



Office use only	
Version No:	6
Date Issued:	December 2018
Previously Issued:	Feb 2018
Authorised:	December 2018
Review Date:	Every 3 years unless legislation updated
Projected Review Date:	01.11.21

KYLOE HOUSE SECURE CHILDREN'S HOME

NETHERTON PARK
STANNINGTON
MORPETH
NORTHUMBERLAND
NE61 6DE

NOTES FOR PLACING SOCIAL WORKERS AND OTHER PROFESSIONALS

THE PLACING SOCIAL WORKER SHOULD BE ABLE TO CONFIRM THAT THE FOLLOWING TASKS HAVE BEEN CARRIED OUT BEFORE BEGINNING THE PLACEMENT PROCESS:

- Appropriate departmental approval to proceed has been obtained in writing. Authority to place the young person in secure accommodation has been approved by the Director or nominated lead officer.
- Discussions have been held with the Duty Officer of Kyloe House and a bed has been offered subject to receiving a signed contract.
- The young person has been notified of his/her right to legal representation. This must be undertaken by the child's social worker before the application is made.
- Kyloe House have been sent the following documentation (including 72 hour rule admissions):
 - A relevant order
 - A signed contract and confirmation in writing that any additional funding has been agreed i.e. 2:1 staffing.
 - An up to date social history report.
 - The appropriate LAC documentation.
 - Post admission meeting (to be held within 3 days)
 - Relevant phone numbers and Emails i.e. S/W and Manager
- All other LAC documentation and supporting documentation within 24 hours of admission. This would include:
 - Placement Plans
 - Care Plan
 - PEP (Personal Education Plan)
 - SEN (Statement of Educational Needs)
 - Details of the evidence that the authority will be using to gain a secure order from a court i.e. how the criteria for holding a young person in secure accommodation will be met.
- The preliminary process for making an application to Court has been started. An application must be made within 72 hours of the placement (if an emergency admission has been agreed). Placement should ideally be delayed until after the hearing if this is possible without jeopardising the safety of the young person or the community.
- The young person should be aware of the plan to use secure accommodation and the reasons for that plan. The only circumstances in which it is acceptable for the young person not to know at this stage are if s/he was absent without permission when the decision was being made or that it was reasonable to assume that by telling him/her the risk of a serious risk problem, and harm to either the young person or to others, was significantly increased.

- Those with parental responsibility for the young person are aware of the plan and the reasons for it and, whenever possible, any other significant persons with a legitimate interest in the welfare of the young person. The Social Worker should attempt to mobilise all appropriate support available from the family.

VISITS BY SOCIAL WORKERS / YOUTH OFFENDING WORKERS

It is very easy for young people in secure accommodation to become isolated and uncertain about what is happening in the "outside" world. Therefore, there is an expectation that placing authorities ensure that the young person in secure accommodation are visited by their Social Worker / Youth Offending Worker on a regular basis (required minimum once a week) and to make telephone contact at other times.

This may be difficult for Social Workers who travel a long distance. In these circumstances visits would be expected to take place no longer than every two weeks, with more frequent telephone and letter contact.

When Social Workers / Youth Offending Workers visit in relation to the development and revision of care and action plans they should take the opportunity to spend separate time with the young person if possible.

CODE OF PRACTICE FOR ALL VISITS

Kyloe House welcomes visits from young people's family and friends, professional colleagues and other relevant parties. It is, however, essential that visits are carefully risk assessed in order to maintain the safety and security of the young people who are resident within Kyloe House. Only visitor/s agreed by the social worker will have visiting access

CODE OF PRACTICE FOR ALL VISITS - FAMILY VISITS

Parents and Family members should be sent or informed of Kyloe House visiting arrangements prior to initial visit by the case Social Worker.

At the Post Admission Meeting, the Social Worker will confirm names and relationships of agreed visitor/s. Visitors will be asked for I.D on arrival, the social must ensure visitors are aware of the need to bring I.D (photo Driving License, Passport or letter of introduction from the Social Worker).

Visitors will be asked to register on arrival at Kyloe House and signatures will be checked. Visitors also need to bring valid photo ID.

FAMILY VISITS

- All visits must be arranged in advance, recorded in the control room diary and unit diary.
- The frequency of visits will be discussed at the Post Admission Meeting.

