

STATEMENT OF PURPOSE  
for  
**Aurora Meldreth Manor Children's Home**

Fenny Lane  
Meldreth  
Royston  
Hertfordshire  
SG8 6LG

Tel: 01763 268000

Email: [meldreth.manor@the-aurora-group.com](mailto:meldreth.manor@the-aurora-group.com)

Social Care URN: 1229766

LA: CAMBRIDGESHIRE



## Aurora Meldreth Manor

### Matters included in this Statement of Purpose:

- A. Quality and Purpose of Care
- B. Views, Wishes and Feelings
- C. Education
- D. Enjoyment and Achievement
- E. Health
- F. Positive Relationships
- G. Protection of Children
- H. Leadership and Management
- I. Care Planning
- J. Further Information and Contact Details

### A. QUALITY AND PURPOSE OF CARE

1. A statement of the range of needs of the children for whom it is intended that our children's home is to provide care and accommodation.

Aurora Meldreth Manor is part of The Aurora Group and is a children's home, offering 52-week placement with inclusive education. Alternative placement options are available depending on children's needs; for example, 38- or 41-week placements where children return to their family home during holiday periods.

We offer support for children and young people aged between 6 and 19 years, who may have complex health support needs, including physical impairment, severe or profound and multiple learning difficulties, including autism and sensory impairments.

2. Details of our home's ethos, the outcomes that our home seeks to achieve and our approach to achieving them.

Aurora Meldreth Manor's ethos and philosophy are based on the belief that children and young people with complex needs do not thrive, progress or develop if not encouraged, supported or believed in by staff around them. Only with consistent, fully informed and appropriate support, intervention and direction will children and young people develop and learn the skills necessary to make the most of their potential.

Our aim is to support each child to develop his or her communication and physical skills, together with their individual levels of awareness, self-esteem and personal autonomy, so as to facilitate learning and improve their present and future quality of life. In order to achieve this, we recognise and know that promoting the health, emotional and social well-being of the individual is fundamental to their capacity to learn. Therefore, we promote a model of interdisciplinary planning and support, which integrates the young person's education, care and therapy, involving the child/young person throughout. Therapy programmes are devised by passionate, suitably qualified therapists which are then delivered by appropriately and competently trained care staff.

Each small group of children and individual young people work with their own multi-disciplinary team who meet regularly and constantly to monitor their individual programmes. Staff monitor and regularly

record progress to ensure the consistency of approach, acknowledgment of progress and achievements of development is maintained and always celebrated.

The environment at Aurora Meldreth Manor is structured, stable and secure with well-planned routines to support the children to reduce anxiety, confusion, whilst supporting decision-making and awareness of potential risks and dangers in a safe way. Each child can increase in confidence and build self-esteem through the progressive achievement of realistic individual goals and targets around every aspect of their life.

Aurora Meldreth Manor is committed to enabling children and young people in our care to understand and cope with the world around them, and the positive contribution they can make within it. We are committed to enabling children to develop effective communication and independence skills no matter how small. The team are committed to work alongside children to develop self-management strategies for their behaviours or when in crisis. The focus for our young people is to develop effective life skills so that when they leave our home they are confident within themselves and have greater communication and independence skills which will support them within their adult life.

Key Workers are allocated to each child, who build up trusting and positive relationships in order to support and assist children with any issues or concerns, together with the rest of the team. We are committed to working in a creative and flexible manner, in partnership with other professionals, and families, to ensure every child achieves the goals set and receives the highest standard of care possible.

### 3. A description of the accommodation offered by our home, including:

#### (a) How accommodation has been adapted to the needs of children;

Children and young people at Aurora Meldreth Manor live together in carefully risk assessed groups, which also considers needs, abilities and interests. At capacity the home has five residential flats, accommodating up to a total of 29 children or young people.

