



**CORNWALL
COUNCIL**
one and all • onen hag oll

Together 
for Families

Number One short break home

Statement of Purpose

April 2020



www.cornwall.gov.uk/togetherforfamilies

Statement of Purpose for ‘Number One’ a local authority registered short break home.

Registered Number: SC040491

Number One is registered and inspected by Ofsted. If you wish to contact them you can do so in the following ways:

e: enquiries@ofsted.gov.uk

t: 0300 123 1231

Or by post to:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

The Registered Manager:

Tamsin Moorhouse

Number One, Charter Way, Liskeard
Cornwall PL14 3XB

e: tamsin.moorhouse@cornwall.gov.uk

t: 01579344623

The Responsible Person:

Mr Tony Phillips-Jones

Service Manager, Short Breaks and Residential Services (Disabled Children and Therapy Service)

Dolcoath Office, Level 2 West Wing,
Dolcoath Avenue, Camborne, Cornwall TR14 8SX

e: tony.phillips-jones@cornwall.gov.uk

t: 01208 265731

Local Authority:

Cornwall Council

Treyew Road, Truro, TR1 3AY

e: togetherforfamilies@cornwall.gov.uk

t: 0300 1234 101

Children’s Compliments, Complaints and Comments:

Social Worker:

t: 0300 1234 101

Children’s Rights Director:

t: 0800 5280 731

Barnardo’s Advocacy:

e: civas@barnardos.org.uk

t: 01566 86873 / 01736 361868

Office 2, Trereife Business Park
Penzance, Cornwall TR20 8TB

Volunteer Cornwall:

e: mid@volunteercornwall.org.uk

t: 01872 265305

Acorn House, Heron Way, Newham,
Truro, Cornwall TR1 2XN

Parent/Carers:

You can contact the complaint’s manager as follows:

e: tfffeedback@cornwall.gov.uk

t: 01872 323164

Or by post to:

Complaints Manager

FREEPOST

RRZJ-EUSJ-EGKL

Together for Families Complaints

Cornwall Council

County Hall

Truro

TR1 3AY

Contents

Quality and purpose of care

- 05** 1. Statement of the range of needs of the children for whom Number One is intended to provide care.
- 05** 2. Number One's ethos, and the outcomes it aims to achieve.
- 06** 3. The accommodation offered by Number One, how it is adapted to meet the needs of the young people, and who these young people are.
- 08** 4. The location of Number One.
- 08** 5. Arrangements for supporting the cultural, linguistic and religious needs of children.
- 08** 6. Details of who to contact with a complaint and how to access the complaints policy.
- 09** 7. Details of the child protection and behaviour management policies followed by Number One.

Views, wishes and feelings

- 11** 8. How Number One consults with young people about the quality of their care.
- 11** 9. How Number One approaches anti- discriminatory practice and children's rights
- 12** 10. How Number One supports children with SEN and promotes their educational achievement.
- 12** 11. Not applicable.
- 12** 12. How Number One supports children with SEN and promotes their educational achievement.

Enjoyment and achievement

- 13** 13. The arrangements for enabling children to take part in and benefit from a variety of activities that reflect their creative, intellectual, physical and social interests and skills.

Health

- 14** 14. Details of any healthcare or therapy provided including how staff providing this are supervised and how its efficacy is measured.

Positive relationships

- 14** 15. The arrangements for promoting contact between the children, their families and their friends.

Protection of children

- 15** 16. The approach Number One uses to monitor children.
- 15** 17. The approach Number One uses to support behaviour including how restraint is used and how staff are trained and assessed to be safe when using restraint.

Leadership and management

- 16** 18. The name and address of the registered provider, responsible individual and registered manager.
- 17** 19. The Number One staff team and their level of experience and qualifications.
- 17** 20. The management and staffing structure at Number One and arrangements for supervision.
- 17** 21. Not applicable.

Quality and purpose of care

1. Statement of the range of needs of the children for whom Number One is intended to provide care.

Number One is a short break home for children and young people aged between 5 and 17 years with disabilities and associated complex needs. The home operates a child-centred philosophy which aims to work in partnership with parents; the community and other professionals. To ensure that positive outcomes are supported as much as possible for individual children and consideration is given to the range of needs of individuals and to the group that they access the home with.

