



# The Grove Statement of Purpose

Peoples Services  
St. Helens MBC

March 2022

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## **Aims & Objectives**

The overall aim of The Grove is to provide nurturing, care and support to children who are in need of being Looked After by St. Helens Council. We will do this within a home which is well furnished and maintained, providing an environment in which our children can thrive.

Working closely with the placing social work team, we will be playing a key part in delivering the care plan for each child, including work with their extended family, where that is appropriate, for example with Family Time arrangements. Where appropriate, we may provide time limited outreach support to assist children to return to the care of their family.

Where the plan is for children to remain with us until an alternative outcome, for example, semi-independence, we will ensure that they are well prepared and in a strong position to succeed, achieving their goals and with aspirational targets.

We will encourage children to make positive choices which will lead to the best outcomes that they would wish for themselves. This includes support with health, education, and positive relationships.

We take our role as Corporate Parent extremely seriously and the team advocate for our children to ensure as many of their needs as possible are met and that they achieve their goals.

Each individual care plan will be developed around the individual needs of each young person. The children are consulted on a regular basis and are involved in the process of formulating these documents.

## **Facilities**

The Grove is first and foremost a home for up to four children who may be aged between eleven & seventeen years. All our children have their own personalised bedrooms and will be consulted on any and all decoration and refurbishment.

We aim to use the space we have in The Grove to its full potential, and this can include dedicated space for education, a calm room for 1-1 work with children and sufficient office space for the team to ensure appropriate records are maintained.









## Services

Children living with us at The Grove will normally be expected to attend school as no long-term education is provided on site. We do sometimes benefit from tutors coming into the home where there are issues affecting school attendance and this will be guided and assisted by our close working with the Virtual School for St. Helens who provide advice and support to our children and staff as appropriate.

The staff team encourages children to attend their education provision and to complete any homework/tasks. Children are actively encouraged to participate in after school activities or youth service projects. There is a quiet area in the home for the children to complete homework which has internet access that is available through an appropriately monitored system. All children have access to local libraries.

With close links to the Designated Nurse for Looked After Children, who is integrated into Children's Social Care, we ensure that our children are registered with a local GP, dentist, and opticians. In addition, services required for the individual young person will be sought after such as mental health support, sexual health advice, substance abuse services, behavioural therapists, emotional wellbeing and counselling.

Children will benefit from advocacy as needed, provided independently through Advocacy Focus.

All appropriate Council services are available to our children as appropriate.

Our home is situated close to the town centre and local facilities, which include bus services, sports & leisure centres, shopping centres, youth clubs, activity venues and parks.

### ***Registered Provider***

St Helens MBC  
Atlas House  
Peoples Services  
St Helens  
Tel: 01744 671801

### ***Responsible Individual***

Linda Evans / Interim AD Margaret Dennison  
Assistant Director  
Atlas House  
St Helens  
Tel: 01744 671028

### ***Registered Manager***

Post currently vacant  
Acting Manager  
Julie Williams  
The Grove  
14, Ghyll Grove  
St Helens  
WA11 7AR  
Tel: 01744 677085

### ***Head of Service***

Fiona Woods  
Head of Service  
Atlas House  
Peoples Services  
St. Helens  
Tel: 01744 676410

## Staffing

The team at The Grove have a wide variety of backgrounds and varied skill base which complement each other and can provide a positive balance for the children we look after. All members of the staff team either holds or are working towards NVQ 3 Diploma Caring for Children & Children. The staff team is of mixed gender and compromised of:

1 Registered Manager to be appointed

1 Deputy Manager (Vacant)

1 Senior Residential Support Worker

6 Full time Residential Support workers [male and female]

2 Part time Residential Support Workers [male and female]

1 Cook

1 Domestic

A number of flexible (“Bank”) Residential Relief Support Workers [male and female] are in the process of recruitment.

