

# The Big House



## Statement of Purpose

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## **QUALITY AND PURPOSE OF CARE**

The Children Act 1989 (Schedule 1 Regulation 4) and The Children's Homes Regulations 2015 (Schedule 1 Regulation 16) requires the responsible authority (Nottinghamshire County Council) to compile and maintain a Statement of Purpose of the home. The Statement of Purpose is for children, parents, carers, staff and the placing authority to be clear on the aims and objectives of the home and what services and facilities it provides. The aims and objectives are child focussed and shows how the home will meet positive outcomes for children.

### **Accessing the service**

All requests for short breaks must go through a panel process following the completion of Children and Families Assessment. The decision as to the level of short break provided will be according to assessed need and capacity to deliver and it is agreed at the panel meeting.

We also have one bed for an emergency response to an unplanned situation or circumstance and the request would come via our placements team. Any period of emergency accommodation cannot become a permanent placement. When we receive a request for our emergency bed, we complete our emergency admission planner. This immediately identifies whether the child meets our criteria. If they do, the pre-planning part of the form is then completed prior to admission. If we take an emergency, we will endeavour to gather as much information from other people involved, i.e. parents/carers, social worker, school, education to ensure that we have some information prior to admission. A risk assessment and All About Me will be put together as soon as possible so that all staff have as much information as possible to enable them to work with the child. Following admission, the post admission section of the form is completed. All additional information is sought, and a keyworker identified.

When we establish if we can meet the needs of the child we look at capacity and peer matching.

An emergency placement may involve cancelling another child for the night; however, any child who must be cancelled will be offered alternate dates.

In addition to this we can take a maximum of 6 children up to the age of 18 for day care. Day care will be provided if the children receiving day care do not have an impact on the children who are receiving a residential break, and that staffing levels are adequate to provide safe care.

In the event of the accommodation period becoming an extended short break due to changes in personal circumstances, the Registered Manager must apply for a variation notice from Ofsted.

The Big House is a home which provides short breaks for children with significant learning disabilities and associated challenging behaviour.

The eligibility criteria for admission are as follows;

- Any child looking to be placed at The Big House will have a significant learning disability, combined with manifestations of challenging and complex behaviour.
- The child should be of school age and be up to 18 years of age.
- The child will attend their own school.
- Parents/carers and the child should fully participate in the planning of all short breaks.
- The child is expected to be mobile, but provision will be made for those who have some degree of difficulty with mobility and may have a high dependency need.
- All children are required to have a full assessment of need.
- All children require an allocated social worker dependent on their legal status.
- Challenging behaviour is described by Emerson as “Children with a learning disability who have behaviour which is of such intensity, frequency or duration that the physical safety of the person or others is likely to be placed at serious jeopardy and which is likely to be seriously limit or deny access to and use of ordinary community services.” (Emerson 1998).

*Our vision is for The Big House to be a place where children are safe, healthy and happy. A place where everyone who comes to stay can have a good quality of care, enjoying lots of new experiences and achieving positive outcomes.*

To achieve this, we work with a qualified and experienced staff team who are very child focussed and knowledgeable about the children who come to The Big House.

It is vitally important that we recognise that life within a short break’s setting can be a valuable and rewarding experience for children. We ensure that we offer a range of different activities and resources for them to experience a range of experiences to enable them to achieve positive outcomes.

At The Big House we believe that children have the capacity to develop an understanding of their place in society and build up social skills and practical abilities, through a range of positive interactions with staff and others. Our experienced staff are trained and skilled in working with children with a variety of disabilities including autistic spectrum disorders.

We endeavour to provide warm and caring surroundings where children feel safe and supported in a non-judgmental environment where staff offer respect for their space, belongings, situation and an understanding of some of the difficulties they experience because of their disability. If a child becomes accommodated longer term, we will ensure that they remain in the same bedroom and that this is furnished to reflect their needs and individuality.

The Big House is committed to the development of each individual child’s abilities so that they can experience life as a worthwhile and stimulating activity. We respect the dignity of each human being and acknowledge their inherent value as an individual, whatever their level of need or their ability to contribute to the community and society. We support

the continuous development of knowledge, understanding and skill for all the children at The Big House.

