



Statement of Purpose

INDEX

Page 3- Introduction

Page 4- Ethos and Principles

Page 5- Confidentiality

Page 6- Feedback from professionals

Page 7- Feedback from residents

Page 8- About our Centre

Page 9- Day to Day arrangements

Page 10- The Registered Provider and Registered Manager

Page 11- Organisational Structure

Page 12- Who is suitable for a placement at Majestic Family Services

Page 13- Levels of service

Page 15- Admission procedure

Page 16- On Admission

Page 17- Criteria for admission

Page 18- Intervention and Assessment Process

Page 21- Placement Review Process

Page 22- Departure

Page 23- Criteria for termination of placement

Page 24- General Conditions of Residence

Page 25- Bullying & Arrangements for Protecting children and parents under the age of 18

Page 27- Respecting the Privacy and Dignity of Residents

Page 28- Fire Procedures

Page 28- Contact details for Ofsted and The Office of the Children's Commissioner

Introduction

Majestic Family Services provide excellence in supported residential accommodation in which children can live with their families while parenting skills are developed and assessed. We offer a safe environment for parents and expectant parents who have experienced difficulties providing safe parenting for their children/ unborn children. Whilst we offer a service to parents and children of all ages, we specialise in undertaking assessments of expectant mothers and parents with young children/babies. Our staff team will provide a feeling of safety through the introduction of consistency, firm boundaries and routines which in turn promotes an environment conducive to the assessment process.

Avoiding delay is a central principle of our work. We are able to work to very tight deadlines to ensure that our work fits in with the other deadlines particularly where cases are in the Court arena, and that an agreed timeline for all work is devised at the outset of the placement. This will be worked through in a systematic and timely manner.

The work undertaken at Majestic is undertaken on the basis of examining the key areas of agreed focus using the skills of our staff team and external agencies in the most appropriate way. In an effort to ensure that the delivery of information is as efficient as possible, our Psychologist undertakes a cognitive assessment at the outset of the placement. This enables learning needs to be identified and staff to ensure that the most suitable approaches to working with parents are implemented immediately.

Our risk assessments are a central focus for us and we conduct these by looking at current and historical factors. Risk assessment is an ongoing process of review throughout a placement and decisions regarding any changes are a shared professional and multi- agency responsibility.

Ethos and Principles

The philosophy of care at Majestic reflects our strong belief that all residents have the right to be cared for in a stable secure and safe environment. It is based on the belief that work which focuses on strengths and seeks opportunities for building on the parent/s attributes and skills, promotes emotional growth and resilience.

We believe that our families benefit from skilled sensitive assessment and support from our multi-disciplinary team.

We believe strongly in an honest and transparent approach, ensuring that our families understand their targets, and goals to achieve. Our staff team put every effort into providing parents with maximum opportunity to ensure that if possible, they are able to reach a standard of 'good enough' parenting.

Our service philosophy is predominantly based upon a behavioural approach which enables us to work alongside families to look at changing behaviour whilst encouraging deeper understanding.

We support and educate individuals and families to maximise their potential. All staff work to a client centred solution focussed approach, keeping the family at the centre of the planning and assessment process.

The welfare of the child is paramount and safeguarding will be promoted by our staff team at all times.

Best outcomes and success are not necessarily synonymous with children remaining with their families, although that is clearly a desired outcome. We commence every assessment with the goal of keeping families together wherever possible. However, when it is clear that this is not in the best interests of child, we will provide evidence based reasons why separation is advisable ensuring that any such recommendations are managed as sensitively as possible for parents and child (ren).

Each family has their own particular set of needs and difficulties. Where families have to face difficult issues and choices within their own family life, we endeavour to work through this process and to assist them in placing the needs of their children first.

Confidentiality

Confidentiality will be respected at all times. Employees shall not, except in the proper course of their duties either during their employment or thereafter, communicate or disclose directly to any person or organisation confidential information about parents, parents' families, staff, care or administration policies and procedures and shall use their best endeavours to prevent any such communications or disclosures. Any breach of confidentiality will be viewed as gross misconduct and will be considered grounds for immediate dismissal.