Number One is able to provide overnight short break care to up to 5 children at a time.

“ Our commitment is to deliver a service that we and those we serve can be proud of, which promotes positive outcomes for vulnerable children and which reduces the risk of harm ”

2. Number One's ethos, and the outcomes it aims to achieve.

At Number One we offer residential short breaks, which can include day care, in East Cornwall to children and young people with a disability. We are registered with Ofsted as a Children's Home that can support Children with Learning Disabilities, Autism, Children with Physical Disabilities and Children with Sensory Impairments.



We have high aspirations for all children and young people that spend time at Number One. We are committed to making it a positive place for them and with this goal in mind our aim will always be to:

- Create a comfortable, safe and happy environment
- Accept each child and young person for themselves
- Build positive relationships with them and help them build these with others
- Listen, and promote effective communication
- Celebrate individuality and success
- Have clear boundaries and high ambitions for individuals
- Support different opportunities for everyone

Team agreement

We know that we can only help the children and young people at Number One achieve great things if we work together successfully as a team. As a result, we promise each other that:

- We will talk to and behave towards each other in a kind and supportive way
- We will be open and honest and support each other to improve what we do
- We will be flexible and adaptable and accept and learn from others' assessment of what we do
- We will reflect on what we do and help each other develop as professionals

- We will identify positives for each other as well as lessons to be learnt
- We will make the Home a happy place to be for everyone

Number One provides a child-centred service consistent with best practice which works in partnership with other providers and stakeholders.

Theories inform practice particularly in relation to the need for effective communication, based on empathy as well as the need for an environment which is both structured and calm. The value base for the service is one which respects individual uniqueness and a right to independence, choice and inclusion. This is underpinned by a social model of disability (Oliver 1989).

3. The accommodation offered by Number One, how it is adapted to meet the needs of the young people, and who these young people are.

Number One provides a comfortable environment situated on the outskirts of the Cornish town of Liskeard.

At Number One there are five bedrooms, all with en-suite bathroom or shower facilities.

All bedrooms are for single person use, though, if they wish to, same sex siblings are able to share one of the bedrooms.

Two bedrooms have an “H” system tracking hoist that has access to a rise and fall bath allowing for the needs of children with physical disabilities. There are also ‘medic’ beds which provide posture support and electronic sinks which raise and lower in height. The lounge and sensory room also have a “H” system tracking hoist

Additionally there is a mobile hoist. We also accommodate any specialist equipment such as wheelchairs, walker and standing frames which the children may bring with them.

The use of hoists in bathrooms and bedrooms allow staff at Number One to help with bathing children who have mobility needs. All slings and



hoists are checked under LOLER to ensure they comply with Health and Safety regulations.

There is a large lounge and separate dining area. We have a sensory room and a computer room with PC’s that have internet access, with the appropriate filters, and a Xbox, with a variety of age appropriate games. The computer desk is a rise and fall desk so the height can be adjusted to accommodate the requirements of all our children. Our conservatory houses an assortment of toys, puzzles, board games etc.

At Number One the kitchen has a low-working surface and sinks to enable access for young people who are wheelchair users. There is also a Snug area with a large touch screen computer that is connected to the internet.

To the rear of the building there is the sensory garden, soft-play area and a large enclosed garden for safe supervised play.

Number One has use of a mini-bus, which has tail-lift access, as well as a people carrier that allows for groups to go to different places if requested.



This allows us to take part in community events and access facilities in the local environment. All trips are planned carefully and risk assessed, taking into account access and potential environmental issues.

How Number One has been adapted to the needs of the young people

Each referral to the service is individual to the particular child and adaptations are made to approaches used to support the individual as their needs change as they grow.

Number One provides a homely environment which is resourced according to the needs of those accessing the service. We continue to update the children's rooms and other areas in line with their changing needs and preferences.

A key pad system is used to open the interior front door of the centre, and the door into the garden is unlocked unless the Duty Officer judges that it needs to be locked for a period of time to maintain safety – e.g. inclement weather. Each member of staff is able to access the key fob to the back door, and they all know the code to open the front door.