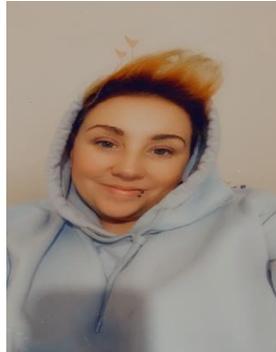
### ***Post vacant – Registered Manager***



Julie Williams is the current Acting Manager at The Grove. She will be applying to re-register April 2022 with Ofsted for the Registration on the home. Julie began working for St. Helens in 1996 where she gained a post as a RSW, Senior RSW, Deputy Manager then as Registered Manager. With over 26 years of experience in residential care Julie has NVQ 3 Diploma working with

children & young people, NVQ level 4 in Management and NVQ level 5 Diploma in Management & Leadership.

***Kelly Leach– Senior Residential Support worker  
Acting Deputy Manager***



Kelly has a BSC Hons in forensic psychology and criminal justice and has experience in working in residential childcare and mental health settings. She started at The Grove in 2018 and Kelly has her NVQ level 3 in residential childcare, she recently became our senior residential support worker. Kelly is working toward her NVQ level 5 in January 2022. Kelly specialises in therapeutic parenting, trauma informed practice, safeguarding, behaviour management and risk assessments.

***Vacant – Residential Support worker (April)***

***Hayli Coleman – Residential Support worker***



Hayli has obtained her NVQ level 3 diploma in residential childcare in November 2019. She started at The Grove in May 2017 and gained a full-time post. Hayli's background is in education for approximately 10 years and during this time she worked as a casual residential worker for 4 years at the same provision. Hayli has completed a comprehensive training package since working here at The Grove. She specialises in E Safety and CSE

***Barbara Walsh – Residential Support worker***



Barbara has worked at The Grove since October 2017. She has over 14 years' experience in youth work. She has great skills and has brought her skills as a creative coordinator and a speciality in activity games & arts and crafts and access to youth zones. Barbara has her NVQ Level 3 in residential childcare.

***Antonia Martindale – Residential Support worker***



Antonia joined the team in October 2020 having previously been with our sister children's home. She has experience of working with children with disabilities prior to working at The Grove. She has an NVQ 3 Diploma in children and children's workforce. Antonia is continuing her development with the team and accesses training opportunities as appropriate.



***Derek Stromberg– Residential Support worker***

Derek has worked in children's homes in the private sector for 11 years and held a part time post here at The Grove since February 2018. He has an NVQ 3 Diploma qualification working with children and young people. He engages all the children in activities, life skills and he is very child focussed.



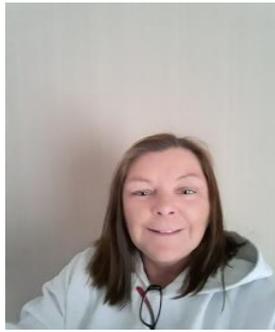
***Jackie Cotton – Residential support worker***

Jackie joined the team at The Grove in January 2020 after previously working in a secure residential setting for the past 15 years as well as 3 years in an open setting. Jackie has a child centred ethos to her work; advocate and she is an enthusiastic addition to the team. She encourages young people to partake in fitness and physical exercise and activities.



***Debbie Hodgetts – Residential support worker***

Debbie was a sessional worker with us before joining permanently in 2020. Debbie has her Level 3 in residential childcare and is fully up to date with all her training requirements. She enjoys caring for children, promoting fun and positivity with her relationships with young people in her care.



***Tracey Edwards – Residential support worker***

Tracey has a wide range of experience working in residential childcare, she has worked in both secure and non-secure environments and was up until recently a casual worker at The Grove.

She obtained the post of a part time RSW in July 2020. Tracey holds an NVQ level 3 in residential childcare and is up to date with all her training requirements.

Tracy enjoys spending quality time with the young people and engages them in arts & crafts and board games.



***Ann Sorby – Cook***

Ann has worked at The Grove longer than any of the team, for over 30 years in her role as cook. Ann has positive relationships with the children we look after and always tries to respond to their needs and favourites as much as she can.



