



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

Together   
for Families

# Tresor children's home

Statement of Purpose

April 2020



[www.cornwall.gov.uk/togetherforfamilies](http://www.cornwall.gov.uk/togetherforfamilies)

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

## Registered Number: SC368934

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Tresor 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**

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### The Registered Manager:

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

t: 01726 812758

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### The Responsible Person:

**Mr Tony Phillips-Jones**

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

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t: 01208 265731

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### Local Authority:

**Cornwall Council**

Treyew Road, Truro, TR1 3AY

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

t: 0300 1234 101

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### 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

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### 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 Tresor is intended to provide care.

Tresor is an Ofsted registered residential short break service for young people from of 7 to 18 years of age who have a disability and also have challenging behaviour and/or complex needs. Tresor offers these services according to the assessed needs of the young people and their families.

Tresor is not suitable for children requiring complex medication regimes or health care support from qualified nursing staff. It is also not suitable for children with mental health issues requiring specialist involvement or those with excessive violent and aggressive behaviours or difficulties associated with substance misuse.

Tresor is open throughout the year.

A decision to provide a service under Section 17(6) or Section 20 of the 1989 Children's Act should be informed by an Social Worker led assessment of the child's needs and should take account of parenting capacity and wider family and environmental factors, the wishes and feelings of the child and his/her parents and the nature of the service to be provided.

Section 17(6) of the 1989 Act, grants local authorities a power to provide accommodation as part of a range of services in order to discharge their general duty to safeguard and promote the welfare of the children in need, and;

Section 20 (4) of the 1989 Act, grants local authorities a power to provide accommodation for any child within their area (even though a person who has parental responsibilities for him is able to provide him with accommodation) if they consider that to do so would safeguard or promote the child's welfare.

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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. Tresor's ethos, outcomes the home seeks to achieve and approaches to achieving them.

Tresor believes that children deserve to be loved, cared for, listened to, offered choices and given every opportunity to develop and encouraged to be the best they can be.

Tresor aims to:

- Create a safe, secure and happy environment for each young person.
- Support the young people to feel emotionally secure and encourage them to reach their full potential.
- Support all young people to achieve positive outcomes.
- Develop mutual trust and understanding between young people and staff and encourage responsible interdependence.
- Encourage inclusion within Tresor and the wider local community.
- Create opportunities to learn independent living skills, and develop appropriate life skills to support a successful transition to adult life.

- Provide young people with social opportunities, experiences and a wide variety of appropriate leisure activities with their peers which may not otherwise be accessible to them. Access to these opportunities will be in a safe and supported environment, where appropriate risk is managed not avoided.
- To ensure that our practise remains centred in the best interests of the young people we support.

To achieve these aims the Tresor team work closely with child, parents/carers, other stakeholders and professionals to enable the individual needs of the child to be met effectively, promoting positive outcomes and the child's development and progress.

Every child receives an individually tailored care package. We will work together with the families and other relevant professionals to ensure positive outcomes are achieved by;

- High ratios of experienced staff who are committed to achieving these outcomes.
- Transparency in practice.
- The opportunity to develop communication skills and be listened to.
- The opportunity to try new activities.
- Compatible peer groups.

Young people's care packages at Tresor will be co-ordinated by a named key worker. This member of staff will ensure effective delivery of the care package through detailed care planning, liaison with parents, carers and other professionals and contribute to the reviewing process. They will also be responsible for advocating for the young person and providing advice if they wish to express complaints or compliments about their care at Tresor.

The keyworkers will attend education reviews wherever possible. When this is not possible, feedback from the school post-review will be sought to ascertain guidance on ways we can best support the young person's educational progress.

The Keyworker will highlight needs relating to individual development as a component of an ongoing review process. This will be used as a tool in safeguarding accurate risk assessment allowing young people to negotiate the pitfalls of securing a valued place within society, with an element of risk that is controlled and appropriate.



Feedback from the young person and their parent/ carer will be sought in relation to their feelings and opinions regarding the nature of support they are receiving.

