



# **Statement of Purpose and Function**

Moonreach

Juno House

Registration Number 2523034

This statement of purpose and function has been written considering the  
Quality Standards effective from the 1st of April 2015  
Implemented 07<sup>th</sup> December 2018  
Updated: 07.05.2025  
To be reviewed: 07.09.2025

## Introduction: -

### Welcome to Juno House!

Juno is large 3-bedroom house, which is a relaxed and a fun home to live in. The adults at Juno have the children's best interests at heart and like to see them enjoying themselves, achieving and taking part in lots of varied activities. The adults enjoy spending quality time with the children whether that is out in the community on activities or in the home. The adults have a good sense of humour and delight in seeing the children smile and enjoying living at Juno House. The Juno team enjoy supporting the children in developing their skills. The adults in the home love to cook, making homemade meals and teaching the children how to make these meals, supporting them in developing their life skills and working towards their pathway planning.

We ensure the children feel valued, empowering them to make decisions about their care and the development of the home, the children's views and wishes are listened to and put in practice regarding the redecoration of the home including their own individual bedrooms.

Juno House is in Walmer, Deal. The town historically was used by fishermen and traders from all over the world. Both Deal and Walmer Castle, have at some point in history been the homes of many important historical figures such as Lord Nelson, the Duke of Wellington, Winston Churchill, and the Queen Mother. It has many tourists throughout the summer. There are lots of Local activities for the children such as horse riding, swimming, parks, and clubs that are easily accessible.

#### Messages from the team:

*"I love how supportive the team is of one another" –*

*"I really love our team, a very supportive and kind bunch and it's great to be a part of it" –*

*"The whole team is really friendly, supportive and caring" –*

*"Everyone has been so friendly and supportive; I've been made to feel welcome as a new staff member"*

*"I love going out on activities and seeing the children have fun and enjoy themselves"*

*"I enjoy supporting the children and helping them reach their full potential"*

*"It's nice seeing the children grow and spending time with them and seeing them smile"*

#### Messages from the Children:

*I like living at Juno we get to do fun things and the adults are nice.*

*I get to make cakes with the adults as part of my independence.*

*I like being able to go out on activities of my choosing.*

*I like being able to decorate my bedroom how I want.*

## The principles of residential care

- Children in residential care should be happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.
- Residential care should value and nurture each Child as an individual with talents, strengths and capabilities that can develop over time.
- Residential care should build positive relationships; establishing strong bonds with children and Children based on jointly undertaken activities, shared daily life, domestic and non-domestic routines, and established boundaries of acceptable behaviour.
- Residential care should be ambitious, nurturing Children's Education, out-of-school learning, and ambitions for their future.
- Residential care should be attentive to need, supporting Children's emotional, mental, and physical health needs, encouraging, and empowering them to make choices and developing their self-esteem.
- Residential care should be outward facing, working with the wider system of professionals for each child, and with children and Children's families and communities of origin to sustain links and understand past problems.

- Residential care homes should have high expectations of staff as committed members of team, as decision makers, as activity leaders, and engaged in on-going learning about their role and the children, Children and families they work with.
- Residential care should provide a safe and stimulating environment in high-quality buildings, spaces that support nurture and privacy as well as common spaces, and spaces to be active.

### **Quality Standards 1st April 2015**

#### **Index: -**

#### **Section 0 - Care Provider and Manager**

- 0.1 Responsible Individual
- 0.2 Registered Manager
- 0.3 Ofsted
- 0.4 Children's Commissioner

#### **Section 1 - Quality and Purpose of Care**

- 1.1 Aims, objectives and ethos of the home
- 1.2 Our aims and anticipated outcomes for the Children and our approach to achieving them
- 1.3 Age, range, sex and numbers of Children
- 1.4 Accommodation at Moonreach Juno
- 1.5 Location of the homes
- 1.6 Accommodating special needs, disabilities and characteristics.
- 1.7 Health & Safety
- 1.8 Admissions Procedure
- 1.9 Criteria used for emergency placements.
- 1.10 How we promote and support the religious, cultural needs of the Children placed
- 1.11 Other services outsourced by Moonreach Juno
- 1.12 Support during transition from the home
- 1.13 Therapeutic techniques undertaken at Moonreach Juno

#### **Section 2 - Children's Wishes and Feelings**

- 2.1 Our facilities & services
- 2.2 Promoting and respecting ethnicity and diversity.
- 2.3 Children's rights
- 2.4 Anti-discriminatory practice, working with the Child and their parent.
- 2.5 Consulting with Children about their needs and quality of care
- 2.6 Complaints made by Children.

#### **Section 3 - Promotion of Education**

- 3.1 Educational provision
- 3.2 Staff encouragement and support
- 3.3 Supporting Children with Special educational needs.
- 3.4 Non-attendance, suspended or expelled.
- 3.5 Areas available to study and home tutoring

#### **Section 4 - Enjoyment and Achievement**

- 4.1 Encouragement and provision of internal and external activities
- 4.2 Make positive contribution to the home and to the wider community.

#### **Section 5 - Health and Well-Being**

- 5.1 Promoting health.
- 5.2 Promoting exercise and fitness.

#### **Section 6 - Encourage Positive Relationships**

- 6.1 The importance of positive relationships

#### **Section 7 - Protection of Children**

- 7.1 Assessing our staff are competent to manage challenging behaviours.
- 7.2 Safeguarding our culture and ethos.
- 7.3 Children missing from home.
- 7.4 Anti-bullying
- 7.5 Consequence to negative behaviours
- 7.6 non-permissible sanctions
- 7.7 Positive physical intervention
- 7.8 Recording and reporting
- 7.9 Safe area risk assessment
- 7.10 Fire Procedures and keeping the home safe.

#### **Section 8 - Leadership and Management**

- 8.1 Stable and sufficient workforce
- 8.2 The recruitment of staff
- 8.3 The training and development of the staff team
- 8.4 Supervision of staff and team meetings
- 8.5 Electronic or mechanical means of surveillance used within Moonreach Juno
- 8.6 Management monitoring and review

#### **Section 9 - Care Planning**

- 9.1 How we support and promote visit between the Children placed and their parents and significant others.

9.2	Reviews and Placement Plans
9.3	Behaviour Management Plans
9.4	Pathway plans
9.5	Independent Skills Workshops
<b>Section 10 - Staff Table</b>	
10.1	Staffing List
<b>Section 11 - Company Structure</b>	
11.1	Company Structure
11.2	Organisation Chart

## Section 0 - Care Provider and Manager

### Registered Provider

Fern Cowie  
15 Owen Square  
Deal  
Kent  
CT14 9TG  
Tel: 01304 367799

### Manager

Amy Robertson  
15 Owen Square  
Deal  
Kent  
CT14 9TG  
Tel: 01304 367799

### 0.1 The Registered Provider of Moonreach Juno is:

Fern Cowie is the responsible individual for Juno and its Moonreach sister homes.

Fern has many years of experience working within a residential setting and caring for children who display challenging behaviours due to their low self-worth and vulnerabilities. Fern is proactive in supporting the managers within Moonreach and recognises that each manager brings individual strengths to the company and their own homes.

As part of the manager's development, Fern ensures external clinical supervision is available to managers. Monthly meetings take place to provide the managers the opportunity to collectively share their experiences, successes, and ideas. It provides a space for everyone to further develop their understanding, and knowledge allows them to issue resolution and provides them with a sense of purpose. Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills, and knowledge and to develop her CPD. Fern holds a QCF level 7 in leadership and management.

### 0.2 The Manager:

My name is Amy Robertson, and I am beginning the registration process with Ofsted to become a registered manager for Juno House.

I started working within children's residential homes in June 2015 and completed my level 3 diploma before being promoted to becoming a senior care worker and then becoming a deputy manager.

I have used my initiative to complete additional training for working with children and ensure that anything I have learned is shared with my staff team to further their development. I develop the team through supervisions, team meetings and daily guidance. This will support and ensure that the children in our care are receiving everything they need to be happy, safe, and thrive.

### 0.3 The Regulator:

#### The Regulatory Body is:

Ofsted  
Piccadilly Gate, Store Street, M1 2WD

### 0.4 The Children's Commissioner:

#### The Children's Commissioner

Dame Rachel de Souza  
The Office of the Children's Commissioner  
1 London Bridge, London, SE1 9BG Tel:  
020 7783 8330  
Freephone:0800 5280731

## Section 1 – Quality and Purpose of Care

### 1.1 Aims, objectives and ethos of the home.

Juno House prides itself in its team approach to caring, nurturing, supporting and safeguarding Children in our care. We recognise that every Child placed is unique and individual, so we strive to work in collaboration with the placing authorities and other identified professionals to meet each Child identified and individual holistic needs.

Our primary aim is to offer stability, consistency and enable the Children to develop trust, confidence, and the opportunity to develop and grow. By working closely with their care plan, Juno House placement plans are devised as a tool to meet their identified needs and to aid their transition and development through to adulthood and independence. The cycle of ongoing assessment, monitoring, evaluation, and review will identify the support and provision required to ensure the child is able to make progress in all their highlighted areas of need, which can also be achieved by setting tangible and realistic targets which are measurable and monitored closely by the team and management.

