



**CORNWALL  
COUNCIL**  
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Together   
for Families

# Poppins short break home

Statement of Purpose

April 2020



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# Statement of Purpose for ‘Poppins’ a local authority registered children’s home.

Registered Number: SC040132

Poppins 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](mailto:enquiries@ofsted.gov.uk)

t: 0300 123 1231

Or by post to:

**Ofsted**  
**Piccadilly Gate**  
**Store Street**  
**Manchester**  
**M1 2WD**

## The Registered Manager:

**Mr John Haydney**

Poppins Short Break Home, Church Lane,  
Gwennap, Redruth, Cornwall TR16 6BD

e: [john.haydney@cornwall.gov.uk](mailto:john.haydney@cornwall.gov.uk)

t: 01209 822470

## The Responsible Person:

**Mr Tony Phillips-Jones**

Service Manager, Short Breaks and Residential  
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t: 01208 265731

## Local Authority:

**Cornwall Council**

Treyew Road, Truro, TR1 3AY

e: [togetherforfamilies@cornwall.gov.uk](mailto: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](mailto: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](mailto: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](mailto: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**

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# Quality and purpose of care

## 1. Statement of the range of needs of the children and young people for whom Poppins is intended to provide care.

Poppins is a short break residential service for children and young people, situated in Gwennap, located three miles from Redruth in Cornwall.

Poppins provides a service for children and young people with a range of needs, including learning disability and autistic spectrum condition (ASC). In addition they may also have a physical disability.

The service is OFSTED registered as a Children's Home, and supports young people between the ages of 5 and 17 years.

The centre operates in a child-centred way, acknowledging and responding to the unique individuality of each young person's needs. Poppins provides both a high standard of care and outcome-focused positive opportunities in a comfortable, safe and homely environment. A range of activities are offered that are fun and promote social interaction alongside meeting sensory needs.

Community-based activities are also provided in order to further develop confidence, promote independence and to build self-esteem in the young people who come to Poppins.

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“ 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 ”

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## 2. Poppins ethos, outcomes the home seeks to achieve and approaches to achieving them.

Poppins provides planned residential short breaks for young people aged between 5 and 17 years.

The young people who access the service require varying levels of support which are carefully assessed on an individual basis. This is reflected in their care support plans and risk assessments, and any specific plans that may include epilepsy guidelines, manual handling plans, feeding plans.

In addition, Poppins continually responds to the wider needs of the child and their family, extending its support to parents in the caring role in a variety of ways and where practically possible. This may range from offering a listening ear to families and advocating their needs to providing practical assistance with for example the writing of social stories or offering training or signposting to relevant support groups. Poppins is often considered a very important part in the lives of the child or young people and their family and because of this we aim to work in close partnership with other professionals from different agencies in supporting young people and their families. Poppins contributes to educational reviews, Child in Need, and other team around the child meetings. We take a proactive part

in maintaining consistency and an outcome-focused approach for each child. We follow the Working Together to Safeguard Children 2018 guidance, which promotes inter-agency working to safeguard and promote the welfare of children. With parent's consent, contact will be made with a range of professionals including those in schools, Speech and Language Therapists, Occupational therapists, Paediatric Consultants and Community nurse specialists. Poppins is also frequently contacted by such workers to aid in their assessments of young people to gain differing perspectives of the needs of the individual child.

Poppins main aims and outcomes for children are to ensure all staff place the child at the heart of everything they do, provide a homely, comfortable, safe and secure environment to stay and that meets all the young children's needs who come to stay at Poppins.

We ensure all young children are listened to and support their expressed reviews and embrace the importance of family involvement.

To achieve this Poppins team works closely with and encourage active involvement for all children, parents/carers, stakeholders and other professionals from multi-agency teams to ensure all needs are met, promoting positive outcomes and the children's development and progress.

### 3. Poppins accommodation

#### 3a. Adaptations to meet the needs of the children and young people accommodated by Poppins.

Poppins is a domestic five bedroom bungalow which has been tastefully adapted to provide access to all including wheelchair users. The bungalow consists of four young people's bedrooms (this includes one assisted bedroom, with ceiling tracking and an adjoining wet room), a staff sleep in room, two further bathrooms, a domestic kitchen, utility room, and a large lounge/dining room, quiet area, office and sensory room.

