



Beams

Supporting disabled children & families

Dragon's Retreat Statement of Purpose 2022/23



This document fulfils the requirements of the Children's Short Break Units (England) Regulations 2015 Schedule 1, and the Department for Education Guide to the Children's Short Break Units Regulations including the quality standards April 2015

We are Beams

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1. INTRODUCTION

- 1.1 The statement of purpose is a requirement of the Children's Short Break Unit (England) Regulations, April 2015. The statement is intended to provide a guide to Dragon's Retreat.
- 1.2 This document gives information about the unit which is inspected by Ofsted, and is reviewed annually by the Registered Manager and Responsible Individual.

2. QUALITY AND PURPOSE OF CARE

- Statement of the range of needs

- 2.1 Dragon's Retreat is a Short Break Unit, providing overnight care for children and young people with a range of severe and complex needs which may include a learning and/or physical disability. The children and young people who access Dragon's Retreat may require personal care, medication, behavioural management and support to attain independence skills.

- Ethos of the Dragon's Retreat

- 2.2 Our ethos within Dragon's Retreat is to make a positive difference to the personal, social and learning opportunities of the children and young people who attend. We aim to create a positive environment where children and young people are offered experiences and opportunities to assist them in achieving their individual potential, personal aspirations and goals in life.
- 2.3 Children and young people are supported through a multi-agency approach to the development of knowledge, understanding and skills, whilst being in a safe environment and being able to socialise with others and have fun. Dragon's Retreat adopts a holistic, 'person centred' approach to the care and development of children and young people and supports them to overcome barriers they may face.

- Accommodation offered

- 2.4 Dragon's Retreat is a purpose-built unit within our Allsworth Court Resource Centre designed to meet the changing needs of children with disabilities and their families. The Dragon's Retreat accommodation is on two floors with the bedrooms and bathrooms on the first floor which is accessible by stairs and a lift. Access to the unit is operated by an electronic fob system.
- 2.5 Facilities on the first floor include;
 - An adapted bath
 - Fixed and mobile hoisting equipment
 - Communal lounge area
 - Six bedrooms.

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On the ground floor there is a large playroom, dining room, lounge and an adapted kitchen. There is also a fully accessible garden including specialist sensory and play equipment and within the garden is a sensory and soft play cabin.

- 2.6 Dragon's Retreat provides weekend overnights, weekday overnights, school holiday day care. Other services provided by We are Beams at Allsworth Court include; after-school clubs, specialist play-schemes, family support, family workshops and social community based activities available for all children and young people.
- 2.7 Dragon's Retreat is registered with Ofsted for a maximum of six children or young people overnight (6 bedded unit).

• Location of the Dragon's Retreat

- 2.8 The Dragon's Retreat is based within Allsworth Court and is situated in a quiet residential area next to a primary school. The nearest town and facilities are around 1 mile away. The location of the unit has been formally assessed and there are no known significant risks in regard to location.

• Arrangements for supporting the cultural and religious needs of children

- 2.9 We are fully inclusive and sensitive to the individual needs and aspirations of children, young people and their families. We are family orientated and respectful of children and young people who have a diverse range of needs and backgrounds. All the children/young people who receive a service from Dragon's Retreat are valued as individuals.
- 2.10 Within the support planning process we recognise that children and young people have differing needs in relation to ethnicity, culture, religion, diet and sexual orientation. Families are therefore encouraged to share information regarding their young person to allow us to have a more detailed understanding of their individual needs.
- 2.11 Within the Dragon's Retreat there are specific resources which recognise ethnic, cultural and communication differences, and support workers enable the children and young people to explore these opportunities. Support workers encourage children/young people to celebrate differences, through activities, role modelling and discussions.
- 2.12 Special dietary needs and individual preferences are recognised and are included in the menu planning process.

• Compliments, Complaints and Suggestions

- 2.14 Complaints are dealt with at the earliest opportunity and by the most appropriate person in accordance with Beams' complaints policy and procedure, copies of which are available on request.
- 2.15 Within Dragon's Retreat we have developed various ways in which our children, young people and families can make formal and informal comments, observations, or complaints. These include:

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- A compliments and complaints book, which is available within the unit at all times for comments to be recorded.
- A Children's Guide using simple language and widget symbols is available which includes information on how to make a complaint and where to find support when doing so.
- Social workers are welcome to visit the children and young people, which offers an independent opportunity for them to give feedback regarding Dragon's Retreat.