*Our main objectives of our service are:*

- ✓ To provide a safe and secure environment, which is homely, nurturing, but has clear, insightful and reliable boundaries which are effective and not punitive.
- ✓ To offer high quality residential care and support Children.
- ✓ To provide as near to a family environment as possible.
- ✓ To offer accommodation for 7- to 18-year-olds, and to assist and support the transition into independent living.
- ✓ To promote their development and learning.
- ✓ To provide facilities to enable a Child to achieve positive change in their lives.
- ✓ To offer a high-quality service.
- ✓ Enabling Children to prepare for their independence.
- ✓ Develop self-esteem, and encourage the learning of both social and life skills,

*In order to achieve these aims the following objectives have been set:*

- \* The creation of a warm, safe and welcoming environment.
- \* The ongoing and continuous development of a multi- skilled and highly qualified team.
- \* Maintenance of an effective and proactive key-worker system.
- \* Access for Children to all local relevant services to enable them to become more independent.
- \* Encouragement of positive relationships and support for the placement with all persons involved in the Child's welfare.
- \* Individualised independent packages.
- \* Aiding a successful transition into independent living or family.
- \* In-house workshops to achieve set targets aims, and develop knowledge, life, and social skills to prepare for adulthood.

### 1.2 Our aims and anticipated outcomes for Children and our approach to achieving them.

Juno House's philosophy of care reflects our deep belief that Children have the right to be cared for in a 'safe, stable and secure environment'.

Moonreach, the Home Manager, and the team at Juno House will endeavour to oversee and ensure a positive living experience for each child placed. We aim to provide care that will promote the emotional and physical well-being of the individual and give each child time to come to terms with the difficulties in their lives, reflect, and move towards a more positive future.

Children's Meetings and key-working sessions take place, enabling aspects of reflection and the ability to take responsibility for their actions and contributions. These interactions are essential for the growth and development of all children, as most present with problems at the referral stage, including the inability to relate at an acceptable level within a peer group. All our Children are treated equally and according to their individual needs, so issues of rivalry, jealousy, and anti-social behaviour are addressed within the group and are done in such a way that they are de-personalised.

Our aim is to help stabilize and support a Child as we recognise moving into a care setting or a transition into another home can be extremely traumatic. We offer a child-centred approach, identifying individual needs and devising a structured plan to meet and address these needs.

Juno House focuses on the ongoing development of life and social skills, to prepare our Children for independent living, equipping them with confidence, knowledge and empowering them to eventually move on within the community as soon as they feel able and confident in doing so. Any problems, difficulties or challenges identified during the stay at Juno House are addressed quickly and all the children within our care are taught the skills needed to allow them to deal and manage these situations.

The outcomes of our service are monitored monthly in the regulation 44 report and where we still adopt the 5 outcomes of Every Child Matters, enabling us to make sure all needs are met.

It is our aim that all Children can achieve positive outcomes from their stay with us at Juno House. We take a holistic approach to the care of our Children, and their individual needs are identified, and tangible, attainable goals and targets are set to address issues, teach new skills, and address behavioural problems.

### **1.3 Age, range, sex and numbers of children and Children**

Juno House is registered to provide accommodation for three Children of any gender; our normal admission age range is between 7-18. Juno House can accommodate Children from any ethnic heritage and culture and will endeavour to accommodate and promote any chosen religion.

### **1.4 Accommodation at Moonreach Juno.**

Juno House is located within a quiet residential road in the seaside town of Deal in Kent. The home is within walking distance to a local primary and secondary school.

Juno House is an end terraced family home, organized over 2 floors. It offers homely and family orientated accommodation for three Children. The interior is comfortable, bright and modern throughout, offering 3 bedrooms, one large open plan lounge, dining room leading on to a kitchen with gardens to the front and the rear of the property.

### **1.5 Location of the homes**

The town of Walmer, Deal lies on the English Channel eight miles north-east of Dover and approximately 20 miles from the historic city of Canterbury. Deal has an attractive mix of unspoilt seafront, a small fishing fleet and a vibrant high street and shopping area, which makes it one of the gems of the East Kent coast. There are good educational facilities including nearby colleges and universities, as well as good transport links via high-speed trains and motorways.

Deal has plenty to offer Children with good local amenities including a local leisure centre with an indoor swimming pool, a recreational park, a pier, and lots of clubs and community activities including the Deal Carnival which is held in the summer and is popular with the children.

The home is in close proximity to all health services needed to ensure the children's individual needs are met.

### **1.6 Accommodating special needs, disabilities, and characteristics.**

Juno House works to provide, care, and promote education, development, and support, to Children whose previous experiences may have significantly impacted their lives.

Juno House takes a holistic approach to the assessment process and recognizes that each child should be assessed about their own specific needs. Juno House is aware of the range of issues and factors that may impact a Child, which may include learning difficulties and mobility issues. It is our aim that by working in partnership with all professionals involved, we can identify, support, and develop an individual plan to meet specific needs. The team is experienced in supporting Children with a diversity of special needs, and emotional and behavioural issues.

These have included: -

Attention Deficit Hyperactivity Disorder (ADHD), autism spectrum disorder (ASD), delayed development, adolescent mental health issues, self-harming, suicidal tendencies, eating disorders, challenging behaviours, learning disabilities (including global delay and speech delay), destructive behaviours, criminality, inappropriate sexualised behaviour, and persistent missing episodes.

Unfortunately, due to the layout of the accommodation, Juno House would not be suitable to accommodate Children with severe mobility issues and those who may require wheelchair access.

### 1.7 Health & Safety

Moonreach takes the health and safety of the children and the adults working here very seriously and to this end, we provide good quality child-focused risk assessments that are regularly reviewed updated and overseen by our company's own internal Health and Safety Consultant – Flavio Walker. Flavio has worked for Kent County Council from April 2002 as “Health and Safety Manager for Environment and Regeneration Directorate and Communities Directorate with a deputising role for Corporate H&S Manager” and from April 2010 as “Corporate Health and Safety Operations Manager for Strategic and Corporate Services with deputising role for Corporate H&S Manager” and finally from January 2017 as “Head of Health and Safety, Kent County Council until he retired in March 2021 to join Moonreach. His qualifications and experience are impressive: -

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by residents are also tested to verify their safety.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises. Monthly health and safety checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children to live.

### 1.8 Admissions Procedure

All referrals of Children are considered, subject to occupancy levels. As much information as possible is always requested to enable the manager to discuss with her team the highlighted needs of the referred Child, and to evaluate and match the placement to the needs of the Child already accommodated, as not to jeopardise their placement. The Manager also considers the skill set of her team, making sure they are experienced to deal with the potential issues, and specific training is sought to equip the team if necessary.

To ensure effective matching is in place, all relevant documentation will be requested at the time of the referral, Juno House will complete its internal matching procedure which includes completing the matching form and impact risk assessment to ensure the child is a good match and that it meets the requirement of the Statement of Purpose in relation to the type of Child we admit.

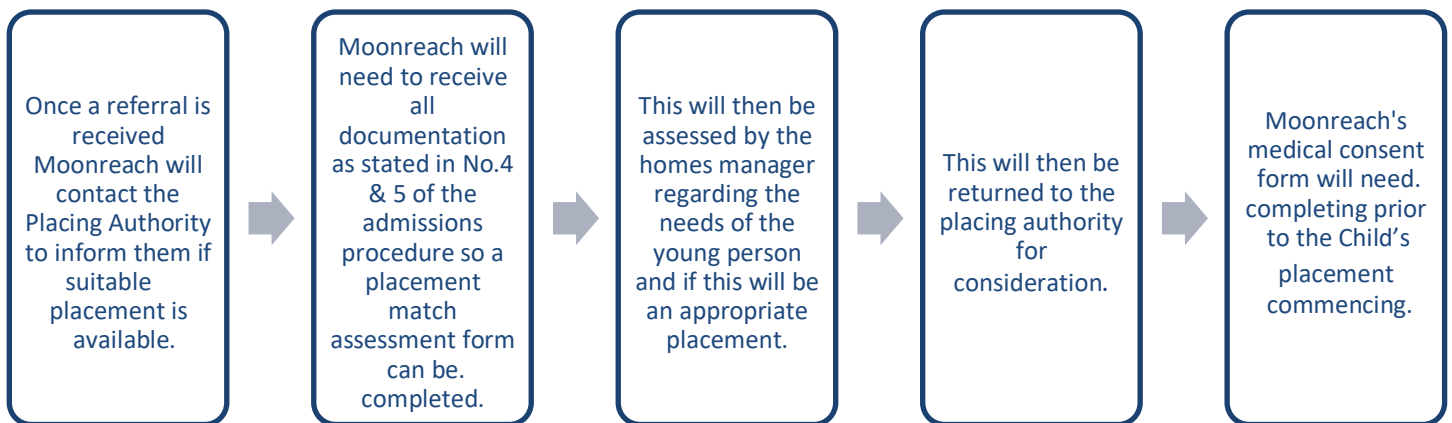
Identified needs, risks, targets and support required is identified and agreed with the placing authority prior to admission and confirmed in more detail within the placement planning meeting. Risk assessments, behavioural support/management plan, health plan and Moonreach's placement plan will be devised in conjunction with the Local authority's statutory Care plan and placing social worker.