Some feedback from Professionals

All feedback received from professionals with whom we have worked with to date has been excellent. Some examples of the feedback received in the last year include the following:

Before I took this case, I had been told that Majestic was a good parent and child unit. I have to say that this has been my experience. The reports use language that does not contain jargon which means that the parent can understand. I look forward to working with you again in the future (LA social worker, 2017).

It is an absolute pleasure to be able to share my views in regards to Majestic Family Service as my experience has been very positive. I first worked with Majestic when I was working in a different Local Authority and I had a mother and baby that were placed in Majestic. The work, commitment, support, advice and communication from all staff at Majestic were absolutely amazing. I am now working with them again and have had the same positive experience. I would also like to share my view in regards to the reports done at Majestic as I find them of extremely high quality, with detail, evidence and analysis which is what I need in order to present to the courts. If I do have any family that requires a residential unit assessment my first choice is, and will always be Majestic (LA social worker, 2018).

Majestic produce very good reports- evidence based and child focused. Their communication between each report is very good. Concerns are always fed back to the social worker in a timely manner and good discussion about a way forward. They are always child focused in their approach (LA social worker 2018).

There is lots of support in place at Majestic. It was a good quality, really clear, evidence based assessment (LA social worker, 2018).

I was impressed with the level of professionalism and commitment from staff members. The house is very welcoming and has a nurturing feel to it. I think the program of work offered to parents is child focussed and offers the parents a real learning opportunity to make positive changes for their children. I was very impressed with the social worker assessments, and communication putting the child's needs as priority. I would really recommend this unit for mother and baby assessments (LA social worker, 2018)

Social workers fight to get a place at Majestic because of the high quality of work, support and assessments you provide (LA Social worker, 2018)

Staff have been friendly, helpful and supportive throughout the work. The quality of assessments has been excellent, very intuitive and professional. I would just like to extend my thanks again for the work that your staff undertook with the family. The work and observations have proven invaluable in assessing the most appropriate carers for the baby. Mother has stated that she wished she could come back to Majestic. This is indicative of the care and support she was offered and the calm and nurturing way staff dealt with her and baby (LA social worker 2018).

Some feedback from our Residents:

When I first arrived at Majestic, I came with sadness and no confidence, I had lost all my confidence but with the support Majestic staff have given me and the advice I have learnt a lot. I have learnt how to parent my child and all my confidence I had lost in the past I now have back again (2016).

The assessment has been hard for me but as the weeks went by it got easier. I had good support and advice along the way which helped me to better myself as a parent. Staff are amazing here, couldn't ask to work with better people (2016).

When I first came here, I didn't want to be here. I didn't know how I was going to parent on my own. Majestic taught me how to bond with my baby, play and parent the best I can. Since being at Majestic my relationship with my baby has got so much stronger. Majestic was an amazing experience for me and my baby. Staff taught me so much, like how to cook, to feel more confident talking to health professionals. I love doing baby massage and baby sensory well. It has helped me and my baby to bond more (2017).

All of the staff are lovely. I really enjoyed my stay at Majestic. Thank you all staff for making me feel at home (2017).

The support that I have received has definitely made me a better parent (2017)

The support we have had had has been really good. I couldn't ask for any more support. You have made me much more confident. All of the staff are supportive and have helped us through the last four months. I can't thank Majestic enough. They have made me speak more than I ever thought I could and being here has made me change my character. Thank you (2018).

Majestic was an amazing experience for me and my baby. Staff taught me so much (2018)k.

All staff have been so supportive and I'm so grateful for everything. At the beginning I didn't like it at Majestic but as time went on, I came to realise that everything that was done and said to me wasn't to be horrible or rude but so that I parented in the right way. I'm so happy for this and can't thank the staff at Majestic enough (2018).

All of the staff are lovely. I really enjoyed working with them. I have matured and grown to see things in a different way. I really enjoyed my stay here. Thank you to all staff for making me feel at home (2018).

About our centre

The House is warm, friendly, and welcoming and is situated in a large village Minster near Ramsgate in Kent. The house is very bright and decorated to a high standard, with a large back garden with play equipment of children of all ages. The house is suitable for single parent families or larger family units. It can accommodate up to five families at any one time.

