

Number One



A guide for parents and carers

Updated May 2018



General Info



Address: Number One, Charter Way, Liskeard, Cornwall, PL14 3XB



Tel/Fax Number: 01579 344623.



Manager: Mrs. Tamsin Moorhouse. BA.Ed (Hons) RMA



Email: Tamsin.moorhouse@cornwall.gov.uk



Days Open: Seven nights per week. Closed over Christmas.



Number of Beds: 5



What we do



Number One is a short break home for children and young people aged between 5 and 18 who have Autism, physical and learning difficulties. Access to the service is through social workers referral. The home is child centred, and if a young person requires additional support, staffing levels can be altered to meet their needs.



Sometimes young people are supported by a lone worker, when out in the community for instance. This is subject to a risk assessment beforehand which is shared and agreed with parents, and is subject to change as the needs of the individual young person changes. We admit young people after school, and at 4pm during weekends and school holidays, and send them home again at 3pm during these times. The staff team is made up of both men and women which means that there are positive role models for all children and young people. Each staff member attends all suitable training, as identified by the department, and according to the needs of the young people.



There are rules at Number One that everyone is asked to abide by. If it is necessary, we will support your child to follow these rules by using positive behaviour strategies. For instance; giving a verbal reminder of positive responses, and then requesting that they take some quiet time if they are still finding it difficult to manage their levels of arousal. If your child does need some additional support to understand the rules, we will agree the strategies to be used with you.



Number One is an Ofsted inspected establishment and adheres to regulations set out by the Children Act 1989/2004, Education & Inspections Act 2006, and Care Standards Act 2000, as well as the Working Together 2015 principles.



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Key working

You and your child will be allocated a key worker. They will keep in contact with you to ensure that support plans for your child and all other information is as up to date and relevant as possible. They will liaise with other people who work with your child (teacher, social worker etc), and will attend and/or arrange review meetings. This allows us to provide a consistent approach for your child – e.g. by using the same communication system in each setting. Your key worker will ask for all relevant information including mobile telephone numbers, so that you can be contacted in case of emergency. They will also ask for an additional emergency contact that would be available should you be unavailable for any reason – e.g. needing to be in hospital yourself. If you have any queries, your key worker will do all that they can to help you. Please feel able to contact them at any time, if they are not available, they will get back to you as soon as possible.



Health and medications

If your child requires medication (whether regularly or as result of an infection, etc) staff have to follow departmental policies and so, will only be able to administer it if they have an up to date and signed consent form that matches the prescription label on the medication. If we do not have the relevant information and consents for medication it might result in your child's planned stay being cancelled. A new consent form will be needed if regular medication and dosages, etc, change. We will send out new medication forms on request and whenever needed. More information is included in the home's medication policy, and the medication leaflet that is available to you.



If your child has specific health needs, we will work with all relevant health professionals, and look for support from the local district nursing team.

If we become concerned about your child's health whilst they are at Number One, we will contact you immediately (please see health & medication appendix). If we cannot reach you, we will contact your child's GP, or if necessary, the emergency services. If your child has sickness or diarrhoea prior to their stay with us, they must be well for 48 hours before we can admit them. This enables us to have some control over cross infection risks, and also applies to all staff.





Safeguarding



Staff have training in safeguarding and know what to do if they are concerned about your child's safety at any point. We follow the relevant legislation about this and it might mean that we do not contact you directly about a concern, but contact your social worker in the first instance. They will then follow up this information and keep both you and us up to date.



The back door into the garden is usually unlocked so that your child is able to move about freely. There might be some occasions when the Shift Leader locks it to maintain safety – e.g. inclement weather, and in these circumstances your child will be supported to enjoy other activities. The front is opened using a key fob which is not shared with your child. In line with the requirements of Article 5 of the European Court of Human Rights, staff work to not restrict the liberty of *any* child who comes to Number One. All support plans created for your child will be shared with you and will always focus on the least restrictive options available to keep them safe. If your child tells us that they want to leave – including through body language or behaviour, staff will in the first instance, use all possible distraction techniques and focus on how well your child is doing in order to try and remind them of how much fun they have whilst with us. As a last resort, you will be contacted to come and collect your child as staff are not able to physically prevent them when they want to leave the setting.



Copies of the relevant safeguarding procedures and security and monitoring procedures are held at Number One and can be viewed at any time.



Activities



Your child will have various activities available to them both inside and out of the house. The home is situated in a location which allows for a variety of community based activities. Number One aims to encourage independence, and so activities could include appropriate house hold tasks, e.g. vacuuming, etc. All activities are planned and risk assessed, and if it is felt that a specific plan would benefit your child, we will discuss and agree this with you. In order for us to be able to let your child take part in an activity and be kept as safe as possible where there is a perceived risk, we must have a consent form signed and dated by you. These include Number One's outdoor play equipment, indoor and outdoor activities, and not allowing access to the front door fob. Choice and independence is encouraged at Number One, and your child will be supported to be open and able to express themselves appropriately. We would ask that you also feel able to raise any concerns you have with us.





Belongings



Your child will have their own list of things that they might need to bring to Number One. We do all that we can to ensure that everything is returned home after a visit, but to help us, we ask that clothing and belongings are clearly named / labelled where possible. We will not wash clothing as a matter of course, but only if they become very dirty or soiled. We also recommend that jewellery is not worn, or is kept to a minimum (young people and staff). If it is felt necessary, items might be kept in the office during the stay to ensure safety. Due to departmental policy, we are unable to allow young people to plug in their own electrical equipment when at Number One, e.g. play stations etc. The home is very well equipped however, and everything is made available to all young people. If there is a request for specific equipment we will do all that we can to accommodate it.