From the initial referral to the placement planning meeting, regular liaison will take place between the manager, the team and the referring authority to ensure that all needs are identified, and the team are able to manage the risks if any.

#### Admission process:

1. Telephone call from placing social worker.
2. Through conversation and discussion with the social worker, an initial determination will be made as to whether Moonreach Juno is potentially an appropriate placement.
3. A referral form is sent, and the social worker agrees to complete the form and send all relevant information, including the most recent review minutes or core assessment.
4. All relevant documentation will be required prior to a Child being placed in Juno house to ensure all Children receive an effective planned move. This should include up to date care plans, CIC review minutes, psychological/ therapy assessment reports and EHCP. Moonreach Medical consent forms must be completed prior to the placement commencing.
5. The potential referral and all documentation are discussed with the team to ensure the team have a clear understanding of the Child's needs.
6. Once the completed referral form is received, the placing social worker and Child will be invited to visit the home. The social worker will take a copy of the Children's Guide with them to discuss the home.

7. A potential new placement will only be discussed with the Children already in placement when mutual agreement between the placing social worker and Moonreach is received.
8. The manager offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding etc.
9. On placement, a keyworker will be identified and the social worker will be able to liaise directly with them regarding the Child.
10. A placement plan meeting will take place within 7 days and a review will be held within the first month to assess progress. This meeting will take place at a location mutually convenient to all parties.  
At that meeting, there will be a request for a commitment from the social worker to visit on a regular basis.



### 1.9 Criteria used for emergency placements.

- \* Juno House will only accept emergency admissions, based upon the information provided, assessing the possible risk of the impact upon the other Children placed and solely at the manager and their team's discretion.
- \* Our primary concern immediately upon admission is to settle the Child into their new surroundings.
- \* Within 24 hours, we develop an initial care plan, which is finalized within seven days of an emergency admission.
- \* It is a pre-requisite of any emergency admission that formal arrangements are already in place for full and formal medical assessment of the Child within 24 hours of their admission.
- \* Upon emergency admission, Juno Houses' standard non-emergency admission processes as described will apply.
- \* All emergency referrals will be risk assessed, taking into consideration any Child already in placement. Risk assessments will be made considering children already in place within the home. All adults have knowledge and awareness of risk assessments.

### Summary: Our minimum requirements of accepting an emergency placement are as follows:

- The Matching & Impact form is completed
- Up to-date placing authority's risk assessment.
- Consideration is given to the needs of the Child already in placement.
- A matching management meeting would take place prior to offering a placement.

### Considerations that would be discussed in this meeting would include:

- Specific needs and presenting behaviours of the referred Child.
- If medical or specialist facilities are required internally/externally.
- What the educational arrangements were.
- If the skill base of the team can meet the identified needs of the Child being referred.
- If specific training is required and how quickly this could be arranged.
- A specific assessment time would be agreed before a short term/long term placement offered.

### 1.10 How we promote and support the religious, cultural needs of the Children placed.

Religious beliefs are always addressed at the point of admission to allow the appointed keyworker the opportunity to locate the nearest appropriate place of worship if applicable and research the culture in which the child follows. This also allows for training to be sourced should this apply.



Because of the nature of the care system, many Children have had a 'fragmented experience' of religion. If a Child wants to re-establish their religious beliefs, we will actively support and facilitate them to do so. We recognise that a Child's religious belief can form an important part of their identity and therefore play a significant part in their personal development. All Children will have the opportunity to attend formal places of worship or any other environment where they may wish to observe their religion. The team will endeavour to facilitate quiet places to pray, or transport required to accommodate this.

Juno House regularly promotes the Children's awareness and understanding of an equal, diverse, and multi-cultured society by having in-house theme nights. These consist of the Children and adults researching information regarding a certain country, focusing on the religion, culture, and beliefs of that society, cooking an authentic meal, and taking part in discussions and quizzes that are appropriate to the Child's abilities. The team makes these theme nights engaging and entertaining to encourage involvement.

### **1.11 Other services outsourced by Moonreach- Standard School Program**

Juno has a close professional relationship with several different, local, Primary educational settings (including Whitfield Aspen School and Sandown Primary School) and Secondary educational settings (including Brewood School, Southwood School, Portal House, Goodwin Academy, and Sandwich Secondary School) that can offer a standard, in-school program or provide an individually tailored education package for each student. In addition, several settings offer 1:1 support in school for students who need additional help either emotionally, psychologically, or academically. This support is offered both in and out of the classroom and is reviewed regularly.

#### **Outbound Program**

A number of the educational settings we have relationships with, offer outbound programs that operate within the framework of a standard school program but offer education on a 1:1 basis, off-site. The difference with this provision is that the student does not have to engage in a classroom setting but instead is offered a range of alternative learning environments including libraries, study centres, and in-home settings, to learn.

#### **Virtual School Program**

In the Virtual School Program, students will be given an introduction to the course and how to access and complete assignments set for them; this introduction will be held in their home environment with the Intervention Officer. The curriculum will be provided in the following core areas English; Maths; Science and ICT, as well as the ASDAN Short Courses in PSHE; Sex and Relationships Education, and Beliefs and Values.

Once the student has engaged and started to see attainment in these initial areas, further optional courses will be offered such as History; Geography; Media; Performing Arts; Business Studies; Art; Woodwork; Animal Care; Languages; Health and Social Care; Religious Studies; Sports and Fitness; Food Technology; Environmental Award. Pupils will be set weekly lessons to follow and tasks to complete which will be submitted via email or post, dependent on the nature of the activity.

### **1.12 Support during the transition from the home**

All Children at Juno are supported and encouraged to develop their independence skills in preparation for moving on. Juno will work closely with any school to provide a wide range of workshops and courses/programs.

Juno House works with Children to develop their confidence and skill set to manage all financial and additional responsibilities, ensuring that the Children are given every opportunity to succeed in adult life. Juno House uses the 'Get Ready for Adult Life' workshop program which targets a wide variety of workshops and practical exercises to support a Child's understanding and development.

Juno House can also identify areas where the development of a Child needs additional support and personalise an independent program to suit the individual needs of the Child.

### **1.13 Therapeutic techniques are undertaken at Moonreach.**

Juno House outsources professional therapist involvement to either/the Children and Adolescent Mental Health Service (CAMHS) or sources independent therapists when necessary. Juno House ensures that all therapeutic input from external agencies/individuals hold relevant qualifications that are accredited by the British Association for Counselling and Psychotherapy and have the relevant safeguarding checks to ensure the children's needs are met and safeguarded. Moonreach ensures the relevant insurances are in place and are valid and checked, along with this Moonreach ensures all copies of qualifications and certificates are on file and checked with the awarding bodies.

The manager and team ensure good communication between the home and therapeutic professionals working with the Children and strive to achieve positive outcomes for the Children, where appropriate involve therapists in staff meetings and multi-professional meetings regarding the Children. Individuals who work directly with the Children must have a full DBS check completed before working with the Children.

Within Juno House, we are able to source different forms of therapy to support the children in the home; we have built relationships with therapists who are trained in art, play, and talking therapy, we have also sourced a provision that provides animal therapy, which is something the Children have specifically discussed enjoying and that gives them the confidence to start therapy through this provision.

As part of our therapeutic approach, a certified, PACE training course is held each year and adults are encouraged to use the principles of PACE in the care of children. PACE focuses on the whole child, not simply the behaviour. It helps children be more secure with the adults and reflect upon themselves, their thoughts, feelings, and behaviour, building the skills that are so necessary for maintaining a successful and satisfying life. The child discovers that they are doing the best that they can and are not *bad* or *lazy* or *selfish*.

Through PACE and feeling safer, children discover that they can now do better. They learn to rely on adults and trust them to truly know them. For adults, using PACE most of the time can reduce the level of conflict, defensiveness, and withdrawal that tends to be ever present in the lives of some children. Using PACE enables the adult to see the strengths and positive features that lie underneath behaviour that challenges.

Training at Moonreach is provided free of charge to all employed adults as a mixture of online and face-to-face sessions. Adults receive an hourly rate of pay for the time they spend on face-to-face courses. We recognise the importance of building of relationships and trust with the children in our care and the pivotal role that consistent and appropriately trained adults play in that, so employee retention is a particular area of our focus. All adults working at Moonreach receive regular, protected supervision to provide a forum to discuss their practice and CPD. Annual appraisals also allow adults to discuss their ongoing development and career aspirations Managers also receive monthly group supervision with the pace training to support their understanding and reflective practice.

## Section 2 - Children's Wishes and Feelings

### 2.1 Our facilities & services.

Juno House's main aim and directive is to holistically assess the range of individual needs of each child and form a strategy of support that would best provide a caring and safe environment to develop, grow, and progress. This integrated approach ensures holistic thinking and a consistent, clear, and evidence-based approach to meet the needs of each child.

Each Child will have an initial assessment which will draw together the information gathered from local authorities and educational provisions. The collating of the chronological and specific issues around each Child will identify care, education, and health needs as well as areas for potential assessment and support.