Our aims are to ensure that the children;

- Are healthy, physically, mentally, sexually and emotionally and are enabled to live healthy lifestyles.
- Stay safe from neglect, accidents, bullying, discrimination and are secure and stable
- Enjoy and achieve in education and in personal and social development.
- Make a positive contribution by being supported in decision making, develop positive relationships and develop confidence
- Achieve economic well-being by supporting the young people to prepare for employment or further education and to live in decent homes.

At The Big House when working with and supporting children with learning disabilities, there are certain basic principles and values that sum up everything we believe in and strive to achieve:

- Empowerment: a shift in the balance of power so that people with learning disabilities can make their own decisions and take control of their own lives.
- Choice: Having access to a wide range of options, deciding for yourself which ones suit you best and having your choice respected.
- Dignity: Recognising and valuing children with learning disabilities as equal human beings with the same rights as everybody else.
- Individuality: Responding to and working with each young person as an individual with his or her own unique personality, perspective and strengths.
- Privacy: Ensuring that every child is treated always in a manner which safeguards their dignity and does not expose them to any situations which might humiliate or embarrass them or cause them personal or emotional discomfort.

These aims will be achieved by a combination of the development and implementation of a Person-Centred Care Plan with the full involvement of parents and carers and the children (when appropriate). This process will also involve liaising fully with all partner agencies and by accessing all relevant and necessary training and input from professionals such as Education Psychologists, teachers, GP, consultants etc. Each child also has an individual risk assessment with a behaviour support plan. There are also specific moving and handling plans for the children who require one.

The Big House is situated in the village of Edwinstowe, eight miles from Mansfield, and eight miles from Worksop and two miles from New Ollerton. The Big House is a purpose built home providing overnight short breaks for up to eight children.

The house comprises eight bedrooms, all with a single bed. All the bedrooms are on the first floor and accessed by either stairs or a lift.

All bedrooms have laser beam alarms and listening devices to allow the night staff to safely monitor all the children.

There is a sensory room with lots of activities for the children to enjoy either on an individual basis or with peers.

We have a practical kitchen for the children to increase their skills to support their development.

We take a maximum of 8 children residentially.

Our trained, experienced staff also offer support within the family home. This can be requested by the parent/carer or by the social worker or form part of the recommendations from a review or planning meeting.

These sessions are arranged to look at specific areas i.e. toileting, sleeping, communication, behavioural difficulties.

All sessions are planned, agreed with parents/carers and focus led for a time limited period dependent on individual need.

All sessions are then recorded by the worker undertaking the work.

Any work done is then reviewed and if more sessions are needed, this is then organised.

The house is purpose built and bright with lots of facilities and a large range of indoor activities and games for use by the children. Outside, the grounds are extensive and incorporate a large, totally safe play area for the children. There are plenty of trees, shrubs, flower beds, swings, cycles (and track) and equipment designed to challenge and to improve dexterity and mobility.

The Big House operates within the philosophy of a non-oppressive approach. The staff will encourage this practice by actively;

- Giving children assistance and support to understand and follow their racial, cultural, religious and linguistic background,
- Allowing children to follow any requirement of dress, diet or daily routine relating to their race, religion or culture.
- Helping children to understand and learn any elements of their background they feel is important to them.

In consultation with parents, carers and children, we assess and endeavour to meet the needs of all children in the home having regard to their gender, ethnic origin, culture, sexual orientation, religion, disability, dietary requirements, legal status and mental health. All details are recorded on the children's individual plans.

### Complaints

We try to encourage children to express any concerns/anxieties they may have using whichever method of communication is most appropriate or effective for them. We have very close liaison with parents who may be in a better position to inform us of any worries.

In the event of a complaint needing to be made, in the first instance Lynda Lever (Registered Manager) can be contacted on the details below:

Address:           The Big House,  
                          Church Street,  
                          Edwinstowe,  
                          Mansfield,  
                          Nottinghamshire,  
                          NG21 9QA.  
Telephone:        01623 822453  
Fax number:       01623 825694

Further options for making a complaint are to contact the services below:

The advocacy service who support the children and young people and visit the home are:

The Children's Society  
Freephone – 08089019488

The Children's Commissioner is Anne Longfield.

All the information relating to the office of the Children's Commissioner can be found at [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

The Office of the Children's Commissioner,  
Sanctuary Buildings,  
20, Great Smith Street,  
London,  
SW1P 3BT.  
020 7783 8330

We are also inspected by Ofsted twice a year and children, young people, parents or carers and other agencies can also complain to Ofsted about any aspect of the home that they are not happy with.