Minster has good travel links to London. Although the village is generally quiet and tranquil, it is a large village with a newly renovated play park, shops, bakery, pharmacy, GP surgery, baby and toddler groups, library, supermarket and there is a bus service from Minster which gives access to hospitals, children's centres, local towns and villages, and shopping at Westwood Cross shopping centre. There is also a train station less than 10 minutes walk from the centre. We have a house car for transporting residents during their placement with us.

Each family has their own room. There are three shared bathrooms and toilets (one bedroom has its own en suite) available with two large kitchen diners located on the ground floor. We have an office, laundry room, two lounges, dining room, play room and a contact room on the ground floor. We favour a communal model whereby the families spend most of their time in communal areas of the house so that we can work closely with the families. This lends itself to helping to develop professional working relationships with residents quickly, and an ability to maximise the opportunity for the parent to receive advice and guidance and for staff to assesses any progress. It is our experience that whilst communal living can bring its own challenges the benefits for families gaining support from other residents decreases isolation and offers an opportunity to assess parents' capacity to manage social interaction. The set-up of the house and its inviting and its warm feel has been commented upon by all professionals and residents who we have worked with thus far.

Day to day arrangements

It is important for families to work towards being as independent as possible whilst in placement to enable staff to gain a well informed picture of how a parent would function on a day to day basis if living in their own home. Families therefore purchase their own food, cook their own meals and care for their own children. Staff work closely with families to assess and support them in their parenting. There are communal programmes, both educative and social activities designed to give children and families quality experiences.

There are basic house rules contained in our policies and procedures designed to keep residents safe and foster respect between families in residence. These relate to practical issues like keeping communal areas clean; issues of safety like drug and alcohol consumption, violence, bullying and equal opportunities issues e.g. racial, religious and sexual discrimination. We operate a no-smoking policy within the house to minimise the risk of fire and to provide a smoke free environment for children, care givers and staff.

As the wear and tear on the fabric of the facilities is considerable, we have a rolling programme of redecoration, refurbishment and industrial cleansing to ensure that family rooms, communal areas and staff facilities are maintained to a high level.

The Registered Provider and Registered Manager

The Registered Provider is Majestic Family Services Limited

The Laurels
16 Freemans Rd
Minster nr Ramsgate
Kent
CT12 4EL

The Registered Manager is

Kate Scoins
The Laurels
16 Freemans Rd
Minster nr Ramsgate
Kent
CT12 4EL

The Responsible Individual is:

Ross Barnett
The Laurels
16 Freemans Rd
Minster nr Ramsgate
Kent
CT12 4EL

Organisational Structure

The service at Majestic is provided by a core staff team. The Organisational structure consists of: Directors, Registered Provider, the Centre Manager (qualified social worker), four Assessing Social Workers, a Deputy Manager, Qualified Nursing Staff and 18 specifically trained residential workers. All staff are qualified and have a range of social work, residential, fostering, youth work, probation, child care, nursery nursing, and nursing qualifications and many are educated to degree or equivalent level. Majestic also employs a Psychiatrist, Psychotherapist and Psychologist all of whom are qualified to deliver therapy/ assessments to individuals and families.

The company is owned and run by Qualified Social Workers with a vast combined experience of working with children and their families:

Ross Barnett is one of the company founding Directors and has over 16 years working with children and their families. Ross is a qualified Social Worker, registered with the HCPC. He began his career within Local Authority front line child protection teams and mental health team. In 2005 Ross established a residential therapeutic group of children's homes and schools and he has a passion for residential therapeutic care. He has a Bsc Hons degree in Psychology and holds the Registered Manager's Award.

Kate Scoins the Registered Manager is a qualified Social Worker with HCPC registration and has worked with Children and Families for nearly twenty years. Kate worked for the Local Authority within various front line child protection and fostering teams showcasing an exemplary ability to undertake and complete the highest quality assessments. She also holds a BS Hons Degree in Specialist Practice in Social Care (Children and Families). Prior to commencing her role at Majestic Family Services in 2011, Kate was the Specialist Lead Social Worker for East Kent Parent and Child Scheme. She is trained in the use of the Parenting Assessment Manual (PAMs) developed by Sue McGaw for undertaking assessments with parents with learning difficulties. Kate also holds a Diploma in Leadership for Health and Social Care and Children and Young People's Services (Registered Manager's Award).