Juno has developed good links within the community and has access to a range of other professionals who deliver individual services to Children, as and when required. It is Juno House's ethos to work as a holistic team and work in partnership with external professionals to ensure a reflective and professional approach to the needs of each Child. Juno House works within the guidelines of the Quality Care Standards whilst also thinking about the daily individual needs of each child and their medium and long-term plans. When placed, a 24-hour management plan is devised, incorporating a detailed account of the structure of each Child's daily routine. Initial risk assessments are also undertaken monitored and revisited regularly.

Working in conjunction with the Local authority's care plan and the placing social worker, Moonreach's placement plan is put in place that will identify the individual needs that have between identified, goals and targets sets with the view of the child's Child broader, longer-term plans. This is also updated and revised regularly to incorporate changes following a LA statutory review, and changes in circumstances.

Juno House has developed a cohesive and professional team who are friendly, warm, and approachable, sharing a positive and insightful approach when working with children. The development of positive relationships and good communication is important as it enables the children to settle in their surroundings and to relate to the team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged and rewarded with lots of praise and rewards whereas negative behaviours are not encouraged and whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours.

All Children placed at Moonreach will receive: *Within their home:*

- \* One to one adult ratio when required.
- \* Good sized bedrooms offering personal privacy

- \* A homely, welcoming and comfortable living facility with provision for high needs/close supervision.
- \* An emphasis on building positive, strong, effective relationships and supported by a comprehensive key working system.
- \* Support and encouragement to promote and develop their education and development
- \* Promotion of understanding culture and diversity, and acceptance of others
- \* Preparation for Semi supported / independent accommodation.

#### *Our Resources:*

- \* An experienced and well-trained cohesive team
- \* In-house counselling and therapy services as and when required
- \* Regular in-house workshops to develop self-care, independent and social skills
- \* On site education/ home tuition- educational support as and when required
- \* Themed culture and diversity nights to promote acceptance of others
- \* Activities and excursions.
- \* Access to local resources which include CAMHS.
- \* Access to Next steps life skills and training

#### *Local area:*

- \* Seaside location
- \* Local town with high street shopping
- \* Good range of local schools, colleges, and universities
- \* Local hospital equipped with a minor injuries' unit
- \* Access to various parks and leisure facilities, including a swimming pool, wildlife parks and zoos
- \* Historical interests
- \* Local clubs and organizations including Army and Marine Cadets, sailing club, scouts, guides....
- \* Immediate access to the countryside and beach for relaxation and enjoyment.
- \* Good transport links

## **2.2 Promoting and respecting ethnicity and diversity.**

Our team is trained to recognise and promote an acceptance and understanding of ethnicity and cultural differences. Themed cultural evenings are regularly held within the home for the Children to part take, educating and providing everyone with an understanding and awareness of different countries, their people, language, currency, dietary needs, customs, religious days, and places of worship. Most religions and denominations are catered for within Deal and nearby neighbouring towns.

## **2.3 Children and Children's rights.**

The manager and the team at Juno House believe and uphold it is the right for any Child to have a

- \* safe, secure home environment
- \* to be nurtured and cared for
- \* to be supported through education and learning.
- \* to be given the tools and support to progress to an independent life.

Children have a 'voice' and are encouraged to convey their opinions and concerns anytime and particularly when engaging in key-working sessions, attending statutory reviews, and making plans for their future (where appropriate)

Regular children's meetings also provide a forum to air issues or make complaints, and the Children are made aware of the complaint in-house system and external visit numbers that are displayed, which is also incorporated in the children's guide. Adults are encouraged to promote the rights of Children who may wish to make complaints and remind Children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others. All Children at Juno House have the right to be heard, protected from harm, treated with dignity and respect. The team are proactive in their approach, supporting the rights of the Child and will advise all Children in respect to the complaint procedures, access to their files and information, and confidentiality issues.

We aim to treat all our Children equally and fairly, encouraging openness and transparency.

Adults within the home will encourage children to engage with external advocacy services for their voices and wishes to be advocated for.

## 2.4 Anti discriminatory practice, working with children and their parents.

Juno House is opposed to any form of discrimination against any child or team member, and in any form. The team work together to prevent discrimination on the grounds of heritage, nationality, culture, gender, age, religion, disability, political, ethnic, language or other opinion. Any form of discrimination by adult or Child will not be tolerated and addressed. It is our policy that all adults always report any form of discrimination immediately.

Juno House promotes anti-discriminatory practice at all levels. The home's practice is Child focused always considering the whole Child and their individual needs. Children's rights are always observed, and all children have a full understanding of the complaints procedure and who they can turn to if they feel their rights are not being met. Adults are encouraged to promote the rights of Children who may wish to make a complaint.

Recognising the importance of the relationship between a Child and their family and significant others, the team at Juno House will always promote and facilitate family contact. Family and friends will always be made to feel welcome in the home and treated with courtesy. Juno house will communicate regularly with parents and family by means of regular telephone updates and reports as agreed per placement plan. The team uphold a professional, anti-oppressive and non-judgmental approach when working with parents and families. All parents are always made to feel welcomed and treated with dignity and respect.

## 2.5 Consulting with Children about their needs and quality of care.

All Children are encouraged to participate with their ideas and suggestions in the running of the home. Although Children may have a relatively short stay in the home, it is important that they leave having had a good experience.

Children's meetings are held, providing an opportunity for the Children placed to raise concerns, make a complaint, devise menus, choose activities and make suggestions to improve the quality of care-thus, improving their outcomes. These meetings are formerly recorded and kept on file. This forum is also used to address issues of problematic relationships as group living is often challenging and using these open meetings, we hope to address personality problems as soon as they occur.

The team is friendly and approachable, enabling the Children to freely state if there is a concern or suggest an idea. The manager adopts a 'hands-on' approach working and consulting directly with the Children, as does the registered provider on her visits. The Regulation 44 independent visitor also consults with the Children on the visits and includes their feedback in the monthly reports.

## 2.6 Complaints made by children.

Every complaint is taken seriously, and the appropriate procedures and processes are followed.

All children are listened to and made aware of the complaint's procedure through the Children's Guide, children's meetings, information on the notice board, and general open discussions within the house.

Complaints can be made in writing or verbally and the Children's Guide contains information of people the Children can contact, including their Social Worker; Independent Reviewing Officer, Ofsted Inspector; Regulation 44 Visitor, registered provider, Children's Rights Director; Kent Social Services and our local Community police support officer if they wish to discuss an issue with someone outside of the home.

CIC Team

Ofsted

National Business Unit

Piccadilly Gate

Store Street

MANCHESTER M1 2WD

Tel. No: 0300 123 1231

The Children's Commissioner Dame

Rachel de Souza

Children's Commissioner for England

Sanctuary Buildings,

20 Great Smith Street,

London,

SW1P 3BT

Tel: 020 7783 8330

Freephone:0800 5280731

Email: [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk)

## Section 3 - Promotion of Education

The promotion of education and learning is part of our holistic approach and forms a crucial element in the care and development of all Children placed with us.

### 3.1 Educational provision.

Moonreach is not registered as a DFE provision but does have good relationships with the schools in the local vicinity, including a nearby EBD provision and which we hold a place on the board of trustees.

### 3.2 Team encouragement and support.

The team encourage, facilitate, and support learning, promoting each Child's educational plans and adapting their individual needs whilst recognising that some Children may need more support than others as a result of their unique learning abilities. This also includes providing support within their education setting.

The assigned keyworker or another team member will liaise with and attend all school, college, parental and educational meetings to oversee the educational care of each Child.

### 3.3 Supporting Children with Special educational needs.

We recognise that every Child will be diverse in their abilities and learn at different rates. We strongly support empowering Children to overcome their educational difficulties and at Juno House can contribute to their support and input as we have been invited to sit on the board of trustees of a local EBD school.

As with all Children placed, specific educational needs will be identified, and the staff are able to offer support within their schools/colleges and within the home, working with the home tutors if applicable and encouraging extra educational activities, homework and close liaison with the Child's teacher's and tutors.

Special Educational Needs (SEN) or Education Health Care Plan EHCP that affect a Child's ability to learn can include there:

- behaviour or ability to socialise, e.g., not being able to make friends, including those Children who have been diagnosed with ASD (autistic Spectrum Disorder)
- reading and writing, e.g., they have dyslexia.
- ability to understand things.
- concentration levels, e.g., they have attention deficit hyperactivity disorder (ADHD) • physical needs or impairments.

Children with learning difficulties may have an EHCP (*statement of education needs*) (SEN) in place. We oversee this plan is adhered to and updated regularly, making sure all the needs of the Children in our care are met.

### 3.4 Non-attendance or Exclusion.

If a Child is subject to exclusions, refuses education or has no temporary educational placement, a structured timetable and curriculum is put in place with guidance from the Virtual School Kent and the Child's Educational Provision that is in accordance with the Child abilities, while Juno House identify an appropriate educational placement for the Child.