2.16 Dragon's Retreat is committed to receiving and acting upon feedback from service users, whether this is positive or indicating dissatisfaction with the services provided. Complaints and compliments are monitored by the Regulation 44 visits each month and the Registered Manager.

2.17 Children and young people have direct access to the Registered Manager, or the Short Break Service Deputy Manager should they wish to raise a concern.

Children and their families are also able to make a complaint to Ofsted or to the Children's Commissioner for England, Dame Rachel de Souza (appointed March 2021) at:

Office of the Children's Commissioner

0800 528 0731 advice.team@childrenscommissioner.gsi.gov.uk

Or

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 1231231

enquiries@ofsted.gov.uk

- [Access to the Short Breaks unit's safeguarding and behaviour management policies](#)

2.18 Dragon's Retreat is subject to the Kent Safeguarding Children Multi-Agency Partnership guidance, Which is a 'live' online document <http://www.kscmp.org.uk/procedures>.

2.19 Beams also has a safeguarding policy. This policy is available to all staff as an electronic document in the 'We Are Beams' internal drive. Printed copies can also be made available, upon request, to children, young people, families, carers, professionals and others involved in the care and protection of a child.

2.20 Dragon's Retreat also has a Behaviour Management Policy, available in the above formats and upon request.

3. VIEWS, WISHES AND FEELINGS

• Consulting with Children and Young People

- 3.1 Regular consultation takes place with children and young people regarding their experience of Dragon's Retreat and how they would like the service to develop. Dragon's Retreat recognises that children and young people should be offered opportunities, choice and control where appropriate.
- 3.2 Consultation is part of our everyday work. Some of the methods we use include:
- Informal resident meetings, where the children and young people have the opportunity to express their views, opinions and feedback. This is recorded in a log which is then fed back to the Registered Manager.
 - Choices in the meals provided
 - Direct observations from staff
 - Analysis of behavioural incidents
 - Annual children's feedback forms
 - Feedback from parents/carers and other involved professionals

• Beams' policy and approach to anti-discriminatory practice and children's rights

- 3.3 Dragon's Retreat works within the Equality Act 2010. This act protects people in the workplace and in wider society from discrimination. Discrimination can come in any of the following forms:
- Direct discrimination
 - Indirect discrimination
 - Harassment
 - Victimisation

Dragon's Retreat has a policy on anti-discriminatory practice that all staff adheres to. The Policy is available upon request.

- 3.5 Should staff become aware that an individual or a family is experiencing discrimination they will pass this on to the Registered Manager as soon as practically possible.
- 3.6 Measures in place to protect children and their families include:
- Careful observation and monitoring
 - Accurate recording
 - An understanding of the family's needs
 - Being aware raising concerns in accordance with We are Beams' policy and procedures

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- 3.7 We are Beams and Dragon's Retreat recognise that children with a disability are vulnerable. Their needs and interests are given consideration in decision making. We are Beams uses every opportunity to promote the rights of children with disabilities and to influence improvement in their lives and social status.
- 3.8 At Dragon's Retreat children and young people have the right to be;
- Treated with respect
 - Treated fairly
 - Listened to when people are making plans about their future
 - Able to go to school
 - In good health
 - Able to complain if they are unhappy or worried about something
 - Able to have an advocate who can advise and help rectify matters when their stay is not going well
 - Looked after by staff who actively promote the above rights
- 3.9 The principle of the 'best interests' of the child is paramount to the values of Dragon's Retreat. The Dragon's Retreat is committed to promoting the rights of children with disabilities and ensuring they are able to make a contribution to and achieve their aspirations. Inclusion is achieved by accessing activities such as going to the cinema and meals out in restaurants.

4. EDUCATION

• Supporting children with special educational needs

- 4.1 Children/young people during their stay at Dragon's Retreat continue to attend school as part of their daily routine. Transport to and from school is provided either by Dragon's Retreat or the local authority school transport system. Where transport is provided by Dragon's Retreat, escorts will be the support workers who have a good knowledge and understanding of the young people's needs.
- 4.2 Some families of children and young people have a Dragon's Retreat/ school/home diary to help ensure a consistency of care between all carers and to enable information sharing.
- 4.4 If children and young people bring homework into the Dragon's Retreat to complete, support workers will assist where necessary and encourage the completion of tasks. There is a wide range of resources available in the Dragon's Retreat.

• Supporting education and educational achievements

- 4.5 The Registered Manager and Deputy Manager attend CHIN reviews.