Each flat has its own identity and staff team, providing a caring and nurturing environment, which reflects a 'family situation' as far as possible, while still acknowledging and embracing each child as an individual. Each flat consists of a mix of children, which reflects diversity, considers needs, vulnerability and interests. In terms of the space and layout of the home, the accommodation is spacious, modern and homely, maintained to a high standard.

The accommodation provides a good mix of private and communal rooms within each home or flat. There is a lounge, kitchen and dining areas, as well as bedrooms, toilets and bathrooms.

Each of the flats benefit from the suitability to display information to support children with their understanding, communication, and to help them understand the structure of their day. Symbols are used in signage, staff also use Makaton as well to additionally support our children.

We also have a range of activities on site, including a sensory room, soft-play, sensory garden with musical Instruments and outside play equipment, which can support our children to self-regulate when anxious as well as meet their individual sensory needs within a safe environment.

#### (b) The age range, number and sex of children for whom it is intended that accommodation is to be provided:

Aurora Meldreth Manor can accommodate up to 29 children and young people, of both sexes

aged between 6 and 19 years.

(c) The type of accommodation, including sleeping accommodation:

The accommodation is made up of five flats;

Each home or flat benefits from communal lounges, bedrooms, bathrooms, toilets and kitchens.

Each child has a bedroom of their own, decorated to their preferences and likes. When a referral has been formally agreed and the child is placed with us, we look very closely at the individual needs, balanced against those of the existing residents and we conduct a thorough Impact Risk Assessment to ensure decisions are made about individual accommodation. Children are supported with quiet spaces in each flat, as well as activity rooms and safe outside areas to play and have fun in.

4. A description of the location of our home.

Aurora Meldreth Manor is a large, purpose-built service, situated in the village of Meldreth, which is some ten miles south of the historic town of Cambridge and four miles north of Royston. The location is semi-rural, in part surrounded by fields, with its own driveway, grounds of trees, grassed areas and outdoor recreation areas. Our site is set within approximately 12 acres of land. We have a number of paddocks and gardens, as well as a sensory garden with musical Instruments and a playground area.

While Meldreth is a small village, children and young people are encouraged and supported to visit the local community, as well as use the broader range of services on offer, including recreational facilities in Cambridge and Royston. There is easy access to GP surgeries, local hospitals and dentists, as well as rivers and parks for recreation. We endeavor to integrate all children into the wider community through participation in activities and clubs, as well as using local facilities as appropriate.

Our own spacious site and location also allows for country walks, bike and scooter riding and other outdoor pursuits as appropriate to interest and ability.

5. The arrangements for supporting the cultural, linguistic and religious needs of children.

We are a multicultural home and greatly respect our children's religious beliefs, customs, rituals and culture. Upon admission, enquiries are made into the religious background of each child and careful consideration is given with respect to religious and cultural observance and needs.

Arrangements can be made to ensure a child maintains links to his/her religion and cultural heritage, for example by supporting their attendance at local religious groups or places of worship and providing special dietary or clothing needs. We celebrate a variety of festivals at Aurora Meldreth Manor and children regularly experience foods from different countries.

Children and young people are encouraged to respect and celebrate difference and equality with no form of political bias. Each child's Care Plan ensures that their uniqueness and preferences are acknowledged and supported.

Aurora Meldreth Manor is non-denominational and social activities encourage an open approach to religion and cultures. All staff and young people are expected to be supportive and

understanding of other people's beliefs.

6. [Details of who to contact if a person has a complaint about our home, and how that person can access our home's Complaints Policy.](#)

Aurora is committed to providing the highest quality service to children, young people, parents/ carers and Local Authorities. We believe that our children, stakeholders and others have the right to comment upon the service we provide for our children. We encourage children's involvement in decisions relating to our services where possible, and to make a suggestion or complaint as appropriate, where they consider the service is unsatisfactory for whatever reason.

There are comprehensive Complaints Policy and procedures available upon request from the office, which is provided to all children, parents, carers and others upon admission. Information on how to make a complaint is produced in a format that our children and young people can access and is displayed throughout our home. Our complaints procedures are time bound and include informal and formal stages. It is hoped that most issues can be resolved speedily and to everyone's satisfaction through the informal stages where possible.