Address for complaints:  
Ofsted,  
The National Business Unit,  
Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD.

Telephone: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Parents/carers and children are advised of their right to complain at the commencement of their contact with the home. Staff will not refuse to accept a complaint. Most will be resolved by discussion with a member of the staff team, or a manager within the home. Failure to solve the problem at this stage will result in the service user being asked if they wish to complain formally.

Complaints can be made by:

- phoning: 0300 500 80 80 Monday to Friday: 8am to 8pm Saturday: 8am to 12 noon
- emailing: [complaints@nottsc.gov.uk](mailto:complaints@nottsc.gov.uk)
- visiting: [www.nottinghamshire.gov.uk/commentsandcomplaints](http://www.nottinghamshire.gov.uk/commentsandcomplaints)
- Writing to: Complaints and Information Team, County Hall, West Bridgford Nottingham, NG2 7QP
- Service users can also phone 0300 500 80 80 if they need the information in a different language or format.

The child protection policy and/or behaviour management policy can be provided upon request.

The home ensures the safety of each child by only employing staff who have been subjected to a satisfactory Disclosure and Barring Service check. Each staff member is trained in Safeguarding issues and follows the rules and guidance laid down in the Interagency Safeguarding Children Procedures of the Nottinghamshire Safeguarding Children Board (NSCB) and the Nottingham City Safeguarding Children Board (NCSCB) which was updated in January 2018 and routinely record evidence of bruising or other injuries, liaising closely with social workers and parents/carers whenever needed. Staff also work within the "Working Together to Safeguard Children" – a guide to inter-agency working to safeguard and promote the welfare of children – March 2015, updated July 2018.

Bullying is not a frequent occurrence within the home but is not tolerated. The home has an anti-bullying policy which is also in a format appropriate to the age and development of the young people.

## **VIEWS, WISHES AND FEELINGS**

The independent advocacy service, The Children's Society, visits The Big House bi-monthly to chat and observe the children. We are always seeking ways in enhancing the rights and choices of children.

### **Key working**

Each child who accesses breaks at The Big House will have a named worker. This worker will take responsibility to undertake the initial visit to the family to gather information that will inform the care plans and the risk assessment prior to the child accessing The Big House. The key worker will also be responsible for liaison and administration for the child. The individual cases will be overseen by an assistant care manager who will have regular case management meetings with key workers. There is also a requirement that all key workers will undertake individual key work sessions with their child at a minimum of 3 per year dependent on the amount of allocation the child receives. Each key worker will ensure that they use the favoured communication method of the child to ensure that they are getting input from the child.

Children are supported to complete a wishes and feelings booklet which is set in the appropriate format for them to be able to express any likes/dislikes, upsets etc. and the information is used to inform the All About Me booklet and for discussion in person centred meetings. The staff can also undertake an Observational Questionnaire to understand how the child is feeling and what they are liking/disliking.

We have a simple code of behaviour which applies to everyone who lives, works or visits the Big House;

- Everyone has the right to feel safe and protected
- Everyone has the right to lead the life that they wish if this does not impinge on the rights of others.
- Everyone has the right to be treated with respect and have equal opportunities.
- Everyone has the right to have their personal belongings treated with respect and not damaged.
- Everyone has a right to privacy.

We promote positive behaviour avoiding labelling and understanding the child's behaviours.

We try to encourage children to express any concerns/anxieties they may have using whichever method of communication is most appropriate or effective for them. We have close liaison with parents who may be in a better position to inform us of any worries. The staff team at The Big House constructively challenge oppressive or discriminatory behaviour, statements or bullying.

The anti-bullying policy is displayed in a form appropriate to the communication needs of the children in addition to the one used by staff.

We also have a champion in relation to promoting equality and diversity and that is Kath Wilcock (assistant care manager).

## **EDUCATION**

All children who receive a service at The Big House attend special schools. We do not educate any child on site. When coming to The Big House during term time, children are brought by school transport. Key workers communicate with schools regularly and will also do observations of the children in school. Key workers also attend meetings at school and take an active part in having input into the child's Education, Health and Care Plan.