These systems are in place to ensure the safety of all the children at Number One. They allow children greater freedom within the centre by alleviating the need for excessive monitoring and they also prevent uninvited persons from entering the premises. The procedure regarding these systems is explained in the Parent's Guide, copies of which are held in the home.

The external environment includes an extensive fenced garden which has been adapted to include an activity cabin, hammock and a bird's nest swing as well as a sensory garden, and space for relaxation, football and exercise. The garden can be accessed directly from the dining room, conservatory and some bedrooms.

Children can access this door independently from the dining room as there is a push button by the door to enable them to open the door - subject to risk assessment.

The internal environment is all on one level. Bedrooms to one end of the building and living space at the opposite end. There are two adapted single bedrooms with an adjoining bathroom have an "H" system tracking hoist that has access to a rise and fall bath allowing for the needs of children with physical disabilities. There are also 'medic' beds which provide posture support and electronic sinks which raise and lower in height.

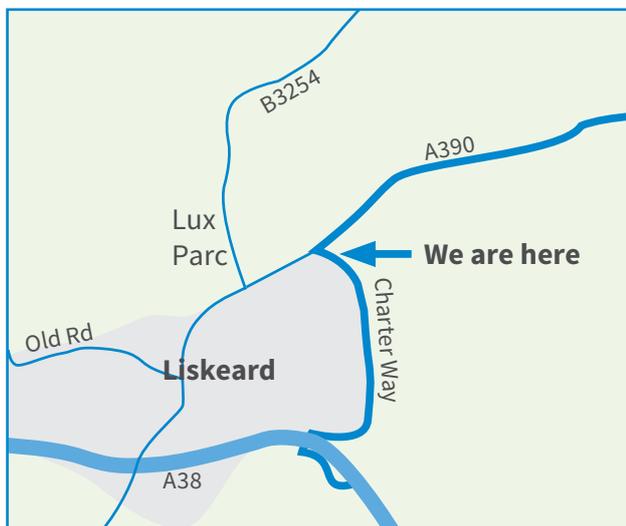
Who the young people are who come to Number One

The Home can offer planned short breaks for children and young people with a disability. This includes children with a learning disability, children with a physical disability and children with a sensory impairment between the ages of 5 and 17 years.

The centre can support 5 children or young people for overnight short breaks at any time. The number of children accessing the centre at any given time varies according to the compatibility of groupings and resources available. Numbers of children physically in the home can also be up to 5 during the day if there is a referral made to the service for day care provision that can be supported.

4. The location of Number One.

Number One is situated on the outskirts of the town of Liskeard. A Locality Risk Assessment is in place and reviewed annually.



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

The home makes every effort to respect the ethnicity, culture and language of the children accessing the service. No-one will be discriminated against as result of these aspects of themselves. Special dietary requirements are taken into consideration including cultural, religious, and ethical or health requirements. Children are encouraged to be open and express their feelings and opinions. Staff use augmented communication systems to children with this where necessary. The children might discuss issues with their parents/ carers, who in turn bring this to the attention of the staff.

Effective communication is central to all work undertaken at Number One and as such it accesses guidance from the expertise of others, e.g. Speech and Language Therapists, Makaton trainers and Social Story creators. The Picture Exchange Communication System (PECS) is used by some of the young people. Staff receive training in augmented communication systems where possible, and there are resources and reference

materials available to them at the home. Referral for other specialist services is available through their social worker.

6. Details of who to contact with a complaint and how to access the complaints policy.

Any complaints or concerns about Number One should be directed to the manager or Deputy in the first instance. If this is not applicable, the responsible individual should be contacted. If necessary, further contact can be made with the organisations Complaints Manager. The Together for Families directorate also welcome comments, compliments and comments. Please see page 3 for all contact details.

If any child or young person would like the support of an independent advocate to help during the complaints procedure please let the Complaints Manager know.

The Complaints Procedure cannot be used to challenge the opinion of a professional.