The Deputy Manager of Majestic Family Services is Serena Bartram. Serena has worked in the childcare sector for twenty years. Serena has an NVQ Level 3 in Care of Children and Young People, NVQ Level 4 in Care and NVQ Level 4 for Managers in Residential childcare, (Registered Managers Award) Serena also has a Diploma in Therapeutic Childcare and Education and holds an A1 Award Level 3 in assessing Candidates.

Who is suitable for a placement at Majestic Family Services

Majestic Family Services offer services to the following groups:

- Families referred for independent residential assessment whose children may be at risk
- Young parents under the age of 16
- Expectant parents
- Single female or male parents
- Two parent families
- Parent (s) with one or more children
- Parents of children with complex health or development needs
- Families with learning difficulties.
- Families with mental health difficulties
- Families with drug, alcohol or behavioural issues
- Families where there has been a history of domestic abuse
- Parents with their own history of social care involvement
- Families who will benefit from non-residential support within the community.
- Families where English is not their first language

We accept parents who have addiction problems. However we do insist on abstinence from illicit drugs and, or alcohol.

Levels of Service

Residential Assessment

The usual length of an assessment is around 12 weeks. In some situations we will consider shorter or longer assessment depending on the individual needs of the family and to ensure benefit to the child.

However, it is crucial that parents have sufficient time to absorb and understand the concerns of professionals and to begin to make the changes necessary for good enough care. Particularly with young parents or parents with learning difficulties, this may take a little longer.

Our assessments are most often although not exclusively, informed by a Letter of Instruction from the Court. It is from the Letter of Instruction, in addition to our own baseline assessment and information shared at the Placement Planning meeting that a tailored assessment and support programme is devised which informs the course of the assessment for each family. Details regarding our assessment process are outlined further below.

Levels of monitoring will be determined at the admission meeting and kept under review. The intention is to work towards independence with the minimum checks. However, all parents are monitored at a one to one level at the initial stage of any placement to allow time for us to be able to establish risk levels and ascertain parental strengths and weaknesses. Supervision is only reduced when we feel that this is safe for the child, and in agreement with the referrer and any other relevant professionals. There is *no* covert surveillance. Night monitoring using baby monitors may be used where there are concerns or where there has not been an opportunity of undertaking an accurate assessment of risk. In some cases, the child may also need to sleep in the staff bedroom until such time that we are satisfied that there will be no risk to the child if in the care of their parent (s) overnight. We have two staff members awake during the night who will undertake checks and will monitor any activity when children wake during the night.

Our aim is to balance detailed monitoring with our work in helping parents gain the knowledge and the skills required to look after and protect their children in the short and longer term.

A detailed placement plan is devised in conjunction with parents, referring agency and any other parties at the outset of the assessment. This clearly sets out the aims and objectives of the placement so that all parties, and most importantly the parent are clear about the goals that everyone is trying to achieve. This plan is formally reviewed throughout the placement to enable any changes to be made throughout multi- disciplinary discussion.

Residential Support

Some families may need short term residential support beyond their residential assessment in order to continue to develop parenting skills. These groups may include young parents under the age of 16, or care-leavers, parents with mental health concerns or learning disabilities, and parents with drug and alcohol related issues. The house provides a safe and supportive environment for all family groups in which parental interaction can be positively developed and family relationships nurtured.

Community Placements

Majestic also conducts assessments and provides parenting assessments, programmes and support for families who may be living in their own homes (this can only be provided in the South East). The level of staff input is totally flexible, and each parenting support programme is customised to suit each family's needs.

Viability Assessments

We will undertake paper based viability assessments free of charge (subject to the documentation for perusal being less than one level arch file). We will charge a cost of £100 for viability assessments that require perusal of documentation in excess of one lever arch file.

Admission Procedure

Referrals are accepted nationwide from the Court, Local Authorities, parents' legal representatives, Solicitors and Children's Guardians. The parents undertake an assessment of their ability to care for and protect their children.

Parents with children of all ages will be considered, and careful discussions will take place with the referring agent and other relevant professionals as to whether Majestic Family Services will be an appropriate service for each individual family.

All parents referred to Majestic for assessment are referred due to concerns for the safety of their child (ren) outside of a supervised, protective environment. In some cases the parent will be considered to present some level of risk to the environment. In these cases the full details of referral history are discussed with the referring agent.