A child can make a complaint, through a means appropriate to them, whether verbal, written or otherwise communicated to any member of staff, who will promptly take the issue to the Registered Manager or the Care Manager in the Registered Manager's absence. Children can complain directly to the Registered Manager if they would prefer. Complaints can also be received by the Head of School if the Registered Manager is implicated in the complaint. Anyone can make a complaint on behalf of a child following the same process.

If the matter cannot be resolved to the child's satisfaction, the child's Social Worker or parent will be invited in to discuss the issue and seek a resolution.

The child or their representative can also raise a complaint directly with Ofsted (address and telephone number are detailed at the end of this document).

A record of all complaints received is kept by the Registered Manager.

Aurora Meldreth Manor's Complaint's Policy is available to all our stakeholders upon request, and a copy is kept in the reception area for reference.

7. [Details of how a person, body or organisation involved in the care or protection of a child can access our home's Safeguarding and Child Protection policies or the Behaviour Management Policy.](#)

Aurora Meldreth Manor is committed to the safety and well-being of all children and young people in our care. We have detailed policies in respect of safeguarding and child protection, and behaviour management. These are readily available upon request. Hard copies can be found in the reception area and in individual offices within the flats.

## B. VIEWS, WISHES AND FEELINGS

8. [A description of our home's policy and approach to consulting children about the quality of their care.](#)

We are committed to ensuring that all our children and young people are supported to 'have a voice' and to express their ideas and concerns in ways that are meaningful to each individual.

Keyworkers meet monthly with their children and young people. For those children who are able to meet as a group and who have a level of understanding, staff will regularly review certain procedures, such as Fire and Complaints, as well as discuss house rules, menu planning, education and activities. For other children, it may be more appropriate for Key Workers to meet individually with their child, and to seek their views using a range of appropriate and user-friendly formats.

The keyworker will complete a monthly report and an events book is produced for each child or young person which includes photographic evidence of achievements and activities, which is shared with parents, local Authority representatives and Aurora's team of senior managers, who are always keen to be involved with our service, in particular how children are being cared for and progressing. Children and young peoples' views are regularly sought by Aurora and its various committees, who take governance and accountability seriously. We also ensure that all children and young people have access to advocacy if required.

## 9. A description of our home's policy and approach in relation to:

(a) Anti-discriminatory practice in respect of children and their families; and

(b) Children's rights.

We believe that all children, particularly ours who have special and/ or additional needs, should share, and be supported to secure the same rights as all members of society, where these are appropriate to and in their best interests.

Within the statutory framework provided by current legislation and regulations, staff of Aurora Group work to protect and promote the following rights for all our children and young people with special needs:

The right:

- to live full and independent lives to the maximum of their potential;
- to a full, accurate and objective assessment of their special needs;
- to the range of education, health, care and other associated support services required to meet all of their individual needs;
- to be involved in decisions, which affect their lives and to have their wishes ascertained and respected, as far as possible;
- to appropriate advice, guidance, support, counselling and care which promote their physical, mental spiritual and emotional health and well-being;
- to comfortable, attractive and safe living accommodation with privacy;
- to sufficient food, clothing, space and other necessities of life;
- to the assistance, support services and equipment needed to enable them to live with dignity;
- to the degree of freedom of movement which is appropriate to their health, safety and well-being;
- to benefit from and participate in recreational, entertainment, sporting and cultural activities;
- to use key facilities and services within the local community where possible;
- to develop appropriate and safe relationships without risk of exploitation or coercion;
- to have the full protection of the law;
- to be protected from all forms of abuse, and from the fear or threat of abuse;
- to access information contained in their personal files, where this does not conflict with statutory regulations or threaten their well-being;
- to supportive interventions, which promote positive behaviour and protect them from harm;
- to access suitably qualified, experienced and supportive staff in sufficient numbers to maintain quality of service;
- to have appropriate financial support sufficient to maintain their quality of life;



- to have links with home and family, positively promoted and maintained as appropriate;
- to have positive recognition of cultural and religious diversity.