***Linda Povey – Domestic***

Linda is our domestic and has worked here at the home since 2013. Linda works hard to keep our home lovely, clean, warm, and welcoming.

In addition, The Grove aims to have a number of colleagues available to support the staff team on a sessional basis. At the time of writing, we are recruiting to these posts, but we will ensure that all are appropriately experienced and qualified to work for our children.

A programme of training and development is offered to all employees to ensure that we deliver the highest possible level of care. We identify training and development needs through induction, supervision, appraisal and observed practice.

## **Supervision, training, and development of staff**

Supervision of staff meets the requirements of the Children's Service Department, Supervision Policy. Staff have regular supervisions with their line manager augmented by monthly group supervision with the whole team which can reflect on what has gone well, what needs to change and any worries we have.

Each staff member also has a six-monthly appraisal. Management ensure feedback from the children is shared with the staff team during the appraisals process. Our relief support workers are supervised by SRSW and receive regular supervision and training.

Individual training needs are identified by the supervision and appraisal process as well as any mandatory training. Staff receive training in areas such as health and safety, first aid, diversion & diffusion, physical Intervention, food hygiene, data protection, CSE, Restorative Justice and safeguarding courses. St Helens Council or appropriate independent providers deliver training.

In addition, if any personal or professional development needs are identified during supervision or appraisal processes, these will be considered and provided wherever possible.

A training log will be maintained for all the team.

## **Organisational Structure**

The Grove is operated by St Helens MBC and is located within the People's Services Department.

The Responsible Individual is based at Atlas House near the town centre and is the Assistant Director for Children's Social Care.

The Registered Manager is supported and supervised by the Head of Service for Children We Look After, also based at Atlas House. The Head of Service reports directly to the Assistant Director.

The Deputy Manager and Senior Residential Support Worker help contribute to the running and managing of The Grove on a day-to day basis. They oversee, audit, and monitor all aspects of practice at The Grove. There is usually a member of the management team on duty each day including weekends, ensuring that appropriate oversight is maintained and seeking to ensure consistency of approach. An on-call service has been implemented so that staff have access to support, advice and guidance from a manager.

## **Our Children**

The Grove provides care for up to four children between the ages of eleven and seventeen years. Whilst we do not look after children with a profound or severe disability, the children in our care will have experienced trauma and have had complex issues which we aim to help them work through. Our children may have emotional and behavioural difficulties and we will aim to support them to understand and cope with issues as they present.

Currently we have only one child in placement on a 2-1 basis due to their individual complex needs.

## **Admissions**

Children move to The Grove only following a comprehensive referral and assessment process. This includes completion of a placement plan by the referring social worker which will provide information for a risk assessment. This risk assessment will be completed by senior staff members, such as the deputy manager and overseen, if not completed, by the Registered Manager. Pre-admission planning includes visits to The Grove by the young person and if appropriate their family/carer. In some circumstances the Registered Manager may visit the young person in their home. Information booklets are provided for the child so that they too are well informed as to what The Grove is about.

As technology is more widely available, it is possible to have a "virtual" tour of the building and gardens, as well as meeting the team.

Children contribute by completing their own

“Welcome to The Grove” & “My Placement Plan” on admission.

The Grove will not accept emergency placements at this time.

Following admission to The Grove, each child is allocated a keyworker, the young person’s wishes and feelings are considered in the selection of who that keyworker will be.

The keyworkers roles and responsibilities include support and guidance to the young person, links with other agencies, advocacy, and providing information to other professionals. The keyworker will also liaise with health, education, and any other relevant services to ensure that all the individual needs of the young person are being met.

## **Risk Assessments**

Senior staff at The Grove are responsible for carrying out Suitability Assessments prior to the placement being agreed. A further detailed Risk Assessment related to the needs of the young person is then completed, ensuring all known risks, concerns and behaviours are clearly documented. This enables the team to assess the risks and provide clear guidance for the staff team to manage these behaviours effectively in the Behaviour Management Plan.