- Visits by children and young people will only be allowed if accompanied by an adult. This rule will only be waived in special circumstances with the agreement of the Registered Manager or the Duty Manager. Visits involving only young people will always be supervised.
- All visitors must make themselves known to the reception staff at the main entrance intercom/CCTV point. If reception staff are satisfied with ID, visitors will be invited into the waiting area. Anyone arriving for a visit without ID may be refused entry. If staff responsible for the reception procedure have any concerns about visitors, they will discuss this with the Duty Manager. The visitors will remain in the waiting area.
- Visitors must sign the visitor's book, read and complete the prohibited items form. Visitors will be given a locker key (which will be held by the visitor and returned on departure) and asked to place their personal handbags, hats, mobile phones and other property listed on the form in the locker. Items such as jewellery and neckties are worn at the wearers risk although staff may advise otherwise when risk assessing the visit. A visitors badge is issued to all visitors.
- Staff may request visitors to be searched using a hand held metal detector before being allowed into the secure unit. Any decision to search will be led by risk assessment. If a visitor does not wish to comply with the risk assessment, entry will be refused.
- Any gifts including food must be directly handed to the member of staff supervising the visit to check before handing gifts to a young person. Restricted items can either be stored or returned to the visitor for safe keeping. Please note that young people are discouraged from drinking sugary fizzy drinks and visitors are respectfully requested not to bring these drinks to the home.
- The first family visit will be directly supervised, ideally by the young person's link worker. Subsequent visits may be directly supervised, indirectly supervised via CCTV or frequent checks or unsupervised depending on the individual young persons risk assessment and care plan. (Unsupervised visits must be subject to intermittent checks, the frequency to be determined by the identified staff member co-ordinating the visit and the senior member of staff on duty).
- Subject to the risk assessment process, parents or guardians may be invited into the living area, to view the young person's bedsit through agreement with the Duty Manager.
- The maximum number of adult visitors allowed into either Alder or Willow will be two at any one time. Children accompanied by adults can visit at the discretion of the Duty Manager.
- At no stage should children be left unaccompanied in the reception area.
- Visits will take place either in the small interview room, the smaller lounge on the unit or the conference room. The venue will be decided by the senior on duty for each unit when the visit is arranged. The small interview room and the conference room must be booked by the care staff via the online booking system. A room search prior to and after the visit will be carried out by the person supervising the visit.
- When possible visitors will be offered refreshments (including a snack if they have travelled a long way).

- Staff may terminate any visit if they feel that it is developing into a negative or inappropriate experience for the young person.
- After a visit, the risk assessment process will inform the need as to whether the young person will need to be searched using the hand held metal detector. The young person will first be asked to hand over any prohibited items. If a search of clothing is deemed necessary this must be authorised by the duty manager. (Searches Protocol)

PROFESSIONAL VISITORS

As well as visits from family and friends, Kyloe House receives visits from a variety of professionals. These include:

- Regular visits from professionals who have contracts to provide services to staff or young people in Kyloe House;
- Visits from supervising Social Workers/Youth Offending Officers
- G.P, School Nurse, Optician, Dentist and Hairdresser
- Kolvin Service <http://www.ntw.nhs.uk/thekolvinservice>
- Ad hoc visits from others interested in the building or service provided (to be firstly agreed with the Registered Manager and Site Manager)
- Regulation 43 officer and elected member rota visitors and Ofsted Inspectors
- Participation Officers and Advocates
- Maintenance contractors.

ASSESSMENT AND ACTION PLANNING

All work undertaken with young people in Kyloe House will be based on comprehensive assessments of their needs. The initial **Action Plan** will be established at the first **Post Admission Meeting**, which will be held **within 3 working days of admission**. The first **Action Planning Meeting** should be held 21 days after admission following the placing authority's first Independent Review of the Secure Placement (Secure Accommodation Review).

It is the responsibility of the link worker, supported by his/her supervisor, to compile the assessment information required for the **Action Planning Meeting** and to ensure that it is available prior to the meeting. The link worker will present the information to the meeting, inviting external specialists to contribute as appropriate.

The following information needs to be gathered and presented to each **Action Planning Meeting** (the scope and depth of the information will depend on the stage of the young person's stay in Kyloe House and the agreed focus of work).