5. ENJOYMENT AND ACHIEVEMENT

• Activities within the Dragon's Retreat include: -

- 5.1 A wide variety of equipment which take into account young people's individual preferences is available. There is a selection of play equipment suitable for all ages and abilities. Outings are included within the service.
- 5.2 A safe and secure garden providing specialist outdoor play equipment including;
 - A wheel chair accessible swing
 - Water play
 - Trampoline
 - Interactive technology
 - A soft play and sensory cabin
- 5.3 Access to vehicles with drivers is available, which is used to provide a variety of outings including trips to the coast and to enable the children/young people to access local community facilities.
- 5.4 The Dragon's Retreat works to ensure continuity of care and consistency within the peer group settings to promote social interaction and friendships.

6. HEALTH

• Health care provided within the Dragon's Retreat

- 6.1 The Dragon's Retreat is able to support and provide services for and to assist children/young people who have a range of additional health problems. These include epilepsy, asthma, and eczema and heart conditions. Supporting individual children's health is covered within the child/young person's support plan, and emergency procedures are in place where necessary.
- 6.2 For those children and young people with epilepsy who require emergency medication, support workers are trained by our registered nurse or external agencies in the safe administration of medication. Each individual will have a specific plan which identifies the procedures to follow in the event of a seizure. The health plans are located within the individual's support plan.
- 6.3 The Dragon's Retreat is able to provide a service for and assist children/young people who are prescribed medication, for which there is a BEAMS ADMINISTRATION AND STORAGE OF MEDICATION AND FIRST AID POLICY. Children and young people who have complex health needs are able to access the service with prior agreement. Staff are all aware of the need to promote healthy living, and actively assist children and young people in daily hygiene routines, dental care, physical activities, and food and menu choices.

7. POSITIVE RELATIONSHIPS

• Promoting contact between children, families and friends

- 7.1 Dragon's Retreat is a Short Break Unit, therefore the aim is to provide children with enjoyable stay whilst also giving their families a break – this assists with family relationships and resilience.
- 7.2 Parents are welcome to contact Dragon's Retreat at any time during their child's visit. No child or young person can be collected by a person not known to Dragon's Retreat staff without prior authorisation from the family and evidence of identity.
- 7.3 Dragon's Retreat operates an 'open door' visiting policy, and, subject to any legal orders, contact can be made with a child/young person at any time during their stay. As our activities may include outings away from the unit, parents and carers are advised to notify staff beforehand if they are intending to visit, in order to ensure the child/young person is in the unit.
- 7.4 Children and young people are able to make and receive calls to their families at any time and staff will support this if necessary.
- 7.5 We are Beams holds regular open days for parents, children and young people who use any of our services.

8. SAFEGUARDING

• Approach to monitoring and surveillance

- 8.1 Occasionally, Dragon's Retreat has children with health needs that require observation and are monitored during the night using either an audio monitor or an audio-visual device. Some children/young people require a safety gate across their bedroom door; this is typically requested by the parents. When this is identified as an assessed need agreement is sought from parents and a consent form is signed. The Child or Young Person is made aware when the monitor is switched on and off each time using words, Makaton or symbols appropriate for them.
- 8.2 The children and young people at Dragon's Retreat are provided with support and supervision based on their assessed individual needs. The unit is designed so that children and young people can have access to all shared areas of the Dragon's Retreat, enabling independence and privacy where safe to do so.
- 8.3 The unit has electronic door alarms on all external doors that lead to the car park. Internal doors are fitted with an electronic FOB system. Staff are issued with a FOB individually programmed for their access requirements. There is unrestricted access to a large garden/play area.

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8.4 These measures are designed to enhance the children/young person's safety, enabling free access within the Dragon's Retreat and its communal areas. These risks are reflected in the building's risk assessment.

8.5 Dragon's Retreat staff are aware of the procedures and protocols in place with regard to children who go missing and who may be at risk of child sexual exploitation.

- Behavioural support

8.6 Dragon's Retreat operates within the Beams Behaviour and physical interventions Policy. The children/young people's support plans are updated during each stay. They are reviewed and agreed at least annually and signed by parents/carers.