In some cases, training needs for the team may need to be identified to support the care of some individual children with complex needs.

The Grove team aims to ensure a high quality of direct work is carried out with and for our children individually or in some instances as a group. Staff will explore educational programmes or training for children around specific risks or concerns faced by them in this present day. These pieces of safeguarding work include Prevent, Exploitation, Drugs & Alcohol, Fire Awareness, social media and E Safety and Safer Community Services.

Our team aim to help our children to learn with support, guidance, and advice from staff. We aim to encourage changes to behaviours, reducing the risks, enabling resilience and help to make the correct informed choices in their lives.

## **Accommodation Capacity**

The Grove has sufficient space to look after a maximum of four children at any one time. Currently only one child in placement.

## **Ethos and Philosophy**

The team at The Grove aim to ensure that every child achieves as much as they can, and that we make a positive contribution to their lives.

The Grove provides a safe, warm, and nurturing environment for the children where they can prosper, build friendships, develop social skills, self-confidence and achieve their full potential in preparation for later life. Children are treated as individuals; their rights are respected, and they are encouraged to take responsibility for their own actions and to aspire for positive futures.

## **Health**

The staff at The Grove will make every effort to promote the health of our children. Staff at The Grove are aware of the important role they play in promoting a healthy lifestyle. Each child is provided with guidance, advice, and support in accordance with their age, understanding, needs, culture and wishes in relation to health and social issues. All our children are encouraged to part take in physical exercise and general activities will include active participation from both staff and the young person. The Grove has a cook who consults with the children around their likes and dislikes. This involves children being offered a varied and healthy diet.

- All children will be registered with a GP, dentist and optician and are supported to attend any appointments.
- Each child's keyworker will ensure the young person has a clear and comprehensive written health plan which details: Medical history, any allergies known, dental health needs, health monitoring required, and the involvement of any other outside services required.
- The requirements and protocols of the multi agency health procedures for children we look after will be implemented.
- Close liaison will take place with the designated nurse for looked after children to ensure appropriate advice is sought and actions taken in respect of every child's health needs and possible identified training opportunities for all staff members.
- Access to any additional services will be resource to support the young people.

## **Education**

Education is a high priority for all children living at The Grove. Children are enrolled in appropriate schools or colleges and expected to attend. In some instances, children may attend alternative educational provisions. Keyworkers promote education with children and are aspirational for their key child, working closely with the relevant teaching colleagues and the Virtual School for looked after children.

Laptop computers, Internet access and educational websites are provided for children to complete homework in a quiet area of the home or at the library if preferred. Staff will always provide help if required to complete any homework tasks.

Staff will attend parent's evenings, sports days, and other events to support the young person and ensure achievements are recognised. Where appropriate their families are also encouraged to attend such events. Children are encouraged and supported to engage in extracurricular activities within their education programmes.

Issues relating to education are discussed at all reviews and planning meetings, as well as individually with the children and families. Liaison is maintained with individual designated teachers within the schools.

An up-to-date copy of the young persons Personal Educational Plan or EHCP will be maintained, as will other relevant documentation and records of achievements, needs and targets.

## **Placement Plans**

All children have a comprehensive Placement Plan. This includes day to day routines, Family Time (contact) arrangements, family details, education arrangements, health care etc. In addition, we will ensure that there are the relevant consents for medical treatment, risk assessments and PEP.

Risk Assessments and individual behaviour management plans are reviewed weekly and updated if necessary. All children have a My Placement Plan Document, which they consult and participate to what is recorded in this form. All children contribute to their Positive Behaviour Plans with their keyworkers exploring personal goals and incentives for them.