The keyworker will monitor the young person's file and ensure all information is up to date. The keyworker will liaise with clients/parents/other professionals to ensure guidelines are accurate and up to date i.e. epilepsy, toileting. The keyworker will ring parents/carers on a 6 monthly basis to ensure all information is accurate and up to date and discuss progress and any concerns with parents.

The keyworker will be responsible for ensuring that the thoughts, feelings and wishes of the young people are central to all reviews, reports and records kept and evidence how and when they have consulted with the young people.

All young people will be supported to communicate in their chosen language and alternative communication systems will be made available if needed.

### 3 Tresor's accommodation

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

Tresor is registered to provide care and accommodation for up to 5 young people, however, the number of young people accommodated at any one time will be variable and influenced by a variety of factors such as peer compatibility and available resources. There may be additional young people receiving a day care or evening care package alongside their overnight peers.

Tresor represents an older building that originally provided a boarding service for pupils at the adjacent school. Significant refurbishments and alterations have been carried out to ensure it is fully accessible for those individuals with mobility needs. There are two lifts within the building to facilitate access to the upper ground floor and first floor for those people with compromised ability to manage the stairs. On the first floor two of the bedrooms have overhead tracking installed and there is a designated bathroom with overhead tracking, a Gemini bath and walk in shower area to ensure all young people are fully able to access the facilities they would require during their short break with us.

The outside facilities have been developed to offer opportunities for quiet time, physical exercise, fun and interaction with others as led by the needs and wishes of the children and comprises of access to a shared playground area at the front of the building and a private sensory garden to the rear hosting a range of inviting outdoor sensory and play equipment including opportunities for climbing, swinging, and balancing as well as sand and water play.

The outside environment is 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 and external agency.

The home has two people carriers one of which is wheelchair accessible to facilitate off-site trips and visits.

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

Tresor is a Short break home registered for young people aged from 7 to 18 years old with a diagnosed disability and who have an assessment of need completed by a social worker. Children can be of any gender as they will be offered individual rooms. Some young people attend for day care only.

Each referral to the centre is evaluated by the management team at Tresor to ensure we can meet the assessed need of the individual and offer a compatible peer group.

In terms of supporting young people with particular physical needs, resources and training is put in place in conjunction with the young person's Occupational therapist and/or physiotherapist as appropriate to accommodate these needs as far as reasonably practicable.

### 4. The location of Tresor.

Tresor is large two storey building situated in St Blazey, a coastal village on the outskirts of St Austell in Cornwall.

It is situated in close proximity to Doubletrees Special School, and Pathways and there is 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.

Individuals will be supported to practise 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 Tresor will respect individual choice not to do so.

Special dietary requirements are adhered to including cultural, religious, and ethical or health requirements.

The young people who access Tresor are encouraged to voice their opinions and feelings. Additionally the young people may discuss issues with their parents/carers who then bring this to the attention of Tresor staff.

Supporting communication on all levels is central to the service delivered by Tresor. The staff team confidently use alternative communication systems to promote meaningful conversations and interaction.

For those young people who are not yet effective verbal communicators support is in place to have their voice heard through alternative means such as observation of behaviours and body language, vocalisations, liaison with schools and parents/carers. The Picture Exchange Communication System (PECS) is used by several young people we support additionally IPADS programmed with the proloquo software are also helpful for some young people. When necessary expert guidance is sought from those such as Speech and Language therapists and Makaton trainers, this is usually accessed through liaison with the young person's social worker who will then make a referral to the most relevant individual.

## 6. Tresor 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.

Young people who attend Tresor are allocated a Keyworker to oversee their short break placement. It is hoped that a good relationship with the keyworker and an understanding of the young person's needs will enable most concerns to be resolved through open and honest two way communication.

Any complaints about any aspect of the service Tresor provides should be directed to the manager in the first instance. If this is not applicable, the responsible individual should be contacted. (Details of both can be found on page 2).

If the young person thinks that they are not being listened to they can talk to a parent, independent visitor, advocate, social worker or alternatively contact OFSTED.

We recognise that young people who access short breaks at Tresor may not be effective verbal communicators and unable to voice a complaint or understand corporate complaints procedures. Tresor's belief is that every child has a voice and a right to be heard and work hard to understand the wishes and voice of the young person through non-verbal forms of communication such as gesture, body language, Makaton, and PECS.