Referrals must in the first instance be discussed with our management team and admissions are usually pre-planned. All referrals are given thorough consideration.

The placing authority should return a completed Referral form together with any other appropriate documentation to the Manager. Supporting documentation should include:

Referring Social worker's assessment report (stating clearly the objectives of the referral or a copy of the Care Plan)

- Medical History
- Social History
- Psychological /Psychiatric reports
- Court Proceedings, (prior and outstanding) also previous convictions
- Any other reports, which may be suitable/required

On Admission:

Although not always possible, we promote the benefits for residents of planned admissions to the Centre. When families arrive, they will always receive a warm welcome by the team. They will be given a welcome pack upon their arrival and shown their bedroom, bathroom and a tour of the rest of the house if they have not had the opportunity to visit before their placement commencing.

Families are given several days to settle in, help unpack, to be shown where local amenities are located and to try and help settle their child (ren).

A lead assessing social worker and key worker is allocated upon their arrival, and will be present and assigned to the parent (upon their arrival).

Families are provided with a Resident's Guide which staff discuss with them to ensure that they understand its contents. We check in advance of their arrival if they have any difficulties reading or with comprehension so that we are aware whether they will require assistance.

In cases where children come to us from foster care, we advise that the parent arrive a few days before the child so that the parent can settle in and overcome any initial anxiety before the child arrives.

Within the first 24 hours, the family will be registered with the local GP Surgery and an appointment with the health visitor will be scheduled.

The Placement Planning Meeting will take place ideally before the family arrive when they come with the child's social worker for a pre- placement visit. We appreciate that this is not always possible in every case. In the event that this cannot take place, the Initial Placement Planning Meeting will take place on the day of arrival. It is crucial that the aims and objectives of the placement are clear to all parties from day one.

Criteria for admission include:

- Availability of bedrooms
- Families understanding and committing to the placement
- The level of risk to the child
- Matching considerations with other families currently in placement
- The level of addiction control
- The level of adult violence risk
- Opinion of professional reports

How to refer:

- Contact Majestic Family Services to discuss family's requirements
- Referring agent to request a viability assessment
(Not always necessary if all parties are in agreement and is there is sufficient written documentation for which Majestic can make a decision regarding suitability)
- Referrer to be aware of funding requirements
- Referral Form completed
- All referrals should be accompanied by relevant and recent clinical/ court information

What happens next?

- Majestic Family Services make a decision regarding suitability
- A family visit is arranged if there is sufficient time
- Viability is communicated to the referrer
- Placement is agreed/ disagreed (placement will only be agreed if funding is assured)
- A copy of the Resident's Guide will be sent to the family and the social worker
- A placement planning meeting will be held whereby all parties involved decide the appropriate level of monitoring, and agree the objectives of the placement

Intervention and Assessment Process

Our reporting system is fundamental to providing the best service for referring agencies. The primary assessment tool we use is the Department of Health's Framework for Assessment of Children and Families 2000. This is complimented by other assessment techniques, such as Sheridan's model to measure children's physical development and Fahlberg's model to measure children's emotional development and attachment behaviour. We also use the PAMs (Parenting Assessment Model) model developed by Sue McGaw for undertaking assessments with parents with learning difficulties. All of our staff have been trained by Professor David Shemmings and his team in the Attachment and Relationship Based Practice(ARP) model.

These assessment tools help to provide a comprehensive format and a good indication of the parental capacity to provide good enough parenting in order to meet the developing needs of the child. The conclusion of the assessment report is based on the criteria outlined by the Welfare Checklist. Genograms and ecomaps are incorporated in assessments when appropriate.

Our assessment focuses importance of secure primary and secondary attachments and we strive for all parents to achieve an understanding of being able to give their children a safe and secure base. We pride ourselves on the quality of our assessments. In our recent 2016 Ofsted Inspection the quality of Majestic's assessments was graded as 'Outstanding'.

Whilst the primary purpose of the assessment is to observe, support and evaluate a parent's ability to meet their child(ren)'s needs, the assessment will also begin to address relevant issues through our Positive Parenting sessions. This Programme is tailor-made to the individual parent according to their needs and will include the following areas, in addition to any other issues identified in the placement agreement.