## **Recreational, Sporting and Cultural Activities**

All children living at The Grove are provided with a Local Authority sports pass, which gives access to all local authority sports and leisure facilities at a reduced cost. The children are actively encouraged to participate in and experience community-based activities, including youth service events. The nature and extent of any support provided will reflect individual's needs and capabilities. Some children will be able to access activities independently or semi independently whereas others will require a more intensive staff support package. Children are encouraged to participate in activities which include physical exercise and enjoyment.

The Grove organises a Themed Night which is chosen by the children. The children are very much involved in the organising and planning of such events. Every year the children are taken away on a holiday. Generally, this will involve the children separating into small groups for their break.

Children are encouraged to participate in extracurricular activities through their individual education provisions. This includes trips and holidays with schools funded by The Grove or access to pupil premium funds via the Virtual Head. The Grove staff team pursue new life experiences for all the children enabling them to enjoy & achieve every possible opportunity in their lives.

## **Incentives**

All children living with us can benefit from incentives. This allows our children to achieve extra money, activities, or items of their choosing by obtaining points throughout the week by displaying positive behaviours. These points then translate into specific rewards as tailored to the individual. Incentive charts will be formulated in line with each individual child.

## **Individually and Positive Group Living**

The Grove is committed to the provision of high-quality care and recognises the importance of individuality, diversity, and difference. The staff team and children living in the home will regularly review our practice to ensure that it meets the needs of the children looked after in the home.

It is hoped through positive role modelling, the delivery of structured social skills programmes and the use of positive reinforcement and rewards for pro social behaviour that these needs can be addressed. The Grove has designed systems, which reward and reinforce positive behaviour and values. There is much evidence to suggest that children learn most efficiently from peers and positive role models and we endeavour to facilitate situations where peer modelling, reinforcement and recognition can take place.

## **Consultation**

The Grove actively encourages children to contribute to the running of the home, through consultation in children's meetings, informal discussions, keywork sessions, grumbles, or complaints. Children feedback their feelings around the staff team for appraisals. Children are involved in the recruitment process of new staff members. This can involve taking part in the interview process or volunteering questions to ask of all possible candidates.

All children read and sign all documentation on their files.

Children participate in the arranging/planning & organising of day-to-day aspects of all activities or purchase of specific items such as the summer holiday.

We promote children to have a voice, express their feelings and opinions around any issues about their home or issues pertinent to them on a personal level. All children are encouraged to participate in the Children in Care Council and / or to work on projects with other looked after children living in varied placements.

St. Helens Council has commissioned Advocacy Focus to provide independent consultation and advocacy services for our children. Advocacy on an individual basis can be accessed by the children. Children have been able to access independent visitors through this service.

Advocacy Focus will also attend team meetings to feedback on new work or opportunities as well as learning from previous issues.

An Independent company, A Voice for Children, conduct Regulation 44 visits to the home and speak with children to obtain their views, feeding back to the Manager and tracking actions.

## **Controls, Restraints and Discipline**

All members of the team are required to attend training “Managing Challenging Behaviour, Diversion, Diffusion and Negotiation” which aims to give them the necessary skills, strategies, and confidence in managing challenging behaviour.

Persistently unacceptable behaviour will result in sanctions being applied to children. Sanctions will be appropriate and tailored to the child, in accordance with best practice.

Behaviour that is considered to be a threat to the safety of the young person and / or others will be considered against any factors identified in a young person’s risk assessment. Appropriate strategies will be adopted to ensure the safety of all residents and staff.

The Grove residential staff follow the principles of the Protecting Rights in Care Environment system (PRICE) and are trained in the use of appropriate physical restraint techniques.

Physical Intervention is a last resort and only be used in the event of a young person presenting an immediate risk to themselves or others or a threat to the safety and security of the building. The Grove seeks to minimise physical restraint and any events are overseen by managers. All such incidents are recorded and monitored, and copies of the reports are sent to social workers and the Head of Service. Welfare visits from the social work team maybe requested when a physical intervention as taken place.

The Grove provides access to a bespoke diversion & diffusion training with After Thought Company, which is an essential programme immensely beneficial to the team and their work ethics in working with the children.