All complaints are recorded and actioned following Cornwall Council's complaints, compliments and comments procedure.

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

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

Tresor is complaint 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 in the home. Background and reference checks as well as Disclosure and Barring Service checks are also conducted.

Tresor adheres to the Cornwall Councils Behaviour Management Policy for the Disabled Children and Therapy Service. All policies are available from the home.



# Views, wishes and feelings

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

All children and young people that attend Tresor have a communication plan in place and are supported to express their choices, needs and wishes using their preferred method of communication.

Staff at Tresor receive training to ensure they are conversant in the use of Makaton, PECS, picture symbols, use of schedules and social stories etc. Training will be sought for communication needs outside of the existing area of expertise, including the use of electronic equipment and suitable applications. Tresor's staff team will seek advice and support from the SALT team and other relevant parties to ensure the individual communication needs of the young person are met and developed.

Staff will support every young person to express themselves in an appropriate and meaningful way. We offer choices and seek young peoples' views for every aspect of daily living and the quality of their care. We support children to participate and represent their views on daily basis but also at formal events such as Child in Care Reviews.

Consultation is at the heart of our work and we strive to evidence this through child-focused meaningful recording tools and systems. Staff are able to demonstrate that they respect and value the young person's views.

Seeking feedback from young people is not seen as a one off event but integrated into every aspect of daily life at Tresor. Parents and others who know the young person well play an important part in relaying the individuals perspective. Parents are kept in regular contact by means of a written personal diary for each young person alongside verbal and face to face contact.

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

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

The Tresor staff team recognise the difficulties for families when their child requires support outside of the family home, and are therefore, non-judgemental, 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 Tresor staff team strives to maintain high standards of anti-discriminatory practice. Staff members receive training in Equality and Diversity and our team regularly updates knowledge of good practice and anti-discriminatory models of working.

### 9b. Children's rights.

The Tresor staff team promote the young person's right to have self-confidence and resilience and to have their views listened to and respected 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 Personal plan and Individual Risk Assessment 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 fob devices which release in the event of the fire alarm sounding. The key fobs 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.

Tresor is not registered as a school.

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

Tresor 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 persons allocated a keyworker will establish a collaborative relationship with the school and regular meetings and classroom observations to ensure appropriate information sharing and review of educational plans.

Collaborative working with supporting professionals such as: 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.

During school term time the young people who come to Tresor attend their usual schools. They are encouraged and supported to complete any homework. During their short break there are many opportunities for informal learning as recorded on their daily record sheets all successes achieved are celebrated.

# Enjoyment and achievement

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

Tresor work to promote and enable positive outcomes for each young person attending the service.

We work to understand the young people's individual needs and develop individualised care packages to meet these and support their holistic development. Tresor will actively encourage the young people to celebrate their achievements.

Young people will be encouraged and supported to participate in a wide range of activities and will often take into account choices and requests made by the young people these include going to the cinema, bowling, visiting the moors, beaches and theme parks. Staff will also encourage young people to try new experiences, both within the home and off-site such as kayaking, surfing, art workshops and cooking.

All activities planned by Tresor will be appropriately assessed for potential risks of harm and advice and feedback will be sought from parents/carers, social workers and other professionals where applicable. Staffing ratios will be carefully considered to enable activities at the home and in the community. Opportunities will be provided to support the young people to engage in activities that promote positive outcomes and progress towards their agreed individual targets.



# Health

## 14. Healthcare and therapy.

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

Young people who receive short breaks will receive health support through universal services i.e. general practitioner, dental services etc. and parents/carers will take primary responsibility for enabling their child to attend appointments and receive appropriate treatments.

If a member of staff has any concerns about a young person's health it is immediately brought to the attention of the parents/carers. If they are not available advice is sought from the young person's own G.P. or if urgent the out of hours emergency services. Parents are required to make prior consent to first aid and/or emergency medical treatments should they not be contactable in an emergency.

#### **Administration of medication**

Staff at Tresor do not hold clinical qualifications but are trained to appropriately store, administer and monitor medication in line with current Medication Policy and procedures. Medication can only be issued against the prescription dispensed by an approved dispenser. Parental consent is required before any medication is administered.