## **ENJOYING AND ACHIEVING**

The Big House is well situated for recreation centres, swimming pools, farm parks, horse riding, cinemas, youth clubs, theatres, fairgrounds, adventure playgrounds, bowling alleys, trampolining, soft play areas and country parks, all of which can be reached within about thirty minutes.

We have our own minibus and people carrier and utilise this whenever we can. The children are supported to enjoy a range of different activities many of which they may not be able to access at home. They are supported to try different things and to enable them to access these, they are provided with information in the communication format that meets their needs, to enable them to know what is happening without causing anxiety.

The home is responsible for a small budget to fund activities.

Any child who is accommodated on a residential placement, will receive weekly pocket money.

All children are given the opportunity to take advantage of local amenities and encouraged to take up different activities to instil a sense of personal satisfaction and achievement.

We have a practical kitchen for the children to use where they are encouraged and supported to learn independent skills to support their development.

All the children have different daily routines which are based on routines followed at home and, if relevant also at school. The Big House is responsive to individual needs and accommodate those by organising a range of activities. All children will have the opportunity to develop their own skills through activities;

- Community skills – such as shops, post offices, telephones, libraries,
- Travel skills – road safety and crossing awareness
- Leisure skills – hobbies, gardening, outdoor pursuits,
- Self-care skills – health and hygiene, dressing, caring for clothes, washing, fitness, diet.
- Independence skills – cooking, shopping, cleaning, budgeting, using local facilities.
- Interpersonal skills – self-awareness, sexuality, relating to other young people and staff.
- Educational skills – using links with schools and colleges.

## **HEALTH**

Staff are trained to administer emergency rescue medication such as buccal midazolam. In the event of a child needing medicine by injection, i.e. insulin, arrangements have been made with the local surgery for the nurse to visit the home to administer it.

Several staff are trained in the administration of first aid and can treat minor problems.

Medication is strictly controlled and held in a locked, secure cabinet within the office. We also have a separate locked cabinet for controlled drugs and a fridge for medication needing to be kept cold. Any medicines administered will be recorded by staff, detailing what medicines are given, when, by whom and the dosage.

To protect the health of the child, we will not accept him/her into the home unless accompanied by the appropriate medication, correctly labelled and packaged.

We have a detailed medication policy and a copy is available on request.

## **POSITIVE RELATIONSHIPS**

We work in partnership with parents/carers and involve them in as much decision making and planning as is practicable. We visit parents at home prior to a placement and ascertain as fully as possible the special needs of their child. This enables the staff team to prepare and plan to meet these needs as comprehensively as possible. This helps the transition from home to The Big House and we frequently discuss with parents/carers any behaviour or concerns to reach agreement on the best way to deal with the issues.

We welcome parents to the setting and encourage them to contact us with any concerns or worries. There is always a member of staff available to take calls and we also operate an out of hours support line.

If a child is accommodated with us, we actively encourage parents/carers, family and friends to visit and we support these visits if needed.

## **PROTECTION OF CHILDREN**

All the bedrooms at The Big House have listening devices in the ceilings. These are connected to a control panel in the night station which is also on the first floor. The night staff can respond immediately and support any child during the night. There are also beams around the door which offer additional support for the children.

All children are checked through the night from going to bed. All checks are visual and done hourly. However, if following discussion with parents/carers, this is felt to be too disruptive to the child, these visual checks can be reduced. This will form part of the care plan for the individual and be recorded and agreed.

Prior to a child accessing The Big House, the parents/carers and child have a visit to look around. On this visit, they are made aware of the monitoring systems we have in place. We also ask parents/carers to sign a consent form to agree to the sensors being used.

We endeavour to maintain the privacy and dignity of our young people always during their stay.

Should a child becoming missing from the home, an initial search of the house and grounds will be undertaken. If this fails to show his/her whereabouts, the Police and parents will be informed immediately. This is in accordance with the guidance of the joint missing from care protocol. However, due to the nature of our service, children never go out unsupervised therefore dramatically reducing the chance of anyone going missing.

Staff undertake to comply with the Statement of Primary Responsibility this is part of the Children's Social Care Policy which expects staff to undertake an obligation that they must immediately report to the Manager who is in charge at the time any instances, or suspected instances, of abuse of clients which come to their attention. The Manager must report **all** suspicions, allegations or information, regarding abuse of clients to his/her line manager, or if the latter is unavailable, the Service Manager.