- **Parenting Skills:** the physical and emotional developmental care of the child (ren)
- **Health:** Providing information so that parents can make informed decisions about her/his/their own health needs and those of her/his/their child
- **Personal Development:** the parent's ability to balance their own interests, leisure activities, education, employment etc with the needs of their child (ren). It will also explore issues such as how the parent manages anger

- **Relationship Analysis:** To look at extended family, friends, partners and how they influence the way the parent looks after their child(ren) and how the parent (s) can create a safe and secure environment for their child (ren)
- **Skills:** To look at the importance of the home environment ie. The need for a clean, safe living environment, and child focused day to day routines and coping strategies for dealing with day to day difficulties
- **Budgeting:** To consider financial situations and ensuring that [parent] is able to manage her/his/their money so that their child (ren)'s needs are provided for
- **Child Protection:** This work will explore types of abuse, behaviours associated with abuse and experience of abuse and how to minimise risk
- **Play:** To help support parents in learning how to play and interact with their child and understand the importance of play to a child's development
- Psychological and/ or Psychiatric Intervention/ Assessment which will be agreed at the initial placement meeting.

Children are cared for by staff whilst their parents undertake any sessions required. These sessions will be made up of one to one sessions and group sessions in the centre. There will be an expectation that parents also attend certain courses/ sessions being run locally, primarily at local Surestart Centres. The focus of this work is to build on family's strengths to provide safe parenting and improve life skills which can provide the foundation for life- long learning. Responsibility and consequences are key concepts to the work undertaken by parents, raising self- esteem to enable positive change to occur. Taking part in the programme is compulsory within the placement. Evidencing change is important for a successful outcome for the assessment.

We also offer outreach work and advice regarding the support required when a family leaves Majestic. We feel that it is vital that all families receive a planned exit, identifying specifically the areas of support a parent would need if they were to continue to parent their child in the community.

Our experienced team offer different learning styles and formats to make learning less threatening and more enjoyable. They follow a number of accepted best practice and social work approaches whilst embracing new researched learning methods. All Residential Resource Workers are trained in observation and listening techniques and forms part of their Induction. From these observations the quality of relationships between parent and child and the child's attachment to the parent can be

assessed. The child's appearance and manner are noted, as are the parent's ability to anticipate and respond to the child's needs and to show care and affection, the tone of voice when speaking to or about the child and the way in which the child is described. Observation of adult-child body language, interactions and behaviours, often provides crucial information.

All staff contribute to the daily records of the parents, which provide the basis for analysis, decision-making and plans about the child and family. Summaries of the daily recordings are incorporated into reviews and reports prepared by the lead assessment worker. A daily assessment record outlining strengths and areas for development is shared with the parents at the end of each day. All personal records are open and parents will be actively encouraged to read these records regularly. If any parent has difficulty reading written records support will be given and a member of the staff team will read records to the parent. Where English is not their first language, we use an Interpreter to aid understanding.

On recruitment, Residential Resource Workers undertake a thorough induction programme during which appropriate training is provided and techniques are explained and discussed. During their first six months of employment, staff are supervised fortnightly and then at monthly intervals to provide an opportunity to discuss any difficulties or problems and ensure that they are meeting their personal professional goals and the needs of the company. Staff meetings are held once a fortnight to discuss case management and all relevant issues pertinent to the service and to review the assessment progress in relation to each family.

Placement Review Process

It is our belief that effective placement reviewing is crucial in terms of promoting the welfare of the child and ensuring that parents are given the most appropriate support over the course of their assessment given that their strengths and areas for development will in most cases evolve as the placement progresses.

During the course of a standard 12 week assessment, three placement review meetings will take place: an Initial placement meeting which is ideally held prior to the placement starting (if not possible then on the day of the family's arrival), and two further review placement planning meetings held at week 4 and week 8/9. These meetings always include the parent (s), social worker, the lead assessor, key worker, and any other interested parties such as the child's Guardian.

In most cases, any significant changes to the original placement meeting such as reduction or increase of supervision levels will be made at these review meetings. However, in some cases it will be appropriate for changes to be made in between. In this event, other parties would be contacted by Majestic and any changes made in consultation with the appropriate people.

