



# Treetops

## Children and Young People's Service

### Statement of Purpose



Reviewed December 2019

## Contents

Contact Information	2-3
Quality and Purpose of Care and Care Planning	4-5
Views, Wishes and Feelings	6
Education	7
Positive Relationships	7
Enjoyment and Achievement	7-8
Health	8
Protection of Children	9
Leadership and Management	10

## **Contact Information**

### **White Lodge Centre**

Holloway Hill  
Chertsey  
Surrey  
KT16 OAE  
www.whitelodgecentre.co.uk  
Telephone: 01932 567131

### **Home Manager:**

Jonathan Mack

NVQ Level 3 Health and Social Care- Children and Young People

Level 5 Diploma in Leadership (Advanced Practice)

Studying towards Children, Young People & Families Manager Level 5-Manager in Children's Residential Care pathway

Telephone: 01932 568365

E-mail: [jmack@whitelodgecentre.co.uk](mailto:jmack@whitelodgecentre.co.uk)

### **Responsible Individual:**

#### **CEO Lesley Robbins**

Certificate in Management  
Diploma in Management  
MBA  
Certificate in Higher Education for Supporting Visual Impaired People  
Health and Social Care Level 4

Telephone: 01932 577953

E-mail: [lrobbins@whitelodgecentre.co.uk](mailto:lrobbins@whitelodgecentre.co.uk)

### **Designated Safeguarding Lead (DSL)**

**Director: CEO** Lesley Robbins

Telephone: 01932 577953

**Head of Services:** Terry Broom

Telephone: 01932 577981

### **Ofsted**

#### **Ofsted Registration number SC013828**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## **Children's Rights Commission for England**

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Telephone: 020 7783 8330

### **Useful Telephone Numbers**

White Lodge Centre Switchboard	01932 567131
White Lodge Out of Hours Contact Number	07779 123246
Ofsted	0300 123 1231
Care Quality Commission	01865 397750
Children with Disabilities Out of Hours Emergency Duty Team	01483 517898

## **Quality and Purpose of Care and Care Planning**

Treetops is a purpose built short break centre which is fully accessible, it is located at the White Lodge Centre in Chertsey Surrey, a few minutes from junction 11 of the M25. We provide a respite service for disabled children and young people, male and female, aged up to 18. Children and young people can come for overnight care, a tea visit during the week, or day care at weekends or in the holidays; we can accommodate 6 young people overnight and 9 during the day. In emergency situations we are able to accommodate up to 10 young people a day.

Treetops provides fantastic facilities as well as a 'home from home' experience for the young people who visit. The facilities consist of:

- Six individual bedrooms, specifically adapted to meet the individual needs of the young people who stay with us. Five of the bedrooms have hoists, with the other bedroom designed to meet the needs of children on the Autistic Spectrum, and all six rooms have specialised beds.
- Teenage room with technical interactive games and use of computers.
- Large communal area with dining table, seating, a large toy cupboard and an interactive sensory panel.
- Sensory room
- Adaptive accessible kitchen which offers young people the opportunity to develop their independence and life skills.
- Adapted bathroom and wet room.
- Outside seating area with extensive gardens which includes a specialised play area and a trim trail.
- CCTV to view access to the entrance activity only.

Treetops is part of the charity White Lodge Centre and also has access to a hydrotherapy pool, sensory room, further adapted kitchen and a Café. Treetops has its own dedicated vehicle which enables the staff to take the young people out to explore and access the community.

Whilst our main criteria for admission is that the young person is within the specified age range and has either a physical and/or learning disability, we also consider the needs of the individual to determine whether we can provide a service. Treetops has a thorough induction process that ensures that young people and their families are confident with Treetops before the young person's first stay. This process also ensures that we are able to meet each individual's needs. The Treetops Registered Manager will arrange a time for prospective families to visit and they will be allocated a key worker who is likely to be present at that first meeting. This provides the opportunity for families to look around and chat with staff. Families may choose to come back more than once and are able to take a children's/ young people's guide (which uses pictures and symbols) home so that they can continue to talk as a family about Treetops using a visual cue. During this period the family and staff will complete an All About Me document (AAM). This thorough admissions process aims at familiarising young people with Treetops before their stay, and whilst most young people are referred through their social worker and follow the induction, we are also open to emergency admissions if we are a suitable provision. Some families may also choose to use their direct payments to access the service.

Our process for preparing young people for transition is just as thorough, and we work hard with families and other professionals to aid a smooth transition.

Treetops recognise the importance and value of working closely with families and other professionals in order to deliver the best outcomes for our young people. Our keyworker system means that families and practitioners know who to communicate with should the need arise, and that clear information is available to families at the time they need it. All young people have their own communication book in which staff write about the young person's activities and general wellbeing during their stay, and parents/carers are encouraged to share any news or put any specific requests into this book.

Staff form good relationships with schools, social workers and other relevant professionals, and communicate closely to ensure appropriate strategies and support are in place at Treetops for every young person.