Nottinghamshire County Council also has a confidential Whistleblowing policy and all staff are made aware of this during their induction. In this policy 'Whistleblowing' means the reporting by employees of suspected misconduct, illegal acts or failure to act within the Council. The aim of this Policy is to encourage employees and others who have serious concerns about any aspect of the Council's work to come forward and voice those concerns.

The County Council Whistleblowing policy can be located on the public website.

At The Big House our understanding of challenging behaviour is reflected by the BILD code of practice.

We use the term challenging behaviour to emphasise that the behaviour is a challenge to us and the situation or circumstances a person finds himself or herself in. It is an individual's way of saying "I don't like (or want) this, and I want to change (or stop) it. There are always good reasons for the challenge.

Because children with learning disabilities often have communication difficulties, they can find it difficult to challenge things verbally.

Therefore, when we experience behaviours that challenge us we endeavour to look for the reasons behind this. We ensure that care plans and risk assessments are reviewed regularly and that following all incidents de-briefs are held and appropriate support is not only offered young people and staff.

In an extreme case, where it is agreed that a sanction be imposed, we work within Nottinghamshire County Councils policies as set out in the "Policies and Procedure Guides". These clearly specify what sanctions are permitted, and, what are not. They must be clearly explained by the staff member imposing the sanction child understands why they have been sanctioned. Children with a learning disability require extra effort and sensitivity in terms of helping them to understand our expectation of behaviour, and we take their ability and understanding into consideration whenever the imposition of sanctions etc. is needed.

The sanction must be recorded in the appropriate place and counter-signed by a shift-leader. These records are reviewed at regular intervals by the management team and as a part of the Regulation 44 visits and Regulation 45 review of quality of care.

The use of physical intervention should only be used in an emergency, when immediate action is necessary to prevent a child from significantly injuring themselves or others or causing significant damage to property. The consideration of the use of physical

intervention must be risk assessed for all individual children. Ultimately staff must consider the care, welfare, safety and security, of the children and anyone else involved in an incident.

The age, health needs, maturity and understanding of the child should be considered and staff should take steps in advance to avoid the need for physical intervention, for example, through using diversion techniques, discussion, or humour to talk someone down. Staff should also consider whether the physical intervention is likely to resolve the situation safely or is likely to result in more immediate damage or danger for the child or other people.

Every effort should be made to ensure the presence and support of other staff before using physical intervention and staff should apply only the minimum force necessary to prevent injury or damage and should only use it if it is needed to contain the situation. Any use of physical intervention should be the least restrictive method and for the minimum amount of time. Staff will exercise opt out strategies to ensure that all interventions are reduced.

Physical intervention should never be used to force compliance with staff instructions when there is no immediate risk to people or property.

After the use of physical intervention staff should offer the child both access to medical services, counselling and the opportunity to de-brief. The staff members involved should also be offered post incident support from a senior member of staff that has not been directly involved in the incident.

Any holds are recorded fully on a physical intervention record. All the details are checked by a duty manager and by the Registered Care Manager. Incidents are looked at and reflected on to see if changes to a child's plan can reduce incidents. Parents, carers and the social worker are made aware if a child has been held. Following the incident, we will try to explain to the child the reasons for the action and reassure them that they are safe.

Information relating to holding a child is recorded in the individual risk assessment. The risk assessment contains information in relation to supporting the young people if there is an incident. The risk assessment identifies what action can be taken in the event of needing to physical intervene with a young person and considers any predisposed factors that may have an impact on any intervention. The method used by Nottinghamshire County Council in relation to physical intervention is called MAPA (Management of Actual and Potential Aggression). This is accredited by BILD (British Institute of Learning Disabilities). Nottinghamshire County Council has a pool of trainers to deliver the training to ensure that all staff working within care settings are trained in supporting their clients safely. All staff at The Big House undertakes a 2-day advanced course in MAPA. This is then reassessed on an annual basis by undertaking a half day refresher where continuing competence in skills and theory are assessed.