- **Exit placements and mobility** – Social worker will be asked to sign an exit route contract.
- **Details of the young person** and his/her family (name, date of birth, home address, parents names and address(es), legal status, date and reason of

- admission) - initial A.P.M.
- **Social history** to be presented by the case Social Worker. – initial Post Admission Meeting
 - **Risk Assessment.**
 - **Details of Personal Success Programme** and response to the programme.
 - **Family contact** – contact issues.
 - **Response to Kyloe House placement** - initial A.P.M.
 - **Views of the young person.**
 - **Assessment of Family Relationships** include views of young person and family members; structure of nuclear and wider family; young person's place in the family; current patterns of contact; parents and other family members' views of their on-going roles; etc. once the assessment period has been completed.
 - **Assessment of Emotional and Psychological Needs** include young person's self concept and identity; need for privacy and space, relationships; responses to past events and current situation; causes of stress; strengths and areas of vulnerability; need for additional support.
 - **Assessment of Behavioural Risks** include young person's level of insight; record of past incidents; dynamic risk factors; history of absconding; self-harm; threat of injury to others; predicted behaviour; ways that risk can be contained and reduced; etc.
 - **Assessment of Offending** include young person's reasons for offending; types of offences; motivation; patterns of offending; related issues/problems; victim awareness; remorse; commitment to change; agreed areas for work; involvement of Youth Offending Team; etc. *N.B. this work can only be undertaken once the young person has been found guilty and sentenced.*
 - **Assessment of Life Skills** cooking, budgeting and bill paying, laundry, basic DIY; assertiveness; negotiation; living with others; relationships, knowing where and how to get help; ability to use complaints procedures; information technology; etc.
 - **Assessment of Racial, Cultural and Religious Needs** include young person's sense of identity; linguistic background; current patterns of religious observance and instruction; dietary requirements; particular arrangements for clothing; hygiene, skin and hair care; any areas of potential cultural conflict within the unit; etc.
 - **Educational Assessment** - to be led by the young person's Tutor and to include identified special needs; patterns of attendance; attitude towards learning; strengths and areas of difficulty; relationships with teachers and peers; specific test results; individual educational plan; etc.
 - **Careers Assessment** includes the young person's ambitions; details of careers support service; NVQ; etc.
 - **Assessment of Health Needs** include details of any medical condition; physical or learning disability; arrangements for treatment; gaps in immunisation; allergies; special dietary requirements; personal hygiene; knowledge of and attitude to sexual health, contraception, smoking, substance misuse; etc.
 - **Peer and Social Relationships** include significant relationships and impact

on the young person, particular interests, activities and hobbies; patterns in the formation of relationships; role in relationships; etc.

- **Independent Advice and Representation** whether this has been considered; reason for non-appointment; arrangements for contact; etc.
- **Current Response to Placement** (in subsequent APM's) include relationships with staff and other residents; young person's view of placement; patterns of behaviour; behaviour which causes concern; involvement in community life; participation in activities; etc.
- **Contingency Plan** details of what should happen if criteria no longer apply, court authorisation for placement is revoked or withdrawal of parental consent - who does what, where to, etc. (Questions posed to placing authority).

ACTION PLAN REVIEWS

A formal review of the **Action Plan** of each young person will take place every month. The following people will be invited by Kyloe House to each review:

- The young person
- The young person's Social Worker or other professional
- The young person's Link Worker
- Teacher Tutor
- The young person's parent(s), any other person with parental responsibility, foster parents, etc
- Other professionals involved if necessary e.g health, family / carers.

The Case Manager or link worker will chair the meeting which will address the following issues:

- Exit Route
- Background information (brief presentation)
- Relationships with other residents
- Relationships with staff
- Attitude to family
- Health
- Education (this report might be presented by the link tutor)
- Work on objectives
- Personal Success Programme.
- Recreational/Leisure activities
- Incidents
- Mobility / Resettlements
- Response to placement
- Risk assessment
- Summary of progress
- Recommendations
- Young person's comments

EDUCATION

Kyloe school is on site. It provides weeks of education a year, staffed by a Head of Education and five teaching staff who offer a balanced bespoke curriculum focused on achievement which in turn improves young people's confidence and self esteem. After initial baseline assessments young people have the opportunity to receive accreditation in entry level, functional skills OCN and GCSE exams.

Each young person has an individual learning plan which clearly identifies their learning pathway and exit plan. (for further information please see Education Handbook).

STATUTORY REVIEWS OF THE CARE PLAN

These need to take place within the time framework set out by the Children Act (1989) the first review of arrangements must be held within 28 days, the next review within three months and subsequently on a six month basis. At the statutory intervals the **Action Plan Review** will be replaced by a **Statutory Review**. Only a Statutory Review of Arrangements meeting can change the overall Care Plan. The purpose of the Review Arrangements meeting is to ensure that the day to day arrangements meet the young person's needs and that the overall Care Plan is still appropriate.