### 3.5 Areas available to study and home tutoring.

Moonreach is a large family home, so can offer plenty of room to study. A desk is provided in the bedrooms (should the child need one), there is also a separate room which will also be used for learning and the large lounge area (which is bright and spacious) offers a good facility that is conducive to learning. The team readily offer to help and support with any homework, whilst not compromising the supervision of others.

In-house tutors can be arranged and facilitated by arrangement with the placing social worker.

## Section 4 - Enjoyment and Achievement

### 4.1 Encouragement and provision of internal and external activities.

All Children placed with us are encouraged and supported to become involved in a range of activities and recreational pursuits internally and externally. The team works together to promote all aspects of a Child's development. The Child as part of their independence planning will be encouraged to identify, arrange, and budget their local activities where they can liaise with their peer group.

Weekly activities are discussed with the children and the home and will facilitate each Child's preferences and interests. Individual timetables are devised indicating a schedule for each Child and incorporating their chosen activities inside and outside the house.

The home has a family sitting room where there are books, board games, craft activities, and DVDs that can be enjoyed together. Day trips to zoos, theme parks, and weekends away are also facilitated for Children to enjoy.

When appropriate and depending on the individual Child's interests and abilities, outside activities/clubs will be identified and encouraged to develop their skills, confidence, and individual interests. The team will support the Children in regular attendance and encourage participation, ensuring that the Children are properly prepared and equipped. Eventually, dependent on the Child, this would be unsupported allowing further re-integration into the local community and the building of peer group social skills.

The Children participate in group or individual holidays during the school summer holiday. This is arranged in consultation with the Children's preferences and takes into consideration their ability, behaviours, and risks to themselves or others. Risks are assessed, and strategies are put in place to best manage potential situations. The Child will be kept involved in the planning of the holiday activities as a goal to work towards and look forward to.

*\*Please note: if a Child's behaviour consistently presented as a danger or high risk to manage out in the community, their holiday may have to be cancelled. This would not affect the other Child placed. \**

Consent is sought from the local authority and/or parents (where applicable) prior to children participating in external events, day trips, and holidays.

#### **4.2 Make positive contributions to the home and the wider community.**

Juno House has established good relationships with local clubs and projects in the community; the Children are encouraged to join local clubs to provide a stable platform for developing positive social networks within the community. Moonreach encourages positive and appropriate relationships with peers within the community and provides support through key sessions and nurturing to promote stable peer-to-peer relationships.

Talents, interests, and hobbies are encouraged and give the Children a focus and sense of achievement, which builds self-esteem for the future. The adults in the home source events, clubs, sports centres, and days out to maintain interests and promote either continuation of their interests or the development of new ones.

Overnight stays are encouraged with friends (where appropriate) and the home assesses the property on which they will be staying to ensure the standard welfare is sufficient. Juno House strives to make all children feel part of the community and promote opportunities of friendship and achievement, socially and personally.

## **Section 5 - Health and Well-Being**

### **5.1 Promoting health.**

Juno House provides a holistic health support package to meet the needs of each Child's physical and emotional health.

All Children are registered with a local General Practitioner, optician, and dentist shortly after admission. Via the referral and placement planning process, all relevant information regarding a child's health and their individual needs is documented to ensure that there is a continuation of care in following their transition.

Health care plans are developed and monitored by the home's manager to ensure medication is administered appropriately, appointments are implemented, and work is done around a Child's refusal to attend appointments. Where there are issues of ongoing medical conditions, referrals are made to local specialist services to ensure good levels of continuity of care.

Where appropriate, additional services are facilitated and specialists including counsellors and therapists are provided as required and as part of the health/placement/care plan.

The team have developed a positive relationship with the local CAMHS team who support us and our Children in renewing medication for on-going conditions (such as ADHD, depression). They can also advise, where necessary, during periods of emotional crises for Children to ensure children receive the appropriate levels of support and intervention.

#### **Whilst in our care the Child can expect a good quality of primary health care:**

- \* All Children's physical health is attended to by a local GP along with a local dentist practice. If they have not seen an optician within the last six months an appointment will be made for them.
- \* Any dietary requirements are observed, and a well-balanced healthy eating routine is put in place. (Including allergies, intolerances, and religious observance)
- \* Trained team members administer medications where necessary and record such on the Child's personal file and the home's central file.



- \* Any outpatients' appointments will be organised by the home and the Child are accompanied by their keyworker or team member.
- \* All our Children's psychological and emotional wellbeing will be monitored by their keyworker. The keyworker's role is to encourage them to talk through any difficulties they are experiencing and to propose coping mechanisms to help the Children deal with them. An external counsellor can be made available for confidential discussions with the Child allowing them to feel more comfortable in discussing any issues. If the referring social worker jointly agrees for us to do so, a referral can be made to the local CAMHS clinic.
- \* All adults are expected to encourage the Child to take care of their personal hygiene and help them to develop self-care skills.
- \* All team members encourage healthy eating, whilst promoting the Children's choices concerning the menu and meals prepared, this is achieved by promoting a healthy and balanced diet, and lifestyle choices and by using the "eat well" plan and encouraging the "5 a day". Preparation of food and cooking their meals is also taught regularly as an activity to develop their interest and understanding of healthy meals and independent skills. There will be an expectation that the Child will progress to planning, budgeting, and cooking all their meals.
- \* Adults and Children will not be allowed to smoke within the home, and all help available will be given to support them to give up smoking. Children will be given appropriate advice regarding the misuse of alcohol, drugs, and sexual health.

## 5.2 Promoting exercise and fitness

The team at Juno House takes a very proactive approach to healthy eating and exercise. Children are always encouraged to develop outside interests in both activities and sports. Swimming is encouraged taking advantage of the local leisure centre and the adults encourage everyone to play sports in the park, including football cricket, and rounders. To encourage the children to engage in healthy lifestyles and exercise we can provide the children with gym memberships at the local gym, discussions take place regarding correct uses of the gym and ensure a welcome session is implemented by a professional trainer from the gym.

## Section 6 - Encourage Positive Relationships

### 6.1 The importance of positive relationships

The manager and their team will strongly advocate and support the importance of the development of building positive relationships with all Children placed at Juno House. Building upon the values of trust and respect, and by having a small regular and consistent team, good interpersonal relationships can be established thus providing the foundations for stability.

We recognise the huge benefit of harmonious and enjoyable contact between Children their friends and family. We also understand that visits/communication can be challenging and that this often needs high levels of support and preparation from the adults in Juno house. Where necessary we use both informal one to one support and more formal key working to prepare children for more challenging visit arrangements.

We understand that visits must be promoted, encouraged and be beneficial and we ensure that we place the children are at the centre of all arrangements. We do this by acting on their behalf, providing advocacy and advice.

We encourage telephone contact and electronic communications such as email and Skype subject to any restrictions or limitations within the care plan. As well as letters and photos to be sent.

## Section 7 - Protection of Children

Through training and experience, our team has developed an insight into understanding why behaviours of concern sometimes manifest in Children who are placed within the care system. There are many contributing factors, and each Child's background including their family, relationships with peers, and educational experience can be very complex. For some, their behaviour can be a result of a learning difficulty, abuse, neglect, poor emotional health, or gang, and criminal involvement, so are acting out their frustrations, or testing the boundaries and rebelling against social constraints.

All our adults in Juno House are trained and regularly attend refresher courses in safeguarding and Child sexual exploitation. Each Child is cared for differently under their needs in terms of safeguarding and CSE. In the event of risk of CSE, the team will complete the Kent Exploitation Identification tool, and this will then be placed in the Child's file. Juno housework closely with local authorities and public services to formulate personalised plans to protect each Child. Juno House has access to specialist services that the home can call upon in cases where intensive support is required.

The team also completed online training about the 'The Prevent' training Channel general awareness to ensure they can identify Children who may be vulnerable to radicalisation and what to do when they are identified. The Designated Safeguarding Lead at Moonreach is Fern Cowie (Responsible Individual); in her absence, Gill Hilton-Amzaleg becomes the Designated Safeguarding Lead.

At the centre of safeguarding within the home is the idea that if Children feel comfortable around the home and have a good relationship with the adults, they are more likely to listen to team members when they are trying to encourage them to stay safe. In addition to this, good relationships mean a child is more likely to talk about any situations that may worry, upset, or scare them.

The home ensures that they are familiar with the company's whistle-blowing policy and the home emphasises the ethos that all concerns no matter how small they seem must be reported whether they concern colleagues or not. The number one priority for all adults is the Children. Multi-agency working is key in bringing agencies together to support and safeguard the children, multi-agency working ensures everyone understands the children's situation and allows for shared resources and expertise. Moonreach is proactive in working in multi-agency partnerships.

The home's Internet access is provided via a DNS content filtering router; this allows us to grant permission to, or block access to, specific categories of websites (for example, we block some social media access, or access to gambling sites etc.). Recognising that simply blocking one category of the website may not be the most workable or the 'fairest' solution, we also could apply more targeted controls that could block individual URLs within a category but permit others. For example, a child may be granted permission to access Facebook but not Instagram.