The Aurora Group is passionate and committed to the individual rights of the children and young people in our care, drives us to ensure that we promote and that the children are in the centre of everything we do, which in turn channels the services we provide for all young people in our home.

## C. EDUCATION

### 10. Details of provision to support children with special educational needs.

Aurora Meldreth Manor offers a range of residential placement options with inclusive education. We are able to meet the needs of children and young people aged between 6 and 19 years, of both sexes, who may have complex support needs, including physical impairment, severe or profound and multiple learning difficulties, including autism and sensory impairment.

Children and young people are taught in appropriately resourced classrooms, designed to meet the needs of students aged 6 to 19 years. Class sizes are small, typically with 5 to 6 students, and each is taught by a teacher, supported by a Teaching Assistant. Residential care support staff also support within classrooms.

We place particular emphasis on the development of a stimulating, multi-sensory environment for each person, to provide awareness and access to visual, auditory and tactile experiences. This approach opens the door to learning for each child and young person, using all their senses to access the curriculum and make learning fun. Each class can also access more specialist areas such as a sensory room, soft play, horticulture, sports' hall, sports equipment, including a trampoline, kitchens and general classrooms, which can be accessed at any time by groups or individuals.

Education and targets are continually carried over within the care setting with suggestions for 'homework' being shared with all care staff supporting their young person in the classroom. This will usually be in the form of communication, to reinforce new words, signs or symbols learned during the day, but may also take the form of continuing a new experience introduced during learning. This can then be evidenced through the use of photographs.

[If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.](#)

Most of our children access our on-site Independent Special School. Some may access local authority Special Schools within a commutable distance.

## D. ENJOYMENT AND ACHIEVEMENT

### 11. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

Aurora Meldreth Manor offers a variety of activities, both off and on site, to stimulate and engage children and young people. Children are encouraged to participate in choosing being involved with planning their activities as much as possible. Evenings and weekends offer valuable times for relaxation and activity, and opportunities for a variety of experiences, both planned for and spontaneous. Each individual is encouraged and assisted to find out what they enjoy. These activities are fundamental to the individual's development of their identity and self-esteem.

Residential care staff work with individuals during the evenings and weekends to promote their self-help and communication skills, and to develop their leisure interests and social skills, both on site and in the local community. Aurora Meldreth Manor has spacious grounds containing play areas, sensory features and recreation areas to encourage physical exercise and meet sensory needs. We have a hall, with sporting equipment and trampoline, as well as a hydrotherapy swimming pool. We provide activity areas which are equipped according to the age range and needs of our children.

Children are able to access activities off site in the local community and wider area, including shopping, library, leisure facilities, refreshments and parks, including going a little further afield into Cambridge for cinema and clubs. We have our own fleet of cars and adapted minibuses used to access facilities in Cambridge, Royston, Letchworth and Stevenage, as well as further afield. Aurora Meldreth Manor benefits from a semi-rural location, with children able to access the surrounding countryside and woods further afield, as appropriate to interests.

## E. HEALTH

### 12. Details of any healthcare or therapy provided, including—

(a) Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy; and

(b) Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

Aurora Meldreth Manor benefits from a diverse multi-disciplinary clinical team. All of our clinical team receive supervision from their respective line managers who are all qualified in their individual professions.

Qualifications:

Speech and Language- BSc (Hons) Speech and Language Sciences

Occupational Therapy- BSc Occupational Therapy

Physiotherapist

The Speech and Language therapist, Physiotherapist, an Occupational therapist and nursing team are all based on-site whilst a Community Paediatrician visit monthly.

The team devise individual programmes with the children, with input from the care and education teams. Regular training is scheduled in order to ensure the whole staffing team as a collective are effective in meeting the therapeutic needs of the children and young people. Children's needs are assessed on arrival at Aurora Meldreth Manor, and a plan is formulated at the end of the assessment period in respect of future involvement of individual therapists, with proposed outcomes being sought.