Treetops is committed to promoting equal opportunities and treatment in the provision of its services to families. This is based on a recognition that people can be discriminated against because of their disability, race, culture, religious belief, gender, class, age, marital status or sexual orientation. We challenge discrimination through positive action and policy, and are opposed to all forms of unlawful and unfair discrimination. We try our very best to meet the individual needs of the children and families using the service, including those of a cultural, religious, dietary or linguistic nature. To this end we encourage young people to be involved if they wish to, in celebrating different religious festivals and use these occasions as a chance to promote tolerance and understanding of others beliefs.

Staff aim to provide our young people with experiences they may not be able to access at home, and opportunities they may not otherwise have. From outings and activities in the community, through to encouraging social development with peers, Treetops helps young people develop valuable life skills in a safe environment with trained and experienced staff.

We endeavor to offer friendly, courteous and appropriate services to everyone who is involved with Treetops. We welcome feedback and would like to hear about things you have found helpful or unhelpful. We send out a yearly quality audit to ensure we capture family's views and act upon them.

Any compliments can be passed to a member of staff, or put in writing and sent to the Registered Manager. If you are unhappy with any aspect of our service please speak with a member of staff or the Registered Manager, as usually the matter can be sorted out quickly during a discussion. You may choose to make a formal complaint and we have a simple three-stage process which will enable you to do this; you can ask any member of staff for a complaints leaflet which will help you understand the process. We aim to resolve a complaint within 28 days.

Treetops have both a safeguarding and behaviour management policy which are on display in the front lobby, and additional copies are available on request.

## **Views, wishes and feelings**

The United Nations Convention on the Rights of the Child states that all children and young people have the right to express their views in a manner that is appropriate to their age and ability. These views should then be taken into account in relation to any decisions affecting the young person.

Treetops is absolutely committed to ensuring that the wishes, hopes and aspirations of all young people, regardless of their ability or means of communication, are heard and taken on board, particularly in relation to areas and decisions that affect them. For Treetops staff, participation is not a moment in time or a method of collecting views. It is an ethos and a way of working. Most importantly, the extent to which children and young people are enabled to participate is a mark of the value and respect attached to them, by giving them the opportunity to be active participants in their world. We capture the children's views and wishes by asking them to evaluate their experience of the service, we use communication systems to capture their views and wishes such as PECs and offering choices. Before every shift the staff will sit with the children and ask what activities they would like to do for the day, we then endeavour to ensure that this is implemented in to their day. At Treetops, all children have personalised outcomes, which have all been agreed with parents, key workers and the child themselves, where the children were involved in discussing what outcomes they would like to achieve when they are at Treetops.

The systems in place to support this ethos need to allow all young people to express themselves and as a result influence the way in which services are provided, either on a personal level or on a wider scale. We capture the young people's views and wishes, noting down requests in a 'wishes' book so that we can action where appropriate.

Each young person has a robust care plan known as 'The All about Me' (AMM) The AAM also contains information about how best to communicate with the young person, for example using Makaton, PECs, social stories or a communication aid. Staff then ensure they use the relevant tools to best communicate with each individual. We aim to encourage children to have a say in their care, and encourage young people to have as much choice as possible, including choosing activities and meals. Within this we understand that all young people are individuals, and will have different preferences and aim to cater to this accordingly.

If young people are not happy at Treetops we have then staff work hard to identify the reason why and rectify it, and a child-friendly complaints system is in place to ensure children are able and know how to complain; this is clearly displayed in various areas of the Treetops building for children to refer to.

Treetops do not use sanctions but if the need arose this would be discussed with the parents/carer before implementing.

## **Education**

Many of the young people arrive and go to school directly from Treetops on local transport, we have close links with schools and professionals to ensure that this transition is smooth e.g. equipment, medication etc., young people coming from school are given support with their homework by staff when required and are able to make use of the Treetops computers and visit the local community library if requested. We attend reviews and are able to embed young people's schools targets into our outcome system. Life skills, self-care skills, and social skills are some examples of the outcomes that young people visiting Treetops work towards, we share targets that we have set and update professionals as necessary.

All of our young people have Special Educational Needs (SEN) and we have copies of young people's Statements of Educational Needs/EHCP's. Our Tree of Achievement, rewards progress towards outcomes, with a leaf of the tree and a certificate for the young person, this system is also used to reward good or improved behaviour. We work closely with schools on behaviour, sharing and developing behaviour plans together.

## **Positive relationships**

While staying at Treetops young people can communicate with their families and friends in a variety of ways including using the telephone, sending emails or having family to visit. All young people have a designated keyworker who takes responsibility in ensuring all paperwork is up to date and it is their role to communicate effectively with families and other professionals. The communication book plays a role in developing relationships between staff and families, especially as many of our young people arrive and leave us on transport, and parents therefore may not see staff face to face for some time.

## **Enjoyment and achievement**

Treetops offers visiting young people a choice of activities, staff consult with young people staying at Treetops to coordinate and provide a wide range of appropriate activities taking into consideration all cultural, religious and medical needs, with the young people's help before the holiday periods we plan themed activities. We encourage young people to choose from a range of both onsite and offsite experiences, and request if there is something specific they would like to do. Young people staying at Treetops have the opportunity to regularly access the wider community. Staff support and encourage young people to broaden their experiences and try new things whilst ensuring that the activities meet the needs of the individual. We tailor activities to develop and reflect young people's social interests and skills.