Parental consent is sought to allow staff to contact and receive advice from Clinical professionals.

Support may be through GP Surgeries, GP out of hours services, school nurses and through clinicians in the community learning disability team and CAMHS practitioners.

Tresor acknowledges young people may also have additional health needs such as Epilepsy, Diabetes and enteral feeding, (PEG). Prior to accepting the young person for short breaks staff will seek all relevant information and receive all relevant training and oversight from appropriately qualified and experienced health specialists to ensure staff competence prior to admission.



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

### Healthy Eating

Staff encourage young people to make healthy food choices and be regularly engaged in physical activity. Special dietary requirements will be taken into consideration, including cultural, religious and ethical or health needs.

The young people are consulted for the choices for meals menu (pictorial menus are offered to children with communication difficulties); suitable alternatives are also available. Fruit and fresh drinking water are available at all times.

Young people attending Tresor are able to prepare and cook food if they wish (with appropriate

support and supervision), as well as participate in trips to the local supermarket where they can choose and purchase food items.

Children who require dietary advice or advice about healthy lifestyles, reducing stress, exercise, smoking, mental health, sensory diets, or alternative therapies will be offered a referral to the appropriate service.

### Emotional Well-being

Young people will be supported to manage the transition from home to Tresor in a way that is meaningful to them. Staff will ensure they provide a nurturing, caring environment where children feel safe and valued and where they will be listened to.

Specialist support will be sought if the needs of the child require clinical expertise related to attachment disorders i.e. through CAMHS. Children will be supported to maintain links within their local community and encouraged to attend clubs or activities of their choice.

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 their individual emotional, psychological and physical healthcare needs are holistically met.

# Positive relationships

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

While as a short break home Tresor does not support any young person full time, every effort is made to actively work to preserve and promote positive family relationships.

Parents are able to ring Tresor and a young person may be supported to ring home if requested.

Additionally Tresor staff support young people to build and maintain positive peer relationships during their time with us through encouraging positive interaction, modelling appropriate behaviour and supporting individuals to understand their own emotions and the rules society expect of us.

This can also include supporting an understanding of what friendship is and how to respond to others in different situations as well as developing self-management techniques in difficult circumstances.

# Protection of children

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

Children and young people who use the home for short break purposes are extremely vulnerable and may demonstrate risk-taking behaviours that may cause significant harm to themselves or to others.

Tresor operates a high staffing level and key fob access system to ensure no unauthorised visitors have access to the building/children and additionally to ensure the safety of the young people who do not have an awareness or concept of safety, or the consequences of absconding or leaving the home without consent from the adults with responsibility for their wellbeing. Young people will be assessed in regard to their capacity to make choices and decisions about their own safety and will be relevant support to enable them to access outside facilities.

The social worker and primary carer will be responsible for identifying in the first instance if a young person is likely to run away and an appropriate risk assessment be highlighted in the care plan detailing potential risk to self and others and likelihood of occurrence, as well as any contributing factors that may increase the risk to the child should they go missing.

Tresor will ensure that appropriate consideration will be given to any risk assessments relating to the care received in the home and will discuss with parents, the social worker and if necessary, the police how they will support the safeguarding priorities relating to this young person.

During their short break some young people are supported with the use of Audio monitors. Parental consent and where possible the young person's consent is given for this. Audio monitors are usually used overnight or if a young person is alone in



their room during the day to provide an additional means of alerting staff to a problem that may have an adverse effect on the individuals wellbeing should they not receive immediate attention.

If an Audio monitor is required the rationale for this is included within the young person's Individual Risk Assessment and parental consent is required.

## 17. Tresor's approach to behavioural support.

### 17a. Tresor's approach to the use of restraint.

The Tresor staff team understand that children may use behaviours as a communication tool. Staff will endeavour to support the child to communicate effectively and will provide a safe environment for expression of feelings that could be considered challenging or anti-social. Tresor follows the belief that positive behavioural support is exercised through the development of interpersonal relationships with the young people. These relationships are built on sensitivity towards the individual based on knowledge of them, the development of trust and sharing experiences together.