8.7 The Dragon's Retreat has a strong emphasis on preventative strategies and liaises closely with the families and schools. The unit aims to;

- promote the least intrusive positive handling strategy with an emphasis and preference for the use of verbal, non-verbal de-escalation strategies being used and exhausted before positive handling strategies are utilised.
- enable services to develop acceptable and authorised responses to disruptive, disturbing, angry and aggressive behaviours in a manner that maintains positive relationships and provides safety for all.
- increase the awareness of staff concerning the importance of recording and reporting, monitoring and evaluating all incidents involving positive handling.
- provide a process of repair and reflection for both staff and children.

8.8 Support workers at Dragon's Retreat will always try to divert the children/young people from behaviour that is unacceptable, using methods agreed in individual care plans and risk profiles. They focus on positive reinforcement, modelling appropriate behaviour and redirection/distraction strategies.

8.9 At all times workers are aware of the need to ensure that the behaviour of one child does not impact on another. A distressed young person may be supported by withdrawing them from the group to enable a time for calming down.

8.10 Should any child or young person need any type of physical intervention it is recorded in the physical interventions book. Parents/carers are notified as soon as practicable and appropriate. Support workers also record the young person's response/views on the incident where possible, and any impact.

8.11 The use of restraint at Dragon's Retreat is rare and detailed records are monitored by the Registered Manager and the monthly Regulation 44 visitor and by the Responsible Individual.

9. LEADERSHIP AND MANAGEMENT

- Names and work addresses of managers

9.1 Registered Provider

We are Beams
Allsworth Court
38-40 St David's Road
Hextable
Kent
BR8 7RJ

9.2 Responsible Individual

Katrina Adams
Head of Charity

We are Beams
Allsworth Court
38-40 St David's Road
Hextable
Kent
BR8 7RJ
Telephone 01322 668501
Email: katrina.adams@wearebeams.org.uk

9.3 Registered Manager

Tracey Riley

We are Beams
Allsworth Court
38-40 St David's Road
Hextable
Kent
BR8 7RJ
Telephone 01322668501/01322665474
Email: tracey.riley@wearebeams.org.uk

- Staff experience and qualifications

9.4 **The Responsible Individual** - The quality and delivery of safe service is overseen by the Responsible Individual, who is the Head of Charity of We are Beams. With over 20 years' experience within social care, a qualified teacher, a licensed autism practitioner and an approved trainer for the Kent Children's Safeguarding Multi Agency Partnership.

9.5 **The Registered Manager** is responsible for the operational management of the unit.

The Registered Manager's Qualifications are:

- HND in Health and Social Care
- NVQ 4 in Health and Safety
- NVQ 4 introduction to business management
- First aid in the workplace
- Designated Officer Safeguarding

Experience: Over 25 years' experience of managing short break services and many years of working with disabled children and children's social care.

9.6 **The Deputy Manager Short Breaks supports the Registered Manager** and has the following qualifications:

- BSc Hons Sport and Exercise Science
- NVQ Level 5 In Residential Management
- NVQ 3 Children's and Young Peoples Workforce
- Paediatric First Aid
- Designated Officer Safeguarding
- First aid in the workplace

Experience: Experience of working with disabled children and young people in education, short breaks and leisure settings for over 10 years.

9.7 Qualifications held by our staff team:

- GE: Level 3 DCYPW certificate
- SK: NVQ Level 4 Children, Young People and Families Practitioner (in Progress)
- ED: NVQ Level 4 Children, Young People and Families Practitioner (in Progress)
- LC: Level 3 DCYPW certificate
- LM: NVQ Level 3 Health & Social Care Children & young people
- ST: Level 3 DCYPW certificate
- TN: Level 3 DCYPW certificate
- VD: H & S level 2 & 3 in Social Care
- BL: Level 3 DCYPW certificate and Level 2 childcare workforce
- SE: Level 3 DCYPW certificate and H&S Diploma level 3 (Adults)
- SD: Level 3 DCYPW certificate
- RD: NVQ level 3 IN H& S Care Children & young people
- RC: Level 3 DCYPW certificate