The young people are encouraged to choose their own duvets covers and bedroom items, including posters that reflect their individual interests.

The property enjoys all the benefits of being situated in a rural location which enjoys relative peace and quiet. The young people have the opportunity to see a large range of wild birds and squirrels that visit the garden, which they are encouraged to feed and enjoy their presence. The young people also have the opportunity to plant and look after flowers.

The garden is carefully supervised, well maintained and risks are minimised to ensure a safe and pleasing environment. The equipment and grounds are checked daily by staff and annually inspected by an approved inspector from ROSPA, an external agency. The garden is well equipped with a range of inviting outdoor sensory and play equipment including opportunities for climbing, bouncing, swinging, and balancing as well as sand and water play. There is also a bright coloured soft play area. Some resources have been funded by a parent group called Friends of Poppins, and have been chosen following consultation with the young people about their requirements and wishes. The equipment gives young people the opportunity to gain confidence in its use in a familiar place. The garden offers opportunities for quiet, physical exercise, fun and interaction with others whilst having their sensory needs met.

#### 3b. The age range, number and sex of children and young people Poppins is intended to provide a service for.

Poppins is registered to provide care for up to four children per night, however, the number of children accommodated will be variable and influenced by factors such as compatibility, resources and what is best for the child and children already present in the home.

Children offered a service by Poppins will be aged between 5 and 17 years, and will have an assessment of need completed by the social worker. Children can be of any gender as they are offered individual rooms.



## 4. The location of Poppins.

Poppins short break home is a five bedroom bungalow situated in the small village of Gwennap near Lanner. It has easy access to public transport, systems and local shops and community resources. A Locality Risk Assessment is in place and reviewed annually.

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

Every attempt will be made to respect ethnicity and cultural diversity and no child will be discriminated against as a result of their unique background, religion, spoken language or chosen cultural heritage. Staff will assist children to obtain language support where and when required. In addition, the team confidently use alternative communication systems to promote meaningful conversations and interaction.

## 6. Poppins arrangements for dealing with complaints.

Please talk to us about your concerns and we will do everything we can to ensure you feel listened to and supported. Children have an allocated Keyworker and it is hoped that a good relationship

with the key-worker and an understanding of the child's needs will enable most complaints to be resolved through open two-way communication.

Children will be supported to practice their chosen religion and attend places of worship if they choose to do so. All children will have an opportunity to participate in traditions and festive celebrations but Poppins will respect individual choice not to do so.

Poppins encourage children to make links with their local community and offer opportunities to explore the Cornish culture whilst respecting and promoting the individual background of each young person and their family

If the child thinks that they are not being listened to, they can talk to a parent, independent visitor, advocate, social worker or alternatively contact ChildLine, OFSTED or the Children's Rights Commissioner, or their independent reviewing officer. We recognise that young people who receive respite in the home may be non-verbal and be unable to voice a complaint or understand corporate complaints procedures. Poppins use active listening techniques and are creative in how they listen to children's views, record, and act on them. Our belief is that every child has a voice, and a right to be heard.

## 7. Accessing Poppins child protection and behaviour management policies.

Poppins 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.

Safeguarding begins at the recruitment stage when we ensure that all potential employees are suitably qualified and experienced to work within the home. Background and reference checks, as well as Disclosure and Barring Service checks are also conducted.

Poppins adheres to Cornwall council's Behaviour Management Policy for the disabled Children's Therapy Service.

# Views, wishes and feelings

## 8. Promotion of inclusion and consultation with children and young people about the quality of care.

Children are encouraged and supported to use their own preferred method of communication be it verbal, alternative or augmentative methods such as: photographs, symbols, signing or electronic systems. To help prevent anxiety, visual cues including pictorial sequences are used to prepare children for what is happening and what is expected of them. In addition, Social stories are carefully devised as needed to support a child's developing social understanding.

Poppins has produced both a Parent's and a Children's Guide to the service. The Children's Guide can easily be adapted to motivate and interest each individual child. It includes information about what Poppins offers as well as a pictorial complaints procedure. The Parents Guide also gives an outline of the service and informs parents of the ways they can give any feedback about the service including complaints.