The on-site hydrotherapy pool can be accessed by young people who may not be able to use other pools. The sensory room based in the Pathways building and White Lodge Centre's extensive gardens, which include a trim trail and specialised playground equipment, give all our young people the opportunity to develop their play, motor and social skills. We measure the success of our activity programme by asking the young people if they have enjoyed themselves and monitoring if activities are requested to be repeated.

Some of the activities offered may be;

- arts and craft
- technical interactive games and use of computers
- swimming
- sensory play
- eating out at local restaurants
- bowling
- music sessions
- cooking
- outings to parks and local attractions
- trips to the theatre and cinema
- day trips to fun places including the beach, museums and farms.

## **Health**

The AAM document details any medical or health needs a young person may have. Staff receive training from the White Lodge Centre's nurse trainer to ensure we can meet children's health needs, including administering medication and gastrostomy feeding. The AAM document details the individuals assigned health professionals, and when required staff are able to communicate with the young person's school or community nurse. We also have contact details for GP's and consultants to ensure we are meeting each young person's health needs.

We evaluate the competency of staff administering medication on an annual basis.

Treetops staff communicate with a young person's physiotherapist if requested, and staff are able to help children with physiotherapy exercises if the young person requires it. This may entail keyworkers or other members of staff visiting a young person's school to learn how to deliver that young person's specific physiotherapy programme. Behaviour support plans and risk assessments also form part of the AAM if required.

Our nurse trainer and training Co-Ordinator are able to deliver or organise all our training; this allows us to react quickly to changing needs and new referrals when staff need specific training.

## Protection of Young People

Treetops places great importance on young people being and feeling safe during their stay. Should your child be unwell and unable to attend Treetops please notify us as soon as possible. We may need to notify the social worker for nonattendance. Treetops is located on a purpose built site in Chertsey, and has a location risk assessment in place. There is CCTV recording on the White Lodge Centre premises to view the entrance activity only. The building itself has regular input from the on-site maintenance team, and yearly building and fire risk assessments are conducted. A health and safety report is completed monthly by the Head of Service.

Treetops has many policies that protect the young people who visit us including a:

- Safeguarding policy
- Child absconding policy
- Bullying policy
- Behaviour management policy
- Policies detailing the care provided
- Medication and healthcare policies

Whistleblowing and confidentiality policies are also in place to protect our young people. A full index of all Treetops policies, as well as a copy of any policy is available on request.

Staff have safeguarding training which is refreshed bi annually and includes safeguarding young people from the internet (E-safety). Staff also receive training around the issue of Child Sexual Exploitation (CSE), Female Genital Mutilation (FGM) and Radicalisation.

On induction, staff are trained in manual handling, infection control, administering medication, first aid, and behaviour management (MAPA), and training is refreshed when required (usually yearly). MAPA is a physical intervention strategy and selected staff are trained in this technique we use this in line with Surrey Schools. The Centre has its own qualified MAPA trainers who assess staff as fully competent to use this intervention. Staff are taught how to use preventative measures to reduce the need to use physical interventions, and work very closely with young people's schools to implement strategies to reduce challenging behaviour. As a result Treetops rarely use restraint.

The behavioural and care needs of the children are reflected in our high staff ratio which is usually 4 staff to 6 children. When we have more than 6 young people in for the day this will be reflected in the number of staff on shift. Each shift is led by a senior support worker, and the ratio of support workers increases when required. We have 2 waking night staff on each night who aim to check the young people approximately every 30 minutes overnight.

There are a few occasions when we are unable to meet our preferred staffing levels. On rare occasions we may only have one waking night staff, with another member of staff sleeping onsite, who is on call if needed. We have good links with a local agency and have identified agency staff who have become familiar with our routine and we would initially request these staff should the need arise.

## **Leadership and Management**

The Treetops team brings a wide range of experiences and training to their roles. Young people have the opportunity to have contact with appropriate role models of both sexes. Advertisements for staff may reflect any under representation of a gender to enable appropriate role models.

All staff are interviewed, two references are obtained and verified and an enhanced Data Barring Service check is required before they commence work. The recruitment process may include a formal interview, a written task, and on some occasions the candidate may be observed in the setting interacting with the young people. All White Lodge Centre employees have a six-month induction period, which starts when they commence their post. This involves regular support from their line manager, training and discussion relating to their role and White Lodge Induction Standards. Permanent employment is subject to the successful completion of a six-month probationary period.

All staff are allocated a supervisor with whom they meet on a regular basis according to the amount of hours they work; a full time equivalent would be seen 4-6 weekly for supervision. These meetings provide the opportunity to discuss the staff members' role, expand on strengths and areas of interest, identify areas for further development and discuss any ideas or concerns relating to the service.

Staff appraisals are held annually and at these long term personal and service development plans are discussed and objectives set in order to achieve individual aims.

Treetops is part of the White Lodge Centre which is a registered charity, the CEO reports to a board of Trustees.

### **The structure of Treetops is as follows:**