## **LEADERSHIP AND MANAGEMENT**

### Registered provider

Nottinghamshire County Council  
County Hall,  
West Bridgford,  
Nottingham,  
NG2 7QP  
Tel: 0115 9823823

Colin Pettigrew – Corporate Director for Children, Young People and Schools  
Steve Edwards – Service Director for Youth, Families and Social Work  
Devon Allen – Group Manager

### Responsible Individual with Ofsted (Pending)

Devon Allen  
Group Manager  
Youth Families and Social Work  
Trent Bridge House,  
Fox Road,  
West Bridgford,  
Nottingham,  
NG2 6RJ.  
0115 8546408

### Registered Manager

Lynda Lever  
The Big House  
Church Street,  
Edwinstowe,  
Notts.  
NG21 9QA

The Big House is managed by a Registered Care Manager, three Assistant Care Managers, twenty residential workers with a variety of experience, qualifications and skills, and a sound group of support staff which includes, cooks, domestic assistants, handy person, administration assistants, and waking night staff.

*A full list of personnel, their experience and qualifications are on pages 17-23.*

### Staffing

We aim to provide 5 staff members per shift to offer quality of care and meet the individual needs of the children within the home, many of whom require one to one attention. We ensure that no child is isolated in terms of age, disability, developmental level, gender or ethnicity. Where the group comprises a range of age, staffing levels are enough to reflect individual needs. However, staffing levels can be increased to 6 depending on the needs of individuals and the considerations contained in their risk assessment and care plan.

During the night, two waking night staff are on duty to ensure needs are met. They are supported by a further staff member on sleeping in duty if needed. On occasions there may be only one waking night worker with one person sleeping in. Before deciding on this, the duty manager ensures that the needs of the children can be met.

Day staff are on duty from 7am to 10-00pm. Waking night staff are on duty 10pm to 7am. A manager is "on call" every night from 5pm to 9am in the morning.

To ensure the safety of the children, all staff working at The Big House have relevant checks through the Disclosure and Barring Service. They also must produce right to work in the UK documentation.

All residential staff undertake an induction period to find out if they are suitable for the important role of working with our children, they also must complete a probation period of six months. All existing residential care staff must hold a minimum level 3 qualification. All new staff starting are to hold the level 3 Children and Young People's Workforce Diploma or be working towards the level 3 Apprenticeship.

#### Supervision, Training and Development

All staff at The Big House receive regular, formal, recorded supervision in addition to the ongoing informal supervision received working alongside colleagues. The supervisee and the supervisor sign a supervision agreement and any support needs are identified. All staff are supervised by either the Registered Care Manager, an Assistant Care Manager or a qualified residential social care worker who has undertaken the relevant training. The Registered Care Manager is supervised by the Service Manager for the service area. Supervision is every 4-6 weeks for experienced staff or fortnightly for new members of staff. Supervision is either one to one or group. The supervisor or the supervisee can also request third party involvement. The supervisor and supervisee sign supervision records and a copy are kept in the supervision file with the supervisee keeping the original.

Training and development are an integral part of the supervision process and integral to the personal development of the staff members. Through the supervision process learning needs are identified and the staff member applies for the relevant courses. Each staff member has had to have an Employee Performance and Development Review. These reviews identify objectives, agreed by the supervisor and the supervisee for the worker to achieve in the coming year. These are then reviewed again in December with a final review in the following May/June.

All residential care staff are expected to have a level 3 qualification either in children and young people, health and social care or the diploma.

All existing residential workers are expected to continue to develop professionally and provide evidence of learning they have undertaken.

#### **CARE PLANNING**

All requests for short breaks must go through a panel process following the completion of a Child and Family Assessment. The decision as to the level of short break provided will be according to assessed need and capacity to deliver and it is agreed at the panel meeting.

Emergency admissions are not usually appropriate unless it is a child with whom the home is already working. Any period of emergency accommodation must not become a

permanent placement. In the event of the accommodation period becoming an extended short break due to changes in personal circumstances, the Registered Manager must apply for a variation notice from Ofsted.

However, in the event of a child, not known to The Big House, needing emergency accommodation we operate a booking policy where we are able to immediately identify any vacancies. If we were asked by the Placement Manager to take an emergency, then we can accommodate this. It may involve cancelling another child for the night; however, any child who must be cancelled for whatever reason is always offered alternative dates to compensate.