Tresor offers positive rewards and motivational targets to encourage young people to behave in an acceptable manner, according to their developmental ability to understand actions and consequences.

The young people are encouraged to demonstrate positive behaviour during their short breaks at Tresor. Most disagreements can be settled through discussion, compromise and mediation. Some young people use behaviour that can challenge on a frequent basis and positive physical support plans will be developed by keyworkers in agreement with parents/carer and relevant professionals to support the child at these times.

## 17b. Tresor's staff team training in restraint and the assessment of their competence.

All staff receives 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.

Any use of restrictive physical intervention must be evaluated in the best interest of the young person and the action taken must be reasonable, proportionate and necessary. Following any incident records will be completed demonstrating how these criteria were met. This information is shared in a transparent way with involved stakeholders.

All incidents are reviewed against existing risk assessments and behavioural analysis is conducted to help identify trends and triggers in an attempt to modify or avoid further behavioural outbursts.

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.

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 at Tresor remains central to all practise at the setting.

Tresor 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.

### Sanctions

Sanctions are not used as a behaviour management strategy for the majority of young people we support as, due to their cognitive differences the link between their actions and subsequent sanction imposed is not easily understood. For those young people who require additional behaviour management support their individual positive support plan will indicate appropriate strategies to encourage acceptable behaviour.

Tresor remains mindful that for some individuals sanctions may be appropriate and should a young person be placed at the service for whom this is an effective strategy a sanction imposed will not be excessive or unreasonable and will be clearly explained to the young person, with the clear goal of a positive re-enforcer to follow. Parents/ carers and social workers will be informed of any sanction imposed and records will be maintained.



# 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.

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

### 18b. The Responsible Individual

The Responsible Individual at Tresor 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 Tresor is Sharron Adams. See page 2 for contact details.

Sharron has supported both Adults and Children affected by disability for over 20 years, both in residential and short break services. Sharron began working at Tresor in 1999 and prior to becoming the Registered Manager of the service, held the post of Deputy Manager for fifteen years.

Sharron holds a Bsc (Hons) in Health and Social Care Management, the Level 5 diploma in leadership and management for residential child care and has undertaken a significant amount of additional training commensurate with the role.



## 19. The Tresor 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 Tresor and arrangements for professional supervision.

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

## 21. Tresor promotion of role models of both sexes.

Tresor 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 Tresor.

Criteria used for admissions of children to Tresor including procedures around emergency admissions.

Tresor is registered to provide short breaks for children and young people with a disability from 7 to 18 years of age. Tresor does not routinely accept referrals for young people who already have reached their 17th birthday, unless particularly exceptional circumstances apply.

Some children referred may also have additional health needs and require support from staff in relation to epilepsy, diabetes or enteral feeding (PEG). Tresor cannot accept referrals for young people who require specialist medical interventions necessitating qualified nursing care.

### **Referrals for all residential short break**

Placements are received from social work teams and must include a referral request and a completed assessment of need and risk. Referrals are considered at a monthly short break panel.

The placement must be considered in the best interests of each child and assessed as a benefit to the young person and represent an enhancement of their current situation. Additionally other non-residential short break services need to have been explored first. On-going Social Work support must also be provided to the young person once the placement begins.

On receipt of a referral a member of the Tresor management team will conduct a compatibility assessment, collating relevant reports and speak with the family, referring social worker and where possible the young person to determine that the service is the most appropriate resource.

Consideration will also be given as to if the young person will have access to a compatible peer group and that the individual does not pose a significant foreseeable risk or compromise towards the safety and well-being of the staff other young people using the service

Tresor 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 such as cancellation of planned short breaks at very short notice. The same admission criteria apply.

The Senior Management Team, in consultation with the County Residential Manager, will consider requests for admission due to unforeseen emergencies, and endeavour to offer appropriate support at these times.

Any placement can be reviewed at any time if the Senior Management Team thinks it appropriate, or if a parent or any other agency requests such a review. A written report on each placement is submitted to each child's annual statement review, and where possible, a member of the staff attends the review.

The referral panel will consider requests for additional time, except very short temporary ones, which will be granted at the discretion of the Senior Management Team.



## Contact us

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