Get It Sorted Complaint leaflet (please note if you print this leaflet yourself you will need to apply some glue or cello-tape to seal the edges). If you need the leaflet in another format please contact:

e: equality@cornwall.gov.uk

t: **0300 1234 100**

- Listening and Learning leaflet - Compliments, comments and complaints
- There is a Statutory Complaints Procedure and a Non-Statutory Complaints Procedure.



The Local Government Ombudsman

Complainants may contact the Local Government Ombudsman at any stage of their complaint. However, the Ombudsman will usually recommend the complaint is initially pursued via the Local Authority's Complaints Procedure

The Local Government Ombudsman has a fast-track procedure for dealing with complaints made by or on behalf of children and young people up to the age of 19 (or 25 if they have a disability).

Local Government Ombudsman

PO Box 4771, Coventry, CV4 0EH

t: 0300 061 0614

Complainants who wish to make an electronic complaint can visit the LGO website and use their online form www.lgo.org.uk/making-a-complaint.

Each child is allocated a key worker who ensures that communication channels remain open and honest. Parents/carers are kept fully informed about the Home and have a copy of the Parents Guide to refer to and can speak with any member of the team about any concerns they have. Complaints will be raised with the Manager or Deputy as soon as possible and they will quickly respond and do everything possible to come to a mutually acceptable outcome.

If a situation cannot be resolved at this level, then it will proceed to the formal complaint procedure which is overseen by the Complaints Manager. The three possible stages of this procedure are described on the organisations website and a copy of this is forwarded to the complainant by the manager if necessary.

7. Details of the child protection and behaviour management policies followed by Number One.

Number One is compliant with Cornwall and the Isles of Scilly Safeguarding Children Partnership Guidance and Procedures and Working Together to Safeguard Children 2018. All available policies are available within the home. Hard copies of both documents are held in the Home and can be viewed on request. They can also be viewed online

at: www.cornwall.gov.uk/jobs-and-careers/work-and-volunteer-for-us/what-we-do-and-how-we-work/safeguarding-and-recruitment/ and www.workingtogetheronline.co.uk/. The organisation is also a member of the Cornwall and Isles of Scilly Safeguarding Children Partnership, and subscribes to the South West Safeguarding and Child Protection procedures (www.swcpp.org.uk)

Safeguarding is paramount at Number One. During staff recruitment, all potential employees have reference checks and are not offered a post unless these are satisfactory and a Disclosure and Barring Service check is conducted and shows that there are no causes for concern.

Staff new to the service undergo an induction which ensures that they are aware of their responsibilities towards the children and young people in all areas, including safeguarding.

There is safeguarding training for staff where clear definitions of abuse, identifying signs and symptoms of abuse are explained. The procedure for reporting any concerns about abuse are also described in this training and explained in our Safeguarding policy. There is also every effort made to support positive relationships with others in the setting.

The emphasis at Number One is to keep the children and young people as safe as possible whilst undertaking acceptable risks. Any activities are risk assessed prior to being undertaken in an effort to maintain the safety of all. If there is an occasion when a child or young person goes missing all staff follow the Missing Child procedure for Number One.

The external doors leading from the dining room, lounge to side conservatory and side conservatory to rear garden doors are fitted with a push button release. This enables children independent access to the rear enclosed garden. A fob system is used to open external doors at the front of the building and on two bedrooms with external doors. A keypad system is in place to access the front conservatory.

Each member of staff carries a fob to these doors, and knows the code to open the conservatory door. These systems are in place to ensure the safety of all the children at Number One.

They allow children greater freedom within the centre by alleviating the need for excessive monitoring and they also prevent uninvited persons from entering the premises. The policy



regarding these systems is explained in our Parent's Guide, which is given to families when they are introduced to the service. Children can access the rear garden with the using a push button.

If there is an accident, violent incident or dangerous occurrence at Number One the appropriate policy and procedure will be followed. This will necessitate the staff completing specific records including detailed records if there has been an injury. Parents / guardians will be informed of any serious incidents. If a child has to be taken to hospital every effort will be made to ensure that a member of staff accompanies the child and remains with them until their parents arrive. If this is not possible, senior managers will be contacted in an effort to 'meet' the child at the hospital.