9.8 Regular Training among our staff team include:

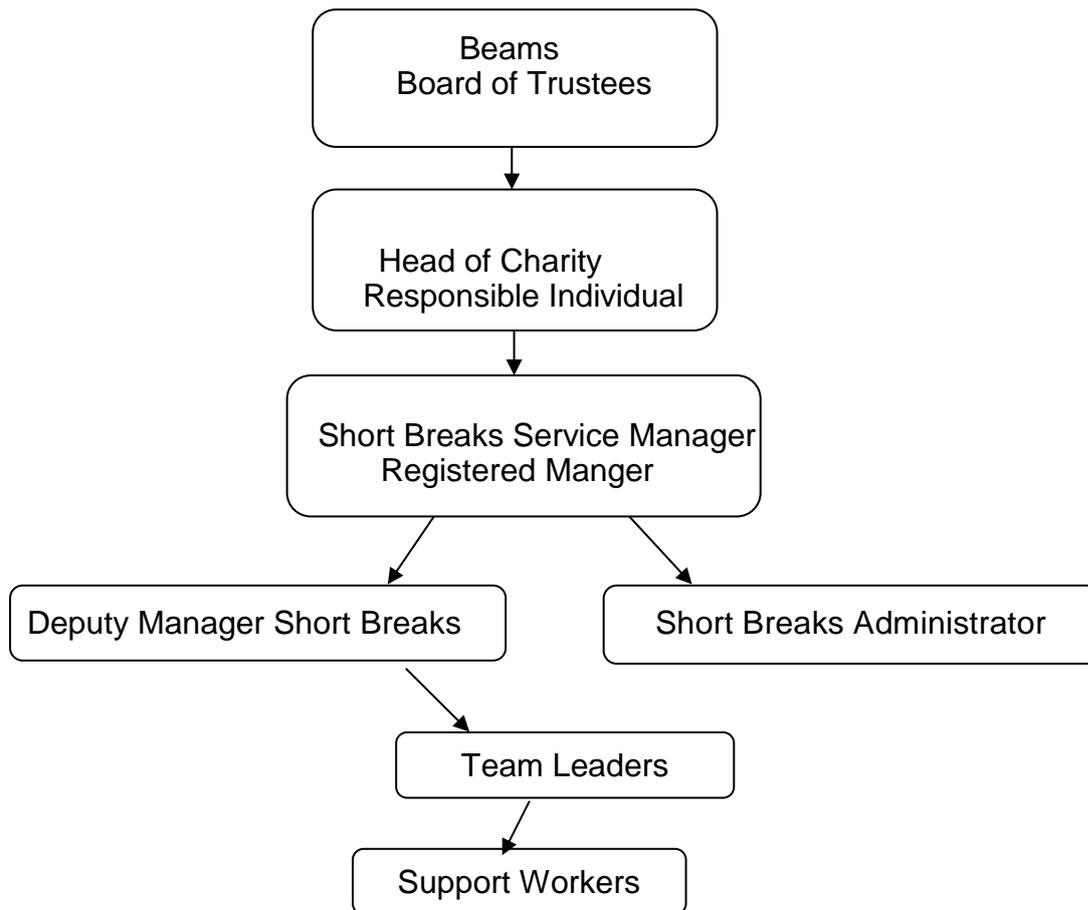
- Medication and Infection Control
- Safeguarding
- Moving and Handling of people
- Team Teach
- Paediatric First Aid
- Health & Safety
- Food safety

9.9 The Dragon's Retreat team is experienced in working with children with disabilities and has a proven record of accomplishment evidenced through Ofsted Inspection of providing standards of care and outcomes for children that have been graded as good.

• Staffing structure

9.10 We are Beams recognise that staff supervision is an essential component of good quality services. All staff receive supervision in accordance with the Children's Short Break Unit Regulations 2015 and We are Beams appraisals and supervision policy. We use a variety of formats, including team observations, team meetings and where appropriate, learning events. Staff are provided with individual, direct 1:1 supervision which incorporates reflective practice from the Short Break Manager and Deputy on a bi-monthly basis. There is an annual appraisal system in place to ensure personal and professional development.

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- Promoting appropriate role models within the Dragon's Retreat

- 9.11 Dragon's Retreat has a mixed gender staff group. Part of the role is to be good role models to the children to promote positive behaviour, social interaction and working within a team.
- 9.12 Beams employs a team of experienced and reliable sessional staff. The sessional staff are used to support the team with annual leave, sickness and gaps within the rota.

10. CARE PLANNING

- Admissions to the Dragon's Retreat

- 10.1 Dragon's Retreat is an independent unit within Kent and therefore a significant number of referrals are from Kent County Council. Other authorities also make referrals to the Dragon's Retreat. We currently deliver services to young people from Medway, Southwark and Havering as well as privately funded young people.
- 10.2 All children eligible to attend Dragon's Retreat will have this identified as a need from a social work assessment (unless privately funded). Following assessment and in consultation with the child and their family the child/young person's needs and outcomes will be identified, and a proposed support package developed which may include short breaks.

