental health needs. She has extensive knowledge of safeguarding legislation, risk management, and delivering consistently high standards of care in accordance with Ofsted's regulatory expectations.

Throughout her career, REDACTED has maintained a consistent record of achieving 'Good' outcomes in Ofsted inspections, reflecting her strong leadership, effective oversight, and commitment to continuous improvement.

REDACTED completed the QCF Level 5 Diploma in Leadership and Management for Residential Childcare in 2017, further strengthening her expertise in leading teams, maintaining compliance, and implementing the statutory guidance outlined in the Guide to the Children's Homes Regulations. Her focus on improving outcomes is evident through increased placement stability, strengthened educational engagement, and the development of resilience and independence among the young people she supports.

She is committed to trauma-informed, child-centred practice and ensures that all aspects of care planning, behaviour support, and staff development reflect the individual needs and lived experiences of young people. REDACTED is confident in preparing for Ofsted inspections, driving quality assurance, and embedding reflective practice within her team to ensure sustained high performance.

REDACTED is passionate about creating safe, nurturing, and aspirational environments where children feel heard, understood, and empowered to reach their full potential. She leads with integrity, high expectations, and an unwavering focus on delivering care that is consistently good and continually striving toward outstanding in line with Ofsted standards.

19. Experience and qualifications of staff- please see separate Appendix A.

Monkey Puzzle house places great importance on recruiting and retaining high calibre staff that possess appropriate qualifications and experience. We aim to appoint a staff team of mixed ages, gender and ethnicity, that individually and collectively present as positive role models for the young people in our care. At all times we will have the appropriate number of staff on duty with the necessary experience and ability to meet the needs of the young people.

The team is made up of a Registered Manager, a Deputy Manager, 2 Senior Residential Care Workers, 5 Residential Care Workers, 2 Waking Night Care Workers and a bank of Sessional Workers to assist when required. Wherever possible a mixed gender working team will be on duty to ensure that the children experience a nurturing environment where all their needs are met.

Monkey Puzzle house is staffed according to the specific needs of the children in placement at any one time. The staff team are resilient, well trained and they reinforce to the children that they care for their well-being and respect them as individuals.

We are committed to ensuring that our staff team have been given the necessary skills to meet the individual needs of our young people through an extensive programme of in-house and external training. This is not only about competencies of staff but is also concerned with having positive values and attitudes towards their work. We all share a commitment to our core principles which all training is based upon. Staff training needs are also identified through the on-going process of statutory obligations and the internal process of supervision, team meetings and appraisals. The admission of a child/young person with specific care needs might highlight the necessity for additional training as required. Monkey Puzzle house work towards providing a service in which children and young people are encouraged to develop through the mediums of opportunity and support. All staff complete a comprehensive induction when joining and have to complete a probationary period that is monitored by the Registered Manager through the supervisions and mentoring process.

(Please see appendix A for the information/qualifications on the staff within the home.)

20. Staffing structure and arrangements for supervision

Cornerways Homes uses Reflective Supervision for care staff which provides an opportunity to reflect on their own actions and responses. Tony Morrison (2001) identified a “Reflective Practice Supervisory Cycle” that demonstrates how supervision can improve the knowledge and skills of staff. The cycle highlights how supervisors and supervisees can be influenced by their experiences of supervision. (Tony Morrison – Staff Supervision in Social Care 2001)

Reflective practice is a key part of effective care work and the opportunity for reflection is important in the supervision cycle:

- **Experiencing:** Engaging and observing - the story - what happened?
- **Reflecting:** Investigating experience - what was it like based on knowledge and feelings?
- **Analysing:** Seeking to understand, hypothesising, asking why, what does this mean?
- **Action Planning:** Preparing for action, trying things out - what next?

The Manager is supervised by the Responsible Individual. The Manager is responsible for supervising the Deputy Manager, Team Leaders and Residential Care Workers. As a new home, the supervision will remain the responsibility of the Manager to imbed the values of the Home.

The administrative support offers financial support, HR and maintenance support.

21. Gender balances

The home will make every effort to ensure that the staff team is gender balanced whilst recognising that this is not always possible. We always look to challenge gender stereotypes, numerous key working and therapy sessions look to address gender roles and promote appropriate role models.

Care Planning

22. Admission criteria

Admission Process

All admissions including same day placements are made via a referral to the Registered Manager. We ask Local Authorities to provide detailed paperwork before we consider each placement. We ask for the following information about each young person:

- Presenting problems and other significant behaviours
- Social work and education reports
- Results of any mental health assessments
- Family Background
- Details of any supervision orders / court orders

An impact risk assessment is carried out as a means of highlighting the risk posed to any peer or within the local community. Young people residing in the home will be consulted prior to any new admission and their views will be valued and listened to, this consultation is recorded. In the case of same day admissions, young people are given information on arrival, in the form of a Young Person's Guide specific to Monkey Puzzle house.

Admission

On the day of admission we require the following paperwork which must be signed by the placing authority and those with parental responsibility.

- Completed LAC Paperwork with new address.
- Authority to accommodate.
- Medical Consent.
- Full risk assessment.

We conduct a recorded admission meeting within the first 72 hours of a placement. At this point we ensure the following paperwork has been completed and signed by all those required to do so. The documents are then kept on file:

- Family contact arrangements and details
- Medical History and Requirements
- Education History IEP/PEP/EHCP
- Social Worker contact arrangements

- Company plans
- Risk Assessments

Planned Admission

We expect young people wherever possible to be involved in the placement planning process so that they are able to take some ownership for their move to Monkey Puzzle house. Ideally all young people would visit us with the appropriate guardians prior to admission, as a means of integration into the home.

Arrangements will be made for the young person to visit Monkey Puzzle house, ideally for a few hours - to meet staff and to have a look at the Home. We then organise an overnight stay and work towards agreeing a date of admission. During this process we try and identify a member of staff the young person relates to well and on the day of admission, we organise for that staff member to be on duty for the evening the young person arrives and for the following morning when they wake up. We do not allocate a key worker for at least a few days and not before we have consulted with the young person. All young people, except emergency referrals, will visit before their admission. It is essential that an admission meeting takes place within the first 72 hours of a placement.

Emergency Placements

We take into account the overall stability and safety of the home and judge whether the young person can be successfully accommodated and achieve positive outcomes with our available facilities and resources. Subject to this we would also consider an emergency admission depending on the circumstances and degree of urgency.

Management Information System

23. Homes Records

Cornerways Homes have commissioned an external provider 'Mentor' to provide the home with a secure online platform to complete all information that is required under the Children's Homes Regulations 2015 and Quality Standards. Built using Apple's Filemaker platform and hosted through Amazon Web Services (AWS) Mentor is at the forefront of innovation. The system has been developed in the UK and the interface can be adapted to meet the need of the service or to reflect changes in regulation or legislation.

Information can be saved in real time; managers can access the records remotely to review records through a secure process. Information can be sent within the secure platform to external partners; this will be our primary process for sharing information.