Following an initial assessment by a physiotherapist, each individual is provided with a personalised physical programme. If they attend the school, this is then incorporated into their IEP and care plan and will be delivered as appropriate by members of the interdisciplinary team, having been trained and deemed competent to carry out the task. The physiotherapist monitors each individual's physical progress, using a variety of outcome measures, revising the programme accordingly.

All children and young people's progress and outcomes are regularly reviewed and monitored by our multi-disciplinary team. The clinical team, together with a child's teacher and Key Worker meet at least three times a year to review targets for the child and assess outcomes. This information ensures that each child's progress is continually reviewed and monitored and the information



shared in LAC & CIN Reviews and Annual Reviews to assist parents and local Authorities in their planning for their children and young people.

Individual timetables are devised for children where appropriate, in respect of therapeutic input, for example toileting programmes, sensory diets and individual physiotherapy sessions. These timetables are shared, and children are supported to access the programme. The programme may include some or all of the following: 24-hour postural management; passive stretches; group or individual exercise sessions; hydrotherapy; rebound therapy; horse riding; cycling; speech and language therapy.

We are committed to a total communication approach, whereby each individual's method of communication is valued and encouraged. Natural, unaided communication, such as vocalisation, facial expression, gesture and body language are acknowledged and interpreted in a way that is meaningful for each individual. Therapy goals are incorporated into IEPs and care support plans.

A wide range of augmentative communication systems is available for use, including: sensory/object cues, linked to regular events to develop awareness and anticipation of familiar activities; photographs and symbols; Makaton signs; voice output communication aids.

All elements of an individual's progress are measured, whether by data, participation levels, records of achievement and outcome measures set against baseline assessments of starting points, as well as photograph and video evidence of attainment and achievement. Data monitoring and review of all progress measures and outcomes is held centrally and is pivotal in the review and target setting processes. We enable relevant, appropriate persons to be able to access progress and outcomes, whether clinical, therapeutic, care or educational.

## F. POSITIVE RELATIONSHIPS

### 13. The arrangements for promoting contact between children and their families and friends.

At Aurora Meldreth Manor, we recognise the importance of supporting and maintaining positive, healthy trusting relationships for our children and young people. It is usual for families/ carers to play a significant role in the life of their child or young person, and are encouraged to be involved in deciding any short- or longer-term goals and outcomes. Therefore, we endeavour to make and maintain support links and communication between individuals, their family and friends, and our service. Many of our children have communication difficulties, with families and friends living some distance from us, so staff work hard to support contact in a format that is meaningful to keep these important relationships going.

We welcome visits to Aurora Meldreth Manor, and families are encouraged to 'make themselves at home'. We can provide staff to help facilitate contact with their child or, alternatively, staff can withdraw and give the family some quality time together. We can also provide some accommodation for families who stay.

In between visits, contact is promoted through e-mail, telephone, Skype, Teams and FaceTime calls (the latter are monitored closely by staff to ensure E-Safety). Frequency and timings are agreed with families at commencement of placement, although we can be very flexible if circumstances change. We have a sophisticated telephone system, which can be used hands free. Individuals can make calls free of charge.

Families are invited to all meetings concerning their child and we have conference call ability if parents are unable to attend a meeting in person for any reason.

## G. PROTECTION OF CHILDREN

### 14. A description of the home's approach to the monitoring and surveillance of children.

The service has a custom-made call system, which is voice and sound activated, enabling the young people to call for help or assistance. The system has a privacy aspect and can be switched off if not required. Consent for use of the system is obtained from guardians prior to admission. Some young people have Epilepsy monitoring devices.

There is also a site security system, which includes monitoring the use of external doors, and CCTV to external areas of the site, including entrances. CCTV is not used within the buildings or within the home. Aurora Meldreth Manor do not use any other surveillance methods.