The concept of giving feedback about anything may seem difficult to understand by many of the young people who visit Poppins, so creative ways of integrating this are continually explored by staff in individual supervision sessions and team meetings. Seeking young people's views is not seen as a straightforward one off event but more a mosaic of events using a range of methods and activities. Parents and others who know the child well play an important part in relaying the child's perspective however for some young people; other people are required to make a judgement about that child's experience of their time at Poppins. A record of feedback from young people and key people is recorded in the young person's file and this is monitored by key workers and the management team.

Parents are kept in regular contact by means of a written Poppins communication book as well as verbal and face to face contact. A child's placement is reviewed at least twice annually. Generally the social worker may include a review of short breaks within a young person's Child Plan review when other aspects of a child's health, education or development and/or other short break services provided is reviewed.

## 9. Anti-discriminatory practise and children's rights.

### 9a. Anti-discriminatory practise and children's rights.

Poppins' team understand the difficulties for families when their child requires support outside of the family home, and are therefore, non-judgmental, or discriminatory and aim to offer empathy and support.

Cornwall Council follows legislative guidance with regard to anti-discriminatory practice in respect of young people and their rights. The Poppins team strives to maintain high standards of anti-discriminatory practice.

### 9b. Children's rights.

Poppins team promote the children's right to be strong, resilient and listened to by:

- Creating an environment that encourages children to develop a positive self-image, which includes their heritage arising from their ethnicity, their language, their religious beliefs, cultural traditions and home background
- Encouraging children to develop their independence skills, self-confidence and participation in their local community
- Promoting meaningful relationships with those important to them
- Upholding our commitment to the principles of safeguarding children

# Education

## 10. Provision to support children with special educational needs.

Staffing numbers reflect the needs of the young people resident at any one time. Every child or young person's individual support plan indicates the level of supervision and support required.

Staff presence will always be adequate to ensure that not only are children safe but that there are positive opportunities for social interaction and for shared learning through fun experiences.

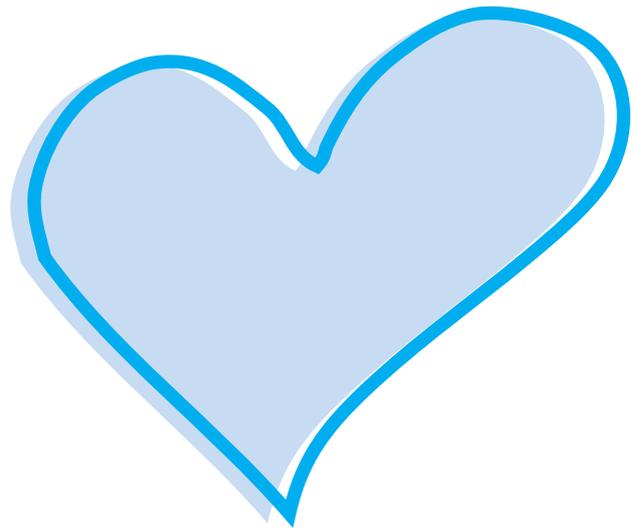
Audio electronic surveillance monitoring systems are in place within the home but this is generally used only at night when there are particular health or welfare concerns for individual young people.

This is to ensure that privacy and opportunities to develop independence are not compromised. Permission to use any additional surveillance of children is sought from parents after a discussion of their particular needs or identified risks.

All of the external doors also have electronic key pad code devices which release in the event of the fire alarm sounding. They can be overridden in other emergencies by anyone in the building.

The key codes are withheld from young people only where risks have been identified. For example, a young person may be at risk in the community because of their limited understanding of dangers such as road, water and potential exploitation by others. Young people are encouraged to freely move about the building and grounds and a number of augmentative aids are readily available to support this.

Opportunities for children to be missing are very small and should this occur, staff are aware of the immediate steps they must take to make a search and how to alert others including emergency services.



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

Not applicable.

Poppins is not registered as a school.

## 12. The promotion of children and young people's education.

Every child has the right to an educational placement.

Poppins will ensure that children have an education, health and social care plan in place and the staff team will support each young person to achieve against this plan, in a way that is meaningful to the young person.