## STAFF AT THE BIG HOUSE- EXPERIENCE AND QUALIFICATIONS

<b>NAME</b>	<b>POST HELD</b>	<b>QUALIFICATIONS</b>	<b>LENGTH OF SERVICE</b>
Devon Allen	Responsible individual Group Manager	Social Work degree	
Lynda Lever	Registered care manager	NVQ 4 MGT, NVQ 4 CARE, D32/33, PREL. CERT IN SOCIAL CARE, IOSH. Accredited trainer – MAPA 2 CMS, DMS	Joined the department in October 1985 as a RSCW in mainstream residential. Became an ACM then a registered care manager. Started at The Big House as registered care manager in September 2004.
Nicola Latham	Assistant care manager	NVQ 3 CCYP, BTEC DIP. IN CHILD CARE, NVQ 4 management, IOSH – Managing Safely, Makaton signs and symbols foundation level and enhancements, Level 3 award in First Line Management, Level 3 Food Safety and catering MAPA 2 – accredited trainer	Has worked at The Big House since August 2001, firstly as a RSCW and became ACM in Sept. 2007. Previous experience of working in a school as a teaching assistant.
Kath Wilcock	Assistant care manager	NVQ 4 Management Dip SW Post Qualified Specialist Child Care Award Practice Assessor PQ 1 IOSH B.A Child Care Practice – 1 <sup>st</sup> .	Has worked for NCC since 2006 employed at Clayfields House as a unit leader. Came to The Big House in January 2012 as an ACM.

Phil Rutherford	Assistant care manager since December 2018 after being seconded since 23.02.15	Level 5 BTEC – Advanced Practice in Work with Children and Families. Currently working towards the Chartered Managers Degree Apprenticeship Level 6	Worked as a learning support assistant and sitter and befriender before coming to The Big House in October 2013 as a residential social care worker. Now an assistant care manager.
Andrew Hoyland	Residential social care worker	NVQ 3 CCYP HNC/D in Caring Services	Started at The Big House in December 1988, as a RSCW.
Julie Hoyland	Residential social care worker 17 hours	NVQ 3 CCYP	Started at The Big House as a RSCW in September 1995, prior to this worked in a school setting.
Jenny Shiel	Residential social care worker 18.5 hours	NVQ 3 CCYP	Jenny had previously worked in school supporting pupils. She became a relief worker in July 1998 before becoming a permanent worker in July 2000.
Trudie Allison	Residential social care worker	NVQ 3 CCYP	Worked as a teaching assistant and came to The Big House in August 2001 as a residential social care worker.
Claire Kay	Residential social care worker 18.5 hours	NVQ 3 CCYP	Worked at British Gas until coming to The big House in April 2003. Claire went part time in April 2018
Donna Wilkinson	Residential social care worker 24 hours	NVQ 3 CCYP	Joined the department in 2003 as a RSCW and came to The Big House in October 2006.

Andy Meakin	Residential social care worker	NVQ 3 HSC	Temp. RSCW from 08.09.08 Permanent from 09.02.09, previous experience as a support worker.
Martyn Wadsley	Residential social care worker	NVQ 3 HSC	Worked in adult care prior to coming to The Big House in August 2008 as a RCW. Began as a RSCW in April 2011
Cara Benzies	Residential social care worker	Level 3 CWD Diploma	Worked as a support worker for Mencap prior to coming to The Big House in May 2013
Hannah Martin	Residential care worker 18.5 hours	Level 3 CWD Diploma	Worked in a nursery before coming to The Big House in May 2013.
Laura Collins	Residential social care worker	Level 3 CWD Diploma	Laura has previous experience of working as a classroom assistant and working as a play support worker with children with learning disabilities before coming to The Big House in June 2015 as a RCW before being successful in obtaining a RSCW post.
Daniel Sinclair	Residential social care worker	Currently studying for his Level 3 CWD Diploma	Daniel had been working as a relief worker for us. In February 2016 he started work full time with us to cover absence. Dan is now in a permanent post.

Claudia Page	Residential care worker 18.5 hours	Level 3 CWD Diploma achieved June 2018	Claudia started working with us as a relief worker. Claudia was successful in obtaining a permanent part time post with us.
Rosie Bennett	Residential care worker 18.5 hours	Level 3 CWD Diploma achieved September 2018	Rosie started working for us in July 2017. Prior to this she worked for a private organisation doing home care.
Leisha Cunningham	Residential care worker 18.5 hours	Level 3 Diploma in Child Care and Education	Leisha started working for us in August 2017 after previously working with the elderly.
Esther Cove	Residential care worker 18.5 hours	Currently on the Level 3 Apprenticeship	Esther started working for us in October 2017 after previously working for a private organisation doing home care.
Victoria Webster	Residential care worker 18.5 hours	Currently on the Level 3 Apprenticeship	Victoria came to work at The Big House in June 2018 having previously working at a primary school
Jessica Rollin	Residential social care worker	Currently on the Level 3 Apprenticeship	Jessica came to work at The Big House in July 2018 after working supporting people with a learning disability.