The fire prevention system at Number One is that of a zoned alarm and includes both heat and smoke detectors. Extinguishers are placed in appropriate and accessible locations throughout

the building and are checked/maintained by Cornwall Council. Fire drills and tests are scheduled to meet the minimum standards with staff receiving fire training regularly.

Bullying is not tolerated within the centre, and support is offered initially through key workers. We have a bullying policy that is available to see at Number One Parents are informed of all incidents and with their involvement a plan is devised to address all areas of concern. Staff explain to each child what they can expect when at Number One, and also what is expected from them during their visit – according to the centres procedures, individual care plans and the 'house rules'. Any staff member demonstrating a poor attitude towards any child or young person and their presenting difficulties or behaviours will be subject to monitoring and the issues will be addressed during supervision.

The department's capability and disciplinary procedures will also be instigated if necessary.

Views, wishes and feelings

8. How Number One consults with young people about the quality of their care.

All staff at Number One recognise that every child has a 'voice' and the right to be listened to and consulted. They are encouraged to be open and express their feelings and emotions safely. Staff do this through each individual's preferred method of communication. They will also liaise with others involved in supporting the child to ensure that this communication is consistent and to lessen the likelihood of confusion. This liaison also ensures that others can advocate for the individual if necessary.

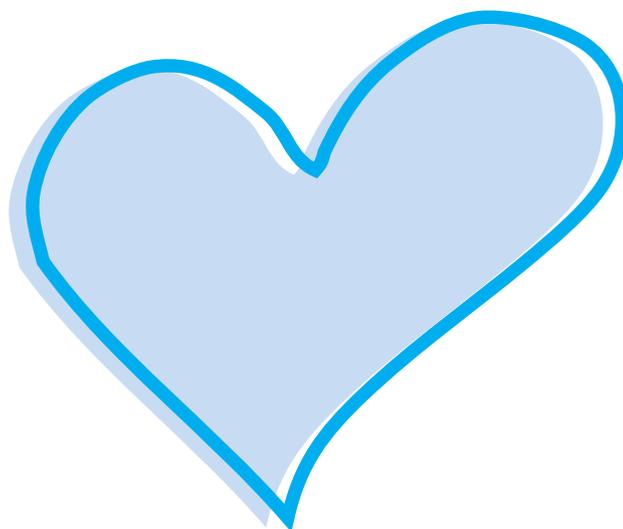
Each day, the children are asked about what is happening for them, with them and around them. This includes choosing the clothes they would like to wear; the activities they would like to take part in and the food they would like to eat. This consultation is evidenced in daily records, meeting records, photographs and the resulting behaviours of the young people observed at the Home.

9. How Number One approaches anti-discriminatory practice and children's rights

The staff team at Number One follow the organisations Equality and Diversity policy and guidance as well as its Confidentiality policy and treats everyone openly, honestly, with respect and according to their needs. They do not make assumptions about any of the people involved with the Home and ensure that they demonstrate patience for those who have difficulty communicating, understanding or have restrictive mobility. This is exhibited through communication with the children and their families, as well as others in contact with the setting.

Staff encourage children to be resilient and to understand and acknowledge as well as manage their own emotions.

They create an atmosphere of open communication, developing their independence skills and self-confidence and fostering positive relationships with those around them. The staff team is committed to safeguarding all of the children they have contact with.



Education

10 & 12. How Number One supports children with SEN and promotes their educational achievement.

During term time the children who come to Number One attend their usual schools. They are encouraged to complete homework as per their Individual Education Plan (IEP) or Education Health and Care Plan (EHCP). ICT facilities are available for this purpose. Staff attend school and other statutory reviews as required and report concerns and progress to social workers. Successes are celebrated with recognition and praise. Targets are set for individuals to work towards during their time at Number One and an “Arrow System” which breaks the target/goal in to sections. These targets are set in consultation with children, families and often linked to learning targets.

11. Details of the school curriculum provided by the home.

Not applicable.

Number One is not registered as a school.



Enjoyment and achievement

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

Number One aims to support all children to achieve their own best possible outcomes.