Each young person will be allocated a keyworker who will establish a collaborative relationship with the school and regular meetings will ensure appropriate information sharing and review of educational plans.

Staff will support the child with extra-curricular activities and be part of helping them celebrate their educational achievements.

Collaborative working with supporting professionals such as: teachers and teaching assistants, SALT, OT, school nurse, consultant paediatrician will ensure that educational attainment is viewed in a holistic manner with regard for the young person, their individual needs and wishes.

# Enjoyment and achievement

## 13. Poppins support of children and young people's activities that meet their needs and reflect their creative, intellectual, physical and social interests and skills.

As well as a care/support plan, an 'activity menu' is devised for each young person ensuring children have opportunities to enjoy a variety of activities and develop new interests and skills. Children are encouraged to participate in the planning and choice of such activities, all of which will have clearly identified positive outcomes. Desired outcomes may include opportunities to develop new interests, confidence in social interaction and social skills; opportunities for physical movement and independence.

Community - based activities are frequently arranged and are based on the needs of the children present on a particular day, and upon practical issues including the management of risk. When it is necessary to change plans for unforeseen circumstances, an alternative, appropriate choice of activity is offered. Often, the peer group discussion and planning of activities is viewed as a valuable opportunity for young people to learn about negotiation, turn-taking and other responsibilities which go with being a member of a group.



# Health

## 14. Healthcare and therapy.

### 14a. Qualifications and professional supervision of staff involved in providing healthcare and therapy.

Staff administer regular medication in line with department policy and procedure and with the written consent and regular communication with parents or carers.

Poppins acknowledges young people may also have additional health needs such as epilepsy, diabetes and enteral feeding (PEG). Prior to accepting the child staff will seek all of the relevant information and receive any relevant training from appropriately experienced health specialists prior to admission. Permission is sought from parents to contact these specialists on a day to day basis, to seek advice. (e.g. diabetes liaison nurse service, specialist epilepsy nurse)

Staff understand and follow an Emergency Health Procedure should they have any concerns about a child's health. This includes the immediate contact of parents. If parents are not available, advice is sought from the child's own G.P. or if urgent the out of hours emergency services are contacted. Parents are required to make prior consent to first aid or/ and emergency medical treatment should they not be reached in the event of an emergency.

### 14b. Measuring the effectiveness of the healthcare or therapy provided, evidence demonstrating its effectiveness and how the information or evidence can be assessed.

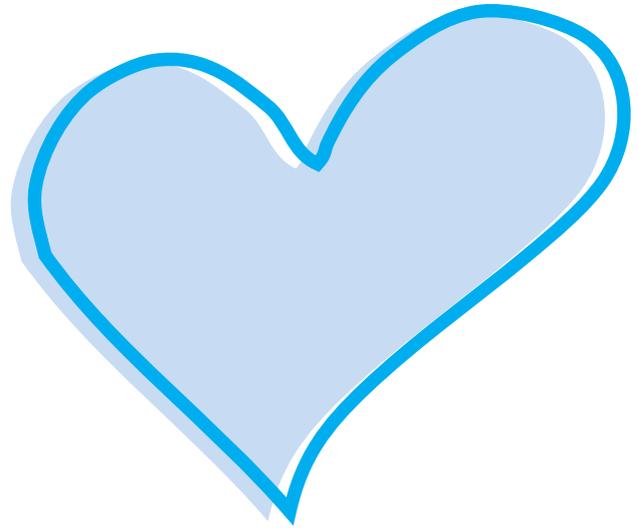
Children's health is monitored daily by staff and concerns are shared with involved practitioners who support the development of our Care Plans. These are regularly reviewed to evidence progress and outcomes for children, ensuring that emotional, psychological and physical healthcare needs are holistically met.

The child in care health plan is reviewed annually by the specialist CIC nurse and recommendations are made as part of the plan which staff incorporates into each child's action plan.

# Positive relationships

## 15. Promoting contact between the children and young people and their families and friends.

Throughout the year children at Poppins create a scrap book which includes photos and memories of what they have achieved at Poppins. These are sent home each year to show parents and allow them to be part of their child's experience at Poppins. Positive conversations are held with children to discuss their family home and their relatives and their school life and friends.