In Kyloe House the review format will be that of the LAC Review of Arrangements and placing authorities are expected to ensure that the Review process underpinning the record is completed.

SCHEDULE OF MEETINGS

All meetings should discuss the exit route for any young person placed in Kyloe House as in keeping with the philosophy of the Children Act 1989

Post-admission Meeting (Planning) (within 3 Working days)

Ideally a draft Care Plan and Placement Plan will be available at this meeting. If it is not then this meeting has the responsibility to draw one up and complete the Placement Plan - day to day arrangements.

Secure Accommodation Order Reviews

These must be held within the first 28 days of the young person's placement and at 3 monthly intervals thereafter. It is Kyloe House's practice to require the Secure Accommodation Order Review to take place prior to the Action Planning meeting or the Statutory Review. Thus the first Secure Accommodation Review will be held 21 days from the day of admission. It is the responsibility of the placing authority to organise, chair and minute these meetings in liaison with the link worker for the young person.

First Action Planning Meeting (Within 28 Days of Admission)

This meeting will set the first Action Plan for the young person and will follow on from the first Secure Accommodation Order Review. It will also function as the first Statutory Review Arrangements and of the Care Plan.

Action Plan Reviews

These will occur every 28 days after the initial Action Planning Meeting and will review progress on the work laid out in the Action Plan and make changes/additions where necessary. These meetings will be organised by the link worker as outlined above. At appropriate intervals this meeting will also serve as the statutory review.

Statutory Reviews

It is the responsibility of the placing authority to organise, chair and minute the LAC Reviews for the young person they have placed in Kyloe House.

All paperwork pertaining to the young person is kept in archive by Kyloe House, unless otherwise requested by the Local Authority.

CLOTHING

It is the responsibility of the placing authority to ensure that young people arrive at Kyloe House with a minimum set of clothing (see required clothing list).

If a young person is admitted in an emergency without an adequate supply of clothing, Kyloe House will make a temporary set available for immediate use and will expect the placing authority to deal with the matter as soon as possible.

The linkworker or the admitting member of staff will complete a clothing list (inventory) on admission and ensure that it is signed by the young person and the member of staff responsible for checking clothes.

Should the young person require any replacement clothing whilst resident at Kyloe House, it will be the responsibility of the placing authority to negotiate with the young person, and Kyloe House on their individual needs. It is the responsibility of the placing authority to purchase clothing; however, in some situations (with written authorisation) Kyloe House staff can purchase clothing and placing authorities can be invoiced.

PROHIBITED ITEMS OF CLOTHING

The following items may not be kept in a young person's possession:

Belts, jewellery, studded jackets, buckles, any item of clothing which the staff team deem capable of being used as a weapon or to self-harm.

Where possible Social Workers should ensure that the young person does not bring excessive amounts of clothing; particularly prohibited items. Kyloe House does not have the facility to store extra clothing and should the young person arrive with more clothing, than is stipulated on the basic clothing list, it will be the Social Worker's responsibility to take it away after the young person is admitted.

On discharge from Kyloe House, clothing and property lists will be checked and signed for by the young person, the member of staff supervising the discharge procedure and the escorting officer.

Required Clothing List on admission supplied by Young Person's Family / L.A.

<u>MALE</u>		<u>FEMALE</u>	
Underwear	5 pairs (minimum)	Knickers	5 pairs (minimum)
Socks	5 pairs (minimum)	Socks	5 pairs (minimum)
		Bras (pref no underwired)	2 (minimum)
Jeans	1 or 2	Jeans	1 or 2
Jogging Pants	1 or 2	Jogging Bottoms	1 or 2
T-shirts	2	T-shirts	2
Jumpers/sweatshirts	1 or 2	Jumpers/sweatshirts	1 or 2
Sweatshirts	2	Sweatshirts	2
All-weather coats	1	All-weather coats	1
Pyjamas	2	Pyjamas	2
Footwear/Trainers	2 (one pair of trainers required for Sports)	Footwear/Trainers	2- (one pair of trainers required for sports)
Slippers	1	Slippers	1

Additional Payments

Extra charges may be incurred for the following:

- Mobility outings.
- Hair - if other than a trim
- Additional clothing.

- Extra staffing (if required).
- Spectacles - if not NHS frames.
- Contact lenses if prescribed
- Specialist support or emergency cover support

Extra charges will be itemised and included in the monthly invoice.