### 15. Details of the home's approach to behavioural support, including information about:

(a) The home's approach to physical intervention in relation to children; and

(b) How persons working in the home are trained in physical intervention and how their competence is assessed.

It is accepted that consistent guidelines and controls form an integral part of a child's development. As a child develops, they gradually internalise these controls and reduce the need for external reinforcement. Staff seek to encourage and promote appropriate behaviour, and to create an environment which values and demonstrates respect for the individual. Our staff members are expected to help and support young people to manage and control their own behaviour.

The ethos of Aurora Meldreth Manor, and the approach of our team, is based on developing and supporting positive relationships. We believe that control is based upon these good, professional relationships between staff and children. It is recognised that behaviour is often a means of communication, and work is undertaken with the individual to develop appropriate and socially acceptable ways of expressing wishes and feelings. Our policy on physical intervention and control is in accordance with the Department of Health's Guidance on Permissible Forms of Control in Residential Care.

If an individual is behaving in a way that is not appropriate, a meeting is called with members of the individuals' interdisciplinary key support team. They discuss the behaviour; what it is, key triggers, when and where it happens, and identify risks to self, others and property or environment. Planned strategies are agreed, which are written into the individual Behaviour Support Plan (BSP). The individual and/or their parents are involved in this process throughout.

Occasionally, when all strategies and efforts to promote positive behaviour have been exhausted, sanctions may be considered. These are defined as changes in the individual's lifestyle, in response to unacceptable behaviours, and should be appropriate to the individual's age, understanding and needs. They can involve the withdrawal of approval and are only used as a last resort. The aim of any sanction is to help the individual to understand the need for appropriate behaviour; it is not about punishing the individual for their behaviour, or for 'misbehaving'. We recognise that if any sanction is used, it is applied immediately after the occurrence of the inappropriate behaviour. No sanction is ever used which would interfere with the basic Human Rights of an individual. Corporal punishment is never used; neither is the withdrawal of primary care. Sanctions are used after they have been discussed and agreed with parents/ carers and full consent has been obtained.

#### **Sanctions which might be used at Aurora Meldreth Manor, include:**

- Verbal expression of disapproval;

- Tactical ignoring - turning away from an individual and withdrawing attention to their behaviour of concern
- Supervised withdrawal from an activity where individual behaviour is disruptive;
- Withdrawal of the activity from an individual.

**Reasons for sanctions:**

- Criminal damage such as to windows, furniture and equipment;
- Damage outside of the Home;
- An assault on an individual;
- If a child refuses to go to bed or get up in the morning;
- Constant disruptive behaviour within the home

Wherever possible, individuals will be assisted to understand and repair any disruption or upset that they may have caused.

A record is kept of all sanctions applied, and parents are advised that they can see any such records relating to their child.

All staff are PRICE (Protecting Rights in a Caring Environment) trained, having completed the full Level 1 accredited course as soon as possible upon induction to their role. PRICE is a BILD Accredited Managing Challenging Behaviour training, with an emphasis on the approaches of Positive Behaviour Support. Our training has been tailored to meet the specific needs of Aurora Meldreth Manor and the needs of our individuals. Annual refresher courses are undertaken by all staff members, with a training schedule detailing staff training and date of completion.

Additional training is provided during half-day sessions, where it is agreed by managers that it would be beneficial, for example in the case of particularly challenging behaviours. Training and coaching is provided to support staff working with that particular young person. This enables a more person-centred approach to the training of physical interventions.

Our approach is non-aversive and is based on enabling the child to develop self-management of their behaviours with an emphasis on the use of proactive behaviour management strategies. This underpins the ethos of the home in enabling our children to manage their own behaviours by developing the relevant strategies, with the support of dedicated staff.

Our staff teams receive regular training in positive behaviour management and we strive wherever possible to minimise the need for direct physical intervention. However, if our staff have to use a physical intervention, we have in place a detailed recording and monitoring system to ensure that this is reviewed on a daily basis by members of the Senior Leadership Team and is also monitored by the Registered Care Manager.