# Protection of children

## 16. Poppins approach to the surveillance and monitoring of children and young people accommodated in the home.

To ensure the safety and wellbeing of all children who attend Poppins it currently has a key code on all doors which provide external access to keep the children safe. The dining room door which leads to the kitchen is an unlocked door as it provides access to the secure outside garden.

Each bedroom has the option of audio settings which are mainly used at night time; Poppins also offer the service of a visual monitoring.

Both of these are options are to be agreed and consented by the parent.

Door alarms are also available on the bedroom doors to be used in specific situations where the child may be showing behaviours of distress and there is risk of them leaving their bedroom at night time. This will notify the waking night worker of the bedroom door being opened.

## 17. Poppins approach to behavioural support.

### 17a. Poppins approach to the use of restraint.

Behaviour which challenges others is viewed by staff at Poppins as the child communicating their need or frustration in the only way s/he knows how to.

Young people are positively supported to communicate their needs in more socially acceptable ways. Any disagreements are settled through discussion and compromise and challenging behaviour is responded to by the use

of positive support plans and guidelines. These are written and agreed in conjunction with parents and other key professionals.

### 17b. Poppins staff team training in restraint and the assessment of their competence.

All staff receive Team Teach training which promotes the 95 % use of de-escalation strategies, and that the 5% where safe physical holds are used is a last resort and only when the young person is at risk of significant harm. More details can be found in the Behaviour Management Policy for the Disabled Children and Therapy Service on the use of force to control or restrain children and young people. The Team Teach training is given to staff as a 2 day introduction initially and then refreshed once every 18 months where staff are reassessed by Team Teach Tutors.

Poppins also has its own Sanctions Policy which may be evoked, again as a last resort. Records are made of any incident involving restraint or a sanction and parents are informed, alongside relevant professionals.

Discussions and plans following any incident will always highlight triggers and ways to prevent a re-occurrence.

Should concerns about individual staff practice towards children be apparent, prompt supervision is provided and if necessary, the department's personnel procedures implemented. The protection, well-being and safety of children are the homes utmost concern. Poppins works within the guidance of the Cornwall and the Isles of Scilly Safeguarding Children Partnership Procedures. All staff receives regular safeguarding training as part of their induction and this is refreshed on a regular basis.

# 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.

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

### 18b. The Responsible Individual

The Responsible Individual at Poppins 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 Poppins is John Haydney. See page 2 for contact details.

John has over 20 Years' experience in Residential Care supporting vulnerable children and young people, of which 15 years have been at management level. In addition John has worked as a Senior Family Support Worker, undertaken a 12 month secondment as a Fostering Support Worker, and managed the Family Group Conference Service for Cornwall. John has been the registered manager at Poppins since October 2015.

John holds Level 5 Diploma in Management of Residential Services, NVQ Level 4 in Care, BTEC Higher National Diploma in Management of Care Services.

## 19. The Poppins staff team, their experience and qualifications.

All care staff have relevant experience of working with young people or adults with disabilities and complex needs, gained either from their work here or from working with other agencies. All newly appointed staff are expected to hold a relevant qualification, or be prepared to undertake to work towards gaining such a qualification upon appointment.

All staff are expected to hold or achieve a relevant qualification in line with the Quality Standards and undertake any training that may be necessary to improve our service and to meet the needs of the children. The senior management will keep a record of all training undertaken and will seek to provide continuing training to support the development of our service such as:

### **Mandatory courses:**

- Safeguarding and Child Protection
- First Aid at Work
- Health and Safety
- Fire Safety Awareness
- Safer Moving and Handling
- Food safety
- Risk Assessment
- Safe Handling of Medication
- Team Teach training
- Equality and Diversity
- Autism

### **Development courses:**

- Attachment
- Child Development
- ASD
- Augmentative Communication
- Life Story Work
- PECS
- Trauma

In addition to the prescribed mandatory training staff are supported and encouraged to gain more in depth knowledge and experience in more specialist areas, e.g meeting complex sensory, communication or positive intervention needs if they express an interest and it is considered by the senior management team that this would be of benefit to the children and young people.