MOBILITY

Allowing young people on planned and purposeful mobility outside the secure perimeter of the unit is paramount. Mobility must be linked to the exit route / placement or help to maintain contact with their family and community and to develop a sense of self in more normal circumstances. Mobility can help to reintegrate a young person more successfully into society and reduce the risk of institutionalisation.

Mobility is considered for a number of reasons:

- Attendance at court
- Medical assessment and treatment
- Attendance at school or college
- Participating in an activity
- Visiting family
- Special occasions
- As part of a planned process of transition
- Religious activity
- Family bereavement

Mobility for young people who meet the secure accommodation criteria is always a calculated risk. When a mobility plan is being considered the highest consideration must be safeguarding the welfare of the young person and protecting the public. The decision must be made collectively and consensually by all the professions involved in formulating the Care and Action Plans. A risk assessment will be at the core of this process.

Mobility will not generally be an option for young people remanded into secure accommodation.

MOBILITY CHECKLIST

It is the responsibility of the link worker to ensure that the following checklist has been applied and completed before a mobility programme is approved.

- Has the young person demonstrated a degree of responsibility sufficient for mobility to be considered? If so how?
- Is every member of the residential care team aware of the proposed mobility programme and had an opportunity to express their views?
- Is the planning authority in agreement with the proposed mobility programme? (Approval must be in writing)
- Is the proposed mobility programme purposeful?

- Has the full risk assessment procedure been completed?
- Are the staff detailed to supervise the mobility programme sufficiently experienced and confident for the task?
- What was the young person's response to any previous mobility programme?
- Has the placing authority agreed to pay for the estimated cost (if any) of the mobility programme (in writing)?
- Has the paperwork been completed and authorised by the Registered Manager, Assistant Manager or Duty Contact?

At every stage of mobility there will be a review of the young person's response to the trust and responsibility placing in him/her. The checklist must be completed on each occasion that a change of level is proposed.

On every occasion staff must complete a mobility programme report when they return to the unit and place it in the case record. The young person should sign it as an accurate record.

Should a young person abscond whilst on mobility, it is the responsibility of Kyloe House to inform all relevant professionals upon the return to the home. It is the placing local authorities (social worker) responsibility to complete the return interview or to liaise/agree with Kyloe House to identify an independent person (Refer to Appendix 1).

SMOKING

Kyloe House is a non-smoking building and campus; this applies to young people, staff and visitors.

REPRESENTATION AND COMPLAINTS

Should a young person be dissatisfied with an aspect of his/her care, they may wish to contact the Client Relations Department to discuss the matter with a member of the team. A Client Relations Officer will work with the young person to resolve the matter through discussion with the relevant people. Where it is not possible to resolve the matter this way or if the young person prefers, he/she can make a formal complaint to the Client Relations Section and an independent investigation is likely to follow.

The Client Relations Officer will also advise the young person of their right to an Advocate should they wish to have one. All young people are provided with information about how they can use the complaints procedure at an early point after admission and are entitled to advocacy support even if they are not making a complaint. NCC Participation and Advocacy Officer Saria Park is available for looked after young people who require an Advocate. Young people can also express their views about the services they receive.

Should a young person wish to meet with an advocate who is not employed by NCC, Action for Children provides an advocacy service to young people, which is totally independent of the local authority.

Young people who contact the in-house service may also be referred on to Action for Children in certain circumstances.

Each bedroom has a direct line to the Client Relations Department, Advocacy Service and Childline, which the young people can access in privacy and at any time.

The NCC Participation and Advocacy Officer can be contacted by:

- Mobile 07876392151
- E-mail Ben.Sanderson@northumberland.gov.uk
- Address: Advocacy Team, Northumbria House, Cramlington.
NE23 6UR

If young people need to make a complaint they can contact Client Relations at County Hall:

- 01670 623 977
- FREEPHONE 0800 373 615

If young people would prefer to speak to an independent advocate Action for Children can be contacted by:

- Phone 0191 2781354 Ext 21356
- Email necrs@actionforchildren.org.uk

Young people can also contact inspectors from OFSTED if they want to talk about any issues relating to their care.

OFSTED North Area
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231 email enquiries@ofsted.gov.uk

Children's Commissioner
33 Greycoat Street
London SW1P 2QF
Tel: 0207 783 8330
email info.request@childrenscommissioner.gsi.gov.uk

Children's Rights Director
Ofsted
Aviation House, 125 Kingsway
London WC2B 6SE
Tel: 0800 5280731
Email: theteam.rights4me@ofsted.gov.uk
www.rights4me.org