As part of the review process, we provide detailed Progress reports throughout the placement. In a standard 12 week assessment, these would be provided at quarterly points throughout the assessment- at week 3, week 6, week 9 and then the final parenting assessment following at the end of the placement period. These provide a thorough account of parental progress to date, strengths, weaknesses and areas for development. These are shared with the parents upon completion and their views sought.

If at any time the team are concerned as to the progress of the family or the occurrence of concerning incidences, the team will come together and consider strategies for how best to proceed. The Assessment Team will also arrange a Disruption meeting with the relevant professionals to share concerns and consider the best way forward.

Departure

The process of departure from Majestic however well planned, may well evoke anxiety in a resident and for some, the prospect of leaving may be stressful and upsetting. In some cases, residents may be leaving alone having had their child removed from their care just prior to or around the end of the placement. In these cases, the departure is likely to be highly emotional and difficult. It is crucial that plans are put into place with relevant professionals to best support the parents with the departure of their child and the departure of the parent from the centre.

Majestic Family Services believes that providing support to parents and children through the process of departure is one of the most important elements in the provision of care we provide. If the parent is leaving with the child, it is vital that the parent is properly prepared in terms of the transition to their next placement in order to reduce anxiety for the parent and child. In cases where the parent and child have been/ are to be separated, it is vital that Majestic provide the new carer with all necessary information about the child and their routine, and that we support the parent as much as possible. It is also crucial that we help to prepare children (depending on their age) for this as sensitively as possible.

Staff will always prepare as thoroughly as possible for the departure of parent or child, and do everything possible to minimise their feelings of anxiety through the departure process. Majestic will transport residents to their destination and will undertake follow up support work where it is agreed to be appropriate.

We are happy in most cases for families to remain with us after their assessment has concluded for short periods if necessary whilst arrangements for where the parent and child will be moving onto are not yet finalised. The same weekly fee would remain in place during this time.

Criteria for termination of placement

Majestic does not condone any physical, emotional or sexual abuse. Any parent will be initially warned and/ or may be excluded if there is evidence of:

- Child Abuse
- Bringing illegal drugs or alcohol onto the unit premises (see section on substance misuse)
- Intoxication within the unit, whether due to alcohol or drugs
- Intimidation of another parent or staff
- Violence
- Theft or deliberate damage to property
- Child sexual exploitation
- Radicalisation

Any suspicion of child or adult abuse having taken place is recorded and reported to the Manager or Deputy Manager immediately. Medical advice must be sought, the responsible social work team informed and the placement reviewed.

Visitor control

We understand that maintaining links with friends and family is important for most of the families we have in placement. We will seek to promote these links where possible. We welcome visitors to the centre but any visitors would be subject to social services checks being undertaken.

All visitors to the centre will never be left alone with residents unless appropriate approval has been agreed in advance. The names of all approved visitors will be recorded in the initial Placement Plan. Any visits must be planned in advance.

Any visitors unknown to staff must show proof of identification before being allowed to enter.

General Conditions of Residence

Our policies state that families may not consume alcohol on the premises unless previously given permission by the senior member of staff on duty. This concession may occasionally be allowed to celebrate anniversaries or specific achievements and will always be carefully regulated. In practice it is rare that this is agreed to because of the difficulties for any families in placement with alcohol abuse problems.

An adult who has consumed alcohol outside of the house arriving back intoxicated will be allowed re-admission to the house only if they would not pose a risk to other residents and in particular children. Otherwise they will be excluded from the house until sober. The children will be made safe during the period of parental intoxication or absence from the house. A meeting will then be convened to discuss future behaviour and any action that may be required.

No drugs will be allowed in the house other than those prescribed by a medical practitioner or 'over the counter' medication. In most cases, all medication for adults and children are held by staff in a locked cabinet and a medication log is maintained where the client self administers and signs with staff observing. However, where agreed at the placement meeting and with agreement from the referring agent, parents may be able to keep medication in their own rooms in the lockable cabinets provided. Parents may be admitted to the centre where they are on a specific programme which may include methadone or subutex substitution, provided there is medical oversight arranged. There is discretion regarding holding medication where it is required immediately eg EpiPen, asthma inhaler. Majestic will report any drug related offences it becomes aware of to the police, and to assist the police in the detection of such offences.

Neither adults nor children may offer or threaten violence to one another and assault upon a resident or a member of staff may result in prosecution.