## 20. The management and staffing structure at Poppins and arrangements for professional supervision.

Please refer to the separate sheet at the back of this booklet.

## 21. Poppins Safer Recruitment

Thoughtful and stringent selection processes are in place to ensure safe recruitment of individual workers; these are in line with Cornwall Council's Recruitment process. As well as an initial induction and probationary period, all staff receive regular formal individual and group supervision and have annual appraisals (PDS). These formal processes provide valuable forums to discuss individual's work with young people, celebrate achievements, raise concerns and highlight specific development needs. More importantly supervision ensures staff remain motivated and committed to their work with young people and their families continuing to meet the mission and values as stated in the Children and Family services plans and that they are competent and have confidence in their important roles. The Council's requirement for supervision for full time workers is a minimum of once a month.

Agency and relief staff are also offered regular supervision. There may be a need to increase the frequency of supervision if and when there are any confidences or competency concerns or one person in the relationship requests additional meetings. A supervision agreement clearly sets out the standards and expectations of formal supervision and staff are regularly asked if they feel valued and supported by their supervisors.



In addition, the manager operates an 'open door' policy and an approachable stance for staff and young people ensuring they feel able to discuss their plans and to raise any concerns they might have, on a day to day basis. All staff are required to work towards a minimum relevant Level 3 Vocational Qualification in Child Care as well as autism accredited training. Staff attend regular safeguarding updates, have relevant specialist knowledge and undertake vocational, health and safety and awareness - raising training both in-house and/or provided by external training providers. Planned regular consultative team discussions and facilitated learning opportunities also provide valuable opportunities for consistency through the fostering of team cohesion, problem solving, and service development discussions and planning. There is a comprehensive mandatory training programme to ensure staff are fully skilled to undertake their role in a safe manner.

## 22. Poppins promotion of role models of both sexes.

Poppins seeks to employ a mix of male and female care staff providing appropriate role models for children who receive short breaks at the home.

# Care planning

## 22. Criteria used for the admission of young people to Poppins.

The admission criteria: a child must be aged 5 to 17 years and have a learning disability, Autistic Spectrum Condition (ASC) which may include a physical disability.

Some children referred may also have additional health needs and require support from staff in relation to epilepsy, diabetes or enteral feeding (PEG).

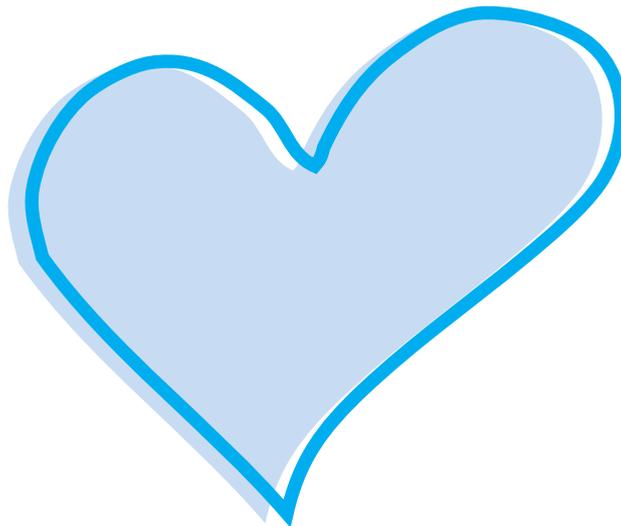
Furthermore, the placement must be in the best interests of each child and other non-residential short break services need to have been explored first. Referrals for all residential short break placements are received from social work teams and are considered at a monthly short break panel. The legal status of short breaks is stated at the time of referral and reviews are held in accordance with short break statutory guidance.

Where health needs are more complex and exceed the expertise of the staff team, children are currently signposted to other health short break providers.

It is acknowledged too that children less than eight years of age would normally be best supported in a family-based short break service.

Poppins can occasionally accept emergency admissions at the discretion of the manager in consultation with senior managers although this is not generally viewed as a favourable option due to the potential disruption of the service to other families. The same admission criteria apply.

Any additional, holiday activities are advertised through the Council's Family Information Services and young people and families may self-refer to these.







## Contact us

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Tel: **01209 822470**

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

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Treyew Road, Truro, TR1 3AY

e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk)

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