We have a Behaviour Policy, which all staff are expected to read and follow; it incorporates Physical Intervention, which is available as a public document. Physical intervention is only used when all other strategies have been exhausted and the child or young person is likely to endanger themselves or others. The principles relating to the use of physical intervention may be summarised as follows:

- Staff should have grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others;
- Staff should take steps in advance to avoid the need for physical intervention, for example through dialogue and diversion, and the child should be warned that physical intervention may be used if the behaviour continues;
- Only the minimum force necessary to prevent injury should be applied. Any physical intervention should be proportionate to the risk of harm;
- Any physical intervention should be applied in the least restrictive way possible;

- Any physical intervention should be applied for the shortest amount of time possible. As soon as it is safe, the physical intervention should be released to allow the child to gain self-control.
- Physical intervention should be an act of care and control, not punishment.

A record of the physical intervention must be recorded into the Physical Intervention Log kept in each home base. These reports are signed off by the Registered Manager. Parents and Social Workers are informed following any incident of physical intervention. Children, and staff as appropriate, are offered a de-brief following an episode of physical intervention and additional monitoring of the child occurs for a given period. Sanctions are used sparingly and after all other alternatives have been considered. The matter is discussed with a senior member of staff if the need is felt to impose a sanction. Consideration is given to the child's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships.

**Rewards** form an important and significant part of our behaviour management and are designed to encourage and promote positive behaviour.

## H. LEADERSHIP AND MANAGEMENT

### 16. The name and work address of:

#### (a) The Registered Provider;

**Aurora Opco Ltd  
The Aurora Group  
Twigworth Court Business Centre  
Tewkesbury Road  
Gloucester  
GL2 9PG**

#### (b) The Responsible Individual

**Phil Jonas –Responsible Individual.  
The Aurora Group  
Twigworth Court Business Centre  
Tewkesbury Road  
Gloucester  
GL2 9PG**

**Tel: 0203 6170157**

#### (c) The Registered Manager

**Denise Grayston  
Aurora Meldreth Manor  
Fenny Lane  
Meldreth  
Royston  
Hertfordshire  
SG8 6LG**

**Tel: 01763 268000**

17. Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care.

Each of our residential flats is managed by an experienced and qualified Care Manager (QCF Level 5). These managers are supported by Team Leaders who all have experience and have achieved their QCF 3 qualification. Within each team there are Senior Support Workers, Support Workers who cover day and night time shifts.

A full list of all residential staff and their qualifications is available upon request at the office.

18. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staffs that provide education or health care.

The Care Managers and Registered Manager provide management support and guidance to the residential team at Aurora Meldreth Manor. They provide an on-call service 24 hours a day to the team, together with the Principal.

The team of Support Workers are directly led by the Team Leaders who are overseen by Care Managers.

The home only employs suitable care staff who can demonstrate the ability to work with young people with complex needs, learning and physical impairments. All social care staff will be expected to have, or to be working towards, a level 3 Diploma in Residential Childcare. The service provides induction training in line with care and health requirements. Nurses employed will hold a valid UK nursing qualification and current registration.

All staff working in the home receive regular supervision and annual appraisal, incorporating a training and development plan. These are carried out by the line manager / supervisor and overseen by their senior manager.

Learning support assistants also work in the home over the lunch period to assist with eating and drinking, and positioning programmes.

The service only employs suitably experienced and qualified therapists in the areas of physiotherapy, occupational therapy, speech and language therapy and music therapy.

The clinical team receive supervision from their line managers and clinical supervision from an appropriately qualified clinician.

All staff working at the service will undertake training and development activities to maintain their professional competence including training in first aid, basic food handling, moving and handling, and in areas core to the service and in understanding the work it does.

Training records are monitored and maintained, and there is a regular cycle of updates and a comprehensive induction package for new staff. New staff shadow an experienced member of staff. Only following a discussion with their line manager will they support young people individually.