The whole team work hard to understand the individual. Unique support plans are devised to meet the needs of each child and to support them to achieve the outcomes identified for. These are regularly reviewed and updated as progress is made.

Targets are set for young people to work towards during their time at Number One. These targets are set in consultation with young people, families and often are based around I.E.P targets. At Number One we are the Outcomes Arrow format which breaks the target down into smaller components to evidence progress at each stage.

All children are encouraged and supported to participate in recreational, sporting and activities in the community. A variety of games, art and craft materials and indoor and outdoor toys and resources are available within the centre. Activities away from the Home are also undertaken, and take into account choices and requests made by the children. These include going surfing, boat trips, walking, to the cinema, bowling, going to the moors, beaches and other areas of interest. These activities are all subject to risk assessment, age appropriateness and the qualifications and training of the staff. They are all planned and consider the needs of the group as well as the individual child on the particular day.



Health

14. Details of any healthcare or therapy provided including how staff providing this are supervised and how its efficacy is measured

Members of the staff team are trained in administering medications (Safer Handling of Medications – SHOM) in accordance with the department’s policy and procedure. This certification is delivered by an outside provider and staff are assessed as competent by this provider. Refresher training is available.

If a child has special health needs, the Learning Disability Nursing team is used; notably in relation to Autism, epilepsy and challenging behaviour. If staff have any concerns about a child’s health, it is immediately brought to the attention of the parents/carers.

If they are not available, advice is sought from the child’s own GP, or if urgent, to the emergency services. This can include concerns that the medications prescribed are not effective or are having a detrimental effect on the wellbeing of the child.

All medications are kept in a locked medication cabinet. Two staff administer medications, and there must be an up to date and accurate consent form in place in order for the administration to take place. Further information in our Parents Guide and a leaflet has been produced as medication guidance for families accessing residential short breaks.

Each child accessing Number One is supported to have a healthy and varied diet. Special dietary requirements are taken into consideration including cultural, religious, and ethical or health requirements.

Positive relationships

15. The arrangements for promoting contact between the children, their families and their friends.

As a short break home, Number One does not support any child full time.

Every effort is made to support their relationships with others whilst they are at the home through modelling positive interactions and supporting individuals to understand their own emotions and the rules that society expect of us as a population. Due to the particular difficulties that a person with ASC or complex needs can experience, this includes

supporting an understanding of what friendship is and how to respond to others in different situations, as well as developing self-management techniques when social situations become difficult for an individual to cope with. Children attend Number One on a rolling booking pattern. Groupings of children are given great consideration to aim to ensure every possibility is given to building relationships with their peer group. Prior to new referrals accessing Number One a compatibility risk assessment will be completed.

Young people are able use the phone if they wish to contact friends or family. We have a mobile phone policy to enable Children to bring their mobiles with them to Number One. We have two computers, a large touch screen computer and three iPads accessible for them. Children can bring their own electronic tablets and connect to the Wi-Fi if they wish to do so.

Protection of children

16. The approach Number One uses to monitor children.

The bedrooms at Number One are equipped with auditory monitors which allow staff to maintain the safety of individual children. This system is intended to support children with identified health matters such as epilepsy. Individual risk assessments are completed along with parental consent. It is not intended as an invasion of privacy, and is not used as a matter of course for all children. Parental consent is obtained for the use of the system, and where appropriate, children are also involved in this decision. The bedroom doors are fitted with door alarms that can be activated subject to risk assessment and parental consent.

Children accessing Number One, may be very vulnerable and can demonstrate risk taking behaviours that may cause significant harm to themselves or others. Each child's support plans indicate the level of support they need to stay safe, and these are used as 'living documents', and so are updated regularly as and when their needs change, and are shared with parents/carers and the child (if they so wish).

17. The approach Number One uses to support behaviour including how restraint is used and how staff are trained and assessed to be safe when using restraint.

The use of restraint

The children are encouraged to develop positive behaviour whilst at Number One, and this is also modelled by the staff. Most disagreements are settled through discussion, compromise and mediation. Some children exhibit behaviour that

can challenge others on a frequent basis and positive physical support plans will be developed by key workers in agreement with parents/carers to support the child at these times.