## **Safeguarding and Bullying**

Child protection issues are all dealt with in accordance with the local authority’s Child Protection Policy and regulations pertaining to the Children Act. The Grove benefits from the support of the St Helens Local Children’s Safeguarding Partnership, which facilitates multi-agency practice and policy review.

The Grove has an anti-bullying policy, which strives eliminate bullying at any level, support children who are bullied and offer suitable guidance to staff in relation to challenging and

modifying bullying behaviour. The policy includes definitions of all types of bullying with specific reference to race, gender, and sexual orientation.

Mandatory training is in place for all staff to assist in ensuring their knowledge of and competency in the application of Child Protection policies and procedures.

## **Missing From Care**

St Helens has a written policy which details action to be taken when children are absent without authority. The time scale for action taken by staff in response to such incidents will be determined by a number of factors including, the age and maturity of the young person, the time of day and weather conditions and the level of perceived risk. The response to these instances will be detailed in the Placement or Care Plan and this will be dependent on the needs of the young person.

The team will work closely with family, Police, and other agencies, including EDT, as appropriate.

When the child returns home the staff will offer food and drinks and try to engage with them to establish that they are safe and if possible, information about where they have been. The staff will record all facts associated with the absence. The young person's social worker will be updated and requested to complete a welfare visit to discuss the absence with someone who is independent from the home. A referral will be made to Catch 22 via the police and the home, who will then arrange a visit to meet the young person and identify any further work to be carried out on a 1-1 basis. Catch 22 also provide a CE worker linked to any child at risk of exploitation. The staff team will directly contact Catch 22 if visits have not taken place promptly

Children who are at significant risk when missing from home will have specific plans designed to reduce incidents of absence, these measures will have been agreed in advance with the young person, parents (if appropriate) and the social worker. All plans will be recorded in a written format and will be included in the young person's Placement or Care Plan.

The Team at The Grove will continue to work within the policy and procedures of St. Helens Council on all issues relating to complex safeguarding.

## **Surveillance**

The Grove operates a CCTV system on the outside of the building, which is used to promote the safety of the children and staff members. The system is not used in any way as a surveillance tool by which the children living in the home are observed. The home has signs visibly on show for all visitors to the home are fully aware CCTV is in operation.

## **Fire Precautions and Fire Safety**

The fire precautions for The Grove are in accordance with the policy of St Helens Council. Training is provided for all staff members.

The Grove has a clearly defined fire procedure that is known to all the staff and children and is part of the induction process. Regular fire drills and checks are carried out in The Grove and the records are open for inspection by Regulation 44 visitors. This is also audited on monthly Regulation 45 inspections carried out by the management.

These drills include safe and secure evacuation of all children and staff to alternative safe locations.

## **Religious Observation**

At The Grove we endeavour to provide an environment which is free from discrimination in any form of race, culture, disability, social status, gender or sexuality.

During the time that a young person is living at The Grove the staff aim to provide an experience of care that is sensitive to their individual needs, and in particular supports their racial, gender, cultural, sexual and religious identity.

Religious beliefs, practices and requirements will all be met on an individual basis for children we look after.

Dietary needs are catered for on an individual basis.

## **Family Time (Contact)**

Arrangements for children to have positive time with family members, friends and significant others will be specified in their individual care and placement plans. Unless such plans contain restrictions on family time, the team will be encouraging and promote a wide variety of arrangements. Families may be invited to the home for tea or activities and special events.

Children can make and receive calls or visits, provided they are made at a reasonable time and do not disrupt or disturb the privacy of others. A private room will be made available for visits and telephone calls to take place.

## **Therapy**

The Grove primarily provides a safe home for children, but our children do come with adverse life experiences and trauma which may require additional services for the child and / or training for the staff team.

The team work closely with social work and health colleagues to ensure all services are carefully matched to the individual needs of the child and will promote and maximise the opportunity for the children to benefit.