The phones at Number One can be used by young people at any time, but, if your child feels that they must bring in a mobile phone, we will monitor their use of it to ensure the safety of all. We do not allow young people to view DVDs or play computer games which are not age appropriate so we ask that you do not allow your child to bring these in.



Bookings



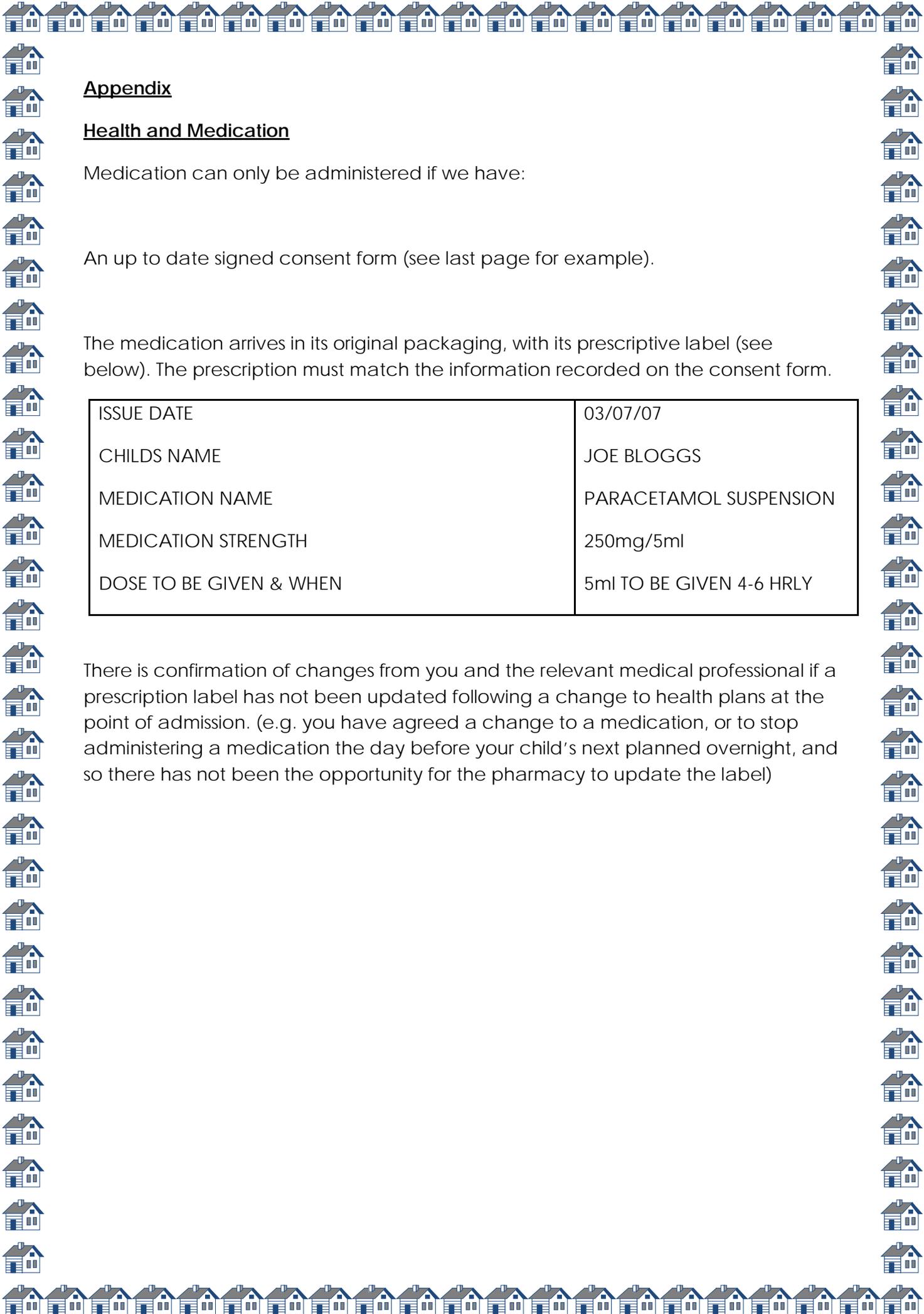
The number of nights your child has at Number One is discussed and agreed at a multi-agency short break panel. Bookings are done quarterly and are sent to parents and guardians at least a month in advance. The pattern of overnights or specific days may need to change to reflect the changing needs of your child and other children using the home. Every effort is made to make the bookings as appropriate for each child's needs as possible. If it is felt at any time that Number One is not the most suitable or safe provision, or that it is not in your child's best interest to attend this home, this will be discussed with you and your social worker and where appropriate re-referred to the short break panel to identify possible alternatives.



Emergency cover

As a Cornwall Council establishment Number One is expected to provide *short term* emergency care when appropriate. This is to cover urgent family crisis such as accidents, illnesses, or the hospitalisation of a close family member or carer. If a family needs emergency cover, it could result in your child's planned stay having to be cancelled at short notice. Every effort will be made to give everyone affected as much notice as possible.





Appendix

Health and Medication

Medication can only be administered if we have:

An up to date signed consent form (see last page for example).

The medication arrives in its original packaging, with its prescriptive label (see below). The prescription must match the information recorded on the consent form.

ISSUE DATE	03/07/07
CHILDS NAME	JOE BLOGGS
MEDICATION NAME	PARACETAMOL SUSPENSION
MEDICATION STRENGTH	250mg/5ml
DOSE TO BE GIVEN & WHEN	5ml TO BE GIVEN 4-6 HRLY

There is confirmation of changes from you and the relevant medical professional if a prescription label has not been updated following a change to health plans at the point of admission. (e.g. you have agreed a change to a medication, or to stop administering a medication the day before your child's next planned overnight, and so there has not been the opportunity for the pharmacy to update the label)