Positive Support Plans are developed by key-workers along with the management team. These plans are also reviewed and agreed by a senior physical intervention tutor. Parents, Children if appropriate and allocated workers are involved in these plans. Referrals can also be made to clinical nurse specialists (NHS Learning Disability Services) when the situation warrants additional professional input. If a situation escalates to a point where a child is likely to harm either themselves or others, staff will adopt an appropriate proactive intervention approach (Team Teach) for which they are trained. All incidents of this nature and where physical intervention has been necessary are recorded in accordance with departmental policy and format; these are then evaluated in an attempt to identify trends and/or triggers. A copy of the organisations policy with regard to restraint can be found at http://cornwallchservices.proceduresonline.com/chapters/p_phys_int.html.

The training given to staff in the use of restraint and how their competence is assessed.

All staff supporting the children and young people are trained in positive behaviour management strategies using the accredited Team Teach approach. Staff attend training every eighteen months in this approach and their certification and re-certification depends upon them being able to demonstrate using the hands-on techniques safely during the training.



Leadership and management

18. Contact details.

18a. The registered provider

Meredith Teasdale is the Strategic Director for Together for Families and The Service Director for Children and Families Service is Ben Davies.

Number One is a Cornwall Council provision within the Children and Families Service.

18b. The Responsible Individual

The Responsible Individual at Number One is Tony Phillips-Jones. See page 2 for contact details.

Tony is currently employed by Cornwall Council as the Service Manager for Short Breaks and Residential Services. As responsible individual, he manages services with the four registered managers of the homes operated by the Council, ensuring quality standards are maintained and further developed.

Tony has a background in working with disabilities including delivery and management of adult's and children's residential, day care / social enterprises / community groups / consultation and accessible information.

Tony has worked in the social care field covering local authorities, charities and independent providers since 1988. 15 years of delivering direct care provision and 15 years' experience of service review and re-design, commissioning (including regional consortium arrangements), contracting, auditing, quality and performance management.

Tony has skills and experience in completing needs analysis including demographics, trend information, service delivery, and service re-design / consultation with children and families / financial remodelling / developing procurement, tender contractual and monitoring arrangements for services.

His qualifications include:

- Postgraduate Diploma in Social Work
- MSc (Masters) Social Care Leadership and Management
- HND Social Care Management Prince 2 – Foundation Exam
- Certificate in Social Care Commissioning and Contracting
- Safeguarding for Practitioners Training (Level 3)
- PTLLS – BTEC Professional Award NVQ 4
- NVQ 4 Care Management NVQ 4 (RMA Award)
- NVQ D32/33 NVQ Assessors Award D32/33
- CCETSW Preliminary Certificate in Social Care
- Communicating with disabled children and young people

18c. The Registered Manager

The Registered Manager for Number One is Tamsin Moorhouse. See page 2 for contact details.

Tamsin is a qualified teacher who has worked with children and young people with disabilities in various roles since 1996.

These roles have been in both the public and private sector, and she has been a registered manager since 2006.

She has undertaken the necessary certification in order to act as the registered manager of the Home, and more details of this can be found in section 19.

19. The Number One staff team and their level of experience and qualifications.

Please refer to appendix 1 for detailed information about the individual members of the team at Number One.

Number One is part of the Children's and Families Directorate within Cornwall Council, and as such is subject to the Council's full training and development plan for all employees. Training available to staff includes a commitment to ongoing Child Care Diploma; Child Protection and Health and Safety training programmes.

All staff have supervision sessions which are regular and proportionate to the number of hours worked and the role of the individual. Staff are also involved in an annual appraisal which highlights continuing training and development needs. In addition to this, specialist training can be requested via an internal application process.

20. The management and staffing structure at Number One and arrangements for supervision.

Please refer to appendix 1 for detailed information about the individual members of the team at Number One.

Contact us

Home Manager: **Tamsin Moorhouse**

Email: **tamsin.moorhouse@cornwall.gov.uk**

Tel: **01579 344623**

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro, TR1 3AY

e: equality@cornwall.gov.uk

t: 0300 1234 100