All residential staff receive regular supervision at least six-weekly from their line manager with dates recorded onto a Supervision matrix.

19. If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

Aurora Meldreth Manor employs both men and women in the Home, and we have staff across a wide age range. Each residential flat has a mixed staff team to promote appropriate role models.

Men and women are expected to perform the same job role. If a child's needs dictate specific staffing requirements, we will endeavour to provide those for that child.

## I. CARE PLANNING

### 1. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission,

Admissions to the Home are carefully planned, and will be as a result of a detailed assessment. We assess the needs of children who would benefit from the broad definitions of the service, i.e. those who have complex needs. As the service meets the needs of those who are vulnerable, it is not possible for the service to admit those with significant challenging behaviour. A robust transition plan is agreed and put in place to support both the child and parents and carers

We accept enquiries in writing or by telephone by parents/ carers and local authorities, at which point potential residents and /or their families will be invited for an informal visit to assist them in deciding if a placement would be right for them.

When assessment papers are received, if it is felt by the Senior Team that we may be able to meet the child's needs, an assessment visit will be arranged to the child's current school, home or residential placement as appropriate.

If it is felt a child's needs could be met, an Impact Risk Assessment is completed in respect of the effect the child will have on the other children living in the home. A pre-admission meeting is convened to plan the transition, and a bespoke Children's Guide is produced (format dependent on the child's communication level/ preferred method). Transition timings are very dependent on every individual child's needs.

We make every effort to collate as much supporting evidence to assist in the assessment process as possible, and seek to forge strong links with families and previous service providers, such as carers, schools and health.

An assessment will usually involve a two-day period, sometimes including an overnight stay. During this time, the assessment team, including therapists, teachers, health and social care staff will assess the needs of the young person. They will then collectively decide whether the service can meet the needs of the young person, and if so, what the level of support should be and the cost of meeting those needs.

Admission to our service can take place at any time of the year, and would usually include an induction/ familiarisation period, where the young person is supported in accessing the services provided and in building relationships and friendships. There is also a three-month trial period in which the young person, their family and sponsoring authority can assess if the service is meeting the needs of the individual.

In all cases, parents are advised to keep their home-area local authority informed of their interest in our service.

We are not able to take emergency placements.

## FURTHER INFORMATION and CONTACT DETAILS

Admissions can take place at any time during the year. Referrals and enquiries are made through the Aurora Admissions Team or the Principal, directly at Meldreth Manor, and can be made by parents, carers, local authorities, social services departments or health authorities.



Visits from prospective parents or carers and representatives of placing authorities are warmly welcomed at any time. Children are admitted following a thorough assessment by members of the Senior Management Team and there is a detailed Admissions Policy outlining the process, which can be viewed at the request of the referring person.

**Admissions line: 0203 6170170**

Aurora Meldreth Manor is happy to provide any of the above mentioned policies, an organisation chart and a prospectus to parents and other stakeholders upon request.

### **Additional Contact Details**

The Children's Commissioner for England:  
The Office of the Children's Commissioner  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT

Tel: 0800 528 0731  
[advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)

### **Child Protection Services:**

NSPCC child protection helpline  
Tel: 0808 800 5000 (adults)

Childline  
Tel: 0800 1111

### **Independent Visitor:**

Name: Annmarie Harrickie      [annmarie@safercaringconsultants.co.uk](mailto:annmarie@safercaringconsultants.co.uk)

### **Ofsted**

Royal Exchange Buildings  
St. Anne's Square  
Manchester  
M2 7LA  
Tel: **0300 1231231**

*Our Statement of Purpose has been compiled using the following information where appropriate:*

*Children's Homes Regulations including the quality standards - April 2015*

*Deprivation of Liberty – Guidance for Providers of Children's Homes and Residential Special s - 2014*

*Special Education Needs and Disability Code of Practice: 0 to 25 Years – 2015*

*Aurora Group Policies and Procedures*