This differs from traditional 'parental control' features however, as each device must be registered on the router via its physical (MAC) address, meaning that specific controls can be put in place for each individual and/or each device. This may mean that we could permit Child A to access Facebook, but block access for Child B. Again, because the router works on a device's individual MAC address, we could, if required, allow access to Facebook for a child on their laptop but not on their tablet (whilst connected to the Wi-Fi). If required to do so, we could restrict internet access (or access to sites) during specific time frames as well. This means that we could effectively switch off Wi-Fi access to Child A's device at a certain time of night but permit Child B's device access until a completely different time.

### **7.1 Assessing our team are competent to manage challenging behaviours.**

Comprehensive training and the development of our team are fundamental to all the work we do. Managing challenging behaviours, rewarding positive behaviours, and achieving set targets is the positive modification we implement to prepare Children for independence and social inclusion. Throughout their employment and as part of their development, all team members have a training/competency matrix in place to monitor their progress.

This will include the following to highlight areas the team member excels in and areas that may need further development, ensuring all development needs are met:

- A supported Induction
- Supervision
- Observing team members in practice
- Using case studies
- Reflective practice
- The close monitoring of consequences implemented.
- Making sure the team promotes and provides the opportunity for the children to redeem themselves.
- All adults receive 'Team Teach' de-escalation skills and physical intervention (Certificated for 1 year and refreshed annually)
- Challenging behaviour training
- Effective communication training
- Understanding Autism and Asperger's syndrome training
- Attention Deficient Hyperactivity Disorder (ADHD) training.
- Therapeutic training (Respond rather than react)

Systems that are put in place to manage behaviours and monitored by the manager:

- Strategy Plans
- Behaviour management plans
- Key-working
- Behaviour modification –rewards and target setting



- Children's house meetings/consultation

## 7.2 Safeguarding our culture and ethos.

All Children deserve to be kept safe, especially in their home environment. The manager and their team are very friendly, and a comprehensive key-working system is in operation, providing good channels of communication and recording.

All Children are encouraged to report any concern however small. Adults are rigorous in their approach to safeguarding and have been trained to recognise, intervene, and pursue, if any child protection issues or intimidation or bullying is suspected to be taking place, inside or outside the home.

Moonreach's safeguarding/child protection policies and procedures are closely based upon the guidelines of the local Authority and Kent Safeguarding Children Boards Procedures.

The policies include:

1. Definitions of abuse.
2. Identifying signs and symptoms of abuse.
3. Reporting flow chart
4. Keeping the Children safe.
5. Who to visit and when.
6. Recording information.
7. Speaking out.

All Incidents are rigorously monitored and any incidents which have any child protection implications are reported immediately to the manager/child Protection Officer. All child protection incidents are thoroughly investigated to ascertain the nature of the incident and outcomes are sought and recorded, with all appropriate parties kept fully informed throughout each investigation.

Team member's induction includes training on safeguarding/ child protection procedures for the home and the local authorities' policy and procedures. All Moonreach's policies and procedures are on 'Breathe HR' which all adults can access and are required to read and sign.

All our Children are encouraged to speak to any member of the team if they feel unhappy about an incident that had occurred between themselves and another resident or member of the team. They are also able to visit outside agencies if they feel this is a more appropriate way forward. All adults must report to management immediately if inappropriate or unacceptable behaviour is displayed towards a Child and act accordingly to safeguard that Child from any further incidents.

Any allegation of abuse or bullying will be properly investigated and recorded by the home manager or provider who will be responsible for ensuring appropriate action is taken without delay.

Juno House is proactive in safeguarding and protecting Children in our care. We believe that with high levels of adult support and supervision within the home, the opportunity for bullying or potential child protection issues is minimised.

## 7.3 Children missing from Home.

Any incident of Children missing from the house without authorisation will always be taken seriously.

We realise there are times when a child feels unable to cope with certain situations and will leave the house without permission or notification. A vulnerable Child can make themselves more vulnerable when they go missing.

The team will always actively search the local area and try and try to contact/visit any known associates. Moonreach Juno abides by its strict policy and procedures to always ensure the utmost safety of its Children.

The home's policy is compatible with their local policies, local authorities (Kent) RMFHC protocols, and those of the placing authority, as specified in that person's care plan. (*See Missing Person's policy*)

Depending on the nature of the Child as identified within their risk assessment, age, and length of time missing, the police, the Child's social worker, and parent(s) where appropriate, will be notified. Each period of unauthorised absence is recorded by the manager/team and amendments to the risk assessment, the Behaviour Support Plan, and the Day-

to-Day plans are amended as necessary. Children identified as High/Critical about risk category information is shared with local services (Social Services, Police, Fire, etc.) and per agreed placement/care plan.

Through adopting good communication skills with all Children placed, the team at Juno House encourages Children to talk about their concerns and worries, strategies to assist them in identifying coping strategies as alternatives to going missing. This has proven to be the most effective way of reducing the number of Children missing and adding to their difficulties. The local authority has a responsibility to complete a return from the missing interview within 72 hours of the child returning to the home.

#### **7.4 Anti-bullying**

The team is very proactive in preventing any form of bullying or intimidation within Juno House. Bullying is a rare occurrence due to the high levels of supervision and a subject that is regularly discussed with the children which incorporates 'respect for others'. Team members have a responsibility to ensure that bullying is prevented at all levels inside and outside of the home and acceptance of others is promoted throughout the organisation.

The team encourages the children to voice any concerns they may have at any time and will always include this in their key working sessions.

We prevent bullying from taking place within Moonreach by:

- Having an approachable team
- Having an anti-bullying policy in place for all adults to read
- Training for adults on preventing and managing bullying.
- Incorporating this subject in the Children's Guide to include help numbers.
- High levels of supervision-one to one adult always
- Close liaison with schools and colleges and their tutors/teachers
- Children carry a mobile phone if out unsupervised in the community.
- In-house workshops on bullying for the children
- Regular Key working sessions
- Discussions around bullying and respect in house meetings
- Always Maintaining and promoting respect for others
- Children's commissioner information is also displayed and included in the children's guide.

#### **7.5 Consequence of challenging behaviours.**

The team at Juno House recognises the importance of teaching our children how to behave and what is considered socially acceptable in today's society. We believe that they should be aware of their behaviours and the impact they could have upon others and ultimately themselves.

Consequences may range from an apology, withdrawal from the situation, verbal reprimands, loss of privileges, loss of leisure activity, additional chores, or increased supervision. The agreed consequences to their challenging behaviours actions are incorporated in the placement plan/behaviour management plan and agreed upon with the placing social worker.

We believe that Children respond better to rules if they can contribute to devising them and that they are reviewed regularly. The team at Juno House will ensure that the house policies (rules) and boundaries are maintained fairly and consistently by all adults.

Where boundaries are breached, the adults will be required to consider whether the act was deliberate, not deliberate, accidental, or an aspect of the Child's behavioural problem or due to their level of understanding or function. If the act was not deliberate, the adult will address the issue as an educative process to prevent any further breaches of boundaries, however, if the act is repeated it will be considered as wilful and consequences will be actioned.

All consequences are recorded and documented fully and are monitored by the management team.

#### **7.6 non-permissible consequences.**

All adults are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The team is to always remain compliant. The team is fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation, or use of power over the Child.

Consequences are agreed upon during the planning meeting and will focus on being age-appropriate, and in line with the level of understanding that the Child has. Food, visits with family or physical intervention will not be used as a consequence at any time.

### **7.7 Positive physical intervention.**

Moonreach trains its team to first try to diffuse a situation with diversion using calm communication skills. All adults are trained using the 2-day training 'Team Teach Positive Behaviour Management: Level 2' (or equivalent) method which provides them with knowledge of safe handling techniques and de-escalation. This course is refreshed yearly to update and maintain their skills. This course is delivered by Moonreach who have trainers who can deliver Team teach training.

Positive physical intervention is only used as a last resort. All other techniques would be used first.

The only time a situation would warrant physical intervention is:

- A Child or Child was placing themselves or others at an unacceptably high level of risk or danger.
- Another person was injured.
- They were causing significant damage to the property.
- Attempting suicide or placing themselves in grave danger

The adults are aware of the psychological effect physical intervention may have upon a Child and their care in terms of historical events.

In all circumstances, the physical intervention will be always recorded and documented. Any instances where physical intervention is deemed necessary will result in the management team being informed, a full investigation undertaken, and all those involved being offered a 'debrief'.

Following a physical intervention, restoration meetings are completed with the children, in which they are offered medical attention, reminded of their right to complain and how to do this, and supported to reflect on their behaviour and looking at why physical intervention was needed to be used and finding strategies together to mitigate further risks.

### **7.8 Recording and reporting.**

All incidents of challenging behaviours including physical intervention, are recorded comprehensively and cross-referenced and then sent to the retrospective parties, this is then placed on that Child's file. After every physical intervention, all people involved are interviewed and the incident is addressed in a key-working session followed by a restoration meeting. All recordings are monitored by the manager.

### **7.9 Safe Area Risk Assessment.**

Juno House takes it upon itself to conduct and assess the suitability of the location of the home and its surrounding area. We compile information from the local police service and our local authority making sure the vicinity is appropriate and putting the necessary structures, boundaries, and supervision in place to remove and avoid risk where possible, and to optimise the safeguarding of the Children in our care.