- 10.3 All referrals are discussed with the Registered Manager, Disabled Children's Team and the family. Admission to Dragon's Retreat must be approved by the Registered Manager.
- 10.4 After a referral is accepted, the child/young person and his or her family are invited to visit the unit, and a support plan will be completed. The support plan, risk assessment and other relevant documents are finalised at this meeting and tea visits are arranged. Once first overnight has taken place an overnight review meeting is arranged before the next overnight stay.
- 10.5 The unit does not specifically hold an emergency bed. However, children and young people who already access Dragon's Retreat that may require care in an emergency would be considered through the appropriate social care team.

11. GDPR and PRIVACY NOTICE

Data Privacy Notice

The new General Data Protection Regulation (GDPR) came into effect from 25th May 2018. Therefore, we have updated our privacy notice so that we can make you aware of how we store and use the personal data you share with us.

We are Beams, also known as Beams and all services operated within the Charity include;

- Short Breaks Services
- Family Advice Service
- Payroll Service
- Direct Payment Support Service
- Dragon's Retreat Dragon's Retreat
- Fundraising and Marketing

We are committed to maintaining the trust and confidence of our service users. We want you to know that we will not sell or trade personal information that we hold on anyone.

So that our position is clear, in this Privacy Notice we have included information on when and why we collect personal information, how we use it, conditions under which we may disclose it to others and how we will keep it secure.

What information do we collect?

We collect information when you register with us or book onto a service or a fundraising event. We also collect information when you complete surveys and provide feedback.

Personal information is any information used to identify you. This could be your name, phone number and email address.

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How will we use the information about you?

There are different reasons why we might need your personal information – the main ones are:

- Provide you and your children with support
- Understand and provide appropriate levels of care
- Process payments on your behalf
- Process employment records and payments
- Monitor a Direct Payment Account
- Process your donations to us
- Register you for an event.
- Inform you of services and fundraising events that we can offer you
- Contact you if we need additional information to offer the correct support to you.
- Check with you that our records are correct and that you are happy with our services

Sharing Information

We may share your information with, and obtain information about you from other Third-party professionals. This will depend on the service we provide to you.

Direct Payment Support Service Users

So that we can support you properly, we may need to share some information with;

- Kent County Council who fund your Direct Payment
- Payroll providers used by you
- Insurance companies and Legal Advisors
- Organisations authorised by you for us to deal with to provide support to you

You will need to give your consent to the sharing of any personal information and we will only share your information with organisations who have policies which comply with the new GDPR regulation and will protect your information

Website

When someone visits www.wearebeams.org.uk we use a third-party service called Stat Counter Analytics to collect information to help us improve the website and service offered. We need to know the number of visitors to the various parts of the site, and which pages are useful to parents or service users. This information is processed in a way which does not identify anyone. We do not allow Stat Counter Analytics to make any attempt to find out the identities of those visiting our website.

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Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual.

The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie does not give access to your computer or any information about you, other than the data you choose to share with us.

Our website will give you the opportunity to act before cookies are set on a first visit to our site. There will be a notice warning that cookies are used and that you can block them, however if you continue to browse this will be deemed valid consent via affirmative action."

If you change your mind you can reverse the process when you browse our website.

If you wish to restrict or block web browser cookies which are set on your device, then you can do this through your browser settings; the Help function within your browser should tell you how. Alternatively, you may wish to visit www.aboutcookies.org, which contains comprehensive information on how to do this on a wide variety of desktop browsers.

- **E-Mail Services**

We use a company called Survey Monkey which is a provider of e-mail services when we contact you and send information about the Charity, our services and surveys via e-mail. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-bulletins. For more information, please see Survey Monkey's privacy notices.

You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of this please email admin@wearebeams.org.uk or write to us at

Data Protection Officer
We are Beams
Allsworth Court
38/40 St David's Road
Hextable
Kent
BR8 7RJ

Changes to our Privacy Notice

To make sure that we are up to date we reserve the right to make changes and updates to the privacy notice without giving you notice as and when it is needed.

The most up to date Privacy notice will be posted on our website so that you can access it at anytime.

Data Protection Officer

The DPO can be contacted either at the address above or by e-mail dpo@wearebeams.org.uk

Any formal complaint will be dealt with within 2 working days.

Tracey Riley, Registered Manager – Short Breaks Service Manager

Robin Adams, Deputy Manager Short Breaks

Jennifer Adams Short Break Administrator

Katrina Adams, Responsible Individual

April 2022