Where possible, training will be accessed for the team if it is deemed more appropriate in order for them to better care for our children in specific circumstances.

## **Anti-Discriminatory Practice**

The policy of both St Helens Council and The Grove is to work towards eliminating discrimination in service delivery and its own employment policies. To this end, The Grove aim to ensure that policies and practices do not, directly or indirectly discriminate against any individual or group. Equality of Opportunity is promoted for all children and employees.

## **Complaints**

The complaints procedure is explained to children on admission. In the first instance staff will attempt to satisfactorily resolve any complaint, but where that is not possible the child has a right and can be supported by their keyworker or advocate to, make a formal complaint, either online, in writing or by telephone.

The Council has commissioned Advocacy Focus, whose workers are available for children living at The Grove with WWW addresses, leaflets, and contact details available for them.

For employees, St. Helens Council does have a grievance policy and procedure should a council employee wish to pursue a complaint, whistle blow, or make a grievance if he or she is not happy with matters relating to the home.

A leaflet outlining the procedures for parents, carers, friends, and other significant people is available online or via the complaints team as below.

**St Helens Council Complaints Officer.**

Graham Tully  
St Helens Council  
The Gamble Building  
St Helens  
Tel; 01744 676286

**Advocacy Focus**

Diane Whatmough(independent advocate)  
0300 328 0965  
[Diane.watmough@advocacyfocus.org.uk](mailto:Diane.watmough@advocacyfocus.org.uk)

Visits once a month but all young people have her mobile number and email address to contact her, or they can ask staff to do this on their behalf, to request a visit.

Children may also contact OFSTED who regularly carry out inspections of The Grove and can be contacted on

**OFSTED**

Piccadilly Street  
Manchester  
M1 2WD  
Tel: 08456404040 / 0300123123  
E mail [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)  
Website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)  
Free phone 0800528731

In addition, the children's commissioner can be contacted via [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

**Inspections**

The home is inspected by Ofsted in accordance with their framework.

Inspection is both a learning opportunity as well as a regulatory check and where necessary, recommendations and requirements from inspection activity will be compiled in an action log and completed.

Throughout the year a Regulation 45 and the Annex A is completed monthly by the Registered Manager.

Every six months the Registered/Deputy Manager completes a composite Regulations 45 report which is sent to Ofsted.

Once a month an independent visitor will visit the home to carry out the visit as required under Regulations 44. A report will be generated by the independent visitor. Both the Registered Manager and the Responsible Individual will complete responses to the report and the completed document is sent to OFSTED as required.

### **Covid – 19**

Throughout the pandemic, The Grove has adapted policy and practice to meet national and local guidelines and legal restrictions. Our priority was to keep our children and those looking after them safe. We benefit from the Council infrastructure and have ready access to PPE and testing resources as needed.

Any absences of staffing at The Grove for those testing positive has not impacted on the level of staffing and cover for the home. The staff team have been committed to support any shortfalls ensuring the home was adequately always covered.

Managers have liaised with HR and Track & Trace surrounding any positive cases. Appropriate actions and precautions were taken in line with Government Guidelines.

**Completed by Julie Williams**

**Dated 7<sup>th</sup> March 2022**

## What some young people and their parents said about The Grove

I love living here

I enjoy going to  
the youth clubs

I love the staff and they care  
about me

My bedroom is lovely, and I  
have 2 more rooms upstairs  
too

I am happy with the  
support The Grove  
provides for my child

Staff always  
keep me up to  
date on my  
child's week

## What professionals and staff think and say about The Grove

We want to get the service to outstanding

The care we offer is second to none.

Thank you to all the staff for all your hard work and commitment to The Grove

Management is supportive and regular supervisions

Its been lovely to see people reach their true potential

The home has massively improved

Good to be able to access training again

Senior managers are supportive and actually care

Staff are very caring even in challenging times

Its been a pleasure working closely with the staff team and feel they have made big leaps to change the outcomes for young people at the Grove

Staff are excellent advocates for the children