### **7.10 Fire Procedures and keeping the home safe.**

Fire Regulations are in place for everyone's safety. Each Child is made aware of the procedures for admission to Juno House. Juno has wired-in fire sensors and fire doors in place.

There is a fire risk assessment in place which is reviewed and updated annually. This identifies both the engineering and procedural controls that are applied for fire safety. There is an annual inspection of fire extinguishers by an accredited maintenance company.

Juno House has a trained appointed person who is responsible for regular checks on all fire safety equipment. Equipment for fire safety will be inspected and tested weekly and a record kept. There are also fire extinguishers placed around the house in case of emergency. Fire escape plans are also clearly displayed in the building.

All visitors are informed on their arrival of the fire escape plan, the exits and assembly points in the event of a fire, and if there is a scheduled fire drill that day.

Adults are trained in all aspects of safety and emphasize to the Children the need to respond quickly in the event of an alarm sounding. There are ongoing discussions and workshops with the Children to remind them of the procedures and how they should conduct themselves, e.g., assembly points.

Upon placement, all Children and adults are put through a fire drill to educate them on what to do in the event of a fire. These drills are recorded and documented; there is a complete evacuation of the building four times a year- twice during the daylight hours and twice before the persons go to bed in the evening.

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by children are also tested to verify their safety.

Health and safety throughout the home are risk assessed and reviewed annually or updated if a new risk arises. Monthly checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all Children to live.

## **Section 8 - Leadership and Management**

### **8.1 Stable and sufficient workforce.**

Moonreach- Juno has a stable and consistent team. This team consists of the following members:

Fern Cowie - Responsible Individual  
Gill Hilton-Amzaleg – Regional Manager  
Amy Robertson – Home Manager  
Cora Armstrong - Residential Worker  
Maryna Zabara - Residential Worker  
Eve Darrell - Residential Worker  
Sam Goodban- Residential Worker  
Thomas Higgins- Residential worker  
Georgia Lawson- Residential Worker  
Kaylee Harris- Residential Worker  
Nadyn Johnson – Residential Worker  
Chelsea Widdows – Residential Worker

### **8.2 The recruitment of the team.**

We adopt an in-depth process when recruiting new team members. There is a policy in place highlighting the comprehensive checks that are made and in line with Kent Safeguarding Board procedures and guidelines, Children's Homes Regulations 2001, Quality Care Standard 2015, and The Children Act 1989, Volume 5.

There is a strict process we undertake to identify the right applicants from the initial job advertisement through to verified referencing and enhanced DBS checks. We promote equal opportunities, and all applications will be viewed and considered. Managing this process, we are vigilant not to discriminate against anyone from a different cultural background or ethnicity but to ascertain their right to work in the UK and if their skills meet our needs.

When recruiting additional team members, it is Juno House's ethos to find individuals whose aims are to safeguard and promote the health, welfare, and safety of the child accommodated.

### **8.3 The training and development of the staff team.**

All adults will initially receive an in-house 3-week induction over their first few weeks of employment, which will help to familiarise themselves with the house routines, boundaries, structures, and paperwork. This covers the health and safety aspects of working within Juno House, policies and procedures, administration and recording, and the philosophy and expectations for our residential support workers. They are given a specified time to read the policies and procedures and undertake shadow shifts to experience all shift patterns, allowing them time to get to know the Children placed.

For all adults working at Moonreach Juno Child's service, there is an integral core training program to ensure the basic competencies are covered. Core training includes:

- \* Safeguarding
- \* Children Sexual Exploitation (CSE)

- \* Emergency First Aid
- \* Food Hygiene
- \* Control and Restraint
- \* Fire Safety
- \* Health and Safety
- \* Administering of Medication

In addition to these training courses, the adults will receive specialist training equipping them with further knowledge and skills to meet the needs of the Children placed in our care. They are also required to undertake accredited training to the standard of QCF Level 3 in Residential Childcare (England).

Additional training may include:

- \* Sexual Identity
- \* Child trafficking
- \* Controlled drugs administration and storage
- \* Self-harm
- \* Understanding autism
- \* Understanding Learning difficulties
- \* Youth justice
- \* Cyberbullying
- \* Mindfulness
- \* Epilepsy
- \* Alcohol and Substance Misuse
- \* Mental Health
- \* Radicalisation
- \* Gang and Group Offending
- \* Harmful Sexual Behaviours
- \* Makaton training

#### **8.4 Supervision of the team and team meetings.**

Running alongside the induction package, new team members receive one-to-one formal supervision every fortnight, during their first 3 months of employment, they will then have their 3-month appraisal and will be down to the discretion of the team member and the manager if supervisions are to move to once a month or continue to be fortnightly until their 6-month probation meeting. The management team provides 'Informal' supervision as and when it is required, which can be requested by both the team member and/or the manager. After their 6-month probation appraisal, the team member will be given monthly supervision. The team is supervised by a manager or shift leader. All adults are appraised annually. Areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervision.

The Manager is supervised regularly by the Area Manager, during the first 3-6 months of being in the post the new manager will receive fortnightly supervision and then monthly supervision.

Further support is provided through team meetings and handovers. Team meetings take place monthly and handover meetings occur daily at shift changes to maintain the continuity of care. During team meetings, the team discusses the children in our care and how improvements can be made to support positive outcomes for the children and to ensure the team is working cohesively. Group supervision can be requested for the team if needed.

#### **8.5 Electronic or mechanical means of surveillance used within Juno House**

Juno operates a homely environment and currently operates a hallway/stair alarm system however should the local authority request bedroom door alarms this would be discussed, and risk assessed before placement. Our Children are always supervised, and children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

- \* Night-time as like daytime is supervised by adults, not only to observe and support the Child but to be available to offer advice and assistance if required, with backup support from the registered Manager through the on-call system.

- \* The hallways and stair alarms will only be activated when all children are in their bedrooms and adults are going to their sleep rooms. This alarm system is only managed by adults.
- \* On no account, will the alarms be used during daytime hours or for team members to reduce their overall supervision of the children.

## 8.6 Management monitoring and review.

The Manager oversees the monitoring and reviewing of the welfare of the Children within the home. This is achieved through observation and interaction with the Children, family/carers (where appropriate), and any professionals involved with the protection and welfare of the Children.

Moonreach regularly reviews all policies and procedures considering research developments, policy and legislation changes and developments, and information developments of good practice regarding working with Children.

## Quality of Care Review

Reviews the quality of care (Regulation 45) that the Children receive every three to six months. The review focuses on the quality of Care the Children receive, feedback and opinions of the Children, and the overall management and staffing of the home.

## Independent Visitor

Moonreach appoints an Independent Visitor to complete a report monthly. The opinions and views of the Children and the team are considered to identify any improvements that can be made. All paperwork systems and documentation are reviewed to ensure they are maintained and in line with the Quality Care Standards. Development of the home and maintenance are also reviewed to ensure that the home's facilities and environment are of a good standard. The Independent person ensures that the Children are effectively safeguarded and that the home is promoting their well-being. Any recommendations from this report are implemented as promptly as possible and sent to Ofsted.

# Section 9 - Care Planning

## 9.1 How we support and promote visits between the children placed and their parents and significant others.

For all children, having regular visits with family, friends and significant others plays a crucial part in establishing their stability, and forming their identity and development.

Visits can take many forms including face-to-face-in-house, in the community, telephone, letterbox, texts, and emails, and all of which can be facilitated, promoted, and recorded whilst living at Juno House. Visits with family and friends is always discussed with the placing social worker and included as part of the placement plan, incorporating, who, when, where, and if supervised or unsupervised. A visit plan is also devised, and recordings are made to document any behaviours leading up to or after a visit. The visit is always discussed in key working sessions.

All visits to the home are required to make prior arrangements to the visit and in line with what has been agreed in the placement plan. This is to ensure the safety of all the children placed and that appropriate staffing levels are in operation. We expect the placement social worker to adhere to the visit arrangements made at the placement meeting. The placement meeting also identifies other visit arrangements, and we will endeavour to carry out those arrangements, either within the home or by transporting the Child to an appropriate venue. There is an expectation that within the home all visitors will behave in an appropriate manner and respect the 'home' of the other children. Failure would result in being escorted off the premises.

Where appropriate, and assessed as safe to do so, privacy is given to the Children and their visitors to enjoy their quality time. Supervised visit arrangements can also be facilitated in house and off-site visits with arrangement.

Adults will always have a duty to promote and sustain visit unless:

- It is deemed inappropriate or unsafe to do so.
- The visit appears to be deteriorating -the adults will intervene and curtail the visit so that the visit ends on a positive note.
- The visit visits conflicts with the arrangements made within the care/placement plan

Our Children are encouraged to make friends in the local vicinity and arrangements for them to visit the home can be arranged. Visits will only take place after all parties are consulted and have agreed. Overnight stays are possible with friend's dependent on circumstances and individuals. This would need to be risk-assessed first.

Visits will **never** be used as a form of control or punishment. The visit is seen as a vital link in children's and Children's lives.