Terri Webster	Residential care worker 18.5hrs	NVQ 3 Childcare, learning and development January 2010	Worked at Fountaindale School prior to starting at The Big House in March 2019.
Kerri March	Residential social care worker		Started at The Big House April 2019. Kerri previously worked at Framework housing.
Kelly Speller	Residential care worker 18.5hrs		Kelly previously worked in adult residential care before starting at The Big House in April 2019.
Alison McComb	Residential social care worker	Health and Social Care degree	Alison previously worked for the YMCA before starting at The Big House in April 2019.
Louise Pilley	Residential social care worker		Louise previously worked with children in residential care before starting at The Big House in April 2019.
Elizabeth Robertson	Night care assistant	Level 3 CWD Diploma	Worked as a teaching assistant and nanny prior to starting at The Big House in August 2010 as a RCW before becoming a NCA.
Jeanette Bainbridge	Night care assistant 27 hours	NVQ 3 CCYP	Has worked at The Big House since March 1996.
Sylvia Jones	Night care assistant	NVQ HSC Level 2 Level 3 CWD Diploma	Worked as a midday supervisor and escort before coming to The Big House in November 2001.

Richard Njeri	Night care assistant 27 hours	NVQ HSC level 2 Level 3 CWD Diploma	Worked as a support worker for an agency before starting at The Big House in June 2008.
Julie Winstone	Business support – 18.5 hours	NVQ 3 in Business Administration	Worked as an administrative assistant at an older person's home before coming to The Big House in January 1993.
Julie Foy	Business support – 24 hours		Julie has worked for Nottinghamshire County Council since 2012. Julie joined us in January 2018
Madeleine Walton	Cook 27.5 hours	Intermediate food hygiene	Worked at a day centre for adults with learning disabilities until coming to The Big House in June 2014.
Rachael Evans	Cook 27.5 hours		
Beverley Shaw	Domestic 29 hours Relief RCW	NVQ Level 2 Cleaning and Domestic COSHH and health and safety training courses	Worked as a relief domestic at The Big House before getting a permanent post in July 2004. Bev has been doing relief work for us since July 2018
Marlyn Deacon	Domestic 29hrs Relief RCW		Previously worked at Minster View. Started with us on 6 <sup>th</sup> June 2016. Marlyn has been doing relief work for us since July 2018

Roy Stewart	Gardener/driver/handyman 18.5 hours		Roy started at The Big House in July 2018 after previously being self-employed following working in the mining industry.
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We also have relief residential care workers.

Nicola Nash	Relief residential care worker	HSC NVQ level 3	Previously worked as a residential social care worker. Left her permanent post in September 2015 but remained as a relief worker.
Jez Healey	Relief residential care worker	Social work degree	Previously worked for us as an agency worker, has been working as a relief worker since May 2016.
Mark McHugh	Relief residential care worker – currently temporary as maternity cover	Currently on the Level 3 Apprenticeship	Has worked as a relief at Pathway Care Solutions as a care worker. He started as a relief worker in October 2016.
Beverley Ward	Relief residential care worker	NVQ 3 Child education	Bev started doing relief for us in May 2018. She is currently employed as a teaching assistant.
Kelly Koekemoer	Relief residential care worker		Worked as a permanent RSCW but left in February 2019 but has stayed on as a relief worker.

**RSCW: RESIDENTIAL SOCIAL CARE WORKER**  
**ACM: ASSISTANT CARE MANAGER**

**RCW: RESIDENTIAL CARE WORKER**  
**NCA: NIGHT CARE ASSISTANT**

**CCYP: CARING FOR CHILDREN AND YOUNG PEOPLE RSCW** **EY & E: EARLY YEARS AND EDUCATION**  
**HSC: HEALTH AND SOCIAL CARE**  
**CWD: CHILDREN'S WORKFORCE DEVELOPMENT**