All residents are required to respect the privacy of others. Residents' behaviour must also take in to account the needs of other residents and should not impact negatively upon them e.g. music should not be so loud as to disturb other children or adults, no one should smoke anywhere in the house.

Bullying

The centre has a clear approach to dealing with bullying and staff work to create a culture of open communication where the parent/s are easily able to confide if they are being bullied. Practice guidelines are available to assist staff with the management of this problem and all staff are trained in recognising and dealing with bullying and child and adult protection issues.

Arrangements for Protecting children and parents under the age of 18

There are specific systems in place in the centre, which ensure the children and parents under the age of 18 protected from abuse. Majestic Family Services has clear policies and procedures which all staff are aware of. These include practice guidelines distributed to each member of staff. Training is carried out to ensure that all staff understand the principles and practice involved in the protection of children and take appropriate action if they have concerns or have reported to them possible evidence of abuse.

It is the responsibility of all staff to provide a constructive relationship with residents. Any issues relating to the protection of a child must be reported to the Manager immediately. Any collusion with the parent that may harm the wellbeing of the child in any way would be considered grounds for immediate dismissal.

Majestic Family Services does not advocate the use of physical restraint. However, staff are trained in the use of restraint and the use of physical intervention to maintain control is only ever permissible where there is an immediate risk of harm to a person or where serious malicious damage to property is likely to occur. Under no other circumstances may physical restraint be used. Physical restraint should **never** be used as a form of punishment.

When such an incident occurs, it is imperative that a detailed restraint log and incident sheet is completed immediately and signed by all staff present; the manager must then be approached for a counter signature.

Respecting the Privacy and Dignity of Residents

In line with the National Minimum Standards for Residential Family Centres, staff are required to ensure they respect the privacy of residents at all times (unless a parent or child's safety is at risk) and to handle any personal information relating to each resident with confidentiality.

Majestic Family Services holds the belief that without confidentiality there can be no trust and without trust, there can be no meaningful service offered to the residents placed. Confidentiality, although not absolute, is therefore a vital building block upon which trusting relationships can be built. However, the need to respect the privacy of parents and children must be balanced with the need to protect children and vulnerable adults.

Families have their own lockable room and cupboard. We give positive encouragement to assist parents in recognising the needs of their children, building their self-esteem and working towards the provision of a safe, caring, loving and protective environment for their children. The staff aim to provide a supportive advocacy role for parents and work hard to develop relationships based on trust and honesty. Every effort is made to achieve a friendly atmosphere within the centre and encourage and respect parent relationships without being intrusive.

Fire Procedures

Fire precautions are taken very seriously at Majestic. The centre is equipped with fire and smoke alarms. Fire drills are held four times a year and recorded in the logbook, which is available for inspection. All members of staff and the parent/s in the unit are shown the procedures and emergency exits in the event of a fire breaking out.

Training in Health and Safety, first aid and fire procedures is also given to all new members of staff as a part of their induction to the unit.

The manager of the centre carries out regular risk assessment inspections of the building to ensure that all health and safety matters are addressed.

Detailed guidance on health and safety including policy and guidance is available in the centre.

Complaints

We want the parent(s) to tell us if they think we are doing something wrong or are acting unfairly in some way. We would hope that any resident would discuss any concerns or queries they have with a member of staff or in the weekly house meeting. If they are having any difficulties expressing themselves to Majestic staff or other professionals then we can arrange for an advocate to help support them.

If residents wish to make a complaint, they may do so by completing a complaints form. The process for doing so is detailed in their bedroom. This will be investigated and responded to within no more than 28 working days.

All complaints will be taken seriously. Should the complainant not be satisfied with the outcome of the complaint they are able to contact Ofsted.

Contact details for Ofsted:

Piccadilly Gate

Store Street

Manchester

M1 2WD

03001231231

enquiries@ofsted.gov.uk

The Office of the Children's Commissioner

Anne Longfield

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Telephone: 020 7783 8330

Email: advice.teen@childrenscommissioner.gsi.gov.uk

Contact us

Majestic Family Services operates from:

The Laurels

16 Freemans Rd, Minster, Kent

CT12 4EL

Tel 01843 821188

www.majesticfs.co.uk

The Laurels

Updated SOP December 2017