## 9.2 Reviews and Placement Plans.

Reviews will take place as per statutory requirements. All Children will be encouraged to attend their reviews or participate at some level to ensure that their views and opinions are heard. The Child will always have their keyworker or manager present in their Reviews or a significant other who can advocate on their behalf. Children are also encouraged to complete their Review documents, but adults will provide support and assistance if required.

A planning meeting is requested by the manager within the first 7 days of placement, to enable a comprehensive placement plan to be devised and any other concerns or issues to be addressed.

## 9.3 Behaviour support plans.

On placement, and written in conjunction with the placing social worker, an individual detailed action plan is devised identifying the presenting and historical behaviours and difficulties – whilst taking into consideration the contributing factors.

Strategies are put into place identified behaviours are targeted, tangible goals are discussed with the Child, and goals are set, with chosen rewards put in place and agreed consequences to challenging actions.

The plans are reviewed regularly and updated to accommodate change/improvement and include additional areas to be addressed if required. The appointed key worker will include discussion around behaviours and consequences within the key worker sessions, making sure it is recorded in detail.

Our aim at Juno House is to provide a safe and comfortable home, help stabilize and support a Child, and eventually prepare and equip them with the confidence, knowledge, and skills to move onto independent living within the community as soon as they feel able and confident in doing so.

## 9.4 Pathway plan.

By working in collaboration with the placing authority, we devise and curtail an Individual Pathway plan, to incorporate each Child's specific needs.

Skills are taught and assessed throughout placement and areas are highlighted as achieved, and as identified, new goals are set. All Children are taught to be responsible for themselves, their bedroom, and belongings, and daily participation in many tasks including cooking is encouraged to develop their skills and confidence, and in turn, hope to make them aware and appreciative of their environment and comfortable surroundings.

## 9.5 Independent Skills Workshops.

There is a set format of in-house workshops that are held regularly over each month and are often repeated, or new workshops are added to meet each Child's needs. These include a variety of subjects and new skills such as: completing application forms, budgeting, understanding health, culture awareness, gardening, laundry, housekeeping, and cooking. Each workshop is recorded, and the participation and outcomes are documented and placed on each Child's file.

The team at Juno House will be trained in how to facilitate AQA independent living skills workshops. These support the Child's social worker when they are requiring completing their Pathway Plan. Adults will be able to plan, implement, assess, and record the outcomes from each session, evidencing the Child competence in each area. These workshops and training will cover a range of areas, such as:

- Money Management
- Budgeting skills (inclusive of paying bills, living on a budget, how to furnish a flat on a budget).
- Self-care skills
- Independent living skills
- Health, well-being & sexual health
- Cooking meals on a budget & healthy eating
- Housing
- Risk management, keeping your house safe.

- Completing a CV and applying for a job
- communication



## Section 10 - Team Table

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible individual	15/03/86	Ofsted Enhanced	July 2010	Higher educational diploma in social care. Level 7 business management	Fern has many years of experience working within residential childcare. Fern ran her own mother and baby assessment centre before being the director of the residential children's homes.	Fern is the Designated Safeguarding Officer for Moonreach and has completed training on this alongside many other courses. Fern has completed safeguarding, first aid, supervision training, team teaching, and many more
Gill Hilton-Amzaleg	Regional Manager	15/03/63	Enhanced	14/06/2022	Gill has a level 5 in leadership and management as well as a diploma in Counselling and welfare studies. Gill has her level 3 in advanced Safeguarding lead, NVQ Level 3 in children and young people and has completed extensive in-house training.	Gill has previously worked alongside children with special educational needs in a school environment, she has had several years' experience as a foster carer and has vast experience working as a dually registered manager across Children's residential homes. Gill has sound knowledge of working with children with emotional and behavioural difficulties. Gill has 30 years' experience of working with children from different backgrounds.  Gill has spent 3 years at the senior management level supervising managers and supporting their development. Gill has previously been a responsible Individual for children's residential services.	Gill has completed a Level 3 Safeguarding for Designated Practitioners, Safer Recruitment and Designated Safeguarding Officer training. She has also completed Supervision Appraisal, and Disciplinary Training as well as all mandatory in-house training. Gill also has her Opus Medication Competency Assessment Advanced course.
Amy Robertson	Manager	29.04.1984	Enhanced	22.06.2015	Amy holds her level three in children's and young person's workforce. Amy also has level two in children's mental health. Amy has gained a vast amount of experience working at Moonreach.	Amy began at Moonreach as a residential worker before working her way up to senior. Amy was promoted to the Deputy manager position and has now become the manager for Juno House. Amy is responsible for implementing workshops for staff across the company on pathway planning.	Amy has completed all of the following courses at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist courses on Understanding bullying and youth court justice.

Maryna Zabara	Residential Support Worker	19/05/89	Enhanced	11/04/2023	Maryna has now passed probation and is enrolled in her diploma Level 3 in Residential Childcare.	Maryna has come from Ukraine and is keen to make a new life for herself in England. Maryna met a lot of supportive people on her travels to England and would like to do her part in helping others. Maryna has been with Moonreach for 18 months.	Maryna has completed all mandatory training in; Fire training, prevention, Food hygiene, Safe administration of medication, Recordkeeping, and infection control. Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding.
Cora Armstrong	Residential Support Worker	20/02/89	Enhanced	17/02/2021	Cora has achieved the diploma level 3 in children and young people, along with honours in Midwifery.	Cora has previously worked in property management and as a night care worker for a home that looks after adults with learning disabilities. Cora is an experienced member of staff who continues to support.	All staff complete the following courses starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work.
Eve Darrell	Residential Support Worker	31/07/88	Enhanced	22/01/2024	Eve has completed safeguarding training and prevention training. Eve has her Diploma Level 3 in Business Administration.	Eve currently works in the administration department for Moonreach and has now started working in the homes to further her knowledge and understanding. Eve has said she enjoys working with the children in the home and that no 2 days are the same. Eve is building positive relationships with the children	All staff complete the following courses starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work.
Thomas Higgins	Residential Support Worker	09.05.2025	Enhanced	27.01.24	Thomas has a foundation degree in Drama as well as achieving his grades at school. Thomas will gain additional training whilst working with the children in Moonreach.	I've worked as a support worker for the past 8 years working with both sen and non- sen working with a variety of ages ranging from 8 to 80 dealing with a wide range of challenging behaviour, I studied	All staff complete the following courses on starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging

						drama in university and aim to achieve my drama therapist qualification so I can provide this in services like Moonreach	behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work
Nathan Marsh	Residential Support worker	18.05.1994	Enhanced	20.01.2025	Nathan has NVQ level 3 in health and social care and will gain additional training whilst working at Moonreach.	I previously worked at Martha trust for 7 years supporting adults with profound mental and physical disabilities which gave me a passion for care. I am excited to develop in my role here at Moonreach.	All staff completes the following courses starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work.
Sam Goodban	Residential Worker	28/04/87	Enhanced	10/11/2023	Sam is currently completing his diploma level 3	This is Sam's first experience of working in a children's residential home. Sam has 9 years' experience of working with adults with learning difficulties. Sam has a positive outlook on life and is enjoying supporting the children in Juno House.	All staff completes the following courses on starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work
Georgia Lawson	Residential Support worker	17/06/1997	Enhanced	08.04.2024	Georgia for the past 4 years has been running a beauty business from home, before this she was looking after adults with mild to severe learning difficulties.	Georgia has said that she loves the thought of working with children and bettering their lives. I'm also a very family-oriented person and love nothing more than being around them, Georgia comes from a large family, and the get-	All staff completes the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety,

						togethers are always great fun. Georgia enjoys reading and doing anything that keeps her mind busy. I enjoy bike rides and going to the gym.	communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses we also run specialist courses that staff attend.
Kayley Harris	Residential Support Worker	14.08.1983	Enhanced	24.07.24	Kaylee has her level 1 childcare qualification. Kaylee will be provided with the opportunity to progress in her knowledge through the ongoing training that will be provided by Moonreach	Kaylee is passionate and has told staff that she has always wanted to work with children. I have lots of care experience. I also have a caring for children qualification I got in college, and another qualification I got from doing an online course looking forward to supporting the children in the home.	All staff complete the following courses starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work.
Chelsea Widdows	Residential Support Worker	13.04.94	Enhanced	15.02.24	Chelsea has completed all of her mandatory training in the company. Chelsea will be allowed to progress further through in-house training	Chelsea is a bubbly, positive individual who likes to see the best in people and the environment around her. Chelsea has shared that she is a positive person and hopes that her positivity impacts others. Chelsea enjoys nature along with all its imperfections. Chelsea is looking forward to working with the children and supporting them.	All staff complete the following courses starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work.
Nadyn Johnson	Residential support worker	03/10/2001	Enhanced	17/09/2024	Nadyn has a B.A. graduate in interior architecture and Design and has her grades from school. Moonreach will support Nadyn with additional in-house training. Nadyn is looking forward to starting her level 3 once she has passed her probation.	Nadyn has previously done volunteer work with the youth ministry at my church. Nadyn has expressed a real passion for working with children and is looking forward to supporting the children in Moonreach.	All staff complete the following courses starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding, and First aid at work. As well as these courses, we also run specialist courses on Understanding bullying, Youth court justice



Section